



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)

Phone: 0431-2505121/5122 | email: purchase@iimtrichy.ac.in

NOTICE INVITING E-TENDER FOR PROVIDING MANPOWER FOR HOUSEKEEPING & GARDENING SERVICES TO IIM TIRUCHIRAPPALLI

Tender No. IIMT/2022-23/HKGS/24 dated: 01.08.2022

(E-Procurement)

Details	Date	Time	Venue
Name of Work/ Service	<i>“Tender for Providing Manpower for Housekeeping and Gardening Services to IIM Tiruchirappalli”</i>		
Date of issue of Tender Document	01.08.2022	18.00 Hrs. onwards	-
Pre-bid Meeting	10.08.2022	11.00 Hrs.	Deans Office Meeting Room, IIM Tiruchirappalli and through Virtual mode for those bidders who are unable to visit the Institute
Last date of Submission of Tenders	22.08.2022	11.00 Hrs.	-
Opening of Technical Bid	22.08.2022	11.15 Hrs.	-
Opening of Price Bid	<i>To be informed later</i>		-
Tender Document	The tender document can be downloaded from the IIM TIRUCHIRAPPALLI website https://www.iimtrichy.ac.in/tender-published and the Ministry of Education e- Wizard Portal (https://mhrd.euniwizarde.com)		
EMD Amount	EMD Amount Rs. 6,00,000/- to be remitted in MoE’s E-Wizard Portal through online mode.		
Copies of payment transaction receipt for EMD has to be attached with the application form, without which the Bid won’t be considered. The payment of EMD is exempted for MSME Bidders. Bidders claiming exemption should attach necessary document proof should be attached with tender document.			
SD Amount	3% of work order value to be remitted by the successful Bidder to IIM Tiruchirappalli as SD. The SD amount will have to be remitted to IIM Tiruchirappalli within seven days along with the letter of acceptance from the receipt of the Purchase Order, failing which the Purchase Order will stand cancelled.		
Mode of Submission of Tender	In e-Wizard Portal(https://mhrd.euniwizarde.com/)		



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Instructions for Online Bid Submission

The bidders must **submit soft copies of their Bid electronically** on the **e-Wizard Portal** using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information, bidders may visit the Portal (<https://mhrd.euniwizarde.com/>)

1. Registration Process on Online Portal

- a. Bidders need to enroll on the e-Procurement module of the Portal <https://mhrd.euniwizarde.com/> by clicking on the link “Bidder Enrolment”.
- b. The bidders need to choose a unique username and assign a password for their accounts.
- c. Bidders are advised to register their valid email addresses and mobile numbers as part of the registration process. This would be used for any communication from the e- Wizard Portal.
- d. Bidders to register upon enrolment with their valid Digital Signature Certificate (Class III Certificates with signing and Encryption key) issued by any Certifying Authority recognized by CCA India with their profile.
- e. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSCs to others, leading to misuse.
- f. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token

2. Tender Documents Search:

- a. Various built-in options are available in the e-Wizard Portal like Department name, Tender category, estimated value, Date, other keywords, etc., to search for a tender published on the Online Portal.
- b. 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 ‘Interested tenders’ folder.
- c. The Bidder should make a note of the unique Tender No assigned to each Tender, in case they want to obtain any clarification/help from the Helpdesk.

3. Amendment of Bid Document

- a. At any time before the deadline for submission of proposals, IIM Tiruchirappalli reserves the right to add/modify/delete any portion of this document by the issuance of a Corrigendum, which will be published on the website and will also be made available to the all the Bidders who have been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.
- b. The Institute may at its own discretion, extend the last date for the receipt of bids.
- c. IIM Tiruchirappalli reserves the right to cancel the Tender without assigning any reason at any stages of evaluation before finalization.



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d. IIM Tiruchirappalli also reserves the right to, at any time and its absolute discretion, the following:

- Accept or reject all bids.
- To obtain further clarification or supporting documents during the technical bid evaluation.
- To suspend, discontinue, modify and /or terminate the Tendering process at any time.
- To reserves, the right to modify/change/delete/add any further terms and conditions prior to the opening of the Price Bid.

4. Assistance to Bidders

- a. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tenderer the relevant contact person indicated in the Tender.
- b. Any queries relating to the process of online bid submission or queries relating to e- Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is 8448288994/87/89/88/81/90/92/82 011- 49606060, 07903269552, 9355030608, 9055030613, 7903810198, 9355030606, 9315620706, 9355030623, 9355030628, 8800526452, 9205898228, 9122643040, 9355030604, eprochelpdesk.01@gmail.com, eprochelpdesk.03@gmail.com, eprochelpdesk.06@gmail.com
- c. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the Bid (s).
- d. The Bid should be submitted through the e-Wizard Portal (<https://mhrd.euniwizarde.com>) only.

Notice Inviting Tender

Over View

1. Indian Institute of Management Tiruchirappalli (herein after referred as IIMT), an Institute of National Importance, established by the Ministry of Education (Shiksha Mantralaya), Govt. of India. More details about IIMT are available on our website www.iimtrichy.ac.in.
2. IIMT invites e-Tender for the following service:

Service Description	Annual Estimated Value of the Tender (excluding GST)	Interest-free Performance Security Deposit
<i>Providing Manpower for Housekeeping and Gardening Services to IIMT</i>	Rs. 2,00,00,000/-	3% of the Work Order value

PERIOD OF CONTRACT

The selected Service Provider shall provide Manpower Services for a period of one year. However, the contract shall be extended for a further period of up to **three more years** on a yearly basis if the services provided by the Agency is found to be satisfactory, on the same terms and conditions and at the sole discretion of the Institute. The commencement date of the contract will be reflected in the Work Order, which will be issued to the selected Bidder.

BROAD SCOPE OF WORK

1. To supply manpower for housekeeping and gardening services to IIM Tiruchirappalli depending upon requirements from time to time as per the terms & conditions mentioned in this tender document.
2. Category Wise Tentative Manpower requirements, as of now, are as under;

S. No	Type of Work	Tentative No. Of Manpower	Category
1	Housekeeping	35	Unskilled
2	Gardening	27	Unskilled
3	Supervisors (Housekeeping)	2	Semi-Skilled
4	Supervisor (Gardening)	1	Highly Skilled / Skilled

The above requirement of the manpower is tentative as per the initial requirement. The Institute reserves the right to change the total number (can increase/decrease) of outsourced manpower and its mix at any point during the contract period.

3. Anticipated No. Of Housekeeping & Gardening per Day

S. No	Particulars	No. Of Persons per day for Hosuekeeping	No. of Persons per day for Gardening
1	Supervisor	02	01
2	Administrative Block	35	27
3	Academic Block		
4	All Hostels		
5	Sports Complex		
6	Garbage collection form residential area & outer cleaning, etc.,		
7	LRC and IT Wing		
8	Wellness Centre		

4. Working Hours

- General Shift: 08.00 am to 5.00 pm.
- Shift work will be allotted as and when required.

5. Tentative Requirement of Manpower:

Approximately 65 Nos. of Manpower from all the above categories are the present requirement of IIM Tiruchirappalli. The above requirement is only tentative and may vary depending upon the volume of work, functional requirements etc. Any additional requirement/variation of manpower shall be communicated to the Service Provider at the sole discretion of IIM Tiruchirappalli which will be final and binding as and when the need arises during the period of contract.

6. Nature of work:

a) Housekeeping

Standard Cleaning Services and Procedures as defined below. For these services all consumables (like brooms, cleaning cloth/sponges/wipes, mops, cleaning chemicals, etc.) should be provided by the vendor. For cleaning chemicals/material, vendor has to use standard and widely used brands which will be approved by the Institute.

i) Sweep cleaning

- Damp Mopping of Tiles, Vitrified floors, Kota/marble floors, staircases, elevators floor, sidewalls and podium crane areas.
- Floors shall be free of dirt, mud, sand, footprints, liquid spills, and other debris
- Chairs, trash receptacles, and easily movable items shall be moved to clean underneath.
- During inclement weather, the frequency may be higher than once per day. When completed the floor and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water.
- After sweeping all floors, areas would be machine scrub cleaned.
- Sweep Clean of debris from walkways and driveways and hose clean them during

appropriate climatic and water use conditions.

ii) **Vacuuming**

- a) Vacuuming all rugs and carpets runners and carpet protectors so that they are free of dirt, mud etc.
- b) Appropriate type of vacuum cleaner would be used to ensure adequate cleaning.
- c) When completed, the area shall be free of all litter, lint, loose soil and debris.
- d) Any chairs, trash receptacles, and easily moveable items, shall be moved to vacuum underneath, and then replaced in the original position.

iii) **Washroom cleaning**

- a) Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non- abrasive cleaner's rind disinfectants.
- b) All surfaces shall be free of grime, soap mud and smudges
- c) cleaning of mirrors, glass windows, etc.,
- d) Replacement of paper towels, toilet paper, soap dispenser in all bathrooms shall be performed.

iv) **Trash removal**

- a) Emptying all waste paper baskets from all floor areas, and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning items where they were located;
- b) All waste from waste paper baskets will be collected and deposited in the buildings waste containers.
- c) Dry & wet garbage would be segregated and dumbered into designated area within the premises.

v) **Glass Surface Cleaning**

- a) All glass at entrance doors of the premises would be cleaned using damp and dry method.
- b) Glass tabletops, cabin doors, cabin partitions rind glass accessories would also be cleaned.
- c) Removal of grease marks or fingerprints glass counters and partitions. This cleaning is done using approved all-purpose cleaner and lint free cloth or paper towels.

vi) **Spot Carpet Cleaning**

- a) Spot clean carpets whenever necessary to remove spots, using appropriate product.

vii) **Dump & Dry Cleaning**

- a) Wipe clean all White boards of class rooms, meeting rooms, conference rooms etc.
- b) Wipe clean all table tops of workstations, cubicles arid other furniture and fixtures.

viii) **Deep Cleaning**

- a) Stairways, Surrounding Common Areas, Terraces, generator rooms, AHU Rooms, Car parking, etc.
- b) Ceilings, Walls, Partitions, etc.
- c) Toilets and Washrooms.
- d) Window Glass Cleaning.
- e) Interior & Exterior glass will be cleaned on both sides, throughout the building. Safety devices to be used for cleaning at the heights.
- f) Exterior cleaning of the glasses where accessible / at reachable height.
- g) Dusting window- sills and blinds.

ix) Sanitizing

- a) Office Desk paper bins would be cleaned and sanitized
- b) All washroom dustbins would be thoroughly cleared and standardized.
- c) All telephone instruments would be sanitized using disinfectants.
- d) Waste Bins from Pantry and cafeteria areas would also be thoroughly cleaned and sanitized with disinfectants.
- e) Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfect.

x) Dusting & Wiping

- a) Dusting & wiping light fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks

xi) Polishing

- a) Mansion Polish of furniture and other wooden fixtures where applicable.
- b) Applying Metal polishes to accessories or door handles, hand railings, lift walls, etc. where applicable.

xii) Scrubbing

- a) Scrubbing of all floor areas with scrubbing machines

xiii) Fire exit stairs & main stairs

- a) Fire exit stair will be swept, mopped and dusted once a day.
- b) Wall skirting, windows ledges and window glass (from inside) will be cleaned on a daily basis.
- c) Handrails will be buffed on daily basis.
- d) Fire exit doors will be wiped and cleaned daily.
- e) Fire extinguishers will be dusted on a daily basis
- f) Ensuring that Fire exit routes are clear without stacking of any material.

xiv) Common Areas

- a) Entrances, car parks, paving, paths, roads within the campus, grounds and the outside premises must be maintained cleanliness.

xv) Cleaning of Terrace

- a) Empty all waste bins and replace in their original locations
- b) Clearing and cleaning of all storm water drains.
- c) Litter picking, cleaning of signage's to be carried out at regular intervals.
- d) All hard paved areas to be cleaned periodically through appropriate mechanized machinery

xvi) Inspections

- a) Supervisor's should monitor activities of their staff to insure that housekeeping is acceptable.
- b) Supervisors should develop an inspection checklist that is tailored to the individual work area.
- c) All deficiencies noted during the inspection should be documented in sufficient detail to all the use of the checklist as a cleanup guide.

- d) During inspections, any safety related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the facility manager who in turn, will notify IIMT.

b) HORTICULTURE / GARDENING

i) Landscaping

- a) Maintenance of complete landscaping area including Lawns, maintenance of Potted plants (Outdoors and Indoors), Trees, shrubs, Hedges, Creepers, Ground cover.
- b) The maintenance includes timely cutting, pruning, watering, manure, spray of insecticide and Pesticides, Proper dose of Fertilization, Cleaning of Landscape Areas, and Plantation of Seasonal flowers as and when required.
- c) To carry out the maintenance work, manure, urea, chemicals, insecticides, pesticides, good earth, soil etc. will be provided by the Institute.
- d) The Gardeners shall be supervised by a qualified Horticulturist as and when required. Service Provider will provide certificate / documentary evidence of the Horticulturist's credentials.
- e) Service Provider should take permission from IIMT before planting any fresh plants in Institute premises.

ii) Grassed Areas

- a) All grassed areas shall be maintained in a neat, tidy and usable condition appropriate to the designated use/ location;
- b) All grassed areas shall be kept free of weeds, moss or extraneous growth
- c) All grassed areas shall be kept in healthy growth at a reasonable length
- d) All landscaped grassed areas shall be kept neatly cut to the edge of the border hence, building lines, path edges, hedge bases, tree bases etc.
- e) All grassed areas shall be kept free of large accumulations of litter, stones, animal feces, bricks and glass.

iii) Horticultural Works

- a) All horticultural works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance.
- b) All trees, perennial plants and shrubs shall be maintained so that they are in healthy growth.
- c) Trees and shrubs shall be kept to an acceptable height and form and are to be pruned in accordance with good horticultural practice.
- d) Plants or shrubs shall not obstruct or encroach pedestrian or vehicular traffic routes.
- e) All rose beds, shrubberies, herbaceous borders, hedgerows, other garden areas etc. shall be clear of litter, weeds, leaves, suckers, dead flower heads, rubbish, animal feces and other debris, and remain in a neat and tidy condition at all times.
- f) All plants/ trees and shrubs etc., which have or appear to be dying, should be removed and replaced as soon as possible following removal of dead plant(s) by a suitable replacement.

iv) Office Plants and Flowers

- a) All office planting works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance.
- b) All plant specimens shall be maintained so that they are in healthy growth.
- c) All plant specimens shall be kept to an acceptable height and form and shall be pruned in accordance with good horticultural practice;
- d) All pots/ containers shall be cleaned and replaced where necessarily;
- e) All plant specimens, which have or appear to be dying shall be removed and replaced as soon as possible following removal of dead plant(s) by a suitable replacement.
- f) The plant and flowers chosen shall be of a kind that is known not to cause any allergic reactions.

Any other work assigned by the Officer in charge of IIM Tiruchirappalli.

7. Service Materials and Tools

- a) All the materials required for the work such as brooms, thattimalars, basket, cob-web stick, mopping stick, cloth, brushes, aruval, aluminium ladder, waste trolleys, tricycle etc., will have to be provided by contractor.
- b) All the machines required for the work vaccum cleaning, grass cutting, floor cleaning, roof cleaning etc. will have to be provided by contractor.
- c) Disinfectants, Harpic, Lyzol, Phenyl Naphthalene balls, soap-water, tissue paper, etc. required for toilet clearing, floor mopping, will have to be provided by the contractor.
- d) The contractor should use Jet pumping for cleaning work and Techno Trolley etc.
- e) The safety shoes and safety equipment (shoes, glass, gloves, mask etc.) to be provided by the contractor.
- f) Providing fogging machine, grass cutting machine, lawn mover, vacuum cleaner and other accessories.

8. Working Conditions:

- a. The service is required to be carried out on all the working days of the month except declared holidays and festival holidays.
- b. Sufficient Manpower is required to be provided for the work.
- c. Strict discipline must be observed by the workers.
- d. The staff employed must be provided with a proper uniform to distinguish them from other staff.
- e. The staff will ensure wearing respective work masks, safety gloves, boots and belts as and when required.
- f. The Contractor should also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards as laid down by IIMT and the industry norms. All staff would be in a neat, clean and well-groomed appearance.
- g. The staff must be provided with an identity card with the Institute's approval.
- h. The supervisor under whom the staff will work shall have to report daily to the concerned official of the Institute and take instructions.

Eligibility Conditions for Bidders

1. The tendering Agency must fulfil the conditions mentioned in the succeeding paras in order to be eligible for technical evaluation of the Bid.
2. The Bidder (s) should be registered with the Goods and Services Tax council for the purpose of Goods & Service Tax (GST) A copy of the PAN Card, GST registration certificate and has to be submitted with the Technical Bid of the tender document. The names appearing on all these documents and the tender document should be the same or linked.
3. The bidder(s) should be registered with the appropriate registration authority and should be in existence for not less than three years as on 30th June 2022. Copy of Certificate of Incorporation should be attached.
4. The Bidder(s) should have a valid license from a competent license authority under the provision of the Contract Labour Act, 1970 and Contract Labour Central Rules, 1971. Copy of Certificate of Incorporation should be attached.
5. Bidder(s) should have at least three years' experience in the business of providing outsourced Manpower as on 30th June 2022. (Relevant documentary proof must be submitted with technical Bid).
6. The bidder(s) should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other labour authorities, including under the Contract Labour (Regulation and Abolition Act). Copy of relevant registration certificates are to be attached.
7. Copy(ies) of work order(s) showing that the firm has executed the similar work(s) in the last three years (from 01st July 2019 to 30th June 2022) as covered by this tender (**Similar work shall mean:** Supply of Manpower for Housekeeping and Gardening Services to the Central/State Government Organizations/PSU's and Private Organisations) and details of current works on hand and other contractual commitments shall be provided by the Bidder as on 30th June 2022 as detailed below;

At least one similar work of 80% of the estimated cost [Order copy to be enclosed]

OR

At least two similar works of 60% of the estimated cost each [Order copy to be enclosed]

OR

At least three similar works of 40% of the estimated cost each. [Order copy to be enclosed]

Note 1 : Facility Management Contract/Service will not be considered as Supply of Manpower.

Note 2: Work order Evaluation will be calculated proportionately. For example,

- a) If Bidder(s) received work order for similar kind of work on 01st April 2022 means work order value will be calculated proportionately for only 3 months up to 30th June 2022)
- b) If Bidder(s) received work order for similar kind of work before 01st July 2019 and that contract period extends after 01st July 2019, means work order value will be determined proportionately from 01st June 2019 to 30th June 2022)

The bidders should be able to provide supporting evidence, such as a copy of the work orders and testimonials/completion certificates from clients related to the supply of manpower services in the relevant field to be submitted. Performance Certificates from past clients of equivalent order sized (issued in the last three years) need to be attached with the Tender document.

8. The average annual turnover of the bidder(s) should be at least 100% of the estimated cost of the Tender during the last three financial years from 2018-19 to 2020-21 in as covered by this tender. Copies of duly audited Balance Sheet with Profit & Loss accounts are to be submitted as per [Annexure-I](#) (Technical Bid). The year in which no turnover is shown would also be considered for working out the average.
9. Bidders should be regular in filing Income-Tax returns. A copy of the Income-tax returns filed and audited accounts statement for the last three financial years (2018-19 to 2020-21) should be submitted along with the Technical Bid.
10. The bidder should provide a solvency certificate from their bankers for an amount not less than Rs.50,00,000/-. The certificate shall not be older than 30 days as on the date of submission of bids.
11. The Bidder should have an operating office in Tiruchirappalli. Proof for having the Offices in Tiruchirappalli should be submitted.
(Acceptable Documents: (as on Date of Publishing Tender))
 - a) Latest Telephone Bill/Registered Rent Deed/Professional Tax Payment Slip.
 - b) If any other valid address proof other than the above mentioned needs to be submitted along with Electricity Bill (**Past 6 Months**) for proving it as Commercial Place)
12. The bidders should not be blacklisted by any department of the Government of India or any State Government and Private organization in the past. There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India. An undertaking to this effect in the Company letterhead duly signed by the owner/partner or both to be enclosed, as per [Annexure-V](#).
13. The Bidder should give a self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per [Annexure-VII](#).

Instructions to Bidders

1. Downloading of Tender Document:

Tender Documents are to be downloaded from the Institute's website <https://www.iimtrichy.ac.in/tender-published> and <https://mhrd.euniwizarde.com/>. No Tender fee is payable to IIM Tiruchirappalli.

2. Earnest Money Deposit:

- a. The bidder(s) should remit an Earnest Money Deposit (EMD) of Rs. **6,00,000/-** (Rupees six lakhs only) at MoE's e-Wizard Portal. A copy of the payment transaction receipt has to be attached with the e-Tender application form, without which the tender won't be

considered for the bidding process.

- b. The EMD of the successful bidder will be adjusted against the interest-free security deposit.
- c. The EMD of the unsuccessful bidders will be released after the finalization of the tender. No interest is payable on the Earnest Money Deposit (EMD).
- d. Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organization or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for all these items only, are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) along with the tender to this effect.
- e. The bidders who seek exemption from EMD as per the clause above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract, and they fail to sign the contract or submit performance security before the deadline defined in the bid document, and they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

3. Relationship Certificate:

- a) The Bidder should give a certificate that none of their near relatives is working in the Institute as defined below where he is going to apply for the Tender. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be provided by all the partners and in case of a limited Company by all the Directors of the Company. Due to any breach of these conditions by the Company or firm or any other person, the Tender will be cancelled, and Bid Security will be forfeited at any stage whenever it is noticed, and IIM Tiruchirappalli will not pay any damage to the Company or firm or the concerned person.
- b) The Company or firm or the person will also be debarred for further participation in the concerned unit.
- c) The near relatives for this purpose are defined as follows: -
 - Members of a Hindu undivided family,
 - Spouse,
 - The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).
- d) The Relationship Certificate ([Annexure-VIII](#)) needs to be placed in the Technical bid.

4. Conditional Bids:

Conditional bids or Bids based on the process / basic schemes other than mentioned and/or not conforming to the technical specifications/requirements of the Bidding documents will not be considered.

5. Technical Bids Criteria:

- The technical Bid shall contain all the relevant information which forms part of the technical Bid. The information provided in the technical Bid will be used for understanding and assessing/evaluating the quality of the solution being proposed by the Bidder.
- All the information should be organized in logically structured form and uploaded in PDF Format as a technical Bid with an index. Bidders should comply with the scope of work, eligibility criteria and technical requirements. The detailed formats are available in [Annexure-I](#). The Bidder is to complete the same in all respect and submit accordingly. No deviations are acceptable in [Annexure-I](#).

6. Price Bid Criteria:

- The Price bid would consist of **Service Charge in Percentage (without taxes)** to be charged for the manpower to be deployed by the successful bidder to IIM Tiruchirappalli.

The Bidder(s) should quote the percentage of service charges between the range of 3% to 5%, the minimum and maximum of the rates of service charges, respectively. Any bidder quoting less than the minimum of 3% and more than the maximum of 5% shall be rejected even if the bidder gets qualified in the technical bid stage.

- Wages / Remuneration for deployed manpower will be paid taking into account of the following components:

Types of Manpower	Wages / Remuneration	EPF & ESI & Bonus	Agency Service Charge (in Percentage)
Housekeeping, Gardening, Supervisor	As per the Minimum Wages Act	As per the prevailing Government of India Rules	To be quoted by the bidder in the Price Bid without GST.

Note:

- GST to be paid extra as applicable.
- The Bidder(s) should quote only percentage of the Service Charge for Manpower Services in Price Bid.
- The wages payable to the employees will be revised solely based on the revision of minimum wages as notified by Government of India from time to time, wherever applicable.
- Payment to the manpower Service Provider will be made as per actual deployment based on requirement and working days of IIM Tiruchirappalli.
- If a firm/agency quotes NIL or negative charges / consideration, the bid shall be treated as unresponsive and not be considered even after fulfilment of other technical qualifications by such bidders.*
- If the % of service charges quoted by a bidder is outside the given range, the*

tender shall be rejected.

- The Percentage quoted by the tendering service provider should be inclusive of all liabilities under Statutory/taxation provisions (other than ESI/EPF/Bonus as indicated above) in force at the time of entering in to contract, but excluding GST.
- c. Price Bid i.e. BoQ in MS Excel (.xls) format given in Tender to be uploaded after filling all relevant information. The priced BoQ should be submitted strictly as per the BoQ in MS Excel (.xls) format, failing which the offer will be rejected (renaming or changing the format of BoQ) will not be acceptable.
- d. The percentage of service charge to be quoted by the bidder shall include all other expenses like overhead, profit and any additional expense, including all taxes, except GST and must hold good till the completion of work and shall not be subjected to any escalation. No claim on this account whatsoever shall be entertained at any stage, including the extended period, if any. IIM Tiruchirappalli shall pay the GST separately, as per the invoice.
- e. The tender must be submitted with the rates for all the item(s) of the services involved, and any incomplete tender will not be considered.
- f. The service provider should quote rates in the Price Bid ([Annexure-II](#)) in MS Excel (.xls) format only; bids indicating rates anywhere else will be rejected.
- g. Arithmetical errors, if any, shall be rectified on the following basis. If there is a discrepancy between the unit price and total price, then the unit price shall prevail, and the Institute shall correct the total price. If the Bidder does not accept the correction of the errors, the Bid shall be rejected.

7. Award of Contract:

The lowest service charge quoted in percentage shall be considered as L1 quote and the Institute shall consider placing orders to the L1 bidder, whose offers have been found technically and financially acceptable. The Institute reserves the right to negotiate the price(s) with the L1 bidder, who has quoted the lowest in the Price Bid, if required.

8. Resolution on Tie Cases:

If more than one bidder quotes the same rate, the bidder with highest marks obtained from below mentioned criteria will be considered as L1.

Sl. No	Items	Maximum Marks
1	Financial Soundness / Turnover (Average turnover in the last three years, as reported in the audited financial statements will be considered). a. less than Rs. 10.00 Crores = 0 marks; b. Rs.10.01 to 20.00 Crores = 4 marks; c. Rs.20.01 to 30.00 Crores = 8 marks; d. Rs.30.01 to 40.00 Crores = 12 marks; e. above Rs.40.00 crores=14 marks;	14

2	<p>The agency's experience in providing manpower for Cleaning/Housekeeping/ gardening services to Central/State Govt. organizations / Private Organisation (Cumulative work order for past 5 years):</p> <p>Central Higher Educational institutions- IIMs/IITs/NITs:</p> <table border="1" data-bbox="456 495 1002 667"> <thead> <tr> <th>Work Order Value</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Rs. 05.00 to Rs.10.00 Crores</td> <td>4</td> </tr> <tr> <td>Rs. 10.01 to Rs.15.00 Crores</td> <td>6</td> </tr> <tr> <td>More than Rs. 15 Crores</td> <td>8</td> </tr> </tbody> </table> <p>Central PSUs / other Central Government organizations:</p> <table border="1" data-bbox="456 752 1002 925"> <thead> <tr> <th>Work Order Value</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Rs. 05.00 to Rs.10.00 Crores</td> <td>3</td> </tr> <tr> <td>Rs. 10.01 to Rs.15.00 Crores</td> <td>5</td> </tr> <tr> <td>More than Rs. 15 Crores</td> <td>7</td> </tr> </tbody> </table> <p>State PSUs / State Government Organizations / Private Organisations:</p> <table border="1" data-bbox="456 1055 1002 1227"> <thead> <tr> <th>Work Order Value</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Rs. 05.00 to Rs.10.00 Crores</td> <td>1</td> </tr> <tr> <td>Rs. 10.01 to Rs.15.00 Crores</td> <td>2</td> </tr> <tr> <td>More than Rs. 15 Crores</td> <td>3</td> </tr> </tbody> </table>	Work Order Value	Marks	Rs. 05.00 to Rs.10.00 Crores	4	Rs. 10.01 to Rs.15.00 Crores	6	More than Rs. 15 Crores	8	Work Order Value	Marks	Rs. 05.00 to Rs.10.00 Crores	3	Rs. 10.01 to Rs.15.00 Crores	5	More than Rs. 15 Crores	7	Work Order Value	Marks	Rs. 05.00 to Rs.10.00 Crores	1	Rs. 10.01 to Rs.15.00 Crores	2	More than Rs. 15 Crores	3	18
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3	<p>Performance certificate provided by previous clients for last 5 years. Copy of Work order with performance certificate in letter head with verifiable contact details (office phone number, official email id) should be enclosed.</p> <p>a) Central Higher Educational institutions IIMs/IITs/NITs – 2 marks for each certificate</p> <p>b) Central PSUs / other Central Government organizations – 1.5 marks per certificate</p> <p>c) State PSUs / State Government Organizations / Private Organisation – 1 Marks</p> <p><i>A minimum of 5 Performance Certificates along with the respective work order will have to be provided to be considered under this head.</i></p>	18																								
Total Marks		50																								

The bidders should submit the relevant documents for the above requirements for tie resolution, along with the technical bid itself else the bid will not be taken for consideration for further process in *tie cases*. The documents cannot be provided after opening of the price bids.

9. Validity of Bids and Rates:

- i. All the quoted rates would be valid until the completion of the contract. No escalation of price whatsoever would be allowed during the currency of the contract, including an extended period if any.
- ii. The quote shall remain valid and open for acceptance for a period of 90 days from the date of opening the price bid.

Bid Preparation

- a. Bidders should take into account any corrigendum published on the tender document before submitting their bids.
- b. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the Bid.
- c. 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 documents that need to be submitted. Any deviations from these may lead to the rejection of the Bid.
- d. *Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLSX/PNG, etc. formats.*

Procedure for Submission of Online Bids

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads the Bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The tender document should be downloaded from the IIM Tiruchirappalli website <https://www.iimtrichy.ac.in/tender-published> and <https://mhrd.euniwizarde.com/> . The Tender needs to be submitted online through MoE e-Wizard Portal (<https://mhrd.euniwizarde.com/>).
- c) The Bidder needs to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- d) The Bidder should submit the Bid online in *two parts* viz. *Technical Bid* and *Price Bid*. Technical Bid along with required documents, should be in PDF format and uploaded online in Cover-One. *Price Bid in MS Excel “.xls”* format only should be uploaded online in Cover- Two.
- e) All the pages of the tender document being submitted must be digitally signed as per the procedures and requirements stipulated herein.

- f) The Bidder (s) shall not make any changes or amendments in the tender document as published in the IIM Tiruchirappalli website and Ministry of Education e-Wizard Portal.
- g) All correspondence and documents relating to the Tender shall be written in English.
- h) No addition or alteration should be made in the tender document.
- i) The tender document should be filled in legible handwriting/printing/typing without ambiguity.
- j) If any correction is necessary in the information provided by the Bidder, the same should be made after scoring out the old entry. In any case, there should not be any overwriting. All the corrections should be attested with the full signature of the Bidder with date.
- k) It is construed that the Bidder has read all the terms and conditions before submitting their offer. Self-Declaration as given in [Annexure-VII](#) to the effect of stating that all the terms and conditions of the Tender have been read and abided by the tenderer shall be furnished.
- l) Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.
- m) The bidders are cautioned that furnishing of incomplete/ambiguous information, suppression of facts and any alteration of the prescribed tender format will entail outright rejection of the bid application.
- n) Bidders should note that they should submit their price bids in the prescribed format given by IIM Tiruchirappalli, and no other format is acceptable.
- o) 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, the opening of bids, etc. The bidders should follow this time during bid submission.
- p) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- q) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- r) 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.
- s) The off-line Tender will not be accepted, and no request in this regard will be entertained whatsoever.

1. Online Bids Submission:

The Online bids (complete in all respect) must be uploaded online in two covers as explained below:

a. Technical Bid – (Cover 1):

The following documents are to be furnished as a single PDF file by the Bidders along with Technical Bid ([Annexure-I](#)), as per the tender document;

- i. Application form as per [Annexure - IV](#).
- ii. Copy of PAN and GST Registration.
- iii. Copy of constitution or legal status of the service provider /Sole proprietorship/firm Agency etc., like an Attested copy of the deed of partnership, if the firm is a partnership concern. Certificate of Incorporation duly certified in case of Company.
- iv. Copy of Licenses under the provision of Contract Labour Act, 1970 and Contract Labour Central Rules, 1971.
- v. Registration Certification under Employees State Insurance Corporation Act (ESI) Act along with a copy of latest remittance made by your agency/ firm/ company.
- vi. Registration Certification under Employees Provident Fund (EPF) Act along with a copy of the latest remittance made by your agency/ firm/ company towards EPF.
- vii. Copy of work orders, testimonials/completion/performance certificates from the present and past clients of equivalent order sized (***received in the last three years as on 30th June 2022***) with verifiable contacts need to be attached with the Tender document.
- viii. A copy of Income tax returns filed and audited accounts statement for the last three financial years (2018-2019 to 2020-2021).
- ix. Solvency Certificate for Rs. 50 Lakhs.
- x. Documents for Resolution of Tie Cases.
- xi. Duly (Digitally) Signed Tender document and it's all annexures.
- xii. All other documents mentioned in the tender document and its Corrigendum (If any), except the Price Bid document.

b. Price Bid - (Cover 2)

Price bid (As per [Annexure-II](#) duly filled and signed) **price must be quoted and uploaded online as per the format specified** (MS Excel “.xls” format), failing which the Bid shall be rejected.

Pre-Bid Meeting:

A Pre-Bid Meeting with the intending bidders will be conducted in person at Deans Office Meeting Room, Administrative Block, IIM Tiruchirappalli on **10.08.2022 at 11.00 Hrs.** to clarify doubts that shall arise before submitting the bids.



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

Pudukkottai Main Road, Tiruchirappalli-620 024 (TN) Phone:

0431-2505121/5122 | email: purchase@iimtrichy.ac.in

If the bidders, who are unable to visit IIM Tiruchirappalli in person to attend the pre-bid meeting, can join the meeting through virtual mode.

The bidders need to send the scanned copy of the letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before **09.00 Hrs., on 10.08.2022** to attend the Pre-bid meeting as per the format enclosed vide [Annexure-VI](#).

The Bidders are requested to mail their doubts/queries to purchase@iimtrichy.ac.in before the pre-bid meeting, i.e. by **10.00 hrs., 10.08.2022**, to enable us to clarify the doubts in the pre-bid meeting itself.

Opening of Technical Bid:

The Tender Opening Committee will open the technical Bid on **22.08.2022 at 11:15 Hrs.** on the e-wizard online Portal.

Opening of Price Bid:

The price bids of all the technically eligible bidders will be opened on the e-wizard Portal after the technical bid evaluation. The date and time for the opening of the Price Bid will be informed later.

If the quoted price bids have the rates outside the prescribed range mentioned in the tender shall be rejected by IIM Tiruchirappalli irrespective of the said bidders has qualified in the Technical Bid.

The Institute reserves the right to accept or reject all the offers, including the lowest, without assigning any reason.

General Term & Conditions

1. Extra manpower, if required by the Institute, the service provider should provide the same on the same terms and conditions under all the categories.
2. The salary of the deployed personnel will be paid as per the Minimum Wages fixed for all the categories based on the nature of work and professional requirement of the Institute but bidder should quote only a percentage of the service charge.
3. The wages payable to the employees will be revised solely based on the revision of minimum wages as notified by Government of India from time to time, wherever applicable.
4. The Service Provider should not charge any fee from those deployed at the Institute. All such workers, if taken by the new manpower service provider, would be accepted free of charge i.e. without charging anything from them or from IIM Tiruchirappalli for their staffing or enrolment with the Service Provider or for their deployment at IIM Tiruchirappalli.

5. The cost of uniform and related items (without taxes), for the selected categories of manpower as per the estimated detail given in the below table for each year:

Details of Uniform Requirement			
Category of Worker		Two number of uniform required for one year for each outsourced employee	One number of item required for each outsourced employee
Men	Housekeeping	Good Quality Cotton T-shirt/Shirt and Pant with logo of Service Provider	Anti-Slip Shoes with two pairs of Cotton Socks
	Gardening	Good Quality Cotton T-shirt/Shirt and Pant with logo of Service Provider, Outdoor Hut Cap/Cap	Safety Shoes with two pairs of Cotton Socks
Women	Housekeeping	Chudidhar with Overcoat/ Jacket with logo of Service Provider	Anti-Slip Shoes with two pairs of Cotton Socks
	Gardening	Chudidhar with Overcoat/ Jacket with logo of Service Provider, Outdoor Hut Cap/Cap	Safety Shoes with two pairs of Cotton Socks
Supervisor		Cotton Shirt and Pant with logo of Service provider	Anti-Slip Shoes with two pairs of Cotton Socks

Safety Shoes should be provided for Gardening staffs.

Note: The institute would reimburse an amount of Rs. 2,500 (excluding GST) towards cost of uniform requirement as above per position per year on production of relevant bills. Under any circumstances, no advance will be paid by the Institute.

6. The Cost for Cleaning materials/Equipment (without taxes): Institute would reimburse the cost of cleaning materials and equipment up to Rs. 35,000 (excluding GST) per month on production of bills based on the detailed area and quantities as mentioned below:

S. No	Particulars	Area (in sq. ft.)	Remarks
1	Administrative Block	8265	Building consists of 4 floors having Director, Deans' Office, Academic office ,EEC office Finance office ,Placement, SAC office, Board Room Exam Hall General Admin office, Exam Hall, Meeting Rooms, Store Room/ toilets, etc.
2	Academic Block	12085	Consists of 2 floors having Faculty Rooms, Class Rooms, Faculty Lounge, Finance Lab, toilets, etc.,

3	Estate Office	451	
4	Hostels	19345	490 rooms as of now with Common toilets ,Common rooms stairs etc.
5	Sports Complex	4100	Gym, Badminton room. TT room, Multipurpose hall, swimming pool, Board game rooms, common corridors and toilets.
6	Library	7583	4 floors, reading area, Office cabins, common rooms, study rooms, etc.
7	Wellness Centre	413	Doctor room, Ward, storeroom, toilets, common area etc.
8	Security Office	237	Office room, toilets, common area etc.
9	Open Space	100 acres (Approx.)	Covered car parking area, Roads and road sides, pathways, lawns, trees utility buildings like DG room, Transformer centers, WTP,STP, Chiller plant Kids play area, Students play grounds etc.

Note: When the constructed area of the Institute covered under the contract increases substantially, the quantum of cost of cleaning materials may be accordingly re determined.

7. Payment of Wages to the deployed personnel:

- The Service Provider should pay the wages to the personnel on or before the **5th day of every** subsequent month through direct payment to their bank accounts, irrespective of delay in payment of Bill by the Institute for whatever reason. The service provider shall ensure that the payment needs to be made before 5th day of every subsequent month irrespective of the holidays, banking holidays and Sundays falling within this specified deadline. Hence, the service provider should plan it well in advance to make the payment within the deadline. Wages payable should not be less than the payment of the minimum wage as declared by the Central Government.
- The wages shall be paid to the workers without any deduction except those under the payment of Wages Act and Minimum Wages Act.
- The deployed personnel will be allowed to avail of one-day leave with salary for every calendar month. If the deployed personnel are not availing of such leave, such personnel will be paid the leave wages at the end of the calendar year. The Contractor should ensure that his workers are granted Holidays/Leave with wages as per applicable Act/Rules.
- If the deployed personnel is/are required to perform duty on three National Holidays (26th January, 15th August and 02nd October) and also on five festival holidays, which will be decided by the Institute, for providing essential services in the Institute, an appropriate wage will be paid to such personnel for the duties performed on National and Festival Holidays.

- e) The service providers should, on-demand, furnish copies of wages register/muster roll, etc., to the Institute for having paid all the dues to the person deployed by him for the work under the agreement. This obligation is imposed on the Service Provider to ensure that he/she fulfils his obligations towards his employees so deployed, under various statutory provisions.

8. Payment Terms:

- a) **No advance payment will be made in any case.**
- b) The monthly bill should be submitted after paying the monthly wages to the personnel, ESI and EPF remittance to the individual person. Proof of payment of wages, ESI and EPF should be submitted. In the event of non-compliance with this condition, the monthly bill will not be honoured.
- c) Payment shall be made monthly within fifteen (15) days from the date of receipt of the bill with all the supporting documents duly certified & recommended by a designated officer in charge.
- d) Institute reserves its right to withhold bills if the Service provider fails to produce the proof of having remitted the ESI/PF dues.
- e) GST should be paid every month before the last date of remittance to GST authorities and ensure that the returns should be filed before the stipulated date. The Agency should provide a certificate to IIM Tiruchirappalli stating that the applicable GST has been remitted to the Government of India. Such proof should also be attached to bills raised by the Service Provider, failing which the respective bill will not be paid.
- f) TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from vendor's bills.
- g) **Escalation / De-Escalation of Rates:** Not Applicable. The rate should be firm throughout the contract period and any extension thereof.

9. The monthly wage Bill:

The Bill shall consist of the following;

- a) 'Basic Pay and Allowances' / 'Wages and VDA for the month', as applicable. The details in this regard will be communicated to the successful bidder by the Institute on the finalization of the tender.
- b) Employer's Contribution towards EPF/ESI, where applicable.
- c) Pro-rata payment towards the bonus to be paid under the Payment of Bonus Act, 1965, wherever applicable. The Bonus needs to be paid to the deployed outsourced personnel, at least seven (7) days before the Deepavali.
- d) Arrears of the previous month, if any.

10. Penalty Clause:

- a) Deficiency/delay in Service/work will be construed as lapses on the part of the Vendor. Such lapses due to the Vendor will be viewed seriously, and penalties will be imposed on the Vendor in case of any delay in providing the required services as covered by this Tender within the stipulated date and timings.

- b) IIM Tiruchirappalli reserves the right to impose the penalty, and the quantum of the penalty will be decided in individual cases, and the decision of the competent authority at IIM Tiruchirappalli shall be final and binding.
- c) The manpower service provider is accountable for providing the correct type of Manpower that satisfies the requirements of IIM Tiruchirappalli. If the service provider does not provide the required Manpower to the Institute and if the position lies vacant for 02 days, the Institute reserves the right to penalize the service provider as deemed appropriate by the Competent Authority.
- d) In case of failure to carry out the services to the satisfaction of IIM Tiruchirappalli as per the terms and conditions, the Institute will be free to get services done by any other agency at the cost and risk of the service provider.
- e) GST should be paid every month before the last date of remittance of GST. Failing which next month's bill will not be paid unless the GST dues are paid to the Government.
- f) If the manpower service provider fails to pay the salary to the personnel by the stipulated date mentioned in the tender and fails to pay the statutory dues timely, penalty will be imposed on the service provider by the Institute as follows: -

S. No	Violation	Amount of Penalty
1	Payment of wages from 06 th to 10 th day of month	Rs.2,000 per day for delayed days.
2	Payment of wages after 11 th day of month	Rs.3,000 per day for delayed days.
3	Delay in payment of Bonus up to due date i.e 7 days before Deepavali	Rs.5,000 per day of delay.
4	Non-compliance of any valid written directions of IIMT	Will be decided on case to case basis.
5	Late deposit of EPF or/and ESI with the concerned authorities.	Rs.2,000 per day of delay
6	Late Payment of GST	Rs.2,000 per day of delay

- g) If it is observed at any stage that the quality of the work/service is not satisfactory, the contract/ work order as a whole shall be terminated and Security deposit forfeited. Applicable penalties would be levied from all the monies payable to the Service Provider on such termination and the balance amount, if any, would be paid. The decision of the competent authority in the matter of penalties, would be final and binding.

11. Quality of the Service:

If it is observed at any stage that the quality of the service provided by the service provider is not satisfactory, the contract/ work order as a whole shall be terminated and the Security deposit forfeited. Applicable penalties would be levied from the amount payable to the

Service Provider on such termination, and the balance amount, if any, would be paid. The competent authority's decision in the matter of penalties would be final and binding.

12. Forfeiture of Earnest Money:

The earnest money will be forfeited in the following cases:

- Earnest Money is liable to be forfeited. The Bid is liable to be rejected if a bidder withdraws or amends or impairs, or derogates from the tender in any respect within the period of validity and /or after opening the tender. Such bidders will also be blacklisted.
- When the successful tenderer does not deposit the security money after the work order is given or does not commence the performance under the contract within the stipulated time.
- If the successful bidder(s) fails to complete the work within the prescribed time after the confirmed orders.
- When information/certificate/document furnished is found to be false at any stage.
- When the bid documents are manipulated or altered after they are downloaded from the website.

13. Performance Security Details:

- The successful Bidder will be required to remit an interest-free Performance Security Deposit of 3% of the Work Order. The EMD amount paid by the successful bidder will be converted into Security Deposit. The security deposit will be refunded to the vendor after duly performing and completing the contract period.
- Performance Security will be forfeited if the Service Provider fails to perform/abide by any of the terms or conditions of the contract.
- The existing 3% Security Deposit has been fixed based on the existing Government of India orders on the subject, which is applicable up to 31st March 2023.
- If the contract is further extended at the sole discretion of the Institute, the security deposit will be collected as per the Government of India orders prevailing, on the subject, at the time of extension of the contract. IIM Tiruchirappalli reserves the right to fix the percentage of the security deposit that would be collected at the time of extension of the contract, within the permissible range and based on the value of the work order.
- In case, the Vendor fails to provide the required services as covered by this tender as per the terms and conditions, the same will be obtained from the open market, and the difference of cost, if any, will be recovered from the EMD or the pending bill(s) of the defaulting firm or the vendor if the recoverable amount exceeds the EMD and there are no pending bills due to be paid to the respective vendor.

14. Termination of Contract:

- IIM Tiruchirappalli shall, without prejudice to any other remedy for breach of contract, terminate the contract in whole or in parts in the event of the following:
 - If the Service Provider fails to provide the Manpower within the period (s) specified in the contract or any extension thereof granted by the Institute.
 - If the Service Provider fails to perform any other obligation(s) under the contract.

- iii. If the Service Provider is declared insolvent by the competent Court of Law without any notice.
 - b. IIM Tiruchirappalli can terminate the contract with three-month notice in case the services are not found satisfactory. In such a case, IIM Tiruchirappalli will pay based on the actual duration for which the services were used during the period in question.
 - c. The service provider will be required to give **three months'** notice in writing of their intention to leave or discontinue their service. This contract can be terminated with a notice period of three months by either side.
15. The service provider shall not be allowed to change its name after the award of the contract.
 16. **Last Payment:** The last payment of the service provider will be cleared only after obtaining clearance of any liabilities pending in the Institute.
 17. **The signing of Contract:** The successful bidder shall be required to execute the Contract Agreement accepting all terms and conditions stipulated herein on a non-judicial stamp paper of Rest. 300/- (Rupees Three Hundred only) within ten working days from the issue of the Work Order along with interest-free performance security deposit. In the event of failure on the part of the successful bidder to sign the contract within the period stipulated above, the EMD shall be forfeited, and the acceptance of BID shall be considered as cancelled.
 18. Canvassing in connection with the tenders is strictly prohibited, and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Tiruchirappalli shall block his/ her Tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his Tender liable to rejection.
 19. **Authority of the person signing the document:** A person signing the tender application or any documents forming part of the contract on behalf of another shall be deemed to warranty that he/she has authority to bind such other and if, on enquiry, it appears that the person, so signing had no authority to do so, the IIM Tiruchirappalli may without prejudice to other Civil and criminal remedies cancel the contract and held the signatory liable for all cost and damages.
 20. In respect of services rendered to IIM Tiruchirappalli, the Service Provider shall be liable for depositing all taxes, levies, cess, etc., to the concerned tax collection authorities from time to time as per existing rules and regulations on the matter.
 21. While making payment to the Service Provider, Income Tax (TDS) and other statutory deductions shall be deducted at the prevailing rate from the bills, as amended from time to time in accordance with the provisions of the Income Tax Department, and IIM Tiruchirappalli shall issue the relevant certificate to this effect to the Agency.
 22. In case the Service Provider(s) fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIM Tiruchirappalli is put to any loss / obligation, monetary or otherwise, IIM Tiruchirappalli shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms. This shall be in addition to the right of IIM

Tiruchirappalli to initiate penal measures against the Service Provider, including the termination of the contract.

23. The Bidder should have requisite licenses from appropriate governmental regulatory bodies for operating the services in India, if applicable. (License documents obtained from Government authorities should be attached).
24. The Work covered by this Tender is a whole and complete job and will not be split for the award of Work.
25. **Subletting of Work:** The firm/agency should not assign or sublet the work/job or any part of it to any other person or party. The Tender is not transferable. Only one Tender shall be submitted by one tenderer.
26. **Arbitration:** In case of any unreconciled disputes between the parties IIM Tiruchirappalli and the agency/firm to whom the contract had been awarded, arising out of any of the terms of the Contract Agreement, the dispute shall be referred to a single Arbitrator mutually agreed, as per Arbitration and Reconciliation Act 1996, in Tiruchirappalli jurisdiction. The decision of the Arbitrator shall be final and binding on both parties.
27. **Jurisdiction:** All disputes arising out of this contract shall be subjected to the Courts of Tiruchirappalli.
28. **Force Majeure:**
 - a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfilment or for the delayed fulfilment of any of its contractual obligations if the affected party within 15 days of its occurrence informs in a written form the other party.
 - b) Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, pandemics, epidemics, quarantine restriction, strikes, lockouts etc. which are beyond the control of either party.

Special Terms & Conditions

1. That Service provider's authorized representative(Owner/Director/Partner/Manager) should personally contact in charge of Administration at IIM Tiruchirappalli Campus at least once a month to get feedback on the services rendered by the Contractor vis-a-vis corrective action required to make the services more efficient.
2. The Service provider should obtain a Licence from the Jurisdictional Labour Commissioner to engage the Contract labour/personnel as per the Contract Labour Act within one month from the date of award of the work order by the Institute.
3. Based on the requirement of each job, the candidates recommended by the Service Provider for engagement/deployment will be decided by IIM Tiruchirappalli, and the decision of IIM Tiruchirappalli will be final in this regard. In case IIM Tiruchirappalli, in its discretion, finds any deployed outsourced person is not desirable and not suitable for whatever reasons will be at the sole discretion of IIM Tiruchirappalli and upon so being



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notified by IIM Tiruchirappalli, the Service Provider shall be liable to withdraw such person (s) forthwith and substitute by a person(s) acceptable to IIM Tiruchirappalli.

4. The service provider should submit sufficient number of suitable resumes for each category as per the eligibility criteria and the selection will be made by the Institute after interaction with the candidates.
5. The copy of Appointment Letter and bio-data along with testimonials (Educational & Experience) of each outsourced personnel so provided shall be submitted to IIM Tiruchirappalli along with a copy of police verification upon the identity and the testimonials of qualifications etc. The Police Verification Report (PVR) is required for all the new outsourced employees. Before changing any personnel so provided prior information shall be given to IIM Tiruchirappalli. The service provider shall make sure that the manpower so provided by them shall be with Photo identity card issued by the service provider.
6. The personnel should be available for the work as per the requirements of IIM Tiruchirappalli as covered by this tender. However, depending upon the exigencies of work, the personnel shall be required to work late beyond office hours or on closed holidays as and when required by the Institute.
7. The Service Provider shall be required to maintain a permanent register/roll within the Institute premises, which will be opened for inspection and checking by the authorized officers of the Institute.
8. An attendance register / biometric attendance shall be maintained by the service provider for all the personnel deputed by them, who shall mark attendance daily in the Institute, and the payment shall be made to the service provider based on the attendance register / biometric attendance
9. No residential accommodation, subsidized food or transport will be provided to the Personnel deployed by the service provider.
10. The Service Provider shall ensure that the persons are punctual, disciplined and vigilant in the performance of their duty. The Service Provider shall engage medically and physically fit persons only, and they shall be duty-bound to display the same when providing the service. The Service Provider should not deploy personnel above 60 years.
11. The Service Provider shall communicate the names, residential address, age etc., of the outsourced persons deployed for duties at the Institute. The Service Provider shall issue Identity Cards to the persons, and they shall be duty-bound to display the same at the time of providing the service.
12. The Service Provider shall comply with the provisions of Contract Labour (Regulation and

Abolition) Act, 1970 and the regulations made thereunder from time to time in order to keep IIM Tiruchirappalli indemnified from any liability or damages arising from there.

13. The Service Provider should place adequate and appropriate Medical first aid kit for the use of the persons deployed by them at such appropriate places as required.
14. The service provider shall be liable for meeting all the statutory requirements as provided by the various Act governing labour laws i.e.
 - Employment of Children Act
 - Workmen Compensation Act
 - Contract Labour (Regulation & Abolition) Act 1970
 - Minimum Wages Act 1948
 - The Payment of Bonus Act 1965
 - Payment of Wages Act 1936
 - Employees Provident funds (EPF) Act 1952
 - Employee State Insurance Act

Any other act or legislation as applicable and as amended from time to time or any other rule framed thereunder from time to time by the Central or State Government and or any authority constituted by or under any Law, for the category of persons deployed by service provider. The rates so allowed to and paid to the service provider shall include all such statutory liabilities and no excess amount shall be paid by IIM Tiruchirappalli.

15. IIM Tiruchirappalli will not accept any group gatherings or disturbance involvement in any kind of activity at IIM Tiruchirappalli with malafide intentions (including theft) either directly or as a support to any third party.

16. Screening:

- a. Service Providers will depute any personnel at IIM Tiruchirappalli only after screening and approval by IIM Tiruchirappalli authorities. Any change in any person will be intimated at least one week in advance to IIM Tiruchirappalli. The new personnel will also be screened and approved by IIM Tiruchirappalli.
- b. If any personnel need to be changed by Service Provider due to some emergency, which is beyond the Service Provider control, even then, the new personnel will be screened and approved by IIM Tiruchirappalli first.

17. Safety Guidelines:

- a. No work shall be carried out above the heads of people or over gangways or roads, or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by IIM Tiruchirappalli.
- b. The service provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs on IIM Tiruchirappalli premises. Anyone found consuming alcohol/smoke/drugs inside the premises or arriving at the premises after



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so consuming will be forthwith sent out of the premises. The Institute shall also take further action on such behavior.

18. ***The persons to be deputed by the service provider***, being their own employees or otherwise, shall be their sole employees, and IIM Tiruchirappalli shall not have any relation whatsoever with the employees of the service provider. He / She will be fully responsible for their acts, conduct and any other liability. No right whatsoever, much less a legal right, shall vest in the Service Provider's employee to claim/have employment or otherwise seek absorption in the Institute, nor the Service Provider's employee shall have any right whatsoever to claim the benefits and for emoluments that may be permissible or paid to the employees of the Institute. The employee of the Service Provider will remain the Service Provider's employee. This shall be solely the responsibility of the Service Provider to make it clear to their employees before deputing them on Work at the Institute.
19. The personnel deployed under this contract shall maintain proper office decorum. They should not disclose any confidential or otherwise official information to any unauthorized person.
20. The persons employed by the service provider will not indulge in any unlawful or illegal activities which are against the interests of the IIM Tiruchirappalli.
21. ***Insurance Coverage for the outsourced employees:***
 - a. The service provider should be responsible for all injuries and accidents to the person employed by them. The worker should be insured against personal accidents arising out of and during the course of their duties. In the event of injury, illness or accident to any worker, IIM Tiruchirappalli will not be liable to pay any compensation.
 - b. The insurance cover shall include the liability under the Workmen Compensation Act. In this regard, Group ***insurance policy*** should be taken by the service provider for all the Manpower supplied to IIM Tiruchirappalli ***as per the Workmen Compensation Act***. The cost for taking the Insurance Coverages will be reimbursed by the Institute to the service provider.
 - c. ***Group Personal Accident Insurance coverage*** during the contract period even if the employees are covered under ESI Scheme also. The cost for taking such Insurance Coverages will be reimbursed by the Institute.
 - d. Moreover, the Service Provider should take the Group Insurance Policy (family floater) for those employees ***who are not covered under ESI*** and the same will be reimbursed to the Vendor by the Institute. The sum assured ceiling limit will be decided by the Institute as per norms.
22. The service provider should in no case pay its employee less than the minimum wages fixed by Central Government, and a record of that should be kept in a register, which may be made available for examination to IIM Tiruchirappalli as and when demanded.



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23. The service provider will be responsible for complying with the obligations under the Labour Laws in respect of minimum wages and other rules and regulations as applicable and notified from time to time in the official gazette/ Govt. of India for all its employees deputed to work for IIM Tiruchirappalli. The service provider should pay the exact amount faithfully to the outsourced personnel without any additional deduction other than stipulated. Violation of this shall attract a warning at first instance and may lead to termination of recurring instances. This is without prejudice to any other right available to IIM Tiruchirappalli.
24. IIM Tiruchirappalli shall have no liability whatsoever towards any other personnel or equipment of the service provider. All statutory requirements for the workers are to be borne by the service provider and shall be their sole responsibility of them.
25. The service provider shall instruct and train the people deployed by him to be cautious and vigilant while working within the premises of IIM Tiruchirappalli. They shall not cause any damage or loss to persons or property within the premises of IIM Tiruchirappalli in any way whatsoever. If any loss or damage is caused by the people so deployed to any property or people, the service provider shall keep IIM Tiruchirappalli indemnified of any claim for such loss or damage on IIM Tiruchirappalli and IIM Tiruchirappalli shall be at liberty to recover such loss or damage from the amounts payable to the service provider on his bills.
26. ***The service provider will be responsible for opening individual EPF account of the employee if he/ she does not have one and provide him / her with PF passbook and ESI Card.*** Service provider needs to deposit the proof of depositing employee's and employer's contribution towards EPF/ESI etc. for each employee every month along with bills.
27. All the payments for the services rendered by the people deployed by the service provider shall be made directly to the service provider only including the wages to be paid to the people by the service provider. The service provider will pay the wages as advised by IIM Tiruchirappalli to the persons on or before the due date and raise the bills including his service charges on monthly basis. No payments shall be made directly by IIM Tiruchirappalli to the personnel so deputed by the service provider.
28. Service Provider's employee will not be allowed to perform double duty / work for additional hours unless authorized by the Officer/s of the Institute.
29. No employee of the Service Provider shall work for more than 26/27 man-days in a month or as specified by Labour Laws, unless required by the Institute. Weekly off is mandatory for all as per labour laws.
30. Over time occasionally may be required for all deputed Manpower and the payment shall be made on per hour rate as applicable for respective category of deputed Manpower,



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which shall be calculated and provided by IIMT.

31. The personnel so employed by the service provider and deputed in the Institute shall have no right to employment against any post of the Institute and their services are being taken on a purely on outsourcing basis.



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ANNEXURE – I: (TECHNICAL BID)

PROFILE OF THE BIDDER

Sr. No.	Required information		Description
1	Name of the agency / firm /company		
2	Address of the agency / firm /company		
3	Legal status (Individual, proprietary, partnership firm, limited company, etc.)		
4	Authorized Signatory Details	Name	
		Designation	
		Email	
		Phone	
	Details of Contact other than Authorized Signatory	Name	
		Designation	
		Email	
		Phone	
5	Month and Year of commencement business.		

6	Statutory details (Photocopies to be attached):	Registration number of the firm. (as per Shops and establishment act.).	
		PAN No. of the Agency	
		GST No. of the Agency	
7	Has your firm/company ever changed its name any time? If yes, provide the previous name and the reasons there for?		
8	Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.		
9	Brief details of Litigations, if any, connected with related Work, current or during the last three years, the opposite party and the disputed amount.		
10	Give details of Termination of previous Contract, if any		
11	Details of bank mandate; Name of the Bank Name of the Branch Account No. Type of Account IFSC Code No. (copy of the cancelled cheque should be enclosed)		
12	Total experience (years/ months) Related work in Central Educational Institution/Organization:		

Turnover during the last three years (from 2018 to 2021). Please submit documentary evidence i.e. extract of Profit and Loss account, Balance Sheet & Income Tax return filed.

Financial Years	2018-2019	2019-2020	2020 – 2021
Details of Gross Annual Turnover - (Rs. in Lac)			
Average Turnover of the last Three years	Rs. _____ in Lakhs		



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List of present and past clients in the following format. The information provided will facilitate the evaluation of the Technical Bid (***Please use a separate sheet if required without changing the format***). Please attach client certificate and work orders etc., clearly giving a period of contact.

Sr. No.	Name of the organization with complete postal address	Nature or type of Work undertaken	Period for which the contract is/was awarded	Work order Value INR	Name and designation of the contact person with Tel. / Mobile No (s), Email ID
1					
2					
3					
4					
5					
6					
7					
8					
9					



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ANNEXURE-II: PRICE BID - BOQ

Price Bid in MS Excel (.xls format) file should be uploaded separately as per the instructions provided in the online submission of Bid

ANNEXURE – III: Technical Specifications & Requirements

1.	Nature of Service	To provide manpower services for Housekeeping & Gardening Services to IIM Tiruchirappalli as per the scope of works covered by this Tender.
2.	Period of Service	The selected contractors shall provide the above mentioned service for a period of <i>one year</i> . The contract may be extended for further period of up to three more years on yearly basis subject to the satisfactory performance at the same terms and conditions of this tender and the sole discretion of the Institute.
3.	No. of personnel to be engaged at IIM Tiruchirappalli	65
4.	Wage Per Day Per Person (including statutory benefits with full break-up (Basic & VDA, ESI, EPF, Bonus Gratuity and others) (Minimum wages prescribed by the Minimum Wages Act of the Central Government should be protected.	Detailed Break- up of Wages
		Basic Wages
		Variable Dearness Allowance (VDA)
		Employees Provident Fund (EPF)
		Employees State Insurance (ESI)
	Bonus	



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ANNEXURE – IV: SUBMISSION OF TENDER DOCUMENT

Application Form for submission of Tender Document

To

The Chief Administrative Officer (i/c),
Indian Institute of Management Tiruchirappalli,
Trichy-Pudukkottai Main Road,
Chinna Sooriyur Village,
Tiruchirappalli 620 024.

Subject: Tender for Providing Manpower for Housekeeping and Gardening Services to IIM Tiruchirappalli.

Reference: Tender Notice published in IIM Tiruchirappalli website. - ***Tender No IIMT/2022-23/HKGS/24 dated: 01.08.2022***

With reference to the tender notice published in above mentioned website, I / We hereby submit my/ our Tender in a required format.

I / We have carefully gone through the terms and conditions and prescribed given and I / We accept the same without any alterations / modifications.

Yours faithfully,

Signature _____

Name _____

Seal of agency / Firm / Company



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ANNEXURE – V: UNDERTAKING CERTIFICATE

It is certified that I, _____ (name of the person) S/o

Shri _____ r/o _____

am authorized to sign this document on behalf of M/s. _____

(the name of the firm / company which is bidding in this Tender) and that our firm / company have never been blacklisted by any of the Government Organization / Agencies in the past and there is no criminal case registered against our firm / company or its owner / partners anywhere in India.

Name:

Place:

Designation:

Date:

Signature:



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ANNEXURE – VI: LETTER OF AUTHORISATION

LETTER OF AUTHORISATION FOR ATTENDING PRE-BID

To

The CAO (i/c)

IIM Tiruchirappalli

Pudukkottai Main Road,

Chinna Sooriyur Village,

Tiruchirappalli - 620 024

Subject: Authorization for attending Pre Bid Meeting on.....(date) in the *Tender for Providing Manpower for Housekeeping and Gardening Services to IIM Tiruchirappalli.*

Following persons are hereby authorized to attend the Pre Bid for the Tender mentioned above on behalf of.(Bidder) in order of preference given below.

Order of preference	Name	Designation	Contact No	Specimen Signatures
I				
II				

Alternate Representative

Signatures of Bidder

or

Officer authorized to sign the bid Documents on behalf of the Bidder.

Notes:

1. Maximum of **two representatives** will be permitted to attend Pre Bid Meeting / bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not recovered.



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ANNEXURE-VII: DECLARATION

I, _____ (name of the person) hereby declare that I am
authorized to sign this document and that:

- 1) All the statements made in this application are true, complete and correct to the best of my knowledge and belief. I understand that if at any stage, it is found that any information given in this application is false/ incorrect or that our Agency does not satisfy the eligibility criteria, our candidature/empanelment is liable to be cancelled/ terminated.
- 2) I understand that the decision taken by the IIM Tiruchirappalli is final and binding in all matters.
- 3) I hereby agree to work as per the terms and conditions stipulated by IIM Tiruchirappalli.
- 4) I understand that the IIM Tiruchirappalli reserves the right to accept or reject and to cancel the Tender and reject all bids at any time prior to the award of the contract, without detailing any specified reasons whatsoever.

Place: _____

Signature: _____

Date: _____

Name: _____

Designation: _____

ANNEXURE – VIII: NEAR RELATIVE CERTIFICATE

(To be given by ALL Directors)

I _____ S/o. Shri _____

R/o _____

hereby certify that none of my relative (s) as defined in the tender document is / are employed in IIMT as per details given in tender document. In case at any stage, it is found that the information given by me is false / incorrect, IIMT shall have the absolute right to take any action as deemed fit / without any prior intimation to me.

Dated:

Signature

Name in block letters of the signatory

In capacity of

NOTE:

- In case of Company / Institution/ Body corporate, a list of all Board of Directors may be submitted along with the Bid.
- In case of Company / Institution/ Body corporate, “Near Relative Certificate” are required by all the Directors of Company / Institution/ Body corporate excluding Government of India /Financial Institution nominees and Independent non-official part time Directors appointed by Government of India or the Governor of State.
- In case of Proprietorship firm, certificate will be given by the proprietor.
- For Partnership firm, certificate will be given by all the partners.
- The ‘Near Relative Certificate’ should be submitted as per Tender

ANNEXURE-IX: BANK ACCOUNT DETAILS

Sl. No.	Particulars	Details
1	Name of the Beneficiary	
2	Beneficiary's Bank Account No.	
3	Beneficiary's nature of Bank account	
4	Beneficiary's Bank name	
5	Beneficiary's Bank branch address	
6	Beneficiary's Bank branch code	
7	Beneficiary's Bank branch IFSC Code	
8	Beneficiary's Bank Branch, MICR Code	
9	GST No.	
10	PAN No.	
11	Beneficiary's Address	
12	Beneficiary's Contact No.	

CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER

Sl. No	Covers	Details	Remarks	Tick (√)
1	(Cover 1)	All the documents and Annexures, except Price Bid document.		
2	(Cover 2)	Only Price Bid documents as per the BoQ MS excel format(.xls)		
3		Whether GST Registration Certificate is enclosed.		
4		Whether PAN is enclosed.		
5		Whether documents in support of meeting the basic eligibility conditions stipulated in page no 9 and 10 of the Tender document (i.e., proof for experience in similar nature of Work, annual turnover, performance certification with verifiable contacts and financial solvency have been enclosed with Technical Bid).		
6		Whether duly filled in Technical Bid documents (i.e., <u>Annexure-I</u> to the tender document) along with all the related enclosures have been enclosed with the Tender: <ul style="list-style-type: none"> i. Registration/ Incorporation details of the bidding firm/Agency/ Company ii. Documents in support of the Legal Status of the Bidder. Copy of Registered Partnership Deed or Articles / Memorandum of Association in the case of partnership firm or Private Limited Company. iii. Authorization / Power of attorney for signing the tender document iv. Audited Annual Accounts and Income Tax Return for the last three consecutive financial years i.e., 2018-19 to 2020-21. v. Details of completed/current contracts in the prescribed format during the last three years as on 30th June 2022 along with proof with verifiable contacts. vi. All other information/ details/ supporting documents/proof desired in the Tender document. 		
7		Whether Technical Bid documents as per <u>Annexure-I</u> of the tender document is submitted.		
8		Whether Undertaking Certificate as per <u>Annexure-V</u> to the effect that the Bidder had never been blacklisted by any of the Government Organization / Agencies is submitted.		
9		Whether Letter of Authorization to attend pre-bid and tender opening meetings as per <u>Annexure-VI</u> is submitted.		
10		Whether declaration as per <u>Annexure-VII</u> regarding accepting all the terms and conditions of the tender document is submitted.		
11		Near Relative Certificate as per <u>Annexure –VIII</u> is submitted.		
13		Whether Technical Bid documents and all the required enclosures to the Technical Bid are serially numbered and overwriting/ erasures, if any, in the technical Bid duly been signed and endorsed with the seal?		
14		Whether an Index or Table of Content of all enclosures to the Technical Bid has been prepared and attached with the Technical Bid to facilitate quick reference?		
15		Whether Tender documents have been signed with seal in all the pages by the Bidder.		