

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)
Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)
Phone: 0431-2505121/5122 | email: purchase@iimtrichy.ac.in

NOTICE INVITING E-TENDER FOR PROVIDING MANPOWER SERVICES TO TIRUCHIRAPPALLI AND CHENNAI CAMPUSES OF IIM TIRUCHIRAPPALLI

Tender No. IIMT/2022-23/MPS/12 dated: 03.06.2022

(E-Procurement)

Details	Date	Time	Venue
Name of Work/ Service	"Tender for Providing Manpower Services to Tiruchirappalli and Chennai Campuses of IIM Tiruchirappalli"		
Date of issue of Tender Document	03.06.2022	18.00 Hrs. onwards	-
Pre-bid Meeting	10.06.2022	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	27.06.2022	10.00 Hrs.	-
Opening of Technical Bid	27.06.2022	10.05 Hrs.	-
Opening of Price Bid	To be info	rmed later	-
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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CONTENTS

ınstrı	ructions for Unline Bid Submission	4
1.	Registration Process on Online Portal	∠
2.	Tender Documents Search:	∠
3.	Amendment of Bid Document	∠
4.	Assistance to Bidders	5
Over	· View	6
PERI	IOD OF CONTRACT	6
BRO	OAD SCOPE OF WORK FOR TIRUCHIRAPPALLI CAMPUS	6
5.	Working Hours	10
6.	Tentative Requirement of Manpower:	10
SCO	PE OF WORK FOR CHENNAI CAMPUS OF IIM TIRUCHIRAPPALLI	11
1.	Tentative Requirement of Manpower:	11
2.	Nature and scope of work:	11
a.	IT Technician:	11
b.	AC Technician cum Electrician:	11
c.	Office Helpers:	12
d.	House Keeping Services:	12
e.	Air Conditioner maintenance:	12
f.	Electrical Maintenance:	13
3.	Working Conditions:	13
4.	Working Hours:	13
Eligik	bility Conditions for Bidders	14
Instr	ructions to Bidders	15
1.	Downloading of Tender Document:	15
2.	Earnest Money Deposit:	15
3.	Relationship Certificate:	16
4.	Conditional Bids:	16
5.	Technical Bids Criteria:	17
6.	Price Bid Criteria:	17
7.	Award of Contract:	19
8.	Resolution on Tie Cases:	19
9.	Validity of Bids and Rates:	19
Bid P	Preparation	19
Proce	edure for Submission of Online Bids	20



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1.	Online Bids Submission:	21
a.	Technical Bid – (Cover 1):	21
b.	Price Bid - (Cover 2)	21
Pre-I	Bid Meeting:	22
Open	ning of Technical Bid:	22
Open	ning of Price Bid:	22
Gene	eral Term & Conditions	22
5.	Payment of Wages to the deployed personnel:	23
6.	Payment Terms:	23
7.	The monthly wage Bill:	24
8.	Penalty Clause:	24
9.	Quality of the Service:	25
10.	Forfeiture of Earnest Money:	25
11.	Performance Security Details:	25
12.	Termination of Contract:	26
Speci	rial Terms & Conditions	28
ANN	NEXURE – I: (TECHNICAL BID)	33
ANN	NEXURE-II: PRICE BID - BOQ	36
ANN	NEXURE – III: Technical Specifications & Requirements	37
ANN	NEXURE – IV: SUBMISSION OF TENDER DOCUMENT	38
ANN	NEXURE – V: UNDERTAKING CERTIFICATE	39
ANN	NEXURE – VI: LETTER OF AUTHORISATION	40
ANN	NEXURE-VII: DECLARATION	41
ANN	NEXURE – VIII: NEAR RELATIVE CERTIFICATE	42
ANN	NEXURE-IX: BANK ACCOUNT DETAILS	43
CHE	ECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER	44



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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 tenderor 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.



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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. The Chennai Campus of IIMT is located at No.45, First Floor, Ramaniyam Siddarth Building, North phase, Thiruvika Industrial Estate, Ekkatuthangal, Chennai-32.

2. IIMT invites e-Tender for the following service:

Service Description	Annual Estimated Value of the Tender (excluding GST)	Interest-free Performance Security Deposit
Providing Manpower Services to Tiruchirappalli and Chennai Campuses of IIMT	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 FOR TIRUCHIRAPPALLI CAMPUS OF HMT

- 1. To provide Unskilled / Semi-skilled / Skilled / Highly skilled manpower services to Tiruchirappalli Campus of IIM Tiruchirappalli on the outsourcing basis depending upon Tiruchirappalli Campus's 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;

Table 1		
Un-skilled	1	
Semi-Skilled	7	
Skilled	35	
Highly Skilled	8	



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3. The estimated requirement, along with qualitative requirements, are provided in the below-mentioned table;

	Table 2		
QUALIFICATION AND EXPERIEN	ICE PRESCRIBED FOR VARIOUS MANPOWER SERVICES		
ON THE OUTSOURCING BASIS AT IIM TIRUCHIRAPPALLI			
Categories	Eligibility		
UN-SKILLED:			
Office Peon, Peon, Attendant, Helper, Attender, any other Categories by whatever name called, which are of un-skilled in nature as decided by administration department.	Preferable 8th Standard Pass (one year of relevant experience is desirable).		
SEMI-SKILLED:	Minimum 8th Standard Pass. Having worked as an unskilled person for seven years in any Government or Private Organization.		
Senior Office Attendant, Supervisor or any other semi- skilled worker, any other Categories by whatever name called, which are of semi-skilled in nature as decided by the administration department.	A Person should be at least 10th Passed and have the knowledge to read and write Hindi/English with 5 Years' experience in Government or private organization. (or) Minimum 12th Standard Pass. Certificate of Vocational training/ license (for the technical job) wherever applicable. Having worked as an unskilled person for three years in any Government or Private Organization.		
SKILLED: Driver, Electrician, Plumber,	Technical Assistant (IT Dept.): Diploma (CS/CT/IT/ECE/Electronics)/BCA/B.Sc. (CS/IT/ECE/Electronics) or other relevant higher degree having a Minimum of two years' experience in a similar field.		
Electrician (Assistant), Shift-in- charge, Dispensary Attendant, Work (Assistant), Carpenter, Distemper, Electrician, Electrician (Grade II, Class II and Class III), Mason (Selection Grade, Grade II, III and	 Certification: a. MCP / CCNA is Preferable for Hardware, Desktop and Network Support. b. Java/.Net/PHP Certification is Preferable for Software and Web Support. 		
Class B Mistry), Pump Operator/Driver, Mechanic/Machinist, Accounts Clerk, Clerks, Store Attendant, Typist and other categories by whatever name called which are of clerical nature, M. C. Clerk, Store Keeper Grade I, Grade II, (Matriculate), any other Categories by whatever name called, which are of skilled in nature as decided by administration department.	Technical Assistant (Estate Maintenance I): Civil/Electrical (Minimum B License is mandatory and C License Holder Preferable) or Any other technical cadre: ITI in a related field with five years' experience in the relevant field in Government or Private organization. (or) Diploma in Engineering or other relevant higher degree in a related field with 2 years' relevant experience in Government or Private organization.		



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Technical Assistant (Estate Maintenance II):

Plumber/Carpenter/Fitter/Mechanic/Pump Operator or Any other technical cadre:

12th Std. with seven years' experience in the relevant field in Government or Private organization.

(or)

ITI or other relevant higher diploma/degree in a related field with five years' experience in the relevant field in Government or Private organization.

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Driver:

Minimum 10th Standard pass from any recognized Board having ten years' driving experience with a valid HMV driving license. Conversant with Tamil and English/Hindi.

(or)

Minimum 12th Standard pass from any recognized Board having six years' driving experience with valid HMV driving license. Conversant with Tamil and English/Hindi.

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Clerical Assistant:

a. Clerical Assistant (General):

Minimum Graduate from any recognized university with proficiency in computer skills (E.g. MS Office/Internet etc.) and should have fluency in English (Read, Write and Speak). Should have a minimum typing speed of 35 w.p.m.

b. Account Assistant:

Minimum Graduate (B. Com or Equivalent) from any recognized university with proficiency in computer skills (E.g. Tally/MS Office/Internet etc.) and should have fluency in English (Read, Write and Speak). Should have a minimum typing speed of 35 w.p.m.

c. Junior Library Assistant:

Minimum Graduation/Post Graduation in BLIS/MLIS or Equivalent from any recognized university with proficiency in computer skills (E.g. MS Office/Internet etc.) and should have fluency in English (Read, Write and Speak).

Nursing Assistant:

Diploma in Nursing or Equivalent with two years' experience

Should have a valid registration number from a respective state Nurses and Midwives Council.



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Senior Assistant Grade I:

Minimum Post Graduate in relevant field or equivalent from any recognized university having a minimum of five years' experience in the relevant field in Government or private organization. He / She should have proficiency in computer skills (E.g. Tally/MS Office/Internet etc.) and fluency in English (Read, Write and Speak). Should have a minimum typing speed of 35 w.p.m.

(or)

Minimum Graduate in relevant field or equivalent from any recognized university having minimum eight years' experience in the relevant field in Government or private organization. He / She should have proficiency in computer skills (E.g. Tally/MS Office/Internet etc.) and fluency in English (Read, Write and Speak). Should have a minimum typing speed of 35 w.p.m.

Nursing Assistant Grade I:

B.Sc. Nursing or Equivalent with two years' experience.

Should have a valid registration number from a respective state Nurses and Midwives Council.

Technical Assistant Grade I (IT Dept.): B.E/B.Tech in IT/CSE/ECE/Electronics, M.Sc.(CS/IT/ECE/Electronics) or MCA having a Minimum 3 years' experience in a related field

in public/ private/central/state government offices/Institute, out of which one-year post certification experience is mandatory.

Certification –

- a. MCSE/CCNA/RHCE/BCNE/Fortinet NSE:- Any one of these certifications is Mandatory for Servers and Network Support. CCNP Certification is Preferable.
- b. Java/.Net/PHP :- Any one of these certifications is Mandatory for Software and Web related works.

(or)

Diploma in IT/CSE/ECE/Electronics/B.Sc. (IT/CS/ECE) having six years' experience in a related field in public/private/central/state government offices/Institute, out of which one-year post certification experience is mandatory.

Certification –

- a. MCSE / CCNA / Fortinet certification is Mandatory for Hardware and Network Support. CCNP Certification is Preferable.
- b. Java/.Net/PHP Certification is Mandatory for Software Related.

Technical Assistant Grade I (Civil):

B.E in Civil having four years' experience in related field in public/private/central/state government offices/Institute. Hands-on experience in the relevant field is preferable.

Highly Skilled:

Work (Assistant) Grade I, any other Categories by whatever name called, which are of Highly Skilled in nature as decided by administration department.



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	(or) Diploma in Civil having six years' experience in related field in public/private/central/state government offices/Institute. Hands-on experience in the relevant field is preferable.
	Technical Assistant Grade I (Electrical): B.E in Electrical or equivalent having three years' experience
	in related field in public/private/central/state government offices/Institute.
	License – Minimum C License is Mandatory for Electrical (or)
	Diploma in Electrical or equivalent having six years' experience in related field in public/private/central/state government offices/Institute.
	License – Minimum C License is Mandatory for Electrical.

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. Also, it may change the designation as per the actual requirement in the respective category at the time of signing of the contract and / or anytime thereafter.

4. Qualification and Experience Criteria as prescribed in the above *Table 2*: In case suitable candidates are not found, and if the Institute is of the opinion that the supplier has made adequate efforts, the qualifications and experience criteria may be relaxed at the discretion of the IIM Tiruchirappalli for workers having prior work experience in similar roles at IIMs or IITs/NITs or any other reputed Institutions either directly or through any manpower service provider. Certification (preferable & mandatory) acquired by the candidates related to their profile shall be revised from time to time as per the requirement of the Institute.

5. Working Hours

- a. General Shift: 09.00 am to 5.30 pm.
- b. Shift work will be allotted for Estate Maintenance & IT Department staff on 24x7 basis.

6. Tentative Requirement of Manpower:

Approximately **51** 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 including qualifications 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.



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SCOPE OF WORK FOR CHENNAI CAMPUS OF HMT

Tentative Number of Staff Required Per Day

S.No	Name of the building/location	No. of Staff to be engaged per day
1	IT Technician (Highly Skilled)	1
2	Air Conditioner Technician cum Electrician (Skilled)	1
3	Office Helper (Semi-skilled)	2
4	General House Keeping staff (un-skilled)	1
5	Total anticipated staff required per day	5

Qualification and Experience Criteria as prescribed in the above *Table 2*, is also applicable to manpower services required for Chennai Campus of IIM Tiruchirappalli

1. Tentative Requirement of Manpower:

Approximately 05 Nos. of Manpower from all the above categories is the current requirement for Chennai Campus of IIMT. The above requirement is only tentative and may vary depending upon the volume of work, functional requirements etc. Any additional requirement/variation of Manpower, including qualifications, 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 contract period.

2. Nature and scope of work:

a. IT Technician:

- i. Responsible for functioning and maintenance of all the IT-related equipment in the Chennai Campus.
- ii. To check the AV equipment and computers in the classrooms well before the commencement of the classes.
- iii. Maintenance of computers held at Chennai Campus.
- iv. To assist in connecting the VC facility.
- v. To check the working conditions of the internet facility.

Any other work assigned by the Officer in charge of Chennai Campus/PGPBM Office.

b. AC Technician cum Electrician:

- i. Periodic maintenance of 35-ton rear side AC units, which is not under AMC. We have 70 tons of LG AC and the front side 35 ton AC units are under AMC with LG.
- ii. Maintenance of electrical fittings, including fans.
- iii. To check the working conditioning of Batteries and UPS.



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iv. To attend to the minor plumbing works in the washroom.

Any other work assigned by the Officer in charge of Chennai Campus/PGPBM Office.

c. Office Helpers:

- i. Cleaning of all classroom tables and chairs.
- ii. Cleaning of faculty room and workstation area.
- iii. Photocopying of course materials and arranging the course materials to make the course packs.
- iv. Cleaning of classroom boards.
- v. To arrange tables and chairs for quizzes and exams.
- vi. To serve refreshments to students during exams.
- vii. To top up water cans.
- viii. To assist in issuing course packs and textbooks to the students.
 - ix. To assist during quizzes and exams in providing answer sheets to the students.
 - x. To assist in showing evaluated answer scripts to the students.
 - xi. To serve tea & refreshment to faculty members.
- xii. To clean the entire area once a week with a vacuum cleaner for two consecutive days.
- xiii. To do purchase work like stationery items and refreshment items from the local market.

Any other work assigned by the Officer in charge of Chennai Campus/PGPBM Office.

d. House Keeping Services:

- i. Sweeping and dusting the entire floor area.
- ii. Sweeping, Mopping and Dusting the Library Area of the Campus twice a day.
- iii. Cleaning of Toilets-Urinals, and Washbasins on the Campus twice a day.
- iv. Cleaning, wiping of Furniture and Fittings and black boards cleaning for entire Campus twice a week.
- v. Sweeping and Mopping of stair cases and verandah of Campus daily.
- vi. Any blockage in the water closet, urinals, washbasin etc., should be cleared immediately by the Contractor.
- vii. Cobweb cleaning should be done in the entire work area twice a week.
- viii. Preparation of tea / coffee for faculty members / staff and to clean the utensils.
- ix. Preparation of tea/coffee for students to be served during the exams.
- x. To clean water cans and glasses regularly.
- xi. To shred the waste papers.

Any other work assigned by the Officer in charge of Chennai Campus/PGPBM Office.

e. Air Conditioner maintenance:

The routine (monthly once) servicing should be done with the following:

- i. Checking motor bushings.
- ii. Checking connections at the main plug.
- iii. Cleaning of blower and condenser fan, air filter, evaporator and condenser coil & equipment.



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- iv. Oiling the motor.
- v. Checking of grill & Room Temperature
- vi. Replacement of any parts of unit. (Spare parts will be supplied by the Institution/cost will be reimbursed by IIMT).
- vii. In case of any shutdown in Air Conditioners, it should be attended within 2 Hours of the complaint.

f. Electrical Maintenance:

- i. All electrical fittings (Lights, fan and plug points) should be checked once a week.
- ii. In case of any fault in electrical fittings, it should be rectified on the same day itself.
- iii. Energy Meter, Distribution panels (2nos.) should be checked daily, and reading should be taken daily and entered in the register with the signature of the officer in charge of the Campus.
- iv. If required, some minor plumbing maintenance should also be carried out.
- v. UPS should be maintained periodically.

3. 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 must be provided with an identity card with the Institute's approval.
- f. The supervisor under whom the staff will work shall have to report daily to the concerned official of the Institute and take instructions.
- g. The rate quoted by the Contractor shall have GST mentioned separately.
- h. The payment will be made after the statuary deduction.
- i. The successful bidder should remit the GST on or before the due date prescribed by Government of India, failing which the subsequent monthly payment will be withheld.

4. Working Hours:

Office hours of the campus: 2 pm to 10 pm on Monday to Thursday.

9 am to 10 pm on Friday to Sunday.

Shift roster will be prepared and the outsourced employees will be assigned by Officer- in-Charge, Chennai Campus/PGPBM Office, based on the requirement of the Institute.

The Manpower should be provided as per the requirements of the Institute. The service provider has to make arrangements adhering to regular wages and working hours as per statutory provisions.

5. The Successful Vendor has to provide Manpower Services to the Chennai Campus of IIM Tiruchirappalli. The indicated number of manpower requirements is tentative. IIM Tiruchirappalli reserves the right to increase or decrease the Manpower as per the requirement of the Institute.



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- 6. To provide Unskilled / Semi-skilled / Skilled / Highly skilled manpower services to Chennai Campus of IIMT on the outsourcing basis depending upon the requirements of Chennai Campus of IIM Tiruchirappalli, from time to time as per the terms & conditions outlined in this tender document.
- 7. Cleaning Materials for Chennai Campus of IIM Tiruchirappalli: The service provider shall provide the cleaning materials on reimbursable basis as per the monthly requirement provided by the officer in charge of the Chennai Campus.

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 and Goods and Services Tax council for the purpose of Goods & Service Tax (GST). A copy of the GST registration certificate has to be submitted with the tender document. A copy of the GST Registration Certificate, PAN and Bank account details should be submitted along with the Technical Bid. 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 31st May 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 31st May 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 (Similar work shall mean: Supply of Manpower Services to the Central/Statement Government Organizations and reputed Private Organizations) and details of current works on hand and other contractual commitments shall be provided by the Bidder as on 31st May 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]



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Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)
Phone: 0431-2505121/5122 | email: purchase@iimtrichy.ac.in

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 the relevant field of manpower services covered by this tender. Copies of duly audited Balance Sheet with Profit & Loss accounts are to be submitted as per <u>Annexure-I</u> (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. The year in which no turnover is shown would also be considered for working out the average.
- 10. The Bidder should have an office or a full time Resident Coordinator in Tiruchirappalli for operational convenience. He also should be able to take care of the requirement at Chennai campus. Proof for having the Offices in Tiruchirappalli and Chennai should be submitted.
- 11. 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*.
- 12. 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.



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

- 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 units 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.



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

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 the following two components;
 - i. Service Charge in Percentage (without taxes) to be charged on the total monthly wage bill for the manpower to be deployed by the successful bidder to IIM Tiruchirappalli.
 - ii. 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.

iii. 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	Uniform required for tentative number of workers	Two number of uniform required for one year for each outsourced employee	One number of item required for each outsourced employee	
Estate Maintenance	13	Uniform (Cotton T-shirt with logo of Service Provider) (Levi's/Nike/Calvin Klein/Puma/Adidas)	Safety Shoes with two pairs of Cotton Socks	

The Bidder should quote the price for the above items (Uniform) within the price range of Rs. 2,000 - Rs. 2,250/- failing which the Price Bid will not be considered for evaluation.



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Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)
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Wages / Remuneration for deployed outsourced staff will be paid taking into account of the following components:

Types of	Wages /	EPF & ESI & Bonus	Agency Service Charge
Manpower	Remuneration		(in Percentage)
Un-skilled, Semi-Skilled, Skilled & Highly Skilled	To be decided by IIM Tiruchirappalli	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.
- Wages/Remuneration will be decided by IIM Tiruchirappalli based on the nature of work and professional requirement of the Institute.
- The Bidder(s) should quote only percentage of the Service Charge for Manpower Services and the rates for supply of Uniform(Cotton T-shirts) along with Safety Shoes & Cotton Socks 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 either the % service charges or the cost of uniform quoted by a bidder is outside the given range, the tender shall be rejected even if the other quoted rate is within the range.
- 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.
- d 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.
- The percentage of service charge per month to be quoted by the bidder shall include all other expenses like overhead, profit and any additional expense, including all taxes, except GST, Uniform and Shoe 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.
- f. Uniform (Cotton Tshirt), Safety shoes with two pair of Cotton Socks and related items should be provided to the required staffs by the Service Provider and the cost for the same will be reimbursed by the Institute. Under any circumstances, no advance will be paid by the Institute.
- g The tender must be submitted with the rates for all the item(s) of the services involved,



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and any incomplete tender will not be considered.

- h The vendor should quote rates in the Price Bid (<u>Annexure-II</u>) in MS Excel (.xls) format only; bids indicating rates anywhere else will be rejected.
- i. 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 combined rate for both the items i.e service charge in percentage and rate for uniform, shall be considered as L1 Bidder.

The Institute shall consider placing orders for jobs 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 percentage of service charge as the L1 rate, the bidder with the highest average turnover in the last three years among them will be considered as the L1 bidder.

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.



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

Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)

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

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 <u>Annexure-VII</u> 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



(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)
Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)
Phone: 0431-2505121/5122 | email: purchase@iimtrichy.ac.in

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 31*st *May 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. Duly (Digitally) Signed Tender document and its all annexures.
- x. 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 <u>Annexure-II</u> 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.



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

Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)

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

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 *10.06.2022 at 11.00 Hrs*. to clarify doubts that shall arise before submitting the bids.

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. Zoom link for joining the pre-bid meeting will be available on the Tender page of our Institute's website on 09.06.2022.

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 10.06.2022 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 **09.00 hrs**, **10.06.2022**, 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 *27.06.2022 at 10.05* 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 bidder's 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 for both Tiruchirappalli and Chennai Campus, 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 fixed by the Institute 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



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Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)
Phone: 0431-2505121/5122 | email: purchase@iimtrichy.ac.in

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. Payment of Wages to the deployed personnel:

- a) 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.
- b) The wages shall be paid to the workers without any deduction except those under the payment of Wages Act and Minimum Wages Act.
- c) 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.
- d) 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.

6. 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.



(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)
Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)
Phone: 0431-2505121/5122 | email: purchase@iimtrichy.ac.in

- 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.

7. The monthly wage Bill:

The Bill shall consist of the following;

- a) 'Basic Pay and Allowances' / 'Wages and VDA for the month', as applicable and as agreed upon by IIM Tiruchirappalli. 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, atleast five days before the Deepavali.
- d) Arrears of the previous month, if any.

8. 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, a severe penalty will be imposed on the service provider by the Institute. The Director, IIM



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Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)
Phone: 0431-2505121/5122 | email: purchase@iimtrichy.ac.in

Tiruchirappalli reserves the right to impose the quantum of penalty, and the manpower service provider should be bound by this penalty.

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.

9. 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.

10. Forfeiture of Earnest Money:

The earnest money will be forfeited in the following cases:

- a) 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.
- b) 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.
- c) If the successful bidder(s) fails to complete the work within the prescribed time after the confirmed orders.
- d) When information/certificate/document furnished is found to be false at any stage.
- e) When the bid documents are manipulated or altered after they are downloaded from the website.

11. Performance Security Details:

- a) 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.
- b) Performance Security will be forfeited if the Service Provider fails to perform/abide by any of the terms or conditions of the contract.
- c) The existing 3% Security Deposit has been fixed based on the existing Government of India orders on the subject, which is applicable upto 31st March 2023.
- d) 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



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extension of the contract, within the permissible range and based on the value of the work order.

e) 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.

12. Termination of Contract:

- a. 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:
 - i. 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.
 - ii. 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.
- 13. The service provider shall not be allowed to change its name after the award of the contract.
- 14. *Last Payment:* The last payment of the service provider will be cleared only after obtaining clearance of any liabilities pending in the Institute.
- 15. **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 Rs. 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.
- 16. 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.
- 17. **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



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all cost and damages.

- 18. 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.
- 19. While making payment to the Service Provider, TDS and other statutory deductions will be effected by the Institute.
- 20. The Income Tax (TDS) 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.
- 21. 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.
- 22. 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).
- 23. The Work covered by this Tender is a whole and complete job and will not be split for the award of Work.
- 24. 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.
- 25. 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.
- 26. <u>Jurisdiction</u>: All disputes arising out of this contract shall be subjected to the jurisdiction of the Madurai Bench of Madras High Court.

27. 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.



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Special Terms & Conditions

- That Service provider's authorized representative(Owner/Director/Partner/Manager) should personally contact in charge of Administration at Tiruchirappalli Campus and Chennai Campus of IIM Tiruchirappalli 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 oursourced person is not desirable and not suitable for whatever reasons will be at the sole discretion of IIM Tiruchirappalli and upon so being 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 Tiruchirappalli Campus and Chennai Campus 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



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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.



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16. Screening:

- a. Service Providers will depute any personnel at Tiruchirappalli Campus and Chennai Campus of 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 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,



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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.
- 23. The service provider shall pay the wages to the employees as per the wage amount provided by IIM Tiruchirappalli, which is not less than the Minimum wages fixed by the Central Government.
- 24. 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.
- 25. 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.
- 26. 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.



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- 27. 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.
- 28. 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.
- 29. 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.
- 30. 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.
- 31. 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, which shall be calculated and provided by IIMT.
- 32. 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.
- 33. Disbursement of salary to the employees deployed should be paid by the service provider on or before 5th of the next month.
- 34. The monthly wage bill shall consist of the following;
 - a. 'Basic Pay and Allowances' / 'Wages and VDA for the month', as applicable, and **as agreed upon by IIM Tiruchirappalli**. 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.
 - d. Arrears of the previous month, if any.

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ANNEXURE – I: (TECHNICAL BID)

PROFILE OF THE BIDDER

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

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INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

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6	Registration number of the firm. (as per Shops and establishment act.). PAN No. of the Agency	
	GST No. of the Agency Has your firm/company ever changed its name any	
7	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 in the relevant field on Contract basis 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 best three years in the last Three years	Rsin Lakhs		khs



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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.	Name of the	Nature or type	Period for	Work	Name and
No.	organization with	of Work	which the	order Value	designation of the
	complete postal	undertaken	contract is/was	INR	contact person with
	address		awarded		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



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ANNEXURE – III: Technical Specifications & Requirements

1.	Nature of Service	To provide manpower services at Tiruchirappalli Campus and Chennai Campus of 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 upto three more years on yearly basis and not exceeding four years 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 Chennai Campus of IIM Tiruchirappalli	51
4.	No. of personnel to be engaged at Chennai Campus of IIM Tiruchirappalli	05
	Wage Per Day Per Person	Detailed Break- up of Wages
	(including statutory benefits with full break-up (Basic & VDA, ESI,	Basic Wages
_	EPF, Bonus Gratuity and others)	Variable Dearness Allowance (VDA)
5.	(Minimum wages prescribed by the Minimum Wages Act of the Central Government should be	Employees Provident Fund (EPF)
		Employees State Insurance (ESI)
	protected.	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 Services to Tiruchirappalli and Chennai Campuses of IIM Tiruchirappalli.

Reference: Tender Notice published in IIM Tiruchirappalli website. - *Tender No IIMT/2022-23/MPS/12 dated: 03.06.2022*

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
Shrir/o	
am authorized to sign this document on behalf of M	/s
(the name of the firm / company which is bidding i	n this Tender) and that our firm / company have
never been blacklisted by any of the Government O	rganization / 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	` '
Following persons are hereby authorized to attend the Pre Bid for the Tender mention	oned above on
behalf of(Bidder) in order of pre	ference given
below.	
Ondon of	Cnaaiman

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:
knowledge and belief. I under given in this application is fals	as application are true, complete and correct to the best of my erstand that if at any stage, it is found that any information se/ incorrect or that our Agency does not satisfy the eligibility unelment 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 IIMTiruchirappalli.
	chirappalli reserves the right to accept or reject and to cancel at any time prior to the award of the contract, without detailing ever.
Place:	_ Signature:
Date:	Name:
	Designation:



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ANNEXURE - VIII: NEAR RELATIVE CERTIFICATE

(To be given by ALL Directors)

IS/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



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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.	



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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 ex	cel format(.xls)			
3	Whether GST R	Registration Certificate is enclosed.				
4	Whether PAN is	s 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). Whether duly filled in Technical Bid documents (i.e., <i>Annexure-I</i> to the tender document)					
		ne related enclosures have been enclosed with the				
	ii. Documen Partnersh partnersh	ion/ Incorporation details of the bidding firm/Age ats in support of the Legal Status of the Bidde applied pip Deed or Articles / Memorandum of Asso ip firm or Private Limited Company. ation / Power of attorney for signing the tender do	r. Copy of Registered ciation in the case of			
6	iv. Audited Annual Accounts, Income Tax Return and assessment orders 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 31 st May 2022 along with proof with verifiable contacts.					
	vi. All other document	information/ details/ supporting documents/proof.	of desired in the Tender			
7	Whether Techr	nical Bid documents as per Annexure-I of the ten	der document is submitted.			
8		rtaking Certificate as per <u>Annexure-V</u> to the effect				
		cklisted by any of the Government Organization /				
9	Annexure-VI					
10		ration as per Annexure-VII regarding accepting a tender document is submitted.	all the terms and			
11	Near Relative	Certificate as per Annexure –VIII 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 Tende	er documents have been signed with seal in all the	pages by the Bidder.			