

**INDIAN INSTITUTE OF TECHNOLOGY TIRUPATI
RENIGUNTA ROAD, TIRUPATI - 517506**

**Dr T.S. Natarajan
Registrar I/c**

No:IITT/Tirupati/House Keeping/2017

Date: 21-06-2017

Due Date: 07-07-2016

Tender for annual contract for housekeeping services at Academic Block and Boys/Girls Hostels on contract basis

Indian Institute of Technology Tirupati a Central Autonomous Body under Ministry of Human Resources Development, Govt of India invites sealed Tender in TWO BID SYSTEM from the experienced and reputed Agencies for providing housekeeping services on contract basis for its Academic Building situated on Tirupati-Renigunta Road, Tirupati and Boys Hostel, 21st Century Gurukulam Buildings, Alipiri Road, Tirupati, Boys and Girls Hostels at Lakshmipuram Colony, Tirupati. Interested Agencies are requested to submit their tender in the enclosed format along with EMD Rs.75,000/- (Seventy five thousand only) by DD drawn in favour of "IIT Tirupati "payable at Tirupati. The details of housekeeping works and material required are as per the Annexure-I and II enclosed.

1. Submission of Tenders:

- I. The tenders should be submitted in two bid system (i.e., Part A – Techno-commercial Bid and Part-B Financial Bid) in separate envelopes superscribed as "Part-A Techno-commercial Bid and Part-B Price Bid" and sealed. **The EMD should be kept in the Techno-commercial Bid only. The sealed cover containing both the Bids duly superscribed as " Tender for Annual contract for Housekeeping for IIT Tirupati Academic Block and Boys/Girls Hostels" should be sent to the Registrar I/c, IIT Tirupati, Renigunta Road, Tirupati – 517506.**
- II. The last date for submission of the tender is **07-07-2017-2017 at 3.30 PM** The Institution will not be responsible for any postal or any other delay.
- III. The technical bid will be opened on **10-07-2017-2017 at 10.00 AM** and the financial bids of those tenderers who are technically qualified will be opened at a later date under intimation to them.
- IV. The offer shall remain valid for a period of 90 days from the due date for submission of tender.

2. Pre-qualification for selection of Agencies:

- I. Agencies meeting the required criteria as stated in this document at Annexures and Part-A shall only be considered for Financial Bid. Further agencies not furnishing the documentary evidence as required will not be considered.
- II. Pre-qualification of the agencies shall not imply final acceptance of the Financial Bid. The agency may be rejected at any point during Techno-Commercial evaluation or during price evaluation. The decision in regard to acceptance and / or rejection of any offer in part or full shall be the sole discretion of IIT Tirupati and decision in this regard shall be binding on the Agencies.
- III. The Institution reserves the right to accept or reject any or all offers without assigning any reasons. Incomplete offers are liable to be rejected.
- IV. The award of contract will be subject to acceptance of the terms and conditions stated in the enclosed Annexure-I and Annexure-II of this tender.

PART – A (TECHNICAL BID)

All the commercial conditions shall also be indicated in this part. Deviations, if any, to our specifications shall be brought out very clearly. Tenderers shall mention point-wise confirmation with regard to technical specifications given in our Enquiry. Price details should not be shown in this part.

1. General Particulars of the Agency:

A	Name of the Bidder	
B	Correspondence detail of the Bidder including Corporate Address and Address in Tirupati	
C	Telephone No./E-Mail Address	
D	Contact person details (Name, Designation, Contact Number etc) to whom all references shall be made regarding this tender	
E	Details of ownership (Name and Address of the Board of Director, Partners etc)	
F	Name of the authorised signatory who is authorised to sign all the relevant documents (power of attorney, if any to be submitted)	
G	No. of years of experience of providing Security Services(supporting relevant documents to be attached)	
H	Annual Turnover for last three years (INR in Lakhs) (documentary proof to be attached) only for the house keeping exclusively. Pl attach proof of work orders etc.	FY 2014-15 FY 2015-16 FY 2016-17
I	DD Number, Amount and Date of the EMD submitted	
J	Name of the Bankers along with Branch.	
K		

2. Details of statutory compliance (enclose copy of certificates)

A	Registration Number of the Bidder	
B	Place of Registration	
C	Date of Registration	
D	Product/Service for which tenderer is registered	
E	Validity period, if applicable	
F	Sales Tax/VAT registration details (Regn No. and details)	
G	Service Tax registration details	
H	PAN No.	
I	EPF Regn No.	
J	ESI Regn. No.	
K	Labour Licence certificate details (Registration number and etails)	

L	ISO 9001-2000 or ISO-2008 certificate details.	
M	Copies of IT Returns filed for the last three financial years.	

3. Experience Details

A	No.of years of service in the field (House keeping)	
B	Details of Govt Depts, Govt Undertakings, PUSs, Public Sector Banks to whom the similar services extended for the last 3 years (enclose copies of the work order)	

4. Any other details or points the Bidder wish to add:

Authorised Signature with Seal

Name

Designation

Date and Place

PART B – PRICE BID

PROVIDING HOUSE KEEPING SERVICES FOR ACADEMIC BLOCK AND HOSTEL BUILDINGS
PERIOD FROM 01-08-2017 TO 31-07-2018
WAGES AND SERVICE CHARGES

1. Name of the Bidder:

TABLE-A (Wages)

S.No.	Manpower type	Total Manpower required as per the details mentioned in the tender document	Wages per person monthly	Total
1	Supervisor			
2	Cleaner/Sweeper			
4	Total monthly charges (1 + 2) above			
5	Uniform and Shoes (Please quote lump sum amount)			
6	Grand Total			

Note: i. Total consolidated monthly amount (including minimum wages, ESIC, EPF etc) per person should be quoted by the bidder under each of the category separately.

ii. The bidder should quote the details (price-break up) of the monthly consolidated amount for payment to the workers and supervisors in the Table-B given below.

iii. The quoted consolidated monthly amount prices shall be inclusive of all charges including employer contribution towards ESI, PF etc.

iv. It shall also include cost of training and uniform etc.

v. The prices in the price schedule shall be exclusive of any Service Tax, Education Cess, or any other applicable taxes as may be levied by the Government from time to time and the same be charged in addition to the applicable rate.

vi. The Bidder shall mandatorily ensure that the cost per head as in Table-A and in Table-B is paid as monthly wages to their employees who are deployed in IIT Tirupati premises.

vii. Copy of the acquaintance and PF remittance challan shall be produced from second monthly bill onwards.

Price Bid contd to next page.

TABLE-B (Price break-up of the quoted prices shall be submitted by the bidder in the following format.

S.No.	Head	Category	
		Supervisor	Cleaner/Sweeper
1	Wages per person		
2	ESI		
3	EPF		
4	Any other charges		
5	Administrative services charges per worker per month (including overheads, profit)		
6	Cost per Head per month		

Signature

Name and Address of the Bidder with stamp

Place

Date

INDIAN INSTITUTE OF TECHNOLOGY TIRUPATI
RENIGUNTA ROAD, TIRUPATI - 517506

Rate contract for housekeeping for academic building and hostels, IIT Tirupati

Sub: Annual Contract for housekeeping at Academic Building and Hostels (Boys/Girls) – reg

* * * * *

A. Description of work

Providing manpower for day to day efficient housekeeping:

1. IIT Tirupati Academic Block (G+3) of 60,000 sq feet carpet area consisting of toilets, class rooms, faculty rooms, conference halls etc situated on Tirupati-Renigunta Road, Tirupati.
2. 21st Century Gurukulam Buildings at SVU Campus which is meant for the Boys Hostel consisting of 56 rooms, three big halls, toilets etc., covering carpet area of 14000 sq feet (approx).
3. Boys Hostel at Lakshmpuram colony, Tirupati consisting of Three Bed/Two bed room flats, common halls, toilets etc covering carpet area of 12000 sq ft.
4. Girls Hostel at Lakshmpuram colony, Tirupati consisting of Two Bed room flats, common area, toilets etc covering carpet area of 8000 sq ft.
5. Girls/Boys Hostel (to be identified the place) having 12000 sq ft.

All the cleaning materials and equipment required for housekeeping work has to be supplied by the contractor. The contract will be for a period of one year w.e.f. 01-08-2017 extendable for one more year at the discretion of the IIT Tirupati, if the services of the contractor are found satisfactory.

B. Scope of work

1. General upkeep of rooms, Class rooms, Laboratories (Physics, chemistry, computer etc), conference halls etc in the above buildings in perfect and impeccable manner by deploying effective arrangements needed for improving internal environs carrying out the following activities and any other work entrusted by the IIT Tirupati Official.
 - i. Dry sweeping using brooms or mechanical means or electrical operated vacuum cleaner etc.
 - ii. Wet moping of the floors using liquid soap solution diluted as per the manufacturers specifications.

- iii. Removal of cobwebs inside the rooms, class rooms, conference halls, Laboratories, conference halls etc in a sequence at least once in 15 days to bring the surface to the original condition.
 - iv. Windows, glass-panes, doors/ventilators, ceiling, walls, internal lights, furniture, lift, fans, electrical fittings etc shall be cleaned from dust, using glass cleaning liquid or suitable cleaning media etc in all the rooms, class rooms, laboratories, conference hall, dining hall etc. This work has to be carried out once in 15 days.
2. General upkeep of corridors, lounges, stair case, balconies, windows, ventilators and other open areas (one acre land in front of academic block) to maintain high standard of hygiene by carrying out the following works.
 - i. Dry sweeping of floors by manual means through brooms or electrically operated etc or mechanical means.
 - ii. Wet mopping of floors regularly using liquid soap solution/machine mopping.
 - iii. Open areas, corridors, balconies shall be cleaned regularly to clean the dry leaves and other rubbish and to keep the area neat and tidy.
 - iv. The periodicity of cleaning shall increase during rainy days.
 - v. Windows, ventilators, grills etc dusted periodically once in 15 days.
3. Cleaning of terrace/roof areas such as chejjas etc at frequency of once in a week to keep standards of internal environs by carrying out the following works.
 - i. Removal of rubbish, dry leaves etc fallen on terrace, remove clogging in the rainwater pipes to prevent stagnation and blockage.
 - ii. The chejjas and other roof areas which are not easily accessible shall be kept clean by manual cleaning.
 - iii. Periodical cleaning of storm water drains around the buildings.
 - iv. Periodical cleaning of surrounding areas (one acre land in front of the academic block) of Academic block and Boys Hostel buildings.
4. Regular upkeep of toilets located in the above buildings consisting of various fixtures such as wash basin, mirrors, IWC/EWC with various modes of scrubbing, rubbing and removal of dirt, dabs and other stains etc to being to original conditions as detailed below:
 - i. Wet moping of floors using deodorants as per the needs to maintain hygiene.
 - ii. Cleaning of Urinals, toilets three times in a day.
 - iii. The toilet appurtenances shall be kept neat by cleaning with suitable means to required standards.
 - iv. The mirrors, glazed tiles shall be cleaned and kept neat.

In addition to the above, internal shifting of furniture etc should be carried out as and when required.

The works listed above are not exhaustive. Any other work given should be carried out as per the instructions of the IIT Tirupati Official.

C. MANPOWER REQUIREMENT

1. Academic Building:	
Supervisor	01
Sweeper/Cleaner	12
2. Boys Hostel 21 st Century Hostel Buildings:	
Supervisor	01
Sweeper/Cleaner	04
(Only male workers to be deployed)	
3. Boys Hostel at Lakshmipuram Colony	
Sweepers/Cleaners	04
(only male workers to be deployed)	
4. Girls Hostel at Lakshmipuram Colony	
Sweepers/Cleaners	03
(only female workers to be deployed)	
5. New Boys/Girls Hostel	06
6. Guest House	02

- i. The above are the minimum number of workforce to be deployed.
- ii. Supervisor shall be the overall in charge of the manpower deployed by the Contractor and supervise all the work carried out in the buildings as per the instructions of IIT Tirupati Official.
- iii. In case of absence or regular workforce, the contractor shall provide replacement immediately to carry out the works. Failure to provide the above replacement will result in penalty of recovery of double the wages for the concerned person for the days absent.

D. WAGES AND SERVICE CHARGES:

Details of wages payable and service charges shall be provided in the format provided with this enquiry. Wages paid shall not be less than the minimum wages prescribed by Central/State Government whichever is higher.

E. TERMS AND CONDITIONS:

1. Vendors must have 3 years experience in housekeeping of large buildings of Government, Public Sector Undertakings, Banks or private companies of national repute. Vendors shall produce contract completion certificates towards the experience claimed.
2. The Tenderer shall be registered with appropriate authorities. The entity should be either registered a company under Companies Act 1956/2013 or as a partnership (including limited liability partnership) under partnership Act 1932 as the case may be and should be in existence for not less than 3 years before 31-03-2017 as a company or firm as the case may be. Bids of

sole proprietorship firms or those which are not in existence for 3 years as mentioned above shall not be considered at all.

3. The Tenderer should have a minimum turnover of Rs.50 lakhs each in last three years exclusively from house keeping services/facility management services. For this purpose last financial year would be considered as the one ended on 31-03-2017
4. Vendor shall have permanent office/branch office in Tirupati.
5. The tenderer should have ISO 9001:2000 or 9001:2008 certificate valid as on 01-05-2017.
6. Tenderer shall inspect the premises indicated above and fully acquaint themselves with the scope and nature of working conditions etc. No claim shall be considered later on the grounds of ignorance or otherwise of the conditions under which the work will have to be executed.
7. Vendor must be registered with ESIC and EPFO and must submit registration numbers details, along with their quotations.
8. Contractor shall ensure that they comply with and observe all provisions of the Acts like Labor Registration and Abolition, Employees Provident Fund, Employees State Insurance, Minimum Wages, Payment of wages, workman's compensation etc., prevailing in the State of AP and shall produce necessary registration documents whenever called for.
9. The workers provided by the contractor shall maintain personal hygiene.
10. The contract personnel should wear prescribed uniform while on duty which has to be provided to the employees by the contractor. No separate payment will be made towards the uniform by IIT Tirupati.
11. The contract will be for a period of 1 year from 01-08-2017. Initially, contract will be issued for 3 months and then extended for the remaining period if the performance of the contractor is satisfactory. IIT Tirupati at its discretion may extend this contract for further period of one more year beyond two years based on satisfactory performance. IIT Tirupati reserves the right to terminate the services with three months notice, in case the performance is unsatisfactory.
12. Terms of payment: Payment shall be made after completion of each month on pro-rate basis. Contractor shall submit the bill along with the attendance sheet duly certified and the payment will be effected on the first week of succeeding month.
13. Wages paid by the contractor to the personnel deployed by him shall not be less than minimum wages fixed by DGR, Govt of India / State Government whichever is higher for this type of work.
14. The quotations which are below the minimum wages payable to the work force will be rejected summarily.
15. Wages as specified in tender is to be disbursed by cheque /bank transfer to the workforce. In exceptional cases and due to compelling reasons only, salary may be disbursed in cash in the presence of representative of IIT Tirupati. Details of Bank account in respect of the security guards should be made available to IIT Tirupati.
16. The contractor shall furnish the ECS/RTGS details after award of contract to IIT Tirupati.
17. Contractor shall provide pay slips indicating the details of total wages, deductions and net wages paid shall be given to each security guard along with the wages and also wages shall be disbursed on or before 7th of every month without waiting for clearance of bill by IIT Tirupati.

The pay slip must also mention clearly the name and ID of the contract manpower, all the components for the payment and deductions separately. Besides, PF Account, ESI Account No. and all other relevant details must also be mentioned on the pay slip.

18. The Service Provider shall guarantee faithful execution of the contract in accordance with the terms and conditions specified therein. As a performance security, the service provider shall furnish bank guarantee for 10% of the total contract value, which shall be issued by nationalized/scheduled bank valid till completion of the contract.
19. Tax at Source shall be deducted as per the provisions of Income Tax Act, as amended from time to time and a certificate to this effect shall be provided to the agency by this Office
20. In case, the contractor fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof this office is put to any loss/obligation, monetary or otherwise, this office shall deduct that amount from the outstanding bills or from the performance bank guarantee of the contractor to the extent of the loss.
21. Payment shall be made to the contractor on monthly basis as per the actual services rendered. The invoice shall be raised in the first week of the following month for the services rendered in the previous month together with acquittance roll/muster rolls evidencing payments made to the manpower deployed. Copy of the challan evidencing remittance of ESI, EPF (wherever applicable) and service tax (from 2nd month) to enable reimbursement of the amount paid.
22. The claim of service tax shall be reimbursable only against documentary proof evidencing remittance of tax to be concerned authority. A requisite portion of the bill/whole of the bill amount shall be held up till such proof is furnished, at the discretion of this office.
23. The service provider shall enter into an agreement with IIT Tirupati as per the terms indicated in the tender.

F. General Conditions.

1. For all intents and purposes, the contractor shall be the “Employer” within the meaning of different labour legislations in respect of workforce so employed and deployed in this Office for contractual services.
2. It shall be the sole responsibility of the contractor to settle disputes if any, arising out of the engagement between himself and the personnel engaged by him and the management of IIT Tirupati shall not in any way be responsible in the event the personnel approach to the competent authority, under the Act of the Court. The entire expenses in this behalf shall be borne by the contractor.
3. The contractor shall indemnify IIT Tirupati from any claims that may be made by the manpower deployed by the contractor against injuries/death during the performance of their functions/duties at any stage at IIT Tirupati. The contractor shall be solely responsible for the redressal of grievances/resolutions/settlements of disputes relating to persons deployed. This Office shall, in no way, be responsible for settlement of such issues whatsoever.
4. The man power deployed by the Contractor shall not have any claim of Master and Servant relationship vis a vis IIT Tirupati nor have any principal and agent relationship with or against the IIT Tirupati.
5. The man power deployed by the contractor for the contract shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, adhoc regular/confirmed employees of IIT

Tirupati during the contract period or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or and will have any claim for absorption or relaxation for absorption in the regular/otherwise capacity in IIT Tirupati. The contractor shall communicate the above to all the manpower deployed in this office by the Contractor.

6. The contractor shall issue suitable personal protection equipment to the personnel deployed to ward off any threats such as snake bite, head cover during monsoon, to avoid slip/fall while patrolling in field conditions etc.
7. The Security Agency should issue individual orders regarding the terms of appointment, service charges etc to the workforce deployed under the contract. At no time they should report less pay being paid. All liabilities regarding the payments to the security workforce deployed is to be borne by the contractor. IIT Tirupati shall not be responsible for payment of dues, wages etc or for compliance of the Central Govt or State Govt acts as the case may be. Salary has to be paid by 7th of every calendar month. Proof of payment shall be furnished to IIT Tirupati.

G. Statutory / Legal

1. The contractor shall maintain a muster roll register indicating the date and name of persons engaged. Also a register for day to day compliance of work shall be maintained. Both the registers shall got be countersigned by the IIT Tirupati Official and submitted along with the bill, failing which the bill shall not be cleared.
2. The contractor shall maintain proper records/registers as required under the Contract Labour (Regulation and Abolition) Act 1970 and Rules and other relevant enactment's thereon. The records/registers shall be produced for verification/inspection as and when required by IIT Tirupati/Central and State Government agencies.
3. The contractor should have ESI code for deposition of ESI Contributions. The contractor shall cover all his employees under ESI Scheme and shall submit a list of name of employees deployed by him together with ESI number and the name of the ESI Dispensary/Local Office to the IIT Tirupati within 45 days on award of this contract.
4. The contractor shall have PF code for deposition of Provident Fund in respect of his employees. The contractor shall cover all the employees deputed by him under PF scheme and the contractor shall submit the list of names of his employees deputed to IIT Tirupati who are covered under PF scheme with their PF code/ identification number under which PF subscription has been deposited within 45 days on award of the contract.
5. The contractor is responsible for obtaining PF statement from PF Commissioner's Office and distribute the same to the workforce, periodically and confirm the same to IIT Tirupati.
6. It is the sole responsibility of the contractor to faithfully fulfill all the obligations, legal, administration and others on his part especially those concerning payment of wages, contributions towards PF, ESI, EDU etc. (Both contractors and employees share etc) as in force at the relevant period. He shall furnish necessary certificate coordinated by ESI/PF to IIT Tirupati by the 10th of the following month towards payment of ESI and PF made as indicated below: "Certified that I/We _____ contractors under contract No. _____ have made full (both contractors and employees share) contributions towards ESI/PF, in respect of workforce engaged by me/us under the said contract to ESI/PF commissioner on _____."
7. The contract rates shall be based on existing minimum wages as notified by the Government under DGR wage structure specified in part-II (price bid). The amount of Service/Administrative Charges quoted by the agency shall remain fixed during the period of the contract. However, as and when minimum

wages undergo revision, the same will be made applicable to the contract from the date of its implementation and IIT Tirupati revise the wages of the workforce and arrears will be paid accordingly subject to the condition that the rates quoted and being paid by the contractor shall be less than the minimum wages only. In this regard Contractor is also liable to keep IIT Tirupati informed on the revision of wage structures and as and when as revision takes place, he/she shall submit a copy of the Govt Order for implementation by IIT Tirupati.

8. The Agency shall be responsible for taking necessary action to comply with the provision/requirement of the contract based on the labour (regulation and abolition) Act 1970.

**CONSUMABLES TO BE MADE AVAILABLE ON MONTHLY BASIS
FOR HOUSE KEEPING AND CLEANING PURPOSES.**

Sl.No.	Items	Quantity (for all the places)
1	Harpic - 500 ml	40 Nos
2	Hit spray 320 ml	05 Nos
3	Room freshners	10 ltrs
4	Bleaching powder	10 Kg.
5	Bombay brooms	15 Nos.
6	Coconut brooms	15 Nos.
7	Colin (Glass cleaner) – 50 ml.	06 Nos.
8	Cleaning cloth	30 Nos.
9	Hand wash liquid soap	25 ltrs
10	Dettol 200 ml	05 Nos.
11	Mop stick	05 Nos.
12	Mop refills	20 Nos.
13	Naphthalene balls	06 Kg.
14	Odonil 75 grams.	20 Nos.
15	Perfumed phenyl liquid	30 ltrs
16	Plastic mugs (big)	10 Nos.
18	Soap oil	30 Nos.
19	Nylon scrubber	20 Nos.
20	Toilet brushes	15 Nos.
21	Toilet tissue paper	15 Nos.
22	Urinal cubes 400 g packet	10 Kg.
23	Web sticks	05 Nos.
24	Garbage bags (15 pcs)	40 Nos.
25	Surgical gloves	04 box
26	Water wiper with stick (Plastic)	05 No's
27	Floor scrubber	05 No's
28	Acid 5 liters	10 Nos.

Note: The above material shall be procured by the contractor at his cost and to be delivered at respective places and obtained the acknowledgement from IIT Tirupati officials. The original bills should be submitted with cost of the material for payment along with monthly bill. Without the original bills no payment will be made.

