



राष्ट्रीय प्रौद्योगिकी संस्थान रायपुर
NATIONAL INSTITUTE OF TECHNOLOGY RAIPUR
(An Institute of National Importance)
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No./ NITRR/Central Store/2016/HK/2243

Raipur, Dated 02/12/2016

TENDER DOCUMENT

**TENDER FOR MECHANISED HOUSEKEEPING AND FACILITY MANAGEMENT FOR
INSTITUTE BUILDING**

BID REFERENCE	:	No./NITRR/Central Store/2016/HK/ 2243
DATE OF COMMENCEMENT OF	:	02/12/2016
LAST DATE AND TIME	:	29/12/2016 up to 15.00 Hrs/ 3.00 PM
PLACE OF OPENING OF BIDS	:	National Institute of Technology, G.E. Road, Raipur
ADDRESS FOR COMMUNICATION	:	Registrar, National Institute of Technology, G.E. Road, Raipur (C.G.) 492010

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SECTION – I
INVITATION OF BIDS

National Institute of Technology, Raipur invites sealed bids, under two envelopes system, from prospective contractors / reputed Indian agencies for providing House Keeping and Facility Management Services at NIT, Raipur for a period of Eleven Months extendable for maximum 36 months. Interested Bidders may obtain further information from the office of NIT., Raipur. Bids are invited for the work mentioned hereunder:

Sl. No.	Items	Description
A.	Scope of work	Providing Mechanised House Keeping and Facility Management Services at NIT, Raipur for a period of three years. Which includes all Hostels, Institute Buildings (including Arch Building) both inside and outside, Faculty/staff quarters, TPO, Canteen, Guest House, Play Grounds, Grass cutting & roads within the campus etc.
B.	Cost of Bid Document	Rs. 1000/- (Non-refundable) By Demand Draft
C.	Download of Bid Document	From institute website from 30/11/2016 to 29/12/2016 website
D.	Pre-Bid Meeting	19/12/2016 at 03:00 PM
E.	Last date of Submission of Bid	29/12/2016 up to 15.00 Hrs/03.00 PM
F.	Date of opening of Bid	29/12/2016 at 03.30 PM
G.	EMD	Rs. 2,00,000/- (Rupees Two Lakhs Only) in the form of Demand Draft/ FDR/ Bank Guarantee payable to Director, NIT. Raipur
H.	Place of opening of Bids	National Institute of Technology, Raipur-492010 (C.G.)
I.	Address for Communication	Registrar, National Institute Of Technology, G.E. Road Raipur-492010 (C.G.)

SECTION – II

Letter for Submission of Tender

Ref. No. No./ NITRR/Central Store/2016/HK/2243 Dated :02/12/2016

To

Registrar
National Institute of Technology
G.E. Road
Raipur – 492010 (C.G.)

Ref: “Providing Mechanised House Keeping and Facility Management Service at NIT, Raipur” against Tender no. No NITRR/Central Store/2016/HK/2243 Dt:02/12/2016 due for opening on 29/12/2016

Dear Sir

Having examined the tender document relating to the providing Mechanised House Keeping and Facility Management Services at NIT Raipur which includes all the buildings (including Arch Building) of NIT Raipur, complete campus, all the departments and sections as detailed in your tender, term & conditions and scope of procurement, Specifications etc., and having understood the provisions and requirements relating to the procurement and all other factors governing the tender, we hereby submit our offer for the Mechanised House Keeping and Facility Management services in accordance with terms and conditions and confirm our acceptance to execute the under within the time period specified in the tender document, at the rates quoted by us in the accompanying Technical & commercial Bid.

If after the tender document is accepted, we fail to complete the commissioning of the Housekeeping work as per the contract order. We agree that, NIT, Raipur shall have full authority to forfeit the Earnest Money and cancel our order with no obligation on their part.

We confirm having deposited earnest money of Rs. 2,00,000/- (Rupees Two Lakhs Only) by Demand Draft/FDR/Bank Guaranty No.....dateddrawn onBankBranch attached here to, and general information required is as per annexure attached.

We further confirm that –

1. We have successfully executed orders of similar nature and we have sufficient experience and financial strength in handling orders of this value.
2. We have sufficient trained and experienced workers and necessary equipment, expertise and materials to execute the order efficiently in the specified time schedule.
3. The quoted rates shall be valid till the completion of the order but not less than 150 days.
4. We further confirm that all chapters of the tender documents have been read, understood and signed and there is no deviation/discrepancy. We hereby certify that we as a company / firm and have not been blacklisted by any government department / agencies.

Signature of the Bidder
With stamp and date

SECTION – III
GENERAL INFORMATION AND EMD DETAILS

1.	EMD Details DD No. /FDR/Bank Guaranty and date: Amount in Rs. Name of the Bank:	
2.	Name and Address of the Bidder	
3.	Contract:	
4.	Telephones:	
5.	Fax:	
6.	E-mail:	
7.	Mobile No:	
8.	Category of the Bidder (Whether Company, Partnership Firm or Proprietary Concern)	
9.	Name of Chief Executive Officer and Telephone No.	
10.	Year of Establishment	

Note: Separate sheets may be attached wherever necessary.

Signature of the Bidder
With stamp and date

SECTION – IV
INSTRUCTIONS TO BIDDERS

1. Submission of Bid against this offer shall bind the bidder for the acceptance of all the conditions specified herein or in NIT unless otherwise agreed by NIT.
2. DEFINITIONS
 - i) “The Purchaser” means the NIT Raipur
 - ii) “The Bidder” means the individual or firm who participates in the tender and submits its bid.
 - iii) “The Contractor” means the individual or firm providing House Keeping & Facility Management Services under the contract.
 - iv) “The Services” means all House Keeping & Facility Management Services without materials which the Contractor is required to provide to the purchaser under the Contract.
 - v) “Contract”. Means the final Acceptance of Tender placed by the purchaser on the Contractor signed by the purchaser including all attachments and appendices thereto and all documents incorporate by reference therein.
3. Eligibility conditions:
 - Registered office or one of the branch offices of the bidder should be located in Raipur. It is essential condition that the tenderer maintain an established office in Raipur to provide regular service with 24 hours contact facility. Without which the tender would be out rightly rejected. Proof to be submitted along with the Bid.
 - Must have experience of providing Mechanised House Keeping & Facility Management Services of minimum 100 employees satisfactorily to any National Institute or Institute of repute, Central/State PSU/Department / malls. Copy of contract and satisfactory performance certificate of last three contracts with 100 or more employees.
 - Minimum average turnover of Rs Three Crore per year. Yearly turnover of the last three years. Chartered Accounts Certificate/ITR to be submitted.
4. Downloading of Tender document:

Interested Bidder can also download the tender document from our website www.nitr.ac.in and participate in this tender. The bidders, who download the tender documents, shall enclosed Demand Draft from scheduled bank for Rs. 1000/- drawn in favour of NIT, Raipur towards the cost of tender document.

The Tenderer shall inspect all premises and identify the requirement of minimum number of personnel, material and equipment which may be necessary to be deployed to undertake the specified scope work and give appropriate price bid accordingly.
5. Bid Security / Earnest Money Deposit:
 - i) EMD amount will be accepted in the form of Demand Draft/FDR/Bank Guaranty in favour of Director, NIT Raipur issued by a Nationalized Bank only. The bid without EMD shall be rejected.
 - ii) Without prejudice to any other right of NIT Raipur the Earnest Money Deposit may be forfeited by NIT Raipur:
 - (a) If the Bidder withdraws his bid during the period of bid validity; or
 - (b) In case the successful Bidder refuses to sign Agreement; or

(c) If the bidder fails to furnish the Performance Bank guarantee

In all the above cases, the bidder will not be eligible to participate in the tender for some work for Three years from the date of issue of contract.

- iii) EMD will be refunded to the bidders within thirty days from the date of issue of award letter to the successful bidder.

6. Documents Comprising the Bid and Submission of Bid

The bids should be submitted in Three sealed covers.- “EMD & Tender document cost “ Second “Eligibility documents” and third “FINANCIAL BID”

- (I) The first sealed cover super-scribed as “EMD & Tender document” shall contain the following components:

- a. Tender fee Draft from schedule bank of Rs. 1000/- for cost of bid document drawn in favour of Director NIT, Raipur in case bid document downloaded from NIT website.
- b. Earnest Money Deposit of Rs. 2,00,000/- in favour of Director NIT in the form of Demand Draft/FDR/Bank Guaranty. The bid without EMD shall be rejected.

- (II) The second sealed cover super-scribed as “Eligibility document” shall contain the following components:

- a. Attested copies of Documents required to be submitted for establishing Bidders Eligibility and Qualifications.

i. Copy of proof of having office in Raipur

- Valid Service Tax No.
- Valid Income Tax PAN
- Valid ESI Registration No.
- Copy of service tax returned recently filled
- Copy of challan of ESI for last 3 years
- Copy of Inspection report of EPF for last 3 years
- Copy of Bank Solvency Certificate for Fifty lakhs.

ii. Partnership deed or proprietorship deed or articles Memorandum of Association as the case may be.

iii. Certificate (S) from Manager level executive/Officer of clients for establishing experience of having satisfactory providing House Keeping Services “OR” the PO/WO issued for the work and proof of having received final payment against the PO./WO.

iv. Chartered Accountant’s certificate/ITR for verifying

v. Copy of service Tax Registration.

vi. Details of EPF / ESI Registration along with evidence

vii. Copy of PAN card

- b. Technical Bid form- All pages of the original bid shall be signed by the person or persons authorized for signing the bid.

- c. Non-participation of any close relative in (Declaration on Rs 100 Stamp paper)

- (III) The second sealed cover super-scribed as “financial Bid” shall contain the rates quoted by the contractor for each item shown in the schedule in the price schedule of this bid document.

All the covers of “EMD & tender cost” , Eligibility documents” and “financial Bid” should be sealed separately by the personal seal of the bidder and addressed to Registrar, NIT Raipur and delivered in person on or before due date & time on box kept in Central Store.

Envelope	Marked on the Cover	Contents of Envelope
Envelope-A	Tender fee & Bid Security (EMD)	Containing Bid security (EMD) & Tender Fee separately in cover if downloaded the bid documents.
Envelope-B	Eligibility Documents	Containing documents as per Eligibility criteria except bid security & Tender fee.
Envelope-C	Financial Bid	Containing Original Price Bid

On all these envelopes the name of the firm and whether “Bid Security (EMD)”, “Eligibility Documents” & “Financial Bid” should be clearly mentioned and should be properly sealed these envelopes are to be placed inside an outer envelope and properly sealed.

b. Any bid received after the dead line for submission of bids shall be rejected and returned to the bidder.

7. Non- participation of near relatives:

The bidder should give a certificate in Form at Section VII that none of his/her near relative 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 given by all the partners and in case of limited company by all the Directors of the company excluding Government of India/Financial institution nominees and independent non-official part time Directors appointed by Govt. of India or the Governor of the state. 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 NIT Raipur will not pay any damage to the company or firm or the person will be debarred for further participation in the concerned unit.

The near relatives for this purpose are defined as

- (a) Members of a Hindu undivided family.
- (b) They are husband and wife
- (c) The one is related to the other in the manner as father, mother, son (S), & Son's and brother's wife, Sister(S) and sister's husband (brother-in-law).

8. Rates:

- (i) Rates are to be quoted only in Financial Bid form.
- (ii) The rates quoted should be firm and final inclusive of all Machine charges, its maintenance, wages, EPF-ESI contribution, service charges, service Taxes/levis if any, as applicable and shall not be subject to any charge/revision during the contract period. (Excluding items used for cleaning).

(iii) No enhancement of rates will be allowed for the job contract during the currency of contract subject to minimum wage revision by the authority.

Following procedures shall be adapted in case of difference in quoted rates in figures and words and extensions:

- Where there is difference between rates in figures and in words, the rates quoted in words shall be considered as correct.
- where the amount of an item is not worked out it does not correspond to the rate either in figures or in words, the quoted in words shall be considered as correct and necessary extension made.
- Where the rates quoted by the tenderer in figures and in words tally, but the amount is not worked out correctly, the rates quoted by the tenderer shall be considered as correct and amount shall be corrected accordingly.

9. Cost of Bidding

The bidders shall bear all costs associated with the preparation and submission of the Bid. NIT Raipur in no case be responsible for this cost regardless of the conduct or outcome and amount of the Bidding process.

10. Validity of Bid

(i) The bid shall remain valid for 150 days after the date of opening of bid. A bid valid for a shorter period shall be rejected by NIT Raipur as non- responsive.

(ii) The NIT may request the bidder for extension of period of bid validity. In such eventuality of extension of bid validity, the validity of bid security provided shall also be suitably extended. However, modification in Bid will not be allowed at any stage.

11. Bid opening

(i) NIT Raipur shall open the bids on the prescribed date and time in the presence of bidders or their authorized representative who wish to be present at the time of opening of bids on due date. The financial bid will be opened only in those cases that have submitted the EMD & Tender document cost

(ii) In case the date fixed for opening of bids is subsequently declared as holiday by the Government of India State Govt. the revised Schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.

12. Amendment of Bid Documents

(i) At any time, prior to the date of submission of bids, the purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify bid document by amendments.

(ii) The amendments shall be notified on our website by corrigendum and these amendments will be binding on them.

(iii) In order to afford prospective bidders a reasonable time to take the amendments into account in preparing their bids, the purchaser may, at its discretion, extend the deadline for the submission of bids suitably.

13. Missing Documents:

(i) If any of the documents required to be submitted along with the technical bid is found wanting the offer is liable to be rejected at that stage. However, the purchaser at its discretion may also ask for the submission / missing documents within a stipulated time period. In such case(s) the bidder shall have to

comply with the purchaser's requirement within the specified time. In case of non-compliance to such queries, the bid will be out rightly rejected without entertaining further correspondence in this regard.

14. Acceptance / Termination of Bid

The NIT Raipur reserves the right to accept or reject any bid, and to annul the bidding progress and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of NIT Raipur action.

15. Evaluation after opening of Financial Bid

(i) NIT Raipur shall evaluate the bids to determine whether they are complete, whether any computational errors have been made whether documents have been properly signed and whether bids are generally in order. A conditional bid will be rejected by NIT Raipur.

(ii) Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the purchaser. If there is a discrepancy between words and figures, the amount in words shall prevail.

(iii) NIT Raipur shall evaluated in detail and compare the substantially responsive bids and comparison of bids shall be on sum total (indicated as Sr. No. j in financial bid). The final evaluation of bid shall be on lowest sum total quoted in financial bid.

16. Issue of Letter of Intent

NIT Raipur shall consider placement of Letter of Intent to that bidder whose offers have been found technically and financially acceptable. The bidder shall within 14 days of issue of Letter of interest, give his acceptance along with performance security in conformity with the bid document.

17. Signing of Contract

NIT Raipur shall issue the final acceptance of Tender and an agreement shall be drawn within 15 days of issuance of contract. The signing of contract shall constitute the award of contract on the bidder. Failure of the successful bidder to comply with the signing requirement shall constitute the sufficient ground for the annulment of the award and forfeiture of the bid security, in which event NIT Raipur may at its discretion award the work to other bidder or call for fresh bids.

18. Right to vary Quantities

NIT Raipur will have the right to increase or decrease up to 25% of the Tender Quantity/ area of Services specified in the scheduled of requirements without any change in the charges of the offered quantity/ area or other terms and conditions at the time of award of contract. However, NIT Raipur shall place order as per the actual requirements only from time to time.

19. Purchaser's Right to Accept Any Bid And To Reject Any Or All Bids

The purchaser, NIT Raipur, reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action.

20. The Purchaser, NIT Raipur, reserves the right to disqualify the supplier for a suitable period who habitually failed to provide the services as per the terms and condition of the tender. Further, the Contractor who provides the services do not perform satisfactory in the field in accordance with the specifications may also be disqualified for a suitable period as decided by the purchaser.

21. The Purchaser, NIT Raipur, reserves the right to blacklist a bidder for tendering in NIT Raipur for a maximum period of 2 years in case he fails to honour his bid without sufficient grounds.

SECTION – V

1. Quantum of work :

- 1.1 Director, NIT, Raipur intends to appoint a reputed agency for providing Mechanized Housekeeping and Facility Management Services at the location detailed below :

S.No.	Tender No.	Location*
	NITRR/Central Store/HK/OT/2016/22 43 Dt: 02/12/2016	Providing Mechanised House Keeping and Facility Management Services at NIT, Raipur for a period of three years. Which includes all Hostels, Institute Buildings (including Arch Building) both inside and outside, Faculty/staff quarters, TPO, Canteen, Guest House, Play Grounds, Grass cutting & roads within the campus etc.

2. SCOPE OF WORK

2.1 House Keeping Services work

The work of Providing Mechanised House Keeping and Facility Management Services at NIT, Raipur for a period of three years which includes all Hostels, Institute Buildings (including Arch Building) both inside and outside, Faculty/staff quarters, TPO, Canteen, Guest House, Play Grounds, Grass cutting & roads within the campus etc. stipulated under this contract include broadly the following nature of work:

Keeping the inside premises scrupulously clean daily of residues/used materials/dirt and spots of any kind and maintenance of floors, rooms, offices, in the respective buildings and cleaning of toilets/lavatory blocks with phenyl, liquid soaps, neptha balls etc. including removal of cobwebs, birds net etc. and collection and segregation of waste at source in hazardous, non-biodegradable and biodegradable streams; composting of biodegradable solid waste and return of compost to the institute; segregation of non-biodegradable waste into reusables, recyclables and non-recyclables, return of reusables to the institute, sell of recyclables to suitable vender and suitable disposal of non-recyclable garbage, wastes or any other remaining sweeping garbage to landfill identified by the Municipal Corporation Raipur; suitable disposal of hazardous waste according to the GOI Hazardous Wastes (Management and Handling) Rules; with employing all required skilled/unskilled manpower, tools and tackles etc as per details specifications and directions of the Estate office on all the working days. The following procedure shall be adopted.

- 1) Sweeping, cleaning and wiping of closed and open area in entire building and surrounding area as mentioned under point 1.1, toilet should be cleaned thrice in a day timing: 8.00 AM, 1.00PM, 4.00PM .
- 2) Dusting of furniture, office equipment, lightweight partitions, attachments and fixtures like fans, tubes, fire extinguishers, first aid boxes, fire alarm panels, notice boards as per periodicity prescribed.
- 3) Cleaning of water tanks (both underground as well as overhead) and well as per periodicity prescribed. Vendor has to ensure that person engaged for toilet cleaning will not be entrusted cleaning of water tanks to maintain hygienic conditions.
- 4) Daily removing waste/garbage with collection and segregation of waste at source in hazardous, non-biodegradable and biodegradable streams; composting of biodegradable solid waste and return of compost to the institute; segregation of non-biodegradable waste into reusables, recyclables and non-

recyclables, return of reusables to the institute, sell of recyclables to suitable vender and suitable disposal of non-recyclable garbage, wastes or any other remaining sweeping garbage to landfill identified by the Municipal Corporation Raipur; suitable disposal of hazardous waste according to the GOI Hazardous Wastes (Management and Handling) Rule; at the place earmarked by the Local Municipal Authority for the purpose at the contractor's costs. The agency shall not dump the waste inside the premises.

5) Washing of tiles/concreted portion in the compound, sweeping and cleaning of terrace of all the buildings weekly.

6) Agency will also keep suitable supervisors to monitor the work.

7) The designated committee/ person by Director, NIT will inspect the cleaning daily and will sign the diary.

8) Contractor shall arrange for Fogging machine and fogg the campus during the year bi-weekly.

9) Spraying of insecticide on the required areas on weekly basis.

10) Caretaker satisfactory report for Hostels is required.

11) Satisfactory report from Departmental HOD is required.

12) Satisfactory report for others areas and material inspection report from Sanitary Inspector is required of the Institute.

13) Disposal of Dead Animals etc.

At any point of time whenever required the contractor must have to provide manpower as per instruction provided time to time.

2.1 SPECIFICATION AND PERIODICITY OF CARRYING OUT THE ACTIVITIES:

1) Cleaning of Urinals, Toilets & Bathrooms:

- a. Toilet & Bathrooms shall be cleaned as per the time schedule given in Section VII of the Tender Document
- b. For cleaning Toilet, the agency worker would sprinkle toilet cleaning material like Harpic & then brush.
- c. Bathroom surface should be cleaned using Phenyl.
- d. Agency should ensure that the Toilet pots, washbasins and all other sanitary fittings are stain free. Daily washing of buckets and mugs used in toilets.
- e. Agency should also ensure that both bathroom and toilets are free from any bad/foul smell
- f. Agency will keep a chart at suitable location and the agency supervisor will sign with date time on it after every cleaning.

2) Cleaning of Buildings:

a) Floor without carpet:

- i) Floor/ Corridors will be cleaned as per the time schedule given in Section VII of the Tender Document
- ii) The cleaning would be done first by booming and then the floor would be mopped by Water mixed with Phenyl in 1:30 (one bucket of 20 litre with 100ml phenyl using rubber/cloth scrubber with bar type handle.

b) Floor with Carpet/Vinyl Floor :

Such floors are to be cleaned as per the time schedule given in Section VII of the Tender Document with Vacuum Cleaner.

3) Inside Office

- a. Dusting of entire furniture and office equipment with appropriate dusting cloths to be cleaned as per the time schedule given in Section VII of the Tender Document.
- b. Floor without carpet will be cleaned daily first by broom and then will be mopped by water mixed with Phenyl.
- c. Carpet, sofa, curtains and file racks the same will be cleaned by vacuum cleaner every Monday, Wednesday, Friday
- d. Toilet inside the office shall be clean like mentioned in toilet and urinals

4) General : applicable to all

- The entire floor area of including staircases has to be swept as per the time schedule given in Section VII of the Tender Document.
 - Dusting of light weight partitions, ceiling, fans, tubes and other fixtures, weekly preferably on Saturdays with wiping cloth
 - Dusting of Windows cleaning Glass Panel accessible both side by opening of windows. Window have not accessible ordinary but required ladder such glass panel to be cleaned once in a Month.
 - Washing of tiles in open/covered areas weekly once.
 - Wiping the area of Customer interface lime, visitors lawn, etc daily (before 9.30 am) with suitable detergent as directed above.
 - All passages, staircase should be swept and mopped out with water daily.
 - Attachment on the walls like fire extinguishers, first aid boxes, notice boards should be cleaned daily.
 - Cleaning of overhead/underground water tanks once in Quarter.
 - Sweeping and cleaning of terrace of all Building weekly.
 - Removal of garbage/packing material from the entire rooms/ halls/ pantries/ staircase daily.
 - Cleaning of pantries/washbasins twice a day (with detergent/acid and put naphthalene balls)
 - Cleaning of Windows/doors/balconies/roof once in a week/as and when required.
 - Cleaning of water coolers, dustbins, water flasks, and buckets with detergent at least once in a week as and when required during the week.
 - Cleaning of sofa sets and curtains and file racks by vacuum cleaner thrice a week.
 - Cleaning/sweeping of open area i.e. compound, basement, staircase, passages And toilets also to be carried out on Sunday and Holidays also as per requirement given by concerned authority.
 - Toiletries and other cleaning materials including vacuum cleaner to be provided should be of high quality and branded one.
5. Contractor shall provide a list of various equipment, machinery and their respective quantities to be used for the housekeeping.

6. Contractor shall give a list of consumable required for cleaning which the contractor need to be maintained & should be purchased by him.
7. Contractor shall provide the list of various equipment, machinery and their respective quantities to be available within NIT Raipur premises all the time.
8. The contractor must ensure that all the local by-laws and rules, various rules and acts of the state government, various relevant rules and acts of the central government and its agencies on the day are strictly complied with at the contractor's own cost.

Note: Bidders should keep visiting the institute's website www.nitr.ac.in regularly for any further updates till the last date of submission of the bid. NIT Raipur shall not be responsible if information posted on the Institute website has been ignored by the bidder.

SECTION – VI

GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT

1. Performance Bank guarantee

The successful contractor has to submit a Performance bank guarantee of Rs. Twelve Lakhs From a nationalized Bank only valid for a period of Eighteen months. To be extended accordingly as per extension of contract.

2. Period of Contract

The Contract is initially for a period of Eleven months and is extendable for a further period of maximum 36 months on mutual agreement.

3. Termination of Contract

3.1.1. NIT Raipur may without prejudice, to any other remedy for breach of contract may terminate the contract in whole or in parts.

3.1.2. If the contractor fails to provide service to the satisfaction of NIT Raipur within the period (s) specified in the contract or any extension thereof granted by NIT Raipur.

3.1.3. If the contractor fails to perform any other obligations(s) under the contract

3.1.4. If the contractor does not follow the labour laws or other statutes in the matter.

3.1.5. If the contractor, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the NIT Raipur may authorize in writing) after receipt of the default notice from the NIT Raipur.

3.1.6. NIT Raipur may without prejudice, to other rights under law or the contract provided services done at the risk and cost of the contractor, in above circumstances.

3.1.7. In the event of such termination, the proportionate performance security of the component of work terminated shall be forfeited completely.

3.1.8. Depending upon the severity of negligence, NIT Raipur reserves the right to blacklist the agency/contractor from further participation in any of NIT Raipur tenders/ Contracts. The decision of NIT Raipur shall be final in this regard.

4. Termination for insolvency

The purchaser may at any time terminate the Contract by giving written notice to the Contractor, without compensation to the contractor. If the contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

5. Force Majeure

Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, acts of God or any Governmental body, public disorder, riots, embargoes, or strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions. If a Force Majeure arises, the Bidder shall promptly notify NIT Raipur, the successful bidder shall continue to perform his obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure even. The successful bidder shall be excused from

performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

6. The contractor shall employ only trained and experienced workers having courteous manners, after verifying their antecedents.

7. Statutory Obligations

- (i) The payment or wages of the staff/worker should be made in accordance with the Minimum Wages Act. Any breach of such laws or regulations shall be deemed to be breach of this contract.

- (ii) The Contractor will have to observe the statutory obligations imposed under the concerned applicable laws such as the Contract Labour (R&A) Act 1970 with contract Labour (R&A) 1971. The Employees State Insurance Act 1948, the Provident Fund Act. The Minimum Wages Act 1948, the Payment of Bonus Act, 1963, Act 1927, I.D. Act, 1947 and the provisions of Employment of Children Act 1938, House of Employment Regulation and Children Act 1938. The Shops and Establishment Act., etc and other relevant Acts applicable and/or statutes that may be applicable from time to time or that may be introduced by the Central/State Government or Municipal/Local self Government authorities subsequent to the date of this agreement.

- (iii) The Contractor shall keep the NIT Raipur indemnified from all acts of omissions, defaults, breaches and/or any claim, loss or injury and expenses to which NIT Raipur may be put to or involved as a result of Contractor's failure to fulfil any of the obligations here under and/or under statutes and/or any bye-laws or rules framed there under or any of them.

- (iv) In case of accident arising out of and in the course of this agreement, NIT Raipur will not be responsible of the contractor for payment towards loss or compensation whatsoever.

- (v) All the taxes/levies/fee charges payable to Govt. Deptt./Local bodies shall be paid by the contractor & no claim whatsoever should be recovered from the NIT Raipur.

- (vi) The contractor must ensure that all the local by-laws and rules, various rules and acts of the state government, various relevant rules and acts of the central government and its agencies on the day pertaining to solid waste management are strictly complied with at the contractor's own cost.

8. Arbitration

NIT Raipur and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract, if, after thirty (30) days from the commencement of such informal negotiations, NIT and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanism, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996. All Arbitration proceedings shall be held at Raipur Madhya Pradesh and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

9. Set off:

Any sum of money due and payable to the contractor (including performance/security deposit refundable to him) under this contract may be appropriated by NIT Raipur and set off the same against any claim of NIT Raipur for payment of a sum of money arising out of this contract or under any other contract made by contractor with NIT Raipur.

SECTION – VII
SPECIAL CONDITIONS OF CONTRACT

1. The special conditions of contract shall supplement the “Instructions to the Bidders” as contained in section IV and General (Commercial) Conditions of the Contract as contained in section VI and wherever there is a conflict, the provisions herein shall prevail over those in section IV & VI.
2. The contractor before the start of work should submit the details of Supervisor and their mobile numbers. The contractor also should furnish the full details regarding residential address, age, qualification along with photograph, telephone number and the police verification of all housekeeping personnel involved in various duties and roles pertaining to the activities detailed in the contract for records. Any subsequent change shall be done only after the intimation to the NIT Raipur Estate office.
3. The contractor should deploy one or more full time Supervisor with mobile phone who shall report to the controlling officer daily. The Supervisor shall also visit all the offices daily to supervise cleaning activities. In order to ensure proper cleanliness the contractor has to take cleanliness certificate (under diary) for each floor from the appointed floor wardens or as the case may be as set out by the NIT Raipur Estate office.
4. **TIME SCHEDULE OF WORKS OF HOUSE KEEPING AND FACILITY MANAGEMENT ACTIVITIES**

No.	Item	Activities involved	Frequency	Work to be completed During day and time
1	Surfaces on the periphery of the building	Maintenance & cleaning of surfaces building	Once in every quarter or as required to maintain proper cleaning	As per instructions
2	Glass walls on the periphery of the building	Maintenance & cleaning of Glass walls on the periphery of the building	Once in every week or as required to maintain proper cleaning	As per instructions
3	Toilets	1. Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like phenyl, harpic, vim, surf etc. and	Three times a day or more often as required	07-00 am to 8.00 am , 01.00 pm to 2.00 pm & 3.00 Pm to 4.00 PM

		also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets. 2. Sweeping the floor in & mopping with water and Phenyl. 3. Putting naphthalene balls on urine pot & wash basins 4. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater. 5. Collect all the sweepings, garbage and wastes and dispose of the same to the nearest pit.		
4	Office chambers & rooms in all specified buildings (mentioned on scope of work)	Sweeping the floor & mopping with water and Phenyl. Dusting furniture, black boards, doors, windows, partitions including the particle board, glass and aluminium channels, etc.	Daily	8.30 am to 9.45 am
5	Lobby, passage and common area and rooms	Sweeping the floor & mopping with water and Phenyl	Two times a day	8.30 am to 9.30 am & 1.30 pm to 3.00 pm
6	Corridors including common space	Dusting of furniture, windows, doors pelmets and curtains etc.	Twice a week	As per instructions
7	Over head & Underground Water Tank	Cleaning of water tanks once in a quarter	Once in a in a quarter	As per instructions
8	Special cleaning activities	1. Removal of cobwebs from all the places 2. Removal of dust accumulated on the walls, windows panes	Fortnightly Fortnightly	As per instructions

		and ventilators in the toilets. Cleaning of window (with glasses). Cleaning of all other common areas which are normally difficult to access 3. Cleaning of water coolers, dustbins, water flask and buckets with detergent 4. Cleaning of carpet, sofa sets, curtains and file rack with vacuum cleaner		
9	Institute Campus	1. Cleaning of all campus road & other area's 2. Faculty/Staff quarters waste material disposal etc.	Daily	
10	Cellar	Sweeping/ neating and removal of cobwebs	Daily	8.00 am to 9.30 am
11	Cable Chamber		Yearly or as required	
Wooden panels/doors first Saturday of the month				

5. TIME SCHEDULE OF WORKS OF HOUSE KEEPING ACTIVITIES IN OPEN AREA

S.No.	Item	Activities involved	Frequency	Date and time
1	Open space	1. Sweeping mopping of front, back and sides of buildings. 2. Brooming in the Ground	Daily	As per instructions
2	Drainage of toilets shaft area in all buildings	Cleaning & removal of mud etc. causing drainage blocking	Fortnightly or as and when required	As per instructions
3	Open space	Washing between foyer to grill, toilet & open space near lift etc.	Daily	As per instructions

6. The contractor shall provide without any extra charge all the Housekeeping machines as required
Institute shall provide the consumable housekeeping items as required in mutually agreed quantity.

7. The contractor will be in force for a period of three years from the date of award of contract. This office reserves the right to extend the duration of the contract for a further period of 24 months subject to satisfactory performance as per the same terms and conditions.
8. The Institute requires 24 x 7 cleaning. The normal working hours will be from 08.00 am to 4.00 pm daily. A skeleton staff would be required beyond 4.00 pm on all days including Sunday to cater for emergency services. If a particular person is absent on any day another person should be deployed in his/her place. The personnel should attend to work punctually and complete the cleaning work of the entire office premises before 9.00 am daily. The personnel will perform all the duties assigned to the contractor and as specified by NIT Raipur from time to time.
9. The contractor shall assign the job of providing housekeeping services only to qualified experienced licensed workers and also assume full responsibility for the safety and security of the officers/officials as well as essential store items while performing duties. NIT Raipur shall have no direct or indirect liability arising out of such negligent, careless work which is an offence under relevant section under IPC and any loss caused to NIT Raipur have to be compensated by contractor. The contractor shall remove forthwith any of its worker found undisciplined.
10. The contractor shall issue proper uniform & name badges to all its representatives and ensure that they wear them while on duty. Contractor shall issue to all its workers, identity cards bearing their photographs this shall be ensured by the contractor, without any extra cost to NIT Raipur.
11. The engagement and employment of labours and payment of wages to them as per existing provisions of various labour laws and regulations is the sole responsibility of the contractor and any breach of such laws or regulations shall be deemed to be breach of this contract. NIT Raipur may ask the contractor to produce documents to verify that the contractor complies with the provisions/laws. In case the contractor fails to pay due wages to its workers, NIT Raipur shall deduct such amount from the due amount of the contractor and pay the wages directly to the workers.
12. **Payment of Contractor's Bills**

Bill submitted by the contractor on the prescribed format approved by office in charge/competent authority from Institute, In which the details should be clearly mentioned by the contractor regarding payment of wages, levies, taxes material and machinery charges, service charges etc. Material and machinery charges should be added to price bid.

Consumables shall be stocked under the custody of institute in appropriate place.

1. NIT Raipur will deduct Income tax on bills and payment shall be released within 15 days of submission of the Bills in order, along with the requisite documents like;

- i) Proof of payment to deployed staff through Bank.
- ii) Proof of submission of EPF, ESIC, Service tax and any other tax applicable upto current month.
- iii) Certificate on the wages register/ pay bill.
- iv) Certificate by the contractor stating that statutory compliance in respect of payment of wages, payment of tax and filing of returns to different authorities, ESIC card/PF slip distributed among working is required. NIT Raipur shall not be held responsible for any non compliance on the part of contractor.

- v) Satisfactory report from caretaker for Hostels, HODs for Departments and Sanitary Inspector for others areas.

12.1. NIT Raipur reserves the right to carry out post payment audit and technical examination of the bill and work executed including all supporting vouchers etc. NIT Raipur further reserves the right to enforce recovery of over-payment when detected. Similarly, if any underpayment is discovered, the amount shall be paid to the Contractor. Payment shall be made monthly for which the contractor shall submit the following documents alongwith bill.

- i) Copy of register of works carried out during the month for which bill for payment is submitted (as per agreed format before the start of work)
- ii) Copies of authenticated documents of proof of payments of EPF/ESI contribution.
- iii) A declaration from the contractor regarding compliance of the conditions of EPF/ESI Act in case of any exemption for such contribution.
- iv) Payment to contractor will be made within a month through crossed cheque against proper bills submitted by the contractor.
- v) Income tax shall be deducted against bills submitted.

13. **Penalty**

Contractor shall maintain complaint Log Book during contract period duly certified by In Charge officer sanitation/sanitization Inspector. If the complaint mentioned in the complaint book will not be attended during 24 Hours penalty @ 100/- per complaint shall be deducted from service charge claimed by the contractor during the month. That would be maximum up to 5% up on service charge claimed.

13.1. For failure to perform weekly or fortnightly activities, a penalty @10% of the monthly final bill amount (on service charge claimed) shall be imposed.

13.2. If contractor fails to perform any of the activities as per agreement, then without prejudice to any penalty and recovery imposed, NIT may carry out such part of the work at the risk and cost of the contractor.

13.3. Decision of Director, NIT Raipur for this purpose shall be final and binding upon contractor.

14. Non sub-contracting is permissible by NIT Raipur.

15. The contractor would ensure healthy industrial relations with his staff and settle workers grievances without disruption of the House Keeping services.

16. The Contractor will ensure that no person deployed by it indulges in smoking, drinking alcohol, consumption of any intoxicants, chewing pan, tobacco etc unnecessarily loitering in the premises with work. If any person deployed by the contractor is found to be including in these activities, a penalty of Rs. 100/- per person per incident will be leviable by the department which will be intimated by the department to the contractor within 30 days of the incident, and deducted from monthly payment of the contractor.

17. Contractor and the supervisor assigned for the building has to compulsory take connection for business promotion of NIT Raipur.

Registrar
National Institute of Technology
Raipur C.G.

SECTION – VIII

NIT, Raipur

DECLARATION

(On Rs. 100/- Stamp paper)

To be executed by the Tender attested by Notary Public and submitted in original I/We declare :

1. That I/We or any of my/our partner(s)/Director is/are neither working in any capacity in any units of the NIT nor removed/ dismissed from services of NIT Raipur.
2. That I/We or any of my/our partner's/Director relatives (as defined in note below) are neither employed in any capacity in the NIT Raipur or removed/dismissed from service of NIT Raipur.
3. That in case of change of partners/Director or change in construction of the firm/Company I/We shall abide by the conditions 1 and 2 above shall bring any change to the knowledge of Director NIT Raipur immediately.
4. (i) That I/We shall intimate the names of persons who are working with me/us in any capacity or are subsequently employed by me/us.
(ii) That more none of my/our employees is a removed/dismissed employee of NIT Raipur.

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

I/We am/are aware that any breach of the above conditions would render me/us to be removed from the approved list of contractors of SDC, along with cancellation of existing contractors and forfeiting of my/our Bid Security/ Security Deposit.

STATION:

NAME OF THE TENDERER WITH SIGNATURE

AND CAPACITY IN WHICH HE IS SIGNING

Address of (Company/Partnership/Propriety firm)

Registration No. :

Service Tax :

Sales Tax :

Labour License :

PAN:

Date :

Note:

i) The term "relatives: means,

- Member of a Hindu Undivided Family

- Husband & Wife

- Father, Mother, Sons & Son's wife (Daughter in Law), Daughter(s) & Daughter's Husband (Son in law),
Brother's & Brother's wife, Sister & Sister's Husband (Brother in law)

ii) In case of proprietorship firm certificate will be given by the proprietor, for partnership firm certificate will be given by all the partners and in case of limited company by all the directors of the company/ or authorized signature

SECTION – IX
EXPERIENCE CERTIFICATE FORMAT

Certified that M/s _____ has provided housekeeping services in the

_____.

(Name of Organisation with address)

Satisfactory for the period from _____ to _____ as per the work order No.
_____ of dated _____.

Signature of Authorized Signatory
With Rubber Stamp

SECTION – X
AGREEMENT
PROFORMA OF AGREEMENT

(To be executed on a non judicial stamp paper of Rs. 100/-)

**CONTRACT AGREEMENT FOR MACHANISED HOUSE KEEPING AND FACILITY
MANAGEMENT SERVICES AT NIT RAIPUR**

(The day of _____ month _____ on the year 2014)

BETWEEN M/S.

In the town of Raipur here in after called the “CONTRACTOR” on the one part, National Institute of Technology, Raipur (NIT Raipur) here in after called the “OWNER” on the other part.

WHEREAS the owner being desirous of having provided and executed certain work mentioned, enumerated or referred to in the tender documents including Invitation of Bid tender.

General procedure, conditions, and terms and conditions of the contract.

WHEREAS the contractor has inspected the site and surroundings of the works specified in the tender documents and has satisfied by careful examination before Submitting his tender as to the nature of work, the form and nature of site and local conditions, the nature and the magnitude of the work, the availability of labour, equipment and Machinerries necessary for the execution of work, the means of access to the site, the supply of power and water there to and the accommodation he may require, and, has made local and independent enquiries, obtained complete information on the matters And things referred to or implied in the tender document or having any connection, there with, and has considered the nature and extent of all probable and possible situation, hindrances, delays or interference to or with the execution and completion of the work to be carried out under the contracts and has examined and considered all other matters, condition and things and probable and possible contingencies and generally all matters incidental there of and ancillary there of attending the execution and completion of the work might have influenced him in the making his tender.

Any lapse if noticed or portion or work found not carried out, proportionate deduction will be made from monthly bills. Whereas the notice inviting tender, general procedure & conditions, and terms and conditions of work, any statement of agreed acceptance of tender, its enclosures, copies for which are here to annexed form part of this contract though separately and included in the expression CONTRACT where ever herein.

If there is any dispute between the labour and the contractor same has to be resolved by the contractor including all labour laws and regulations. NIT do not own any responsibility on this account. The contractor has to pay minimum wages to his workers as per the law. The P.F. and E.S.I will be liability of the contractor.

That all the terms & conditions of the Tender document are part of this agreement
AND WHEREAS the owner accepted the tender of the Contractor for the provision and the execution of the said work at the rates stated in the tender and finally approved by owner upon the terms and subject to the condition of contract.

WHEREAS it is specified and distinctly under stood and agreed between the owner and contractor that the contractor shall have no right, title or interest in The site made available by the owner for execution of work

or in the building and the owner shall have absolute and unfettered right to take full possession of the site and to remove the contractor, his servants and materials belonging to the contractor his servants and materials and lying on the site.

The contractor shall be allowed to enter upon the site for execution of the work only as a license implicate and shall not have any claim, right, title or interest in the site or the structure erected there on and owner shall be entitled to terminate such license at any time without assigning any reason.

For For

NIT M/s

(Name & Signature)

(Name & Signature)

Place :

Date :

in the presence of two witnesses

1)

1)

2)

2)

SECTION – XI

Technical Bid

Technical Bid for House Keeping and Facility Management Services at

General information & Eligibility Criteria

(Attested copies of Document required to be submitted for establishing Bidders Eligibility and Qualifications.)

1	Name and Address of the Bidder	
2	Category of the Bidder (Whether Company, Partnership Firm or Proprietary Concern)	
3	Name of Chief Executive Officer and Telephone No.	
4	VAT registration no.	
5	Service Tax No.	
6	Income Tax PAN.	
7	PF Registration No.	
8	ESI Registration No.	
9	Yearly turnover of the last 3 years 2014-15 2013-14 2012-13 (Minimum average turnover of Rs.per year)	
10	Chartered Accountant's certificate/ ITR for verifying	
11	List of Major Clients and the size of orders executed	
12	Registered officer or one of the branch offices of the bidder should be located in Raipur	
13	Must have experience of providing Housekeeping Services Satisfactorily to any Central/ State PSU/ Reputed Institutes or Private Limited firms of repute/ 3 star Hotels/ Malls	
14	Partnership Deed or proprietorship deed or articles/ Memorandum of Association as the case may be.	
15	Minimum Manpower proposed to be deployed for execution of work as per tender Skilled -2 Semi-skilled-3 Unskilled -100 Total -105 (Please specify the numbers)	
16	Machine & Tools - Auto scrubber dryer (Ride On) Central Brush – 820 to 850 mm, No of Brush – 02 Nos, Motors-48V, Brush pressure 51 kg, Productivity – 5000Sq mtr/hr, Solution tank 150 ltr, recovery tank 170 ltr, squeeze width 1045mm. Make:- Johnson diversey/Eureka Forbes or Equivalent Qty – 2 Nos - Automatic scrubber dryer (Electrical) Gear driven brush motor, brush dia-457mm, brush pressure 30 kg, solution tank 35 ltr, recovery tank 40 ltr, Brush speed 180 RPM Make:- Johnson diversey/Eureka Forbes or Equivalent Qty – 6 Nos - Single disc (Scrubbing) machine Gear driven brush motor, brush dia-17inch, Motor – 1500W, RPM-160 to 190. Make:- Johnson diversey/Eureka Forbes or Equivalent Qty – 4 Nos	

	- Wet & Dry vacuum cleaner Tank – 77 to 80 ltr, SS body, suction – 22kPa. Make:- Johnson diversey/Eureka Forbes or Equivalent Qty – 4 Nos - Manual walk behind sweeper Productivity – 1500 sq mtr/hr, brush Dia – 700mm Make:- Johnson diversey/Eureka Forbes or Equivalent Qty – 4 Nos - High pressure jet Pressure – 150 to 210 Bar, Water flow – 600 Ltr., RPM – 2800. Make:- Johnson diversey/Eureka Forbes or Equivalent Qty – 4 Nos	
17	List of consumable proposed to be used with quantity/quality & make per month	
18	List of equipments proposed to be used for the work as per tender work requirements	

SECTION – XII

FINANCIAL BID

To be filled in properly, legibly and submit in a separate sealed envelope marked as financial bid.

Quotation/Rates (Minimum wages/Govt. guidelines to be kept in mind) monthly basis (30 days) (in rupees)

QUOTE YOUR PRICES AS PER THE FOLLOWING UNIT

<u>Sl. No</u>	<u>Description</u>	<u>Percentage (This is to be read in conjunction with latest rules/ acts/ regulations and policies promulgated by Government of India)</u>	<u>Unit</u>	<u>Skill (A)</u>	<u>Semi-Skilled (B)</u>	<u>Unskilled (C)</u>	<u>Remarks</u>
(a)	Basic Wages (BW)						
(b)	Employees State Insurance (ESI)	4.75% of Basic					
(c)	Employees Provident Fund (EPF)	12% of Basic					
(d)	Employees Deposit linked Insurance (EDLI)	0.5% of Basic					
(e)	Administrative Charges	1.11% of Basic					
(f)	Bonus (ref notes)	As per GOI Rules					
(g)	TOTAL	Sum of (a) to (e)					
(h)	Cost of consumables and machinery to be used during service agreement period	Lump Sum					
(i)	Service Charge	Lump Sum					
(j)	Sum Total	Sum of (h) and (i)					

Seal & Signature