



राष्ट्रीय प्रौद्योगिकी संस्थान रायपुर
National Institute of Technology Raipur
(An Institute of National Importance)
G. E. Road, Raipur – 492010 (C.G.), India

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E-mail: registrar@nitrr.ac.in
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No./NITRR/S&P/HK/OT/178

Raipur, Dated 29/04/2022

e-TENDER DOCUMENT

Tender for complete housekeeping and facility management for Institute premises at NIT Raipur

BID REFERENCE : No./NITRR/S&P/HK/OT/178
DATE OF COMMENCEMENT : 29/04/2022
PRE-BID MEETING : 10/05/2022 at 12:00 PM
LAST DATE FOR SUBMISSION OF BID : 21/05/2022 up to 06:00PM
OPENING OF TENDER : 23/05/2022 at 03:00 PM
PLACE OF OPENING OF BIDS : National Institute of Technology, G.E. Road, Raipur

through e-tendering portal i.e., www.tenderwizard.com/NITR

ADDRESS FOR COMMUNICATION

Registrar
National Institute of Technology Raipur
G.E.Road, Raipur(C.G.) 492010
E-mail: registrar@nitrr.ac.in
Phone: 0771-2252700, 0771-2253104

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SECTION – I

INVITATION OF BIDS

National Institute of Technology, Raipur invites sealed bids, under **Two-Bid** system, from prospective contractors / reputed Indian agencies for providing House Keeping and Facility Management Services at NIT, Raipur for an initial period of **One year** extendable for maximum of **2 additional tenures of 12 months**.

Interested Bidders may obtain further information from the office of Central Stores and Purchase, NIT Raipur. Bids are invited for the work mentioned hereunder:

S. No.	Items	Description
A.	Scope of work	Providing House Keeping and Facility Management Services at NIT Raipur for a period of one year. This includes inside and outside of Institute Buildings (including Arch Building), inside and outside of all Hostels, TPO and Central computer centre annex, Workshop, Canteen, Toilets and sanitation, common area of Faculty/staff quarters and multi-storeyed apartments, maintaining of Play Grounds, roads within the campus and pest control etc. Excluded areas – Patch from main gate to Central Garden, Central Garden, Patch near ATM, Patch in front of student's corner to canteen, open spaces situated inside the Main building and Architecture building
B.	Cost of Bid Document	Rs. 1180/- (Non-refundable including GST) through online payment method by the payment gateway in e-tendering portal i.e. www.tenderwizard.com/NITR
C.	Download of Bid Document	From institute website (www.nitr.ac.in) & (www.tenderwizard.com/NITR) From 29/04/2022 to 21/05/2022
D.	Pre-Bid Meeting	10/05/2022 at 12:00 PM
E.	Last date of Submission of Bid	21/05/2022 up to 18.00Hrs/06.00 PM
F.	Date of opening of Bid	23/05/2022 at 16:00 Hrs/04.00 PM
G.	EMD	Rs.675000/- (Rupees Six Lakh Seventy Five Thousand Only) through online payment method by the payment gateway in e-tendering portal i.e. www.tenderwizard.com/NITR
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.)
J.	Email id for any clarification, if any(should be 15 days before the last date)	storenpurchase@nitrr.ac.in , asstreg.str@nitrr.ac.in (For Commercial Terms & conditions) akhare.phy@nitrr.ac.in (For Technical Terms of tender)

SECTION – II

Letter for Submission of Tender (Must be uploaded in e-tendering portal)

Ref. No. / NITRR/S&P/HK/OT/...../.....

To

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

Ref: “Providing House Keeping and Facility Management Service at NIT Raipur” against Tender no. NITRR/S&P/HK/OT/.....due for opening on

Dear Sir

Having examined the tender document relating to providing complete 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 and conditions and scope of procurement, specifications etc., and having understood and accepted the provisions and requirements relating to the procurement of manpower, machines and materials and all other factors governing the tender, We, hereby, submit our offer for the complete House Keeping and Facility Management services in accordance with terms and conditions and confirm our acceptance to execute the same within the time period specified in the tender document, at the rates quoted by us in the accompanying bid submitted under Two Bid System.

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

We confirm having deposited earnest money of **Rs. 675000 /- (Rupees Six Lakh Seventy Five Thousand Only)** through online payment by the payment gateway in e-tendering portal i.e. www.tenderwizard.com/NITR

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 the committed/bid value as per the eligibility conditions prescribed in the tender document.
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 180 days.
4. We further confirm that all chapters of the tender documents have been read, understood and signed and there is no deviation/discrepancy.
5. We hereby certify that we as a company/firm 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	
	Online payment reference no. if any	
	Amount in Rs.	
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

Signature and Seal of Bidder

SECTION – IV

INSTRUCTIONS TO BIDDERS

1. GENERAL:

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 and Facility Management Services upon the award of the contract.
- iv) “The Services” means all House Keeping and 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 incorporated by reference therein.

3. ELIGIBILITY CONDITIONS FOR BIDDERS:

- I. The bidder must be registered under appropriate authorities i.e. must be registered with Taxation authorities/Income tax/EPF/ESI authorities/PSARA/PAN etc. A consistent history (in last ten years) of litigation or arbitration awards against the applicant is not acceptable.
- II. Must not have been under any declaration of ineligibility by any authority. A statement to the effect should be furnished.
- III. Joint Ventures (JV) are not permitted.
- IV. Must have experience of providing Mechanised and Manual (complete) House Keeping and Facility Management Services of minimum 150 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 150 or more employees need to be attached.
- V. Average Annual financial turnover of related services during the last three years, ending 31st March of the previous financial year, should be at least Rs. 6750000/- (Rupees Sixty Seven Lakh and Fifty Thousand).
- VI. Registered office or one of the branch offices of the bidder should be located in Raipur (for the last 6 years). It is essential condition that the tenderer maintain an established office in Raipur to provide regular service with 24 hours contact facility. Non-compliance of the same would lead to the rejection of the bid. Proof to be submitted along with the Bid.
- VII. The bidder should have the experience of completion of similar works in any of the Departments/Autonomous Institutions/Universities/Public Sector Undertakings of the Government of India or any other State Government or Public Sector Banks or Local Bodies/Municipalities as follows:-
 - a. Three similar completed works costing not less than Rs. 9000000/- (Rupees Ninety Lakh); or
 - b. Two similar completed works costing not less than Rs.11250000/- (Rupees One Crore Twelve Lakh and Fifty Thousand); or
 - c. One similar completed work costing not less than Rs. 18000000/- (Rupees One Crore Eighty Lakh).

4. DOWNLOADING OF TENDER DOCUMENT:

Interested Bidder can also download the tender document from Institute website www.nitr.ac.in & www.tenderwizard.com/NITR and participate in this tender. 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 (EMD)

- I. EMD amount will be accepted through online mode only from payment gateway on e-tendering portal i.e. www.tenderwizard.com/NITR. 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 under following circumstances:
 - 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.
- III. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.
- IV. EMD of the successful bidder shall be returned on receipt of Performance Security by the NIT Raipur and after signing the agreement.

6. DOCUMENTS COMPRISING THE BID AND SUBMISSION OF BID

The bidder is expected to examine all instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in rejection of his bid. The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender document. The bids and all accompanying document shall be in English or in Hindi. The English version shall prevail in matters of interpretation.

The bids should be submitted online through e-tendering portal i.e. www.tenderwizard.com/NITR according to **Two-Bid system i.e. Techno-Commercial Bid & Financial Bid.**

The **"Financial Bid"** should contain the rates for each item as per price schedule of this bid document.

The **"Techno-Commercial Bid"** should contain following: -

- a) Attested copies of following documents are required to be submitted for establishing Bidders Eligibility and Qualifications.
 - i. Copy of proof of having office in Raipur – Last 6 Years.
 - ii. Valid GST number.
 - iii. Valid Income Tax PAN.
 - iv. Valid ESI and EPF Registration number.
 - v. Copy of GST returned recently filled.
 - vi. A declaration stating payment of ESIC for last three years on the letter head of the agency will be required to be produced.
 - vii. Copy of Bank Solvency Certificate for Fifty lakhs.
- b) The Bidder, to qualify for award of contract, shall submit a power of attorney authorizing the signatories of the bid to commit each member of the Partnership/Consortium.
- c) Partnership deed or proprietorship deed or articles, Memorandum of Understanding in case the Bidder comprises of Consortium/Partnership.

- i. Nomination of one of the members of the partnership or consortium to be in charge and this authorization shall be covered in the power of attorney signed by the legally authorized signatories of all members of consortium/partnership firm;
- ii. Details of the intended participation by each member shall be furnished with complete details of the proposed division of responsibilities and corporate relationships among the individual members.
- d) The bidder shall submit full details of his ownership and control or, if the Bidder is a partnership or consortium, full details of ownership and control of each member thereof.
- e) Certificate(S) from Manager level executive/Officer of clients for establishing experience of having satisfactorily providing House Keeping Services “OR” the PO/WO issued for the work along with the proof of having received final payment against the same PO/WO.
- f) Self-attested copy of GST Registration.
- g) Details of EPF / ESI Registration along with self-attested evidence.
- h) Self-attested copy of PAN card
- i) Self-attested copy of valid Licence and number under Contract Labour Act.
- j) Proof of any other registration/License which is mandatory for such agencies should be produced by the contractor.
- k) Accreditation documents.
(To be certificate holder at the time of float of tender for minimum 01 year duration) Documents pertaining to accreditation of the bidding firms under: ISO 9001: 2008, OHSAS18001:2007 and ENISO14001:2004 certification.
- l) Technical Bid form- All pages of the original bid shall be signed by the person or persons authorized for signing the bid.
- m) Non-participation declaration of any close relative (On a Stamp paper of Rupees One Hundred only).
- n) A Declaration/Undertaking on Non Judicial stamp Paper of Rs. 100 for not having been blacklisted by any Tender invitees, authorities or by State Government/Autonomous/GoI etc.
- o) Self-attested one recent passport size photograph(s) of the authorized person(s) of the firm/agency with name, designation, Office/Residential address and office Telephone numbers, whether the bidder is a sole proprietor/partnership firm and if partnership firm, names addresses and telephone numbers of Directors/Partners also.

The Form of Bid shall be completed in all respects and duly signed and stamped by an authorized and empowered representatives of the Bidder. If the Bidder comprises a partnership firm or a consortium, the Form of Bid shall be signed by a duly authorized representative of each member of participant thereof. Signatures on the Form of Bid shall be witnessed and dated. Copies of relevant power of attorney shall be attached.

Tender has to be submitted online only through our e-tendering portal i.e. www.tenderwizard.com/NITR

7. ONE BID PER BIDDER

Each bidder shall submit only one tender either by himself or as a partner or as a member of consortium. If a bidder or if any of the partners or any one of the members of the consortium participates in more than one bid, the bids are liable to be rejected.

8. NON- PARTICIPATION OF NEAR RELATIVES

The bidder should give a certificate in Form at Section VII that none of his/her near relative (as defined below) is working in the Institute where he is going to apply for the tender. 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), and son's and brother's wife, sister(S) and sister's husband (brother-in-law).

9. **RATES**

- (i) Rates are to be quoted only in Financial Bid form.
- (ii) Bidder shall quote the rates on the basis of **RATES PER SQUARE METRE** in Indian Rupees for the entire contract on a 'single responsibility' basis such that the Tender price covers contractor's all obligations mentioned in or to be reasonably inferred from the Tender document in respect of the housekeeping Services and Facility Management Services at NIT Raipur campus. This includes all the liabilities of the contractor such as cost of uniform and identity cards of personnel deployed by the contractor and any other statutory liabilities which should be clearly stated by the contractor, machine charges, material charges (for cleaning), its maintenance, as applicable and shall not be subject to any charge/revision during the contract period.
- (iii) Conditional bids/offers will be summarily rejected.
- (iii) No enhancement of rates will be allowed for the job contract during the currency of contract.
- (iv) The GST should be mentioned separately by the bidder. However, the price comparison will be done on the basis of base price excluding statutory taxes.

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

- i. Where there is difference between rates in figures and in words, the rates quoted in words shall be considered as correct.
- ii. Where the amount of an item is not worked out, it does not correspond to the rate either in figures or in words, the rate quoted in words shall be considered as correct and necessary extension made.
- iii. 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.

10. **COST OF BIDDING**

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

11. **VALIDITY OF BID**

The bid shall remain valid for **180** days after the date of opening of bid. A bid valid for a shorter period shall be rejected by NIT Raipur as non- responsive. NIT Raipur 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.

12. **PRE-BID MEETING**

It is recommended that prospective bidders should attend the pre-bid meeting scheduled on designated date and time so that they can have an idea of the quantum of work of the work-area. All the queries related to the Bid will be addressed in Pre Bid Meeting .Bidders interested to attend the Pre-Bid meeting should also give prior information to the Office of Stores and Purchase. The bidders who do not attend the Pre-Bid meeting are also free to quote the rates but the same shall be at their own risks and liabilities. Issues raised later based upon the inappropriate assessment of the work-area on the part of bidder will not be entertained.

13. TECHNICAL BID OPENING AND EVALUATION

- a. 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.
- b. Any bid received by the Department after the deadline for submission of bids, as stipulated above, shall not be considered and will be returned unopened to the bidder.
- c. The bid of any bidder who has not complied with one or more of the conditions will be summarily rejected.
- d. Conditional bids will also be summarily rejected.
- e. The authorized representatives of NIT Raipur will open the **Technical Bids** in the presence of the Bidders or of their representatives who choose to attend at the appointed place and time.
- f. Subsequently, the technical bids will be evaluated as per the qualifying criteria given in the Section IV of the Tender document.
- g. The financial bid will be opened only in those cases that have qualified the evaluation process as per the qualifying criteria mentioned in the Section IV.

14. AMENDMENT OF BID DOCUMENTS

The bidder shall check the pages of all documents against page number given in indexes and, in the event of discovery of any discrepancy or missing pages the bidder shall inform the Office of Stores and Purchase, NIT Raipur. In case the bidder has any doubt about the meaning of anything contained in the Tender document, he shall seek clarification from the Store & Purchase Section, NIT Raipur, not later than two weeks before submitting his bid. Any such clarification, together with all details on which clarification had been sought, will be copied to all bidders without disclosing the identity of the bidder seeking clarification. All communications between the bidder and the Department shall be carried out in writing.

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. The amendments shall be notified on NITRR website (www.nitr.ac.in) & www.tenderwizard.com/NITR by corrigendum and these amendments will be binding on them. 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. Except for any such written clarification by the Department, which is expressly stated to be an addendum or a corrigendum to the tender document issued by the Stores and Purchase, NIT Raipur, no written or oral communication, presentation or explanation by any other employee of the Department shall be taken to bind or fetter NIT Raipur under the contract.

15. MISSING DOCUMENTS

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 outrightly rejected without entertaining further correspondence in this regard.

16. ACCEPTANCE / TERMINATION OF BID

The 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 NIT Raipur action.

17. 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.
 - a) 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.
 - b) If there is a discrepancy between words and figures, the amount in words shall prevail.
- (iii) NIT Raipur shall evaluate, in detail, and compare the substantially responsive financial bids and comparison of bids shall be on sum total mentioned on the basis of base price excluding statutory taxes and electricity charges in the financial bids. The final acceptance of a bid shall be on lowest sum total of the base price quoted in financial bid.

18. 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 21 days of issue of Letter of interest, give his acceptance along with performance security in conformity with the bid document.

19. 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.

20. RIGHT TO VARY QUANTITIES

NIT Raipur will have the right to increase or decrease up to **10%** 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 notify any deviation from the work order/ordered quantity.

- 21.** 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. The Purchaser, NIT Raipur, also 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.

- 22.** Each Bidder (each member in the case of partnership firm/consortium) or any associate is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission will be paid and that the tender price will not include any such amount. If the

NIT Raipur subsequently finds to the contrary, then NIT Raipur reserves the right to declare the Bidder as non-compliant and declare any contract if already awarded to the Bidder to be null and void.

23. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.

24. **VISIT TO DEPARTMENT**

Since the bidder is required to provide housekeeping services and facility management services to NIT Raipur, the bidder is advised to visit and acquaint himself with the area and operational system. The costs of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to the Department and is aware of the operational conditions prior to the submission of the tender documents.

25. **DURATION OF CONTRACT**

The duration of work contract is initially for a period of 12 months, extendable twice with 10% escalation in each 12 months tenure.

26. Photocopies & supporting documents submitted should be legible and self-attested. Only the documents as asked in the Tender must be submitted. It is to be strictly observed that no irrelevant (or) superfluous documents are submitted with the Tender.

27. The electricity charges for housekeeping and facility management services have to be borne by the Contractor. The bidders, after the Pre-Bid meeting, must assess the electricity charges to be incurred by them. A declaration of the estimate of the electricity charges is to be submitted with the Technical Bid. The bidders have to declare the machineries and equipment along with their rating.

The successful bidder's estimate of daily electricity consumption will be sent for due approval by concerned Institute Committee/Department formed by The Director, NIT Raipur within 14 days of the receipt of Letter of Intent.

Electricity consumption by the Contractor will be charged based on this estimate subject to its approval by the Competent Authority. **However, if upon inspection, any deviation is observed from the approved quantity resulting in increased electricity consumption, then the additional electricity charges will have to be paid by the Contractor on the basis of actual cost.** It will be responsibility of the agency to inform the institute about any requirement of civil /electrical maintenance in the areas of their work.

Use of water will not be charged but the Contractor has to ensure the proper and economic use of Water. The agency shall also ensure the availability of water in toilets/wash rooms. In case of emergency, NIT Administration should be informed well in advance

28. All the precautions should be followed by the contractor as per government rules for Protection of environmental pollution and manage all work execution of housekeeping in an eco-friendly manner.

29. Any damage and/or loss caused to any equipment/fittings etc. either by the agency himself or by any of his employees while performing housekeeping services shall be repaired/replaced by the agency or compensated by the agency at his own cost immediately without any burden on NIT Raipur.

29. The Contractor shall ensure that Managers/Supervisors are equipped with mobile phones.

30. Only female workmen shall be deployed for cleaning ladies toilets/blocks and Girl's Hostel. Contractor shall ensure that suitable female manpower is available at the premises continuously for this type of work.

31. Income Tax, Surcharge and/or Cess or any other levies will be deducted from the running bills as per the Rules applicable from time to time.

32. **QUALIFYING CRITERIA FOR THE BIDDERS IN TECHNICAL BID**

On the basis of submitted document and based on fulfilment of the eligibility criteria, the evaluation will be carried by NIT Raipur as per the information testimonial provided. If information and details furnished by applicants are found to be false/ inadequate at the time of evaluation or any time in future or any information withheld which comes to the notice of NIT Raipur at a later date, the TENDER of such applicant will be cancelled immediately. The application of the contractors who do not fulfil the eligibility Criteria will be rejected and will not be evaluated further. The short-listing of Contractors will be done after scrutinizing the submitted documents and application.

NIT Raipur will evaluate the application in three stages:

- a) In the first stage, incomplete bids, conditional tenders or offers received without Bids, without EMD, without Tender fee (if the tender document is downloaded from the Institute website) will be rejected.
- b) In the second stage, eligibility criteria of the bids qualifying in the first stage will be evaluated as per the eligibility conditions mentioned in the tender document.
- c) In the third stage, only tenders which qualify the all the technical criteria as specified in the tender document will be considered for further evaluation process. Financial Bid of only those bidders will be opened & lowest quoted price will be considered for award.

SECTION – V

QUANTUM AND SCHEDULE OF WORK

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*
01	NITRR/S&P/HK/OT/2022/	Providing complete House Keeping and Facility Management Services at NIT Raipur for a period of one year. This includes inside and outside of all institute Buildings (including Arch Building), inside and outside of all Hostels, TPO and Central computer centre annex, Data Centre, Workshop, Canteen, Toilets and sanitation, common area of Faculty/staff quarters and multi-storeyed apartments, maintaining of Play Grounds, roads within the campus and pest control etc.

- 1.2 Frequency of mechanized housekeeping services at different locations within NIT Raipur

<u>AREA SPECIFICATION FOR HOUSEKEEPING SERVICES IN A BROADER SENSE</u>			
S.NO	AREA	SPECIFICATION	FREQUENCY
1	OFFICE SECTION AREAS	INSIDE OFFICE	DAILY ONCE
			(Manual and Mechanized)
		SANITATION	THRICE DAILY
			(Manual and Mechanized)
2	ACADEMIC AREAS, (MAIN AND ARCHITECTURE BUILDING, INCLUDING CCC, TPO, Data Centre WORKSHOP, CANTEEN)	LOBBIES, STAIRS etc.	DAILY TWICE
			(Manual and Mechanized)
		ROOMS	ONCE DAILY
			(Manual and Mechanized)
		SANITATION	THRICE DAILY
			(Manual and Mechanized)
3	HOSTELS	LOBBIES, STAIRS etc.	DAILY TWICE
			(Manual and Mechanized)
		SANITATION	TWICE DAILY
			(Manual and Mechanized)
4	ROADS , PATHWAYS AND PARKING		DAILY ONCE
			(Manual and Mechanized)

5	DRAINS		FORTNIGHTLY
6	COLONY (COMMON AREAS)	STAIRS AND LOBBIES GARBAGE COLLECTION	DAILY
7	WATER RESERVOIRS	CLEANING WATER TANKS	QUARTERLY
8	PEST CONTROL	SPRAYING PESTICIDES	FORTNIGHTLY

2. SCOPE OF WORK AS PER PERIODICITY MENTIONED IN 1.2

2.1 House Keeping Services work

The work of providing mechanized housekeeping and facility management services at NIT, Raipur for a period of one year which includes all Hostels, Institute Buildings (including Architecture Building) both inside and outside, common areas of Faculty/staff quarters and multi-storeyed apartments, TPO, Central Computer Centre, Data Centre, Workshop, Canteen, Guest House, Play Grounds and roads within the campus etc. stipulated under this contract include broadly the following nature of work:

Keeping the inside premises daily scrupulously clean 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, naphtha balls etc. including removal of cobwebs, bird's nest etc., pest, rodent and mosquito control 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 reusable, recyclables and non-recyclables, return of reusable to the institute, sell of recyclables to suitable vendor 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.

OPEN COMMON AREAS

- 1) Sweeping, cleaning and wiping of open area in entire building and surrounding area.
- 2) Toilets should be cleaned thrice in a day.
- 3) Scrubbing and drying by Ride on Scrubber Drier - Daily once.

Note:

Below areas will be excluded from the Housekeeping services:

Patch from main gate to Central Garden, Central garden, Patch near ATM, Patch in front of student's corner to canteen, open spaces situated inside the Main building and Architecture building.

ADMINISTRATIVE AREA, ACADEMIC AREA AND HOSTELS

- 1) Dusting of furniture, all office equipment, lightweight partitions, attachments and fixtures like fans, tubes, fire extinguishers, first aid boxes, fire alarm panels, notice boards as per periodicity prescribed.
- 2) Daily removing waste/garbage with collection and segregation of waste at source in hazardous, non-biodegradable and biodegradable streams. The agency shall not dump the waste inside the premises. It will be responsibility of the agency to coordinate with the municipal corporation regarding the scheduling of waste disposal at earmarked area far outside the NIT Raipur campus for regular and proper management of waste disposal.
- 3) Washing of tiles/concreted portion in the compound, sweeping and cleaning of terrace of all the buildings weekly. Cleaning of granite laden side-walls, wherever applicable.
- 4) Contractor shall arrange for Fogging machine and fog the campus during the year.
- 5) Spraying of insecticide on the required areas on fortnightly basis.
- 6) Proper disposal of dead animals, if any, whenever the situation arises etc.
- 7) Cleaning of Urinals, Toilets and Bathrooms:
 - a. Toilet and 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 or any other similar cleaner and then brush.
 - c. Bathroom surface should be disinfected using Phenyl.
 - d. Agency should ensure that the toilet pots, inside and outside of the wash-basins, mirrors are thoroughly cleaned and all other sanitary fittings are well cleaned and stain free. Daily washing of buckets and mugs used in toilets will be mandatory.
 - 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.
 - g. Scrubbing of entire floor areas by Scrubber and wet vacuuming of waste water by vacuum cleaner using good quality/branded chemicals -Once Weekly.
- 8) 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 broom and then the floor would be mopped by Water mixed with Phenyl in proper quantity (for example; one bucket water 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.
- 9) 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 cleaned as mentioned for toilet and urinals.
 - e) **Scrubbing of entire floor areas by Scrubber and wet vacuuming of waste water by vacuum cleaner using good quality/branded chemicals - fortnightly.**

10) 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 has 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, visitor's 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.
- 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.
- **Cleaning of Water tanks:-**
 - Cleaning of overhead/underground water tanks once in a Quarter. The capacity of RCC Water Tanks (Approx. – 06 Nos.) of Hostel , Institute, Residents is 600000 LTR and PVC Water Tanks (Approx. – 110 Nos.) of Hostel, Institute, Residents is 224000 LTR.
 - 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.
 - The cleaning process of water tanks should include cleaning and disinfection of water storage tanks through mechanized cleaning, dewatering and sludge removal with high pressure cleaning, vacuum cleaning and anti-bacterial treatment, UV treatment.
- NIT Raipur aims to maintain a high level of clean and hygienic campus. Bags should be tied, when three –fourth full. Covered trolleys should be used for transportation.
- **ROADS, PATHWAYS and DRAINS**
 - a. Daily cleaning of roads manually and with help of MANUAL WALK BEHIND ROAD SWEEPER.
 - b. Drain cleaning to be done once in a week.

- 11) Contractor shall provide a list of various equipment, machinery and their respective quantities to be used for the housekeeping.
- 12) The Machinery, equipment, Trolley dustbins, cleaning accessories and other required objects required for housekeeping purposes shall be provided by the contractor from his own cost and expenses.
- 13) Contractor will have to provide Pest control services in the required areas of the institute regularly and sanitization services as per the requirement of the institute.
- 14) Contractor shall give a list of consumable required for cleaning which the contractor need to be maintained and should be purchased by him. The quality of disinfect, cleaner, detergent etc should be at par. At any point of time during providing of housekeeping services, if it is found that the quality of material used for housekeeping are not appropriate /lower quality , the Institute has right to intervene and instruct for alteration in the quality of these materials . The contractor will have to execute as per the instruction in such cases.
- 15) The Contractor will be provided a designated place to store all the materials required for performing housekeeping services.
- 16) Agency will also keep suitable supervisors to monitor the work.
- 17) The designated committee/ person by Director, NIT will inspect the cleaning regularly and will sign the diary.
- 18) Satisfactory report from Caretaker/Materan for Hostels and Departmental HOD is required.
- 19) Satisfactory report from Inspection committee formed for monitoring Housekeeping & Maintenance is required.
- 20) **At any point of time, whenever required, the contractor must have to provide manpower as per instruction provided by the Institute from time to time.**
- 21) 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 which has to be 3% of the Contract award value 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 One year extendable for maximum of 2 additional tenures of 12 months with 10% escalation in each 12 months tenure.

3. TERMINATION OF CONTRACT

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

3.2. 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.

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

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

3.5. 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.

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

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

3.8. 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 experiences workers having courteous manners, after verifying their antecedents.

7. STATUTORY OBLIGATIONS

- (i) The Contractor will have to observe the statutory obligations, whatever may be applicable, 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, 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 responsibility of the contractor for payment towards loss or compensation whatsoever.
- (v) All the taxes/levies/fee charges payable to Govt. Dept./Local bodies shall be paid by the contractor and 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 Chhattisgarh 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 and 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 and 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 and 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 also cleaning of all sanitary fittings, tiles and Mirrors on the walls in the toilets. 2. Sweeping the floor in and mopping with	Two times a day or more often as required	07-00 am to 8.00 am and 01.00 pm to 2.00 pm

		water and Phenyl. 3. Putting naphthalene balls on urine pot and 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 and rooms in all specified buildings (mentioned on scope of work)	Sweeping the floor and 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	Sweeping the floor and mopping with water and Phenyl	Two times a day	8.30 am to 9.30 am and 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	Overhead and 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 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	Fortnightly Fortnightly	As per instructions

		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	Once is a month	
		2. Other area/common area	Once a week	
		3. Faculty /Staff quarters	As per instruction	
		4. Waste Material Disposal	Daily	
10	Cellar	Sweeping 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 and 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 and 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 one year from the date of award of contract. This office reserves the right to extend the duration of the contract for a further period as mentioned in the tender document as per the same terms and conditions.
8. The Institute requires cleaning on all days. The normal working hours will be from 06.00 am to 10.00 pm daily to be divided in two shifts (06.00 AM to 02.00 PM and 02.00 PM to 10.00 PM). 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 all the designated rooms before the commencement of normal working hours. The personnel will perform all the duties assigned to the contractor and as specified by NIT Raipur from time to time. Housekeeping/Cleaning services should be provided round the clock on all days including holidays for effecting cleaning of all areas.

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. Contractor will arrange manpower in special cases e.g visits of VIPs, Guest arrival during Convocation, Annual Function etc. without any extra cost to NIT Raipur.
11. The contractor shall issue proper uniform, name badges, gumboots, rubber hand gloves, helmets, brushes, gunny bags, tools and tackles for protection, sanitation and general cleaning 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.
12. 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.
13. **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. 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, GST and any other tax applicable for previous 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 Inspection committee formed for the purpose for Monitoring Housekeeping services.
- 13.1. 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 along with 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 electronic payment against proper bills submitted by the contractor.
- v) Income tax shall be deducted against bills submitted.

14. **Penalty**

- 14.1 Contractor shall maintain complaint Log Book during contract period duly certified by In Charge officer sanitation/authorized officer /Committee formed for monitoring Housekeeping services in the Institute . 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 0.5% of the total monthly bill claimed.**
- 14.2. For failure to perform weekly or fortnightly activities, a penalty 0.5% of the monthly final bill amount (on service charge claimed) shall be imposed in addition to penalty imposed under 13.1.
- 14.3. 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.
- 14.4. Decision of Director, NIT Raipur for this purpose shall be final and binding upon contractor.
- 15. Sub-contracting is not permissible by NIT Raipur.
- 16. The contractor would ensure healthy industrial relations with his staff and settle workers grievances without disruption of the House Keeping services.
- 17. The agency shall maintain in the prescribed format on a daily basis a checklist for the upkeep and maintenance on daily basis. All the necessary records, Registers as per rules should be maintained on regular basis by the agency. These records should be presented by the Agency in front of the inspection committee /administration of the Institute whenever asked.
- 18. 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.
- 19. It will be the responsibility of the Contractor that all the workers engaged while working with electrical appliances must take necessary precautions in order to avoid any accidents.
- 20. It will be the sole responsibility of the contractor that the men engaged are trained and the Department will not be liable for any mishap, directly or indirectly.
- 21. The agency shall maintain proper grooming/hygiene and medical check-up standards to be maintained for all the staff engages in work of housekeeping. All the workers/staff employed in work by the contractor should be fully vaccinated against Covid and a report of same should be produced by the agency with the list of all workers/staff initially, mentioning details of their vaccination. Similarly, vaccination report (against covid) for all newly added workers/staff if any during the period of contract for housekeeping services will be required to be provided by the Agency without fail.

22. The cleanliness will be periodically checked by the Committee framed by The Director or any person authorized by him based on certain objective criteria which are decided to measure level of cleanliness and the contractor has to abide by those criteria. These are as follows:
- (i) Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows or stairs, etc.;
 - (ii) Dust or cobwebs etc. on roof, window grills etc.;
 - (iii) Finger or palm marks, dust and gutkha stain on glass panes of windows or doors and mirrors;
 - (iv) Dirtmarks, dust, dryness and odour in Wash-basin, WC Seats, floors etc. in toilets/bathrooms.
24. The staff engaged by the contractor shall be available all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the authorized officer of the Institute. Adequate supervision will be provided to ensure correct performance of the said sanitation services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control and supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility.
25. The contractor shall be responsible to provide immediate replacement to take place of any staff engaged by him, who is not available for duty at the place of posting and such other additional staff as may be required for additional area for which prior information have been given.
26. The antecedents of staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to the department and department shall ensure that the contractor complies with the provisions.
27. The contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Institute and shall not knowingly lend to any person or company any of the effects of the Institute under its control.
28. **The contractor shall be responsible to maintain all property and equipment of the Institute entrusted to it. Any damage or loss caused by contractor's persons to the Institute in whatever shape would be recovered from the contractor. That in the event of any loss occasioned to the Institute, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the Institute, the said loss can be claimed from the contractor up to the value of the loss. The decision of The Director, NIT Raipur, will be final and binding on the contractor.**
29. The contractor will not be held responsible for the damages/sabotage caused to the property of the Institute due to the riots/mobs attack/armed dacoit activities or any other event of force majeure.
30. The personnel supplied have to be extremely courteous with very pleasant mannerism in dealing with the Staff/visitors, especially with female staff/visitors and should project an image of utmost discipline. The Institute shall have right to have any person moved in case of patient/staff/visitor complaints or as decided by representative of the Institute if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.
31. The Institute may direct the contractor, to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with

- prior intimation to the Institute. The contractor will deploy supervisors as per the need given by the Institute. The supervisor shall be required to work as per the instructions of Institute.
32. The contractor shall ensure that its personnel shall not at any time, without the consent of the Institute in writing divulge or make known any trust, accounts matter or transaction undertaken or handled by the Institute and shall not disclose to any information about the affairs of Institute. This clause does not apply to the information, which becomes public knowledge.
 33. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as and when required.
 34. The contractor shall deploy his personnel only after obtaining the Institute approval duly submitting curriculum vitae (CV) of these personnel, the Institute shall be informed at least one week in advance and contractor shall be required to obtain the Institute's approval for all such changes along with their CVs.
 35. If the contractor is a consortium/partnership of two or more persons, all such persons shall be jointly and severally liable to the Institute for the fulfilment of the terms of the contract. Such persons shall designate one of them to act as leader with authority to sign. The consortium/partnership shall not be altered without the approval of the Institute.
 36. During the course of contract, if any of contractor's personnel are found to be indulging in any corrupt practices causing any loss of revenue to the Institute shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee.
 37. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Institute may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the from the contractor.
 38. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Institute, such money shall be deemed to be payable by the contractor to the Institute within seven days. The Institute shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the Performance Security.
 39. The contractor shall indemnify and hold the Institute harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.
 40. The contractor shall not employ any person below the age of 18 yrs. Manpower so engaged shall be trained for sanitation and housekeeping services and fire fighting services before joining.
 41. The contractor shall ensure that the Sanitation/Housekeeping staff shall not take part in any staff union and association activities.
 42. The Institute shall not be responsible for providing residential accommodation to any of the personnel of the contractor.

43. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by the Institute from the contractor.
44. If any underpayment is discovered, the amount shall be duly paid to the contractor by the Institute.
45. The contractor will have to deposit the proof of depositing employee's contribution towards PF/ESI etc. of each employee in every three months.
46. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Institute.
47. The contractor shall disburse the wages to its staff deployed in the Institute every month through ECS or by Cheque in the presence of representative of the Institute.
48. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise. The Institute will deduct Income Tax at source under Section 194-C of Income Tax Act from the contractor at the prevailing rates of such sum as income tax on the income comprised therein.
49. The agency shall obtain the license under the Contract Labour (R&A) Act from the agency of the Central Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill will be cleared only on the submission of the said license. The agency would be required to maintain all books and registers like Employment Register, Wages Register Over time register, First Aid Box, Display of Notice, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.
50. **QUOTING UNDULY LOWER RATE OF SERVICE CHARGE**
The contractor has to quote service charge keeping in view of deduction of present TDS @ 2%, expenditure towards uniforms, shoes, identity card, verification of character & antecedents and all the statutory charges relating to this contract, etc.; and reasonable margin thereafter. The Institute would like to ensure that unduly lower rates of service charge will not lead to complaints from workers regarding delay in payment, improper reduction in wages, seeking monetary return by the contractor from the workers, etc. thereby affecting the performance of the workers.
51. The decision of the Director, NIT Raipur with regard to the determining of quality of work/services done by the contractor or his employees shall be final and acceptable to the contractor. The Director, NIT Raipur reserves the right to get the work/services so rejected done/replaced at his own level at the risk and cost of the contractor after giving him a notice in writing and the expenditure incurred on this count shall be recovered from the contractor from its outstanding dues or by revocation of any or all parts of the bank guarantee, as may think proper.
52. The manpower proposed to be deployed by the Contractor shall be subject to screening by the Institute, if it deems fit, to ascertain their suitability and skills. The persons deployed at the Institute shall be at the discretion of the Institute. Institute may also recommend employees which will be deployed by the contractor on his payroll. Before deploying an employee in the Institute, the Contractor shall furnish complete particulars and obtain

written approval of the designated officer of the Institute on a Performa to be collected from Administration Office of the Institute.

53. The Director, NIT Raipur or any other officer(s) so authorized by him shall be at liberty to carry out any surprise check on the working of the persons so deployed by the Contractor in order to ensure that the required numbers of persons are deployed and that they are doing their duties satisfactorily.

Registrar
National Institute of Technology
Raipur C.G., 492010

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/your 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 NITRaipur 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. :

GST No.:

Labour License :

PAN:

Date :

Note:

i) The term “relatives: means,

- Member of a Hindu Undivided Family

- Husband and Wife

- Father, Mother, Sons and Son's wife (Daughter in Law), Daughter(s) and Daughter's Husband (Son in law), Brother's and Brother's wife, Sister and 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 COMPLETE HOUSE KEEPING AND FACILITY
MANAGEMENT SERVICES AT NITRAIPUR**

(The day of _____ month _____ on the year 2019)

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 Machineries 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 contract and has examined and considered all other matters, condition and things and probable and possible contingencies and generally all matters incidental thereof and ancillary there of attending the execution and completion of the work, which all might have been considered by or might have influenced him in the making of tender.

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

The rate quoted by the contractor in the tender shall remain fixed throughout this period of the contract originally fixed or extended thereafter.

In case, any dispute arises between the contractor and his employee, the same has to be resolved by the contractor. It will be the responsibility of the contractor to comply with all labour law regulations including maintaining records/registers. The contractor will be solely responsible for all statutory payments with PF, ESI etc. The contractor shall not pay any wage less than the minimum wages as may be fixed by the appropriate Govt./Authorities from time to time. The contractor shall deposit PF and ESI for each member including their employer's contribution and submit proof of the same for reimbursement in the following wage period. Since it is a fixed price contract, NIT Raipur does not own any responsibility for non-payment or delayed payment of any payment stated above.

That all the terms and conditions of the Tender document form 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 fixed 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 understood and agreed between the owner and contractor that the contract is for fixed period, for a fixed price, 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 or his servants and materials and lying on the site, in case of breach of this contract.

No Employee of the contractor shall be deemed or treated a person directly or indirectly employed by NIT Raipur and no such employee shall claim any benefits or pay and allowances/compensation or regularization of service in or from NIT Raipur at any time during this subsistence of this contract or therein after.

The contractor is prohibited from alienating the property, licensed by sale, mortgage or lease or otherwise to any person or creating any incumbrance thereon and shall be bound to vacate the premises on expiry of the license or termination of the contract within 15 days of expiry or terminates as this case may be.

The contractor shall be allowed to enter upon the site for execution of the work only as a licensee 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 and take possession of its premises without any loss or hindrance from the contractor or his employee.

For
NITRaipur

For
M/s

(Name and Signature)

(Name and 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 and 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	GST registration no.	
5	Income Tax PAN.	
6	PF Registration No.	
7	ESI Registration No.	
8	Yearly turnover of the last 3 years 19-20 20-21 21-22 (Minimum average turnover of Rs 67,50,000/- per year)	
9	Chartered Accountant's certificate/ ITR for verifying	
10	List of Major Clients and the size of orders executed	
11	Registered officer or one of the branch offices of the bidder should be located in Raipur	
12	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	
13	Partnership Deed or proprietorship deed or articles/ Memorandum of Association as the case may be.	
15	Machine and Tools - Auto scrubber dryer (Ride On) Make:-Godrej /Eureka Forbes or Equivalent Preferable Qty – 2 Nos - Automatic scrubber dryer (Electrical) Make:-Godrej /Eureka Forbes or Equivalent Preferable Qty – 6 Nos - Single disc (Scrubbing) machine Make:-Godrej /Eureka Forbes or Equivalent Preferable Qty – 4 Nos - Wet and Dry vacuum cleaner Make:-Godrej /Eureka Forbes or Equivalent Preferable Qty – 4 Nos - Manual walk behind sweeper Make:-Godrej / Eureka Forbes or Equivalent Preferable Qty – 4 Nos	

	High pressure jet Make:-Godrej / Eureka Forbes or Equivalent Preferable Qty – 4 Nos The above list is indicative, however the bidder may, at his discretion, employ such make, number and capacity of machines so as to fulfil the conditions of scope of work. <u>POSSESSION OF HOUSEKEEPING EQUIPMENTS:</u> It is expected that the Bidder should possess equipment of 50 Lacs. The bidder should preferably use the equipment of such make which have authorized service centre in Chhattisgarh. (Please provide proof for the same).	
16	List of consumables proposed to be used with quantity/quality and make per month	
17	List of equipment proposed to be used for the work as per tender work requirements	

**SECTION – XII
FINANCIAL BID**

Name of the work: Providing complete House Keeping and Facility Management Services at NIT Raipur for a period of one year.

QUOTE YOUR PRICES AS PER THE FOLLOWING UNIT

S. No.	Description of Work	Total Area*	Unit	Rate per Unit	Amount
1	Inside Areas	65523.00	<u>Per square meter per day</u>		
2	Outside Areas	397870.00	<u>Per square meter per day</u>		
3	Roads	25000.00	<u>Per square meter per day</u>		
4	Galleries and Corridor areas of the institute	16380.00	<u>Per square meter per day</u>		
5	Any other charges/ levies – if applicable (please specify) [Reimbursable to Contractor on production of proof of payment]				
6	GST, if applicable (.... %)				
7	Total				

Rupees (In Words): _____

- Note:**
- 1.*The area may be increased or decreased as per requirement and the bill will be processed as per actual measurement.
 2. Bidder should quote item wise rate. Quoting lump sum rate will be disqualified.
 3. The quoted rate by the contractor must include all the charges of Wages paid to workers, Consumables, Equipment, Utensils, taxes etc. No other charges will be paid apart from the quoted price.

Annexure-I

NATIONAL INSTITUTE OF TECHNOLOGY RAIPUR		
PLOT & BUILT-UP AREA(Tentative)		
S. No.	Areas in Campus	Total Area in Sqmt.(Approx.)
A	Inside Areas*	65523.00
B	Outside Areas**	397870.00
C	Roads	25000.00
D	Galleries and Corridors	16380.00

*Inside area includes inside areas of all Institutes Building, Residential Quarters: Staircase & Common Area, Hostels (Excluding rooms), Dispensary, Sports Department, Estate Office etc.

**Outside includes outside areas of all Institutes Building, Hostels (Excluding rooms), Dispensary, Sports Department, All other Common area of the campus.