

INDIAN INSTITUTE OF TROPICAL METEOROLOGY, PUNE

Dr. Homi Bhabha Road, Pashan, Pune – 411008

**TENDER NOTICE NO: GA/CE/08/10-11
TENDER FOR HOUSE KEEPING & SECURITY SERVICES AT IITM, PUNE/NEW DELHI.**

The Indian Institute of Tropical Meteorology (IITM), Pune is an Autonomous Research Institute under the Ministry of Earth Sciences, Government of India, New Delhi. The Institute has to engage HOUSE KEEPING & SECURITY SERVICES AT IITM, PUNE/NEW DELHI.

In this connection, reputed and experienced firms willing to provide HOUSE KEEPING & SECURITY SERVICES at IITM, PUNE/NEW DELHI are requested to submit sealed tenders in 2 bid system (Part-I Technical Bid, Part-II Commercial Bid) and collect the Tender Form from the General Administration Section of the Institute on payment of Rs.1000/- (Rupees One Thousand Only) cash/or Demand Draft drawn in favour of Director,IITM Pune or download from institute's website <http://www.tropmet.res.in> and submit the form along with required documents in sealed cover superscribed "**Tender for Engaging HOUSE KEEPING & SECURITY SERVICES AT IITM, PUNE/NEW DELHI**", addressed to, The Director, Indian Institute of Tropical Meteorology (IITM), Dr. Homi Bhabha Road, Pune-411008 by 25-3-2011 at 1500hrs. which will be opened on same day at 1700 hrs. The Director IITM, Pune reserves the right to accept / reject any or all the prospective application in full or part thereof without assigning any reasons whatsoever and his decision on all matters in this regard shall be final and binding.

Note: In case of the tender document is downloaded from Institute's website, the tender fee shall be enclosed along with their technical bid in the form of Demand Draft drawn in favour of Director, IITM Pune payable at Pune. Tenders without tender fee will not be accepted.

**Civil Engineer
for Director**

Email: anupam@tropmet.res.in

To
The Director
IITM

Subject : Tender for House keeping & Security Services work at IITM, Pune./ New Delhi

Dear Sir,

In response to your tender inviting notice for the above mentioned contract, I/We, a Company/Partnership/Sole Proprietor submit the tender with following particulars.

Srl No	Description	Particulars
1.	Constitution & Nature of Firm (state whether sole proprietor/partnership firm/limited company)	
2.	Year of Establishment	
3.	Registration Number under applicable act with a copy of registration certificate	
4.	Registered Postal Address	
5.	Telephone No. Fax No. Mobile No.	
6.	Address of Branches	
7.	Name and address of Directors, in case of Company Name and address of Sole proprietor Name and address of partners in case of partnership firm	
8.	(a) Name of Bankers & branch with full address (b) Style of Account & Number (c) Name(s) of person(s) operating the account (enclose banker's certificate.	
9.	PF Code allotted by PF Commissioner with photo copy of certificate.	

Having acquired the requisite information related to the subject work after visit of the site and examining the form of contract, nature, quantum of work as effecting the tender invited by on behalf of the IITM, Pune. I/We, the undersigned hereby offer for providing qualified staff as indicated in the Tender Document to HOUSE KEEPING WORK & SECURITY SERVICES strictly in accordance with the terms and conditions as indicated by you in the said documents.

I/We also agree to submit the bill on monthly basis and accept the payment to the workers as per the Minimum wages declared by the Government of India from time to time. I/We also agree for the compliance of applicable Labour and other Laws in force and other Govt. orders. All workers engaged by me/us would be suitably compensated by me/us complying with Minimum wages act. All payments under the Workmen Compensation Act, etc. Shall be borne and payable by me/us. I/We will always keep the IITM indemnified of any claim/damages that IITM have to pay with respect to the service and the deputation of any workers to the IITM.

The IITM reserves the right to reject any or all the TENDERS or accept them in part or to reject the lowest quotations without assigning any reasons. IITM further reserves the right to terminate the contract during its tenure at any time without assigning any reasons.

I/We further pay and have enclosed Earnest Money amounting to **Rs. 2,00,000/-** (Rs. Two lakhs only) and tender fee Rs. 1000/- (Rs. One Thousand only) in the form of Demand Draft/Pay Order drawn in favour of Director IITM payable at Pune along with the Technical bid which will remain with IITM upto final award of contract. However, no interest shall be payable on Earnest money. Earnest money of successful bidder shall be refunded only against the submission of Security Deposit.

Thanking you,

Yours faithfully,

(Name)

Signature

Signed as proprietor/partner/Director who holds power of Attorney on behalf of firm

Name of firm

Address

Copy of the Power of Attorney to be submitted which will be compared with the original in case the tender is awarded.

TENDER DOCUMENT

Sub : TENDERS FOR HOUSE KEEPING WORK and SECURITY SERVICES AT IITM, PUNE/NEW DELHI.

ENVELOPE -1 : TECHNICAL BID (In separate sealed Cover-I super scribed as Technical bid)

Name of work : Contract for House Keeping Work & Security Services at IITM, Pune / New Delhi

CONTENTS AND ELIGIBILITY CRITERIA

Technical bid of Tender Document :

1. The Tender/Bidder shall have at least 2 years experience in these fields and shall submit the self attested copies of the following documents along with the tender documents.
 - a) PF Registration with PF code number
 - b) ESI Registration
 - c) Valid Licence issued in respect of previous employers by Regional Labour Commissioner (i.e. Govt. of India / Maharashtra)
 - d) Details of works of similar nature carried out in Central/State Govt. bodies/ department/PSUs/Autonomous bodies/industries/factories/or other similar organisation in the last 3 years ending on 31 March.
 - e) Copies of balance sheet and profit and loss A/c of previous three financial years ending 31 March 2010 duly certified by CA.
 - f) List of Arbitration cases (if any).
 - g) Copies of certificates/allotment letter of Service Tax and PAN / TAN Number.
 - h) Details of managerial, supervisory and other staff.
 - j) Undertaking of the agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment at IITM, Pune/New Delhi.
 - k) Copy of Last income tax return.
2. Certificates provided for the work detailed in 1 d) above shall clearly indicate the scope and nature of work undertaken and the value of various components of work as executed, in order to confirm conformity to the defined similar works.
3. The scope of work under this contract is given in Annexure-I.
4. Tenderer/bidder shall submit details of organisations, where they have undertaken such similar services as per Annex-II.
5. Tenderer/bidder shall submit details as per Annexe-III {Check list} along with Technical Bid.
6. General Terms and conditions of the Contract to be fulfilled by the Tenderer/Bidder are given in Annexe-IV and the bidder shall submit it with technical Bid duly signed on each page in lieu of agreeing to them.
7. The bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, as per law with valid registration on the last date of submission of the bid.
8. The bidder should have an office in Maharashtra.
9. There should be no case pending with the police against the proprietor/firm/partner or the company (Agency). The firm should give such an undertaking with their bid.
10. The bidder shall pay Bid Security (EMD) of Rs.200000/- along with the technical bid by acceptable mode of payment as prescribed in favour of The Director, IITM, Pune payable at Pune. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation at any stage. The bid security without interest shall be returned to the unsuccessful bidders after finalisation of contract.
11. The EMD deposited by successful agency will be refunded only after submission of Security deposit. If he wants to get adjusted the amount of EMD towards the Security deposit, then he has to deposit the difference amount. If the successful bidder fails to furnish the issue of letter of award of work, his bid security shall be forfeited unless time extension has been granted by IITM.
12. The bid shall be valid and open for acceptance of the Competent Authority of IITM for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and withdrawal of tender on any ground by successful bidder shall be entertained.

13. An agreement shall be signed with the successful bidder as per specimen enclosed.
14. Counter Terms & Conditions will not be accepted as also any additions/deletions or change in our format will not be allowed.
15. All entries in the tenders must be written in ink or typewritten. Over-writing should be avoided. Corrections, if any, should be attested with signature by the bidder.
16. The sealed tender should be dropped in the Tender Box kept in the Administration section of IITM.
17. Tenders received late (including postal delay)/in open condition/without EMD/not meeting the tender condition/incomplete in any respect are liable to be rejected/accepted. Discretion will rest with the IITM authorities.
18. Bidders are advised to study carefully the tender documents and the conditions before quoting their bid. All the pages of the tender form should be signed by the bidder as a token of acceptance.
19. The rates should be indicated both in words and figures. In case of discrepancy between the figure (number) and words, the rates given in the words, only will be taken as authenticate and no further clarification will be sought from the bidder.
20. No firm shall be permitted to tender for work in the IITM in which any of their near relatives is an employee connected with the award and execution of the contract. They shall also intimate the names of persons who are working with them in any capacity or subsequently employed by them and who are near relatives of any employee of the IITM or in the State or Central Government. Any violation of this condition which comes to the Notice of IITM after the contract is awarded will entitle IITM to treat the contractors as having committed a breach of contract and to exercise all the rights and remedies available to IITM on account thereof.
21. The Earnest Money is liable for forfeiture in the event of: (a) Withdrawal of offer during the validity period of the offer, (b) Non-acceptance of orders when placed, or (c) Non-confirmation of acceptance of orders within the stipulated time after placement of offer, (d) Any unilateral revision made by the bidder during the validity period of the offer.
22. The Service Tax, if any, paid by the contractor for this contract will be reimbursed upon production of proof of payment along with monthly bills.

Declaration by the Tenderer :

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Encls : 1 DD/Pay Order No _____

2. Terms and conditions (each page must be signed and stamped with the seal)
3. Financial Bid

(Signature of Tenderer with seal)

Name :

Seal :

Address :

Phone No(O)

Date :

Note : Submission of all the documents mentioned above along with declaration is mandatory. Non submission of any of the documents above will render the bid to be rejected.

SCOPE OF WORK

Note : Before quoting the rates, the Contractors should inspect the office premise of IITM for estimation and should note that all consumable for House Keeping and other related works on monthly basis. The house keeping materials and consumables such as hard brooms, mops, cob web removal brooms, dusters, buckets, scrubbers, liquid soap, disinfectant, toilet cleaner, acids, toilet papers, odonil, hard wipe napkins, phenyl, etc. Should be provided by the firm. All cleaning staff will be provided push cart having all necessary equipment and supplies to be provided by the firm.

1. HOUSE-KEEPING WORK Office Premises at IITM, Pune:

The purpose of housekeeping is that the whole office premise (IITM) must look neat and clean at every time and the contractor has to undertake all such jobs/activities required to maintain the office premises neat and clean whether such activities are elaborated hereunder or not.

Sweeping, cleaning and moping all the area of IITM premises including rooms, toilets, corridors, all around the office premise, laboratory buildings, generator room and any other structure like security booth etc and the area around them. To clean roads, open channels and drains, remove the forage of tree leaves from lawns, parks and other open areas.

In the event of findings the office premise dirty or some heaps of garbage are noticed lying here and there, penalty maximum upto 20% of the total amount of monthly bill will be imposed for the concerned month. Non-performers would be removed and replaced by competent manpower within two working days by the contractor. The decision of IITM on this is final and binding on the firm.

- a) Daily Operations. Must be completed before 09:30 AM daily.
 - (i) Brooming, sweeping and washing of corridors and staircases.
 - (ii) Sweeping and mopping of toilets, bathrooms, urinals twice a day.
 - (iii) Spraying of ROOM FRESHNER/DEODORANT in toilets and few selected rooms (Rooms of Director, PA to Director, Conference room, Reception Room).
 - (iv) Dusting and cleaning of office furniture, office and laboratory equipments including tables, chairs, side tables, racks and doors, paper trays and other installations.
 - (v) Sweeping of floors, mopping of floors of all laboratories daily.
 - (vi) Dusting of doors, cleaning of wash-basin and mirror, cleaning of toilet seats/urinals (with sanitary and water) twice a day.
 - (vii) Sweeping of open space and removal of garbage there from.
 - (viii) Complete cleaning with soft brooms.
 - (ix) Removal of discarded materials to the designated places. Removal of sweeping and discarded/unwanted, un-useful materials (as decided & directed by the IITM).
 - (x) Sweeping of lawns and open area.
 - (xi) Emptying of dustbins of all rooms/labs/sections.
 - (xii) Replenishment of soap, urinal cubes, naphthalene balls/air purifiers {As and when required}.
 - (xiii) Dumping of garbage daily outside and away from IITM premises at suitable dumping area to be arranged by the contractor.

- b) WEEKLY OPERATIONS :
 - (i) Polishing of floors, cleaning of walls and windows panes.
 - (ii) Washing and wiping/mopping of floors. Thorough cleaning of toilets with suitable cleaning agents.
 - (iii) Wiping and cleaning of fixtures, fittings.
 - (iv) Brooming and sprinkling in open areas.
 - (v) Cleaning of drains.
 - (vi) Dusting of files and file racks and cleaning of walls and windows panes.
 - (vii) Polishing of staircase railings, cleaning of Venetian blinds and cobwebs on walls.
 - (viii) Cleaning and dusting of furniture, fixtures and fittings, carpet cleaning with vacuum cleaner.
 - (ix) Dusting of doors, dusting of room coolers, air conditioners.
 - (x) Removal of garbage from lab premises, generators pumps house and sub station etc.

- c) MONTHLY OPERATIONS :
 - (i) Dusting of room coolers, ceiling fans, tube lights, fixtures and furniture's and steel almirahs, thorough cleaning of window panes. Venetian blinds and wall scrubbing and washing of rooms, floors, cleaning of duct ways outside the toilets, wiping/mopping of furniture, arranging of files and loose papers, special cleaning of sanitary/electrical fire fighting/building hardware etc. fitting/fixture, door windows,. Thorough checking and cleaning of sewer and drainage system as and when they occur, other misc, cleaning work etc.

- (ii) Sweeping, garbage, grass, hey etc. generated as a result of cleanliness operations in house-keeping and horticulture work and malba generated out of repair work shall be taken out fortnightly by contractor's personnels, as a part of their routine house keeping operation and horticulture work.
- (iii) Removal of blockage, if any, occurring in the drains, floor traps toilets bath room, rain water pipes and gutters, storm water drains, roads, and sewers etc. with in IITM premises, preventive maintenance of the same, other misc. cleaning work.
 - a. Sweeping, mopping, dry cleaning & wet cleaning of all the halls including adjacent eight toilets of the halls has to be maintained as per the contract terms and condition.
 - b. Wet Shampoo cleaning of carpet in the hall on quarterly basis and approximately 200 nos. of chairs to be shampoo cleaning once a year.
 - c. A special care has to be taken for screen cleaning by using specialized / required chemicals.

Scope of work for skilled man power:

Skilled manpower for the workshop related to milling / welding / Turning works to be carried out.

The plumber should be in a position to repair the existing plumbing work in case of any case of leakages, repairs/replacement in the office/colony/guest house. He should ensure smooth flow of water supply in the institute and colony.

The electrical skilled worker should be available for repairs/replacements in colony and institute premises for any emergency work related to electrical supply such as lighting in rooms/fans/electrical switches/street lights, replacement of bulbs/tubes & shifting of electrical points new and old etc.

The Carpenter should take up repair works related to essential items in the office and colony like repairs of doors/windows/ and any other minor works.

The mason should be equipped for repair of minor civil works/repairs in colony and institute.

The above staff is required at office premises from 9.30 am to 6.00 pm from Monday-Saturday and on urgent call basis.

Supervisor	Sweepers	LDC/Manpower	Office Boy	Skilled
1 No.	20	7 LDC 1 Telephone operator 1 Library Asst. 1 Xerox operator	5 Nos.	1 Miller 1 Welder 1 Turner 1 Electrician 1 Elec. Helper 1 Plumber 1 Mason 1 Carpenter 3 Helpers

2. HOUSE-KEEPING WORK of conference rooms at IITM, Pune:

Scope of Work :

- a. All instruments in the halls are to be maintained in working condition. The spares and consumables required for day to day operation, a list will be provided to concerned engineer/officer well in advance for procurement of the same and to avoid future problems.
- b. A register is to be maintained for booking of the halls.
- c. Operation & maintenance to be carried out in all halls.
- d. It is sole responsibility of FMS contractor to ensure that the operation, maintenance and repairs are performed to the highest standards. If failed, then 5% penalty clause will be made applicable & to be deducted from the bill.
- e. Down time for the particular instrument should be less than 24 hrs. In case of more time required for repairs, stand by equivalent instrument should be provided (if necessary) on rental basis with prior intimation. Replaced part should be compatible or better technical specifications than the faulty part.
- f. Regarding undeployment of manpower on any day, in such a case 2 days salary will be deducted for per day absent, from the bill. Also 5% will deducted from profit margin as stated by the company.

Supervisor	Technician
1 No.	2 Nos.

3. HOUSE-KEEPING WORK of Guest House at IITM, Pune:

IITM Guest House has dining area which can accommodate around 20 persons at a time. In addition, there is an outdoor catering area which can accommodate 50 persons. Guest House has 11 rooms out of which 10 rooms are AC and 1 room is Non AC. Out of the 10 AC rooms, 1 is VIP room & another 1 is Deluxe room having single bed and 8 AC rooms having double beds. A Non AC room is having single bed only.

The use of guest house is only for the guests approved by the competent authority / Incharge Guest House & their bonafide guests. The Guest House will be kept open for service round the clock from Monday to Sunday.

Firms / Contractors responsibility:

- 1) Managing the entire activity of the IITM Guest House by providing services of breakfast, lunch / dinner, tea/coffee and snacks to the guest of the guest house.
- 2) Providing working lunch for official meetings at locations specified by IITM (within IITM).
- 3) Providing special lunches / dinners for occasions such as Seminars / Symposia / Conferences etc.
- 4) Providing services towards cleaning of the guest house including staff room of the guest house.
- 5) Procurement of raw materials and ingredients for preparation of the food.
- 6) To arrange the cooking fuel, utensils and other materials required for serving.
- 7) Engagement of proper qualified / skilled manpower.
- 8) To fulfil the statutory requirements in respect of the persons engaged for catering service.
- 9) To obtain feedback from guests availing of services on a daily basis and providing monthly report on service feedback to IITM Guest House Incharge and or competent authority.

Beside above activities, need to provide round the clock services & to maintain cleanliness like bedsheet changing, laundry, are the essence of the contract / services.

Receptionist	Room Boy	Cook	Waiter	Helper
2 Nos.	3 Nos.	1 No.	1 Nos.	1 No.

4. SECURITY SERVICES at IITM, Pune:

Scope of work:

- (1) Security services are required at the following places 24x7:-
- (2) Proper uniforms / equipments for security personnel's.
- (3) Security at Main Gate Entrance
- (4) Security at HPC Building
- (5) Security at Colony Entrance
- (6) Security at Library Building

(2) Security services will include-

- 8 security guard, 1 Gunman round the clock (in three shifts/8hrs.per shift) and a supervisor on all days.
- Security of the assets of IITM against theft, pilferage and misappropriation.
- Prevent entry of unauthorized persons including hawkers, vendors etc.
- Maintain records of visitors as directed by IITM
- Regulate incoming/outgoing movement of material and vehicular traffic & maintain records of material movement.
- Assist IITM in handling emergencies like fire, flood, reptiles, earthquake etc.

(3) The scope of work may change during the period of the contract by mutual Consent.

Supervisor	Security Gaurd	Security Gunman
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Registration
Maharashtra
carrying out

1 No	23 Nos.	6 Nos.
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certificate & Licence from the
govt/Police commissioner/New Delhi for
the security business.

5. HOUSE-KEEPING WORK & Security Services at IITM, New Delhi:

Scope of work: The detailed scope of work as laid down in Annexure-I (1) & (4) along with maintenance of the Garden.

Security Guard	Sweeper	Gardner	Data op.	Lab.Asst	Total
3 Nos.	1 No.	1 No.	1 No.	1 No.	7 Nos.

Note: Please quote for works at New Delhi.

Annexe-II

Details of other organisations where such contracts undertaken during last three years (enclose supporting documents).

Proforma containing details of other organisation where such or similar contracts were undertaken

Sl No	Name & Address of the Organisation contact No	No. of personnel supplied	Period of contract	Whether Govt/Semi Govt/ Autonomous bodies/ PSU/ Industries etc. (Pl. specify)	Amount of contract	Reason for termination (if currently not valid)
1.						
2.						
3.						

This information to be given in "Envelope No. 1 Technical Bid for Annual Contract for HOUSE KEEPING WORK/SECURITY SERVICES

CHECK LIST (TECHNICAL BID)

SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER

Sl No	Description of requirement	Yes/No	Page No
1.	The firm is registered with the regional labour commissioner (Govt of Maharashtra) under provisions of contract labour Act and its validity date	Yes/No	
2.	Copies of balance sheet and P&L A/c for the last 3 years duly certified by the CA	Yes/No	
3.	Registration certificate of provident fund commissioner enclosed PF registration code allotted by the Regional Provident Fund Commissioner, Govt of NCT of Maharashtra`	Yes/No	
4.	Copy of Registration certificate/allotment letter of service tax number	Yes/No	
5.	Copy of Registration certificate/allotment letter PAN from Income Tax Department	Yes/No	
6.	Registration certificate of ESI enclosed	Yes/No	
7.	Proforma containing details of other organisation where such contracts were/are undertaken (attach supportive documents)	Yes/No	
8.	DD of Rs _____ as EMD	Yes/No	
9.	Price bid proforma completed and sealed in separate envelope	Yes/No	
10.	List of Arbitration cases (if applicable)	Yes/No	
11.	Undertaking of the agency confirming the availability of adequate manpower of requisite qualification and experience for deployment at CL	Yes/No	
12.	Acceptance of terms and conditions attached. Each page of terms and conditions to be duly signed as token of acceptance and submitted as part of tender document.	Yes/No	
13.	Copy of last income tax return	Yes/No	
14.	Undertaking by the bidder to the effect that there is no police case pending against the proprietor/firm/parties relating to previous service contract.	Yes/No	
15.	Office address in NCT of Maharashtra	Yes/No	
16.	At least two currently valid contracts for similar work	Yes/No	

Declaration by the tenderer.

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Encl: 1 DD/Pay order No _____

2. Terms and conditions(each page must be signed and sealed)

3. Financial bid.

(Signature of Tenderer with seal)

Name:

Seal :

Office Address

Date :

Phone No (O)

Note : Submission of all the documents mentioned above along with declarations, is mandatory. Non submission of any of the information above may render the bid to be rejected.

(To be made on Rs. 1000/- Non Judicial Stamp Paper by the firm on award of the contract)

DRAFT AGREEMENT

This Agreement is made on _____ day of _____ Two thousand eleven between Director IITM as one part, hereinafter called IITM and M/s _____ Agency for HOUSE-KEEPING WORK on the other part.

WHEREAS IITM is desirous to engage the Agency for providing HOUSE-KEEPING / SECURITY SERVICES WORK AT IITM, Dr. Homi Bhabha Road, Pashan, Pune.

1. The agency shall be solely responsible for compliance to provisions of various labour. Industrial and any other laws applicable and all statutory obligations, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc relating to contract personnel deployed in IITM. The IITM shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at IITM. The IITM shall have no liability in this regard.
3. Any violation of instruction/agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.
4. The contract can be terminated by giving two month's notice on either side.
5. In case of non-compliance with the contract, the Bureau reserves its right to :
 - a) Cancel/revoke the contract and /or
 - b) Impose penalty upto 20% of the total annual value of contract.
6. Security deposit equal to 10% of the Annual Contract Value (refundable without interest after two months of termination of contract) in the form of pay order/demand draft/FDR/or bank guarantee from a commercial bank shall be furnished at the time of signing of the Agreement.
7. The Agency shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed at IITM.
8. The personnel provided by the Agency will not claim to become the employees of IITM and there will be no Employee and Employer relationship between the personnel engaged by the Agency for deployment in IITM.
9. There would be no increase in rates payable to the Agency during the contract period except reimbursement of the statutory wages revised by the Govt.
10. The agency also agrees to comply with annexed Terms and Conditions and amendments thereto from time to time.
11. Decision of IITM in regard to interpretation of the terms and conditions and the Agreement shall be final and binding on the Agency.
12. In case of any dispute between the Agency and IITM, the decision of the Director IITM shall be binding. However, all matters of jurisdiction shall be at the local courts located at Pune/Maharashtra.

IN WITNESS WHEREOF both the parties have set and subscribed their respective hands with their seal in Pune in the presence of the witness.

IITM

Witness : 1

2

AGENCY

Witness 1

2

Annexure-IV

TERMS AND CONDITIONS OF CONTRACT FOR HOUSE-KEEPING WORK/SECURITY SERVICES

(Annexure to Agreement)

A. SCOPE OF WORK : AT IITM, Dr. Homi Bhabha Road, Pashan, Pune-08 by deploying required number of contract personnel.

B. TERMS & CONDITIONS :

1. The said contract will be initially for a period of one year commencing from the date of signing the contract which may be extended further for a maximum period of one year with same terms and conditions subject to mutual consent of both the parties and subject to satisfactory performance of contract. However, in normal circumstances the Agreement is terminable by giving two months notice in writing by either party to the agreement.

2. The Contracting Agency shall render the following services to IITM.

a) HOUSE-KEEPING WORK :

The purpose of house keeping is that the whole office premise (IITM) must look neat and clean at every time and the contractor has to undertake all such jobs/activities required to maintain the office premises neat and clean whether such activities are elaborated hereunder or not.

Sweeping, cleaning and mopping all the area of IITM premises including rooms, toilets, corridors, all around the office premise, laboratory buildings, generator room and any other structure like security booth, etc. and the area around them. To clean roads, open channels and drains, remove the forage of tree leaves from lawns, parks and other open areas.

In the event of finding the office premise dirty or some heaps of garbage are noticed lying here and there on and day, penalty upto 20% of the total amount of monthly bill will be imposed for the concerned month for each such lapses. Non-performers would be removed and replaced by the competent manpower within two working days by the contractor.

b) DAILY OPERATIONS : Must be completed before 09:30 AM daily

- (i) Brooming, sweeping and washing of corridors and staircases.
- (ii) Sweeping and mopping of toilets, bathrooms, urinals twice a day.
- (iii) Spraying of Room Freshner/deodorant in toilets.
- (iv) Dusting and cleaning of office furniture, office and laboratory equipments including tables, chairs, side tables, racks and doors, paper trays and other installations.
- (v) Sweeping of floors, mopping of floors twice a day of all laboratories.
- (vi) Dusting of doors, cleaning of wash basin and mirror, cleaning of toilet seats/urinals (with sanitarines and water) twice a day.
- (vii) Sweeping of open space and removal of garbage therefrom.
- (viii) Complete cleaning with soft brooms.
- (ix) Removal of discarded materials to the designated places. Removal of sweeping and discarded/unwanted, unuseful materials (as decided & directed by IITM officials)
- (x) Sweeping of lawn and open area.
- (xi) Emptying of dustbins of all rooms /labs/sections.
- (xii) Replenishment of soap, urinal cubes, naphthalene balls/air purifiers [As and when required].
- (xiii) Dumping of garbage by cycle rickshaw daily outside and away from IITM premises at suitable dumping area to be arranged by the contractor.

c) WEEKLY OPERATIONS :

- (i) Polishing of floor, cleaning of walls and window panes.
- (ii) Washing and wiping/mopping of floors. Thorough cleaning of toilets with suitable cleaning agents.
- (iii) Wiping and cleaning of fixtures, fittings.
- (iv) Brooming and sprinkling in open areas.
- (v) Cleaning of drains.
- (vi) Dusting of files and file racks and cleaning of walls and window panes.
- (vii) Polishing of staircase railings, cleaning of venetian blinds and cobwebs on walls.
- (viii) Cleaning and dusting of furniture, fixtures and fittings, carpet cleaning with vaccum cleaner.
- (ix) Dusting of doors, dusting of room coolers, air conditioners.
- (x) Removal of garbage from lab premises, generators pump house and sub-station etc.

d) MONTHLY OPERATIONS :

- (i) Dusting of room coolers, ceiling fans, tube lights, fixtures and furnitures and steel almirahs, thorough cleaning of window panes, venetian blinds and wall scrubbing and washing of rooms, floors, cleaning of ductways outside the toilet, wiping/mopping of furniture, arranging of files and loose papers, special cleaning of sanitary/electrical fire fighting/building hardware etc. fitting & fixture, door windows. Thorough checking and cleaning of sewer and drainage system as and when they occur, other misc. cleaning work etc.

- (ii) Sweeping, garbage, grass, hey etc. generated as a result of cleanliness operations in house-keeping and horticulture work and malba generated out of repair work shall be taken out fortnightly by contractor's personnel as a part of their routine house keeping operations and horticulture work.
- (iii) Removal of blockage, if any, occurring in the drains, floor traps toilets bath room, rain water pipes and gutters, storm water drains, roads, and sewers etc. with in IITM premises, preventive maintenance of the same, other misc. cleaning work.

NOTE : For execution of all the above jobs, the contractor shall deploy **House keeping supervisor and safai karmacharies on full time basis at IITM** from Monday to Saturday regularly throughout the year and also as and when the occasion so demands. The House Keeping Supervisor shall be in charge of the Safai Karmacharies and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of IITM, he shall work under the directives and guidance of and be answerable to Bureau for efficient working. This will however, not diminish, in any way, the contractor's responsibility under the contract to the Bureau.

- e) The Contractor will deploy well trained personnel in the respective fields of work to be performed under the contract from 08 :30 AM to 5:00 PM from Monday to Saturday.
 - f) The contractor shall not deploy or shall discontinue to deploy any person at the Institute premises, at any time without assigning any reason whatsoever. The full particulars of the personnel including their names and addresses, Voter IDs, PAN etc. deployed by him shall be furnished to IITM. Police verification report of the personnel employed by the contractor will also be submitted by the contractor to this office.
 - g) The Contractor will provide the required services six days a week throughout the year. Holiday, if any, will observed with prior approval of the IITM under emergent circumstances. The services will be provided on Sunday also without extra charges if so required by IITM.
3. The working hours for the personnel of the contractor for this contract purpose will be as under :
- From 8:30 AM to 5:00 PM from Monday to Saturday. They may also be called on Sundays as and when required without any extra payment. They may also be asked to remain in office beyond 5:00 PM also on occasional demands.
- 4. The personnel deployed shall be healthy, active. Nobody shall have any communicable disease.
 - 5. The personnel deployed shall be smartly dressed in proper uniform and always with Identity Card. The agency shall provide fully trained and disciplined personnel.
 - 6. The contractor shall bear all expenses regarding uniforms, preparation of their Identity card, compensations, wages and allowances (DA), PF, ESI, Bonus and Gratuity as applicable relating to personnel engaged by him and abide by the provisions of various labour legislations including weekly off and working hours. The contractor shall pay the wages to the security personnel on or before the 7th of every succeeding month, irrespective of delay in payment of bill by the Bureau for whatever reason. Wages payable shall not be less than the minimum wages payment as declared by the Govt of NCT of Maharashtra from time to time. The contractor shall also quote his rate of profit (service charges) in addition to the wages to be paid to his workers. Contractor shall submit workers EPF number and proof of submission of EPF, ESI etc as applicable every month for the previous month along with the monthly bill with respect to all employees deployed by him at IITM. The manpower agency shall specifically ensure compliance of various Labour Laws/Acts including but not limited to with the following and their re-enactments/amendments/modifications.
 - a) The payment of wages Act 1936.
 - b) The Employees Provident Fund Act, 1952
 - c) The Factory Act, 1948
 - d) The Contract Labour (Regulations) Act 1970
 - e) The Payment of Bonus Act 1965
 - f) The payment of Gratuity Act 1972
 - g) The Employees State Insurance Act 1948
 - h) The Employment of Children Act 1938
 - i) The Motor Vehicle Act 1988
 - j) The Minimum Wages Act, 1948
 - 7. The personnel will be screened by the contractor after police verification regarding their antecedent, character and conduct, and a copy of the reports shall also be submitted to IITM.
 - 8. Replacement of personnel as required by IITM will be effected promptly by the Contractor, if the contractor wishes to replace any of the personnel, the same shall be done after prior consultation with the Bureau. The full particulars of the personnel to be deployed by the contractor including the names and address shall be furnished to the Bureau along with testimonials before they are actually deployed for the job.
 - 9. In case of any loss that might be caused to IITM due to lapse on the part of the personnel deployed by the manpower agency discharging their responsibilities, such loss shall be compensated by the contracting Agency and in this

connection, the Bureau shall have the right to deduct appropriate amount from the bill etc. to make good of such loss to the Bureau besides imposition of penalty. In case of any deficiencies/lapses on the part of the personnel deployed by the contractor, the Bureau shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.

10. If case of a death or mishap occurred during discharging the duty, the compensation liability will solely rest with the Contractor.
11. That Contractor's authorised representative (owner/Director/Partner/Manager) shall personally contact the appropriate authority of IITM at least once a month to get a feedback on the services rendered by the contractor viz-a-viz corrective action required to make the services more efficient.
12. In the event of contract personnel being on leave/absent, the contractor shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the contractor shall make provision for leave reserve. Failure on this account shall attract penalty double the wages payable to the contractor for such absence.
13. The successful bidder would have to deposit an amount of 10% of Annual contract of value towards security deposit through Demand Draft/Pay Order/FDR/Bank Guarantee from a commercial bank in favour of IITM which would remain with IITM during the contract period and no interest shall be payable on the Security Deposit amount.
14. The contractor shall arrange to maintain the daily shift-wise attendance record of the contract personnel deployed by him showing their arrival and departure time. This attendance record to be submitted every week to IITM with an attested photocopy of the attendance record of the personnel to which it pertains. The attendance record shall be produced for verification on demand by the Bureau at any other point of time.
15. If at any point of time, it comes to the notice of IITM that the contract personnel deployed are different from the list provided (with attested photographs), IITM will be well within its right to impose penalty not exceeding five times the wages payable to the contractor for each such personnel identified.
16. The contract personnel deployed by the contractor shall have the required qualification. In case of non-compliance/non-performance of the services according to the terms of the contract, IITM shall be at liberty to make suitable deductions (ranging from 2% to 10%) from the bill without prejudice to its right under other provisions of the contract.
17. The contractor shall be solely liable for all payments/dues of the workers employed and deployed by him with reliable evidence provided to the IITM. In the event, IITM makes any payment or incurs any liability; the contractor shall indemnify IITM completely.
18. In case of any dispute arising out of this agreement then IITM shall nominate any officer of the institute as sole arbitrator to adjudicate upon the issue involved in the dispute and the provisions of the Arbitration Act shall be applicable.
19. In case of any dispute with regard to providing services and interpretation of any clause of the Agreement, Mumbai Court will have the jurisdiction to settle and decide all the disputes.
20. Income Tax TDS as per rules shall be deducted from the bills of the contractor as per applicable laws.
21. As and when the IITM requires additional contract personnel on temporary or emergency basis, the contractor will depute such personnel in accordance with pro-rata rates. For the same, a notice of two days will be given by the IITM.
22. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
23. In case the IITM suspects or finds any work is entrusted to any sub-contractor on piecemeal basis or on regular terms, IITM reserves the rights to terminate the contract without assigning any reasons.
24. Personnel engaged on day-to-day works should not be utilised for carrying out the occasional work for which contractor has to engage extra personnel.
25. The contractor will be held wholly responsible for any action taken by statutory bodies for violation/non-fulfilment of any such provision/rule.
26. The contractor should maintain all the records and documents under various labour laws applicable to contract labours/personnel and also shops and establishment Act/Rules applicable to his/her establishment and make them available at the IITM at all times. Indicative list of such records is given for example (a) Register for Workmen (b) Employment card (to be issued to workers), (c) Muster roll (d) Register for wages (e) wage slip (f) OT register etc.
27. The above records and the following return filed by the contractor have to be produced to the General Admin of IITM on demand and original/photocopies of these records should be handed over after completion of the contract.
 - a) Return in form 5, 10 & 12 A which is submitted monthly under the provisions of the employees Provident Fund & MP Act, 1952
 - b) Summary of contribution (form 5) under sec 44 Regulation 25 of the ESI Act, 1948, also the return filed under sec 44, Regulation 26 of the said act along with the monthly return.
 - c) Half yearly return in form XXIV under rule 82(I) of the Contract Labour (R&A) Act 1970.
 - d) Annual return filed in form 3A/6A under the Employees Provident Fund and MP Act 1952.
 - e) Annual Return in Form III Rule 21(4A) of the Minimum Wages Act 1948.
 - f) Any other applicable return.

28. The contractor should obtain a licence from Central Labour Commissioner to engage the Contract labour/personnel as per Contract Labour Act within a period of one month from the date of award of contract by IITM.
29. The contractor shall ensure that the payment of wages to his workmen deployed for carrying out his contractual obligations shall not be less than the minimum wages prescribed by State of Maharashtra Govt and such minimum shall be the higher between the State and Govt of Maharashtra notified minimum wages, from time to time, as applicable during the contract period.
30. The contractor should ensure payment of wages to his workmen on or before 7th of every succeeding month. The payment of wages will be made in the presence of an authorised representative of IITM at a place and time notified for the purpose.
31. The wages shall be paid to workmen without any deduction except those under the payment of wages Act and minimum wages act.
32. The contractor should ensure that his workmen are granted holidays/leave with wages as per govt. applicable act/rule/notifications.
33. IITM reserves its right to withhold bills, if the contractor fails to produce proof for having remitted the ESI/PF dues.
34. The contractor must get police verification of all his personnel employed at IITM and submit the report to this office along with voters IDs, and other valid proof of residence and qualifications. The contractor has to submit the attested photocopies of his voter ID, PAN, residential address, educational qualifications etc. He should also give the list of his sons and relatives who are working in this office as sub contractors or the labourers. If there is no such thing, the contractor has to give an undertaking to this effect.
35. If any of the personnel of the contractor indulge in theft or any illegal/irregular activities, misconduct, the contractor will take appropriate action as per law and rules against its erring personnel in consultation with this office and intimate the action taken to this office. If need be, an FIR should be lodged against the erring personnel. Such personnel, who indulge in such type of activities, should not be further employed in this office by the contractor in any case.
36. Whenever, there is a duplication of clause either in the terms and conditions or in the agreement, the clause which is beneficial to IITM will be considered applicable at the time of any dispute/following any statutory rules.

Note : These terms and conditions are part of the Contract/Agreement as indicated in the Agreement between IITM and the Agency and any non-compliance shall be deemed as breach of the contract/agreement.

The criterion of selection

1. IITM reserves the right to accept or reject any or all bids without assigning any reasons.
2. IITM also reserves the right to reject any bid (including the lowest one) which in its opinion is not responsive or violating any of the conditions/specifications or which is found to be adopting unethical business practices; without bearing any liability or any loss whatsoever it may cause to the bidder in the process.
3. The contractor will demonstrate to IITM the following to be able to qualify for consideration at the stage of technical evaluation.
 - a) At least two years standing in the field.
 - b) Experience of providing such or similar services to the Central/State Govt. Departments/Autonomous bodies/industries etc. during last 2 years desirable.
 - c) At least two currently valid contracts for similar works to offices of Central /State Govt. Department/PSU/Autonomous bodies/industries/ or other similar organisations.
 - d) Submission of EMD and all documents mentioned in check list (Annexure-III)
 - e) Submission of Rs. 1000/- towards the cost of tender document.

Note : Without affecting the sanctity of the above criterion, IITM has power to relax any condition of eligibility criteria qualifying the bid(s) based on merit of each case and if, the situation so warrants in the interest of work of IITM.

4. Incomplete tenders would be rejected. Further, the rejection criterion is mentioned in Annexure III [Check list].
5. Preference may be given to the contractor(s) having valid Quality System Certificate as per ISO 9001:2000 in case of same rates. The firms whose services have not been found satisfactory in the past or who have been black listed from this office will not be considered even at the first stage (i.e. their technical bid will not be opened).
6. Selection of the bidder would be made after taking all the relevant factors like past performance, credentials, responsible business practices, competency to execute such contract, credentials of fulfilment of provisions of labour laws with past contracts and above conditions into account together. Lowest rates is not the sole criteria of selection.

Director

IITM, Pune, Maharashtra

ENVELOPE -2 : COMMERCIAL BID**Sub : ANNUAL CONTRACT FOR HOUSE-KEEPING WORK/SECURITY SERVICES****CONTENTS**

- Envelope No. 2 shall contain only price bid of Tender Document, i.e. the copy, of schedule of rates duly filled in and signed by the tenderer/bidder. Any commercial or technical condition or qualification of any sort shall not be indicated by the tenderer/bidder in this envelope, otherwise the tender shall be summarily rejected.
- The format for providing Schedule of Rates to be filled by the tenderer/bidder is enclosed. This envelope shall be Superscribed "Envelope-2 Price bid-ANNUAL CONTRACT FOR HOUSE-KEEPING WORK.

SCHEDULE OF RATES (COMMERCIAL BID)

(To be enclosed with commercial bid in a separate cover marked Envelope 2")

Name of the work : Contract for HOUSE KEEPING / SECURITY SERVICES WORK AT IITM

		a	b	c	d	e	f	g	h
Sl No	Description	No. of persons	Rate/wages per month per person in Rs*	PF*	ESI*	Service Tax	Any other charges	Contractors profit/service charge)	Total
1.	Supervisor for House-keeping work								
2.	Semi-skilled workers (for House-keeping)								
3.	Electrician								
4.	Plumber								
5.	Mason								
6.	Carpenter								
7.	Electrical Helper								
8.	Cook								
9.	Receptionist								
10.	Room Boy								
11.	Waiter								
12.	Helper								
13.	Security Supervisor								
14.	Security Guard								
15.	Security Gunman								
15.	LDC								
16.	Supervisor for conf. Hall								
17.	Gardner for New Delhi								

CATERING SERVICES for IITM/Guest House:

Items	Rates in Rs.
(Breakfast)	
Bread Toast 4 pcs (butter/jam) Egg 1pcs (boiled/omlet) & Tea	
Bread Toast 4 pcs (butter/jam), Cornflex with milk with tea	
Roti 4 pcs with sobji and 1 pc sweet with tea	
Stuffed paratha 2 pcs with raita/curd/sweet (1pc) with tea	
Plain paratha 3pcs with sabji, 1 pc banana with tea	
Puri-6pcs, sabji, pickle, banana with tea	
Idly (4 pcs, 50 gm each) with sambar and chatni	
Bonda (4 pcs, 50 gm each) with sambar + Tea	
LUNCH/DINNER	
Basmati rice/roti, dal (mung/musur/chana), veg fry, veg curry (seasonal), curd (100gm), salad, papad. Pickle, sweet (2pcs)	

Basmati rice/roti,dal (mung/musur/chana), veg fry, veg curry (seasonal), curd(100gm), salad, papad. Pickle, sweet (2pcs), Egg curry (02pcs)	
Basmati rice/roti, dal (mung/musur/chana), veg fry, veg curry (seasonal), curd(100gm), salad, papad. Pickle, sweet (2pcs) , Fish curry (100gm)/paneer butter masala.	
Basmati rice/roti, dal (mung/musur/chana), veg fry, veg curry (seasonal), curd (100gm), salad, papad. Pickle, sweet (2pcs), chicken curry (100gm)/ paneer butter masala.	
Special Lunch/Dinner Veg fried rice/Jeera rice/Polao and roti, channa dal/ dal fry, veg cutlet/ veg soup, veg Manchurian /gobi Manchurian, chilly chicken/chilly fish, salad, papad, pickle, curd, sweets (2pcs)	
Tea per cup	
Coffee per cup	
Veg pakora 1 plate (6 pcs)	
Finger chips 1 plate 150gms.	
Chicken pakora 1 plate (8pcs)	
Fish finger 4pcs.	
Fish cutlet 1 pc.	
Paneer pakora 1plate (6pcs)	
Paneer finger	
Fish Fry 1pc	
Banana (per Piece)	
Bislery/Kinley/Mineral water bottle	

1. For Institute guests, the food bills will be signed by Guest House incharge countersigned by the person who has requisitioned.
2. For general guests, the service provider shall ensure the signature of the guests on the food bills before their departure.

Note (A): Firms interested in quoting for the above works can quote separately for the five works separately for (Technical bid and Commercial bids) viz.

1. **HOUSE-KEEPING WORK** Office Premises at IITM, Pune:
2. **HOUSE-KEEPING WORK of conference rooms at IITM, Pune:**
3. **HOUSE-KEEPING WORK of Guest House at IITM, Pune:**
4. **SECURITY SERVICES at IITM, Pune:**
5. **HOUSE-KEEPING WORK & Security Services at IITM, New Delhi:**

(B) Please note that the quantity of personals/workers is likely to be increased.