



विद्या परं दैवतम्

IIM

भारतीय प्रबंध संस्थान विशाखपट्टणम

Indian Institute of Management Visakhapatnam

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Ref: Tender No.: IIMV/Admin/Tender/Housekeeping/2017-18/008 dated March 15, 2018

Tender for Hiring of Housekeeping Services at IIM Visakhapatnam Campus

Indian Institute of Management Visakhapatnam, having its office at Andhra Bank School of Business Building, Andhra University Campus, Visakhapatnam – 530 003, invites tenders from reputed agencies / companies (no brokers, intermediaries or aggregators) located in Andhra Pradesh / Telangana for hiring of Housekeeping Services for its campus at the address provided above, as per the details given in section “Requirements of IIM Visakhapatnam” based on the eligibility criteria and general terms and conditions mentioned in this document.

1	Ref. No. IIMV/Admin/Tender/Housekeeping/2017-18/008 dated March 15, 2018			
2	Name of the Tender	Invitation of tender for Hiring of housekeeping services		
3	Type of Tender	Tender fee in INR	EMD in INR	Period
	Item Rate	1,000/-	2,50,000/- (Rupees Two lakh, fifty thousand only)	Two years
4.	Payments such as Tender Fee, EMD are to be made online through credit card / debit card / net banking in the e-procurement portal as per details provided in e-tender notice document.			
5	Last Date for Submission of Tender (technical and financial bids separately) and for payment of Tender Fee and EMD	Monday, March 26, 2018 1130 hrs		
6	Date and time of opening of technical bids	Monday, March 26, 2018 1200 Noon		
7	Date and time of opening of Financial Bids	Tuesday, March 27, 2018 1030 hrs		
8	Tender Documents	The tender documents can be downloaded from the website www.tenderwizard.com/IIMV or http://www.iimv.ac.in/tender-notices.html http://www.iimv.ac.in/tendernotices.html		

9	Place of submission	Submission through e portal only: www.tenderwizard.com/iimv	
10	Contract Start Date	Sunday, April 1, 2018	

If the last date of opening of the tender coincides with a holiday, then the next working day shall be the receiving/opening date. Any corrigenda or amendments will be posted on the Institute's website only and the bidders are advised to keep visiting the Institute's website regularly for updates/changes.

B. Contract Period:

1. The contract shall be for a period of two years from the date of award. IIMV reserves the right to extend the contract for a period of one more year, at the same rates, terms & conditions, subject to performance review of the Agency done by IIMV at the end of the term herein mentioned.
2. If the successful bidder has an existing contract with IIMV, it shall stand automatically terminated and the new contract will commence.
3. For any deficient services, the Institute reserves the right to terminate the contract and initiate such further penal / legal action as deemed fit.
4. Exit clause: The contract can be terminated by giving 60 days' notice by either party. The contractor has to provide the housekeeping services till the next agency is engaged. However, IIMV shall be free to terminate the contract by giving notice for a lesser period, without any implications or liability of whatever nature to IIMV. Further, unless and until renewal is done beyond the duration period of this contract (i.e., two years), the contract shall stand automatically terminated.
5. Mode of Issue of notice: Any notice sent by Speed post only by either party to the addresses recorded in the contract shall be deemed to have been properly served for any of the purposes mentioned herein.

C. Eligibility Criteria and Documents Submission:

1. The agency / firm should be based in Andhra Pradesh / Telengana and be the sole proprietor or registered firm / partnership firm / company under the relevant Act. (Self-attested copy of Firm Registration Certificate should be enclosed with the bid).
2. The offers shall be entertained only from the original supplier or their sole authorized. In case the latter intends to submit their offer, a copy of their agreement with the principal company appointing them as sole authorized, should be enclosed.
3. The bidder should have registered for GST & Income Tax (Self-attested copy of GST Registration Certificate and PAN Card to be submitted with the bid).
4. The bidder should have valid licenses and registrations required as per law for providing services on the date of submission of technical bids. (Enclose self-attested copies of license / certificate).
5. An undertaking on the letter head of the bidder that all the terms and Conditions as given in the tender document are acceptable. (as per format provided in Annexure 4). This tender document must be duly signed by Authorized signatory with bidders company seal and initial as an acceptance on each page of the tender document and all other required documents.
6. A declaration to the effect that the Agency has not been blacklisted by any of the organization at any point of time and no criminal case is pending against the said firm/agency. (as per Annexure 4)
7. The bidder should have the following registrations: (enclose self-attested copies of all certificates):
 - a) GST
 - b) Provident Fund Registration

- c) ESI Registration
 - d) Valid license issued by Regional Labour Commissioner
 - e) Registration certificate under Contract Labour (R & A) Act 1970
 - f) Licenses required for Housekeeping services
 - g) Any other registration / license which are mandatory for such agencies stipulated by concerned authorities from time to time
8. The bidder firm should have a registered / corporate head office located in Andhra Pradesh / Telangana.
 9. List of clients (along with their location) served in the last 3 years including the educational institutions.
 10. The following documents must be submitted along with tender:
 - a. Audited Balance Sheets of preceding three years with Income and Expenditure statement and Profit and Loss Account & Audit report of last three years.
 - b. Income tax returns of latest three years.
 11. Average financial turnover for the last three years ending 31st March 2017 should be at least Rs 5 crores – enclose audited balance sheet, profit and loss statement or certificate issued by a Chartered Accountant.
 12. The bidder should have successfully completed similar assignments in any of the last 7 years ending 30.06.2017 with either of the following and should submit work order, work completion certificate, audited accounts statement / bank statement in support of the same.
 - a. Three similar assignments costing not less than the amount equivalent to Rs 25 Lakhs each
 - b. Two similar assignments costing not less than the amount equivalent to Rs 40 Lakhs each
 - c. One similar assignments costing not less than the amount equivalent to Rs 60 Lakhs

D. Requirements of IIM Visakhapatnam:

- a) Details of the scope of work is given in Annexure - I
- b) Details of manpower requirement is given in Annexure - II
- c) The institute shall increase or decrease the requirement depending upon its requirement, but rate for each person / post will remain the same as agreed in the financial bid.
- d) Timings : 0600 Hrs - 2100 Hrs on (Mon-Sat)
 0800 Hrs - 1700 Hrs on Sunday with limited number of staff as per requirement from time to time.

E. Terms and Conditions:

1. The Agency will give one day's rest in a week, after 6 working days, without causing any dislocation to the services to the Institute.
2. The persons to be deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipment.
3. The Contractor will have to provide standard uniform as approved by IIMV Administration at his own cost to its housekeeping staff. The staff shall be in proper uniform all the time with their identity card properly displayed.
4. The contractor shall ensure that the housekeeping staff deployed in the Institute are skilled labour, fit to perform the tasks and are not over the age of 45 years. The contractor shall not employ any person who has not completed eighteen years of age.
5. In the event of injury, illness or accidents to any worker, IIM Visakhapatnam will not be liable to pay any compensation. The insurance cover shall include the liability under the Workmen Compensation Act.
6. The workers employed by the Contractor shall be his sole employees and IIM Visakhapatnam shall not have any relation whatsoever with employees of the Contractor. He will be fully responsible for their acts, conduct and any other liability.

7. The Contractor shall:-
 - a) Ensure Pest/Animal and Rodent free environment in the premises of IIM Visakhapatnam and report to the officer in-charge for the necessary corrective action.
 - b) Ensure that supervisors are equipped with mobile phones and are available.
 - c) Only deploy the workforce that is on the contractor company's payroll.
 - d) Plan, manage, and collect, segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The work should be carried out in an eco-friendly manner. The Contractor will arrange for required resources, including manpower which is used by the house keeping staff.
 - e) Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.
8. The bidder shall, at no extra cost to the Institute supervise the performance of their staff and maintain such registers/forms as are necessary for the effective performance of their duties. These registers/forms will be provided by the bidder. A duty register indicating the shift timings, names of the staff on duty shall be maintained and made available for inspection at any time as required by IIMV administration.
9. The bidder shall carry out proper briefing, checking and training before the workers are posted at IIMV campus.
10. The bidder shall not engage any person employed by the Institute.
11. The following shall be provided by the bidder at its cost within seven days of deploying the staff member at IIMV campus and also ensure that the staff shall report to duty properly dressed and turned out smartly in uniform:
 - a. Uniform
 - b. ID Cards
12. The contractor shall ensure those people deputed for duty are well trained.
13. It is clearly understood that the housekeeping staff shall be under the absolute control of the bidder. In the capacity of principal employer, the bidder is liable to the Institute in respect of any act of omission or commission by them.
14. The duties of each staff member at every post should be detailed, in consultation with the Institute and one copy of the same shall be handed over to the authorised officer of the Institute.
15. The Agency's Field Officers during their visits and checks should meet the Institute's authorised officer and discuss problems and means to improve the efficiency of the services. They must meet and apprise the authorised officer of the Institute of any of the short comings. Their suggestions must be taken note of and acted upon by the Agency. Once in every week a responsible official from the Agency shall meet the authorised officer of the Institute for instructions.
16. In the event of any of the Personnel of the Agency misconducting with the visitors or employees the Institute or found to be suffering from any infectious disease, the Institute shall have the right to ask the Agency not to deploy such person in the Institute and the Agency shall comply with same.
17. No accommodation and subsidized food or transport will be provided by the Institute to the Personnel deployed by the Agency. If the Agency is required to provide the facility of canteen by law, Agency shall provide the same.
18. The Agency shall keep all statutory licenses current especially with regard to Contract Labour (Regulation & Abolition) Act. The Agency shall appear before Authorities / Courts in respect of any claim / dispute instituted by its employees deputed to the Institute and answer all such claims / disputes and shall always keep the Institute harmless and indemnified against any such claims or disputes required to be met by the Institute by order of any Authority / Court etc. The amount so paid by the Institute shall be recoverable from the amounts payable to the Agency and balance if any shall be recoverable as a debt to the Institute.
19. The contractor will be responsible for compliance of various statutory obligations like Minimum Wages Act, Workmen's Compensation Act and other laws as enacted from time to time. The contractor shall comply with each and every provision of the Contract Labour (Regulations & Abolition) Act, 1970, Contract Labour (Regulation & Abolition) Central Rules 1971, or any other Act/Rule Statute enacted by Govt. of India or Govt. of Andhra Pradesh.
20. The Contractor at all times should indemnify IIMV against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act 1948, Employer's

Liability Act 1938, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act 1961, Payment of Bonus Act, 1965 or any other law relating thereto and rules made there under from time to time. IIM Visakhapatnam will not own any responsibility in this regard.

21. The contractor shall ensure that no item of the institute is taken out from the building / their place of duties / campus without proper gate pass issued by IIMV. The entry on this account is to be made in the register to be kept for this purpose.
22. The contractor will not sub-let the contract for the services to any other agency or individual(s).
23. The contractor will ensure 8 hourly duty but strictly not beyond 08 hours in a day by an individual. Duty chart should be put before the Officer of IIMV in-charge of housekeeping services.
24. Any misconduct / misbehaviour on the part of the manpower deployed by the Contractor will not be tolerated and such persons will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to IIMV. The contractor will ensure suitable replacement of inefficient and dull staff on periodic basis. If performance is not satisfactory, the penalty @ 1% per week from the monthly bill of the contractor may be imposed and in case of continuous default, contract can be terminated after giving suitable notice to the contractor as per exit clause.
25. Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the supervisory staff of the Contractor by the officer in-charge from IIMV and if no action is taken within one hour, a penalty of Rs.1000/- per complaint shall be imposed. The decision of IIMV shall be final in this regard. In case of repeated complaints of similar nature, IIMV reserves the right to impose suitable penalty as it deems fit.
26. The Contractor should ensure to maintain adequate no. of manpower and also arrange a pool of stand-by housekeeping staff. In case any housekeeping staff is absent from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping staff and ensure that work does not suffer. Payment will be made only for the no. staff who are on duty. The housekeeping supervisor shall ensure that the attendance register is cross-verified by the officer in-charge from IIMV on a daily basis as payment will be made on the basis of the duly verified attendance register only.
27. Holidays will be based on the holidays of AP Labour Act, not the contractor company's holidays. However, deployed resources are eligible to take minimum leave as per the leave policy of AP Labour Act. Leave should be planned in advance and should be informed to the officer in-charge of the housekeeping services of IIMV. Attendance register will be maintained at IIMV site. Resources deployed shall be governed by HR policies of AP Labour Act.
28. All necessary reports and other information will be supplied by the contractor as per the direction of IIMV Administration. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the Institute, and shall not lend to any person or company any of the effects or assets of the Institute, under its control.
29. In the event of loss/damage of equipment etc. at the premises of IIMV due to negligence/carelessness of Contractor staff, the Contractor shall compensate the loss to IIMV. The Contractor or its representative/s shall meet Institute representative/s regularly to take feedback regarding the Housekeeping services.
30. The Contractor will also maintain a suggestion book and a complaint register to be produced to the Institute administration on weekly basis.
31. The Contractor shall, in performing its part of this Agreement, ensure the safety of the building, its equipment, furniture, fixtures and the persons working in or visiting IIMV premises and shall indemnify Institute, for any loss or damage caused by any act of the Contractor or its employees or staff etc.
32. The Contractor shall not assign or sublet this Agreement or any part thereof to any third party.
33. The housekeeping staff shall be regularly trained on behavioural aspects and ethics.

F. General Terms and Conditions:

1. The bidder shall bear all costs associated with the preparation and submission of the bid and the institute will no case be responsible or liable for these costs regardless of the conduct or the outcome of the bidding process.
2. The selected bidder Agency shall submit Bio-data with photograph and contact numbers of all the personnel deployed in the Institute within seven (7) days of the award of the contract or start date of the contract whichever is earlier. The Agency shall give a certificate stating that persons deployed in the Institute have been police verified and do not have any adverse antecedents.

3. The personnel deployed by the Agency, under this Agreement shall at all times be the employees of the Agency and not of the Institute, nor will any person become members of any union of the employees of the Institute. The Institute shall not be liable for any damage/injury sustained by the employees of the Agency in course of their work/duty.
 4. The personnel should be conversant in Hindi apart from Telugu. Supervisors, Class room / office assistants should have knowledge of English as well.
 5. The contractor shall comply with all the statutory and legal provisions as laid down under various Labour Laws in force from time to time at his own cost. In case of violation of any statutory provisions or any other applicable laws, IIM Visakhapatnam will not be held responsible.
 6. The Contractor must ensure that the deployed personnel are not under the influence of alcohol or other intoxicants while performing their duties for the Institute. Smoking also is not permitted while on duty.
 7. In case of any dispute arising out of the terms and conditions of contract, the matter shall be referred to the Sole Arbitrator to be appointed by the Director, IIM Visakhapatnam as per the relevant Act and the award of the Sole Arbitrator will be binding on both the parties. The cost of such arbitration shall be shared by both the parties equally. Further, any legal dispute arising shall be settled in the court of competent jurisdiction located within the local limits of Visakhapatnam, Andhra Pradesh, India.
 8. Indian Institute of Management Visakhapatnam reserves the right to accept or reject any or all the tenders or cancel this process at any stage without assigning any reason whatsoever. The decision of IIMV in the matter shall be final and binding on the parties.
 9. The bidders, who do not meet the eligibility criteria; or do not submit all the necessary documents in support of the eligibility criteria; or do not submit documents that are complete and valid or do not pay the requisite amount - shall be disqualified.
 10. The Vendor shall maintain a health card for all personnel. The general health condition like BP, sugar and Eye sight be checked up every quarter by the vendor at their cost and the record shall be preserved and submitted to the institute.
 11. The bidder is expected to read and understand all instructions, terms and specifications given in this tender document. Failure to furnish all information required or to submit a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in rejection of the bid.
 12. Prior to detailed evaluation, the Institute will determine the substantial responsiveness of each bid to the tender document. A substantially responsive bid is one which conforms to all the terms and conditions of the bidding/tender document and is without any material defects and deviations. Deviations from, or objections or reservations to critical provisions such as those concerning qualification/eligibility criteria, availability of facilities and amenities as needed, availability of government/statutory approvals and clearances, ready and explicit willingness to accept and honour the terms and conditions of contract etc. will be deemed to be material deviations.
 13. If a bid is not substantially responsive, it will be rejected by the Institute and may not subsequently be made responsive by the bidder by correction of the non-conformity.
 14. Only those bidders whose technical bids have been found substantially responsive would be evaluated and compare the financial bids of only those Technical bids which have been determined to be substantially responsive. The Institute will award the contract to the successful bidder who has been determined to have qualified in the technical evaluation whose bid has been determined to be substantially responsive, and is the lowest evaluated bid.
 15. If at any stage it is found that any of the details/documents furnished by the bidder is false/misleading/fabricated, bid would be liable for cancellation without intimation to the bidder.
 16. Conditional offer shall not be accepted.
 17. Notwithstanding anything contained above, the Institute reserves the right to reject all or any bid as recommended by the Tender Committee and is not bound to divulge any reason to the unsuccessful bidders.
 18. Any form of canvassing/influencing will attract rejection of bid submitted by the bidder and the institute reserves the right to take such penal action (e.g. blacklisting the bidder for the present and future etc.) as it deems fit.
- G. Tender Fee and Earnest Money Deposit (EMD)**
1. Interested bidders are required to pay a non-refundable Tender fee of Rs. 1,000/- (Rupees one thousand only) through on-line mode only.

2. In addition, interested bidders are required to pay a refundable amount of Rs 2,50,000/- (Rupees Two lakh fifty thousand only) towards EMD and it should remain valid for a period of 90 days beyond the final tender validity period.
3. EMD of bidder will be forfeited, if the bidder withdraws or amends its bid or impairs or derogated from the bid in any respect within the period of validity of its bid. Further, if the successful bidder fails to furnish the required Performance Security within the specified period, its EMD will be forfeited.
4. In case the bidders / successful bidder(s) are found in breach of any condition(s) at any stage of the tender, EMD / Performance Security shall be forfeited.
5. EMD furnished by all unsuccessful bidders will be returned to them without any interest whatsoever, within 15 days of finalization of the contract.
6. EMD of the successful bidder(s) will be returned after receipt of the Performance Security.

H. Performance Security / Security Deposit (Bank Guarantee):

1. The successful bidder will have to furnish performance security of 5% of the final Work Order value (before taxes) calculated for the entire contract period, i.e., two years, in the form of bank transfer, Demand Draft or in the form of Bank Guarantee from any nationalised bank drawn in favour of Indian Institute of Management Visakhapatnam, payable at Visakhapatnam within 10 days of award of contract. It shall be kept renewed during the currency of this Agreement and of its subsequent extensions, if any, to ensure the due performance of all the duties and responsibilities by the Agency under this Agreement. In case the Security Deposit falls short of the amount specified for any reason whatsoever, the same will be made good within a period of one week from the date such shortfall occurs.
2. Performance Security should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the supplier.
3. Performance Security will be forfeited if the firm fails to perform any of the terms or conditions of the contract, besides the firm may also be black listed.
4. Performance Security will be refunded to supplier without any interest, whatsoever, after it duly performs and completes the contract in all respects.
5. In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
6. In case of non-receipt of Security Deposit within the stipulated time, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.

I. Quotation submission:

All required documents for technical evaluation, Financial Bids and payments (Tender fee and EMD) are to be submitted online through the e-procurement (KEONICS) portal only, by the bidders as per the timelines specified under the "Tender Details Section" in this document, failing which the quotation shall be treated as invalid.

The bidder is required to submit the financial bid for the monthly charges as prescribed by **the Central Government**, clearly mentioning the taxes. All taxes applicable only to Educational Institutions will be considered for payment. A **copy of the Gol Gazette** should be enclosed along with **financial bid** in support of the minimum wages. The financial bids received which are less than the Central Government Minimum Wages shall be summarily rejected.

For bid forms and other details, please visit www.tenderwizard.com/IIMV or <http://www.iimv.ac.in/tender-notices.html>. For further details, please contact the Head-Academic Programmes and Administration on +91 891 282 4453 / Executive – Administration on +91 891 282 4469.

J. Procedure for opening and evaluation of tender bids (Technical and Financial)

1. A Committee duly constituted by the Competent Authority would evaluate the technical bids submitted by the bidders through e-procurement portal on the date and time specified under “Tender Details” section.
2. After completion of detailed evaluation of technical bids, the Committee shortlists the bidders. The decision of IIMV on technical bid evaluation shall be final.
3. The financial bids of only those short-listed bidders that have qualified in the technical evaluation shall be opened.
4. Validity of financial bids: The price quoted in the financial bid shall be valid for a period of 60 days from the date of opening of the financial bid. During the validity period of the offer, the bidder should not withdraw/modify the offer in terms and conditions quoted in the Technical qualification.
5. All calculations shall be done on net out-go per month i.e. including all taxes and levies at the quoted rates and the lowest offer shall be selected and awarded with the contract (L1 basis). However, the Institute reserves the right to split the order quantity between/among two or more technically successful bidders, by normalizing the financial bids of all bidders to L1.

K. Payment Terms and Conditions:

1. The bidder is required to submit the financial bid for the monthly charges as prescribed by **the Central Government**, clearly mentioning the taxes. All taxes applicable only to Educational Institutions will be considered for payment. A **copy of the Gol Gazette** should be enclosed along with financial bid in support of the minimum wages. The financial bids received which are less than the Central Government Minimum Wages shall be summarily rejected.
2. The monthly charges (consolidated) as mutually agreed as per the tender process shall be paid by the Institute in respect of the personnel deployed. These rates will be varied only as per minimum wages rates as announced by the Gol from time to time and approved by the Competent Authority. Revision of the amount with arrears will be paid only when the vendor initiates the required documentation and sends a request for the same.
3. The contractor will quote his rates on the basis of prevailing minimum wages applicable on the date of submission of tender. However, payment to the contractor shall be made on the basis of prevailing minimum wages in the month for which payment is being made. The statutory charges and contractors services charges shall also be worked out on the basis of prevailing minimum wages considered for payment.
4. IIM Visakhapatnam will not pay any deposits or advance to the vendor.
5. The Agency hereby agrees to indemnify the Institute from financial and statutory obligations as regards the personnel so deployed at the Institute.

6. The Agency will arrange for payment of wages and any other statutory benefits direct to the personnel and make all statutory deductions from the said payments, wherever applicable by the 7th of every month irrespective of the payment received from IIMV.
7. Consolidated bill with full details pertaining to the previous month along with copy of wage sheet duly acknowledged by the working staff under the agency (individually for IIMV along with of workers, their EPF & ESI account numbers under seal and signature of agency) and copy of all deductions carried out shall be forwarded to the authorised officer of the Institute by 10th of every month along with invoice for payment. After due verification, payment to the agency shall be processed by IIMV only after disbursement of payments to the workers / staff by the agency.
8. A penalty of Rs 1,000/- (Rupees one thousand only) per day will be imposed in case of delay in disbursement of salary by the agency to its workers beyond 10th of the month.
9. The Agency shall promptly raise an invoice to the Institute as per the payment terms and conditions before the 10th day of every month with all the supporting documents.
10. Income Tax as applicable on the total amount disbursed by the Institute to the Agency will be deducted at source by the Institute under the provision of Indian Income Tax Act. Payment will be made through bank transfer after deducting TDS and any other taxes as applicable as per Government rules within 15 days of receiving the Invoice and supporting documents on a monthly basis through bank transfer.
11. In case of any increase in the taxes and levies implemented by the Govt. during the contract period, the same shall be paid by IIMV at actuals, on production of Govt. notification and proof of payment. Similarly, in case of any reduction in taxes and levies, the same must be passed on to IIMV.

Annexure-I

SCOPE OF WORK

Area of work:

All open and covered areas within the boundary of the IIM Visakhapatnam will be in the scope of housekeeping services to be provided by the contractor. This contract is a manpower contract to carry out the housekeeping services.

This section describes, but does not limit itself to, the services required by IIMV for upkeep of its premises. The bidder needs to consider and envisage all services that would be required in the maintenance of campus. Hence, bidders are advised to do a thorough assessment of these requirements by planning a visit to IIMV campus. The technical and the financial bid should be based on assessment of IIMV's need in the following areas that may be assessed through the pre-bid engagements.

Every care has been taken to cover all important aspects, areas requiring Housekeeping services. These are however not exhaustive. IIMV may include additional scope of work within the premises, for which no additional payment will be made.

Note: IIM Visakhapatnam shall provide the required tools and cleaning material to execute this contract.

1. Cleaning Services:

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team shall supervise the work and take necessary steps for efficient management of housekeeping services resulting in neat campus.

(A) Daily Services

Housekeeping / cleaning services should be provided on all days including holidays, so that all areas are clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.00 AM in office rooms, class rooms and meeting rooms.

- a) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas/departments on hourly basis or as needed.
- b) Refill Hand Wash / sanitizer in all the Toilets /Rest Rooms three times a day or as needed.
- c) Cleaning, sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantry, cafeteria, corridors, office rooms, Meeting rooms every two hours or as per requirement/direction.
- d) Vacuum cleaning of all carpets and upholstered furniture once in a day or as per requirement/direction.
- e) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipment, computer systems, phones, TVs, doors, windows, furniture, window glasses, grills, curtains etc.
- f) Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times or as per requirement/direction.
- g) The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.
- h) Refilling, replacing and emptying of containers at all workstations and other locations.
- i) Remove trash from office dustbins and change the trash liner every evening before closing hours.
- j) The offices shall be dry dusted and swept after the closing hours.
- k) The worktables shall be cleaned with soap solution in the morning.
- l) The office shall be mopped with soap solution in the morning.
- m) Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.
- n) Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc. on hourly basis or as per requirement/direction.
- o) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily checks in the morning, afternoons and on need basis during day time.
- p) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. or as per requirement/direction.

(B) Weekly Services

The deep cleaning of the entire area will be done by the Contractor once a week as under:-

- a) Dusting of entire area including windows / windowpanes/ doors / ledges / elevation frames etc.
- b) Cleaning of ceilings and high walls, removal of wash / spit stains on walls, cleaning of roofs, porches etc.
- c) Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
- d) Cleaning of all window glasses and grills with detergent / cleaning agents.
- e) Lawns, paths etc. with High Pressure Jet machine or as per requirement/direction.
- f) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- g) The contractor will make a cleaning program and submit to Officer-In-Charge of housekeeping of IIMV for weekly cleaning so that IIM Visakhapatnam concerned official / In charge for the particular area can be informed on the day of cleaning to make the area available.
- h) The Contractor will cover all the areas in the campus.
- i) The Contractor shall maintain a record of all activities done daily / weekly / monthly and make it available for inspection by IIMV.

(C) Rodent Control Services

- a) The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.
- b) The Contractor shall use chemicals that are harmless to humans and machines and treated area.
- c) The Contractor will be responsible for any damage to human/machinery by any chemicals used by him. Any damage caused to machinery/books due to rodent and disinfection services in the areas covered under contract shall be made good by the Contractor.
- d) The Contractor will submit a detailed plan for carrying out the Rodent Control Services for the approval of IIMV. Frequency of the services will be as per the requirement or as decided by the Administration of the Institute.

2. CLEANING OF CLASS ROOMS AND OTHER CRITICAL AREAS

- a) All the furniture should be in proper order.
- b) Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.
- c) The floor shall be thoroughly mopped with a specialized soap solution.
- d) The entire Class rooms area shall be scrubbed at least twice in a week.

3. GARBAGE DISPOSAL

- a) Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full.
- b) Covered Trolleys should be used for transportation. Before final disposal/treatment, waste should be kept in specified location and in specific liners and containers.
- c) The Contractor shall collect garbage in specified bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area as directed by the Administration.

4. UNDERGROUND & OVERHEAD WATER TANKS

The Contractor shall clean & disinfect the Underground & Overhead Tank periodically after emptying the water from the tanks as per instruction of IIMV.

5. TERRACE CLEANING

The Contractor shall clean the terrace periodically as per instruction of IIMV.

6. Housekeeping Monitoring and Control

For better management and smooth services, the following monitoring mechanism shall be adopted by the Contractor:

a) Toilets Checklist

This is to be affixed on the back of the toilet door. It is to be filled up by supervisor/Housekeeping staff on hourly basis.

b) Management / Housekeeping Service Requirements/Complaints Report

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site and should be reported to the officer in-charge from IIMV.

c) Housekeeping Services Complaint Register

This register is to be filled on the basis of information received by the Housekeeping Supervisor from IIMV officials through the inspection of the site, material on site, attendance sheet of the staff, weekly

report, client letter/e-mail, verbal complaints from IIMV etc. and necessary action taken for each of the complaint should be registered.

7. Documents to be submitted / maintained on the award of contract:

- Organizational structure and the line of authority
- Housekeeping manual and all SOP (Standard Operating Procedures)
- List of equipment used
- Description for each category of housekeeping
- Maintaining records / details of
 - a. Complaint Book
 - b. Duty Roster / Deployment Sheet of Housekeeping Staff
 - c. Inventory of Stores
 - d. Accident / theft Register
 - e. Logs and checklists

Annexure - II

MANPOWER REQUIREMENT

S.No.	Manpower Description	No. of Persons
1	Housekeeping Supervisors (Skilled) -Graduation in any discipline -Speak, read and write in English -Working knowledge in MS Office	02
2	Hostel Supervisors (Skilled) -Diploma in Hotel management -Speak, read and write in English -Working knowledge in MS Office	03
3	Staff Nurse (Skilled) (Female) -Diploma in Nursing -Speak, read and write in English -Working knowledge in MS Office	01
4	Receptionist (Skilled) (Female) -Graduation in any discipline -Speak, read and write in English and Hindi -Working knowledge in MS Office	01
5	Electrician (Technically Skilled) -ITI qualification	01
6	A/C Technician (Technically Skilled) -ITI qualification	01
7	Classroom / Office assistants (Semi-skilled) -Intermediate qualification -Speak, read and write in English	04
8	Housekeeping Sweepers (Male) (Unskilled)	08
9	Housekeeping Sweepers (Female) (Unskilled)	03
10	Gardener (Unskilled)	02
11	Pantry Boys (Un-skilled)	02
	Total	28

The Institute reserves the right to **increase or decrease the numbers** based on its requirements.

Bidder's Particulars

S No.	Particulars	Details
1	Bidder's name	
2	Registered Office and address	
3	Working Place of the office	
4	Year of Establishment	
5	Type of Firm (Ownership, Partnership, Pvt Ltd or Ltd Co.	
6	Address for communication	
7	Contact Details	
	Name of the contact person	
	Designation	
	Telephone Number (Office)	
	Mobile Number	
	Email Id	
8	Registration Numbers:	Firm Registration No. Factories Act Regn No. GST No. EPF No. ESI No. Labour License No. Any other registration which is mandatory for such agencies stipulated by Concerned authorities:
9	PAN Number	
10	Total Annual Turnover for last three years	2014-15: Rs 2015-16: Rs 2016-17: Rs
11	Total Annual Turnover for last three years from similar job of housekeeping services work	2014-15: Rs 2015-16: Rs 2016-17: Rs
12	Total No. of Staff	Skilled: Semi-Skilled: Technically Skilled: Unskilled: Administrative : Any other category (please specify):

13	Whether Agency has been blacklisted by any Govt or Semi-Govt. organization or any other organization?	
14	Undertaking accepting all terms and conditions of tender document and signed tender document by the bidder	
15	Required license to provide required services	
16	Agreeable to provide services as per the Institute's requirement	
17	List of Clients for housekeeping services at Visakhapatnam and other cities in India	Visakhapatnam: Other Cities:
18	The bidder should have successfully completed similar assignments in any of the last 7 years ending 30.06.2017 with either of the following and should submit work order, work completion certificate, audited accounts statement / bank statement in support of the same: Three similar assignments costing not less than the amount equivalent to Rs 25 Lakhs each OR Two similar assignments costing not less than the amount equivalent to Rs 40 Lakhs each OR One similar assignments costing not less than the amount equivalent to Rs 60 Lakhs	
19	Bank Particulars	
	Account name	
	Type of A/C : (SB/CA/CC)	
	A/C No.	
	IFS code	
	Name of the Bank	
	Branch	

Enclose all certificates in support of above statements.

Date:

Authorized Signatory

Place:

Name:
Designation:
Company:
Contact No.

Company Seal

ANNEXURE - IV

Declaration regarding Non-Blacklisting of company and acceptance of tender terms and conditions

(To be provided on letter head of the Bidder)

I / We _____ do hereby certify that our firm is not blacklisted and no enquiries / cases are pending against us by Govt. of India / Govt. of Andhra Pradesh or any State Board Universities, since inception of the firm / company.

All the terms and conditions given in the document "**Tender for Hiring of Housekeeping Services at IIM Visakhapatnam Campus**" issued by IIM Visakhapatnam are acceptable to us.

We also certify that the above information is true and complete in any every respect and explicitly agree that in case at a later date it is found out by the Institute (IIMV) that any details provided herein by us are incomplete/incorrect, any contract given to us may be summarily terminated forthwith, our firm may be blacklisted, and that the Institute may also initiate any other legal/penal proceedings, as deemed fit by it.

Date:

Authorized Signatory

Name:

Place:

Designation:

Company:

Contact No.

Company Seal

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