



विद्या परं दैवतम्

**IIM**

भारतीय प्रबंध संस्थान विशाखपट्टणम

Indian Institute of Management Visakhapatnam

Andhra Bank School of Business Building, Andhra University Campus, Visakhapatnam – 530 003  
Andhra Pradesh, INDIA. Tel: +91 891 2824 444 | e-mail: [info@iimv.ac.in](mailto:info@iimv.ac.in)

## **TENDER**

**No: IIMV/Admin/Tender/T&NT Services/2020-21/002, dated 20-Nov-2020**

**Indian Institute of Management Visakhapatnam  
Andhra Bank School of Business Building  
Andhra University Campus  
Visakhapatnam – 530 003  
Ph: +91 891-2824 444**

### Notice Inviting Tender

Indian Institute of Management Visakhapatnam (IIMV) invites tenders from interested parties, in two bids systems for the following services, thru CPPP under e-procurement mode:

S.No	Item name	Description
1	Service Description	Engagement of agency for providing Technical and Non-Technical Services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc. on outsourcing basis.
2	Tender No and Date	Tender No: IIMV/Admin/Tender/T&NT Services/2020-21/002 Dated: 20 November, 2020
3	Tender Fee	NIL
4	Earnest Deposit Money (EMD)	Rs. 4,80,000 (Rupees four lakh eighty thousand only) (DD/Pay Order to be drawn, on any nationalized bank in favor of "Indian Institute of Management Visakhapatnam" and payable at Visakhapatnam) EMD exempted for MSME/NSIC registered agencies.
5	Contract Period	Two Years from the date of award of contract
6	Date & Time of Online Publication/ Download of Tender	20 November, 2020
7	Closing Date & Time for submission of bids in e-procurement portal (CPPP)	17-December-2020 (Thursday) by 03:00 pm
8	Closing Date & Time for submission of Technical bids in sealed covers at IIMV Office	17-December-2020 (Thursday) by 03:00 pm
9	Opening of Technical Bids	18-December-2020 (Friday) at 04:00 pm
10	Contact person	Senior Administrative Officer Indian Institute of Management Visakhapatnam Andhra Bank School of Business Building Andhra University Campus Visakhapatnam 530003 Ph: 0891 2824 444
11	For any clarifications write email to	e-mail id: <a href="mailto:sao@iimv.ac.in">sao@iimv.ac.in</a> Subject: T&NT Services Tender

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## 1. ABOUT IIM VISAKHAPATNAM

Indian Institute of Management Visakhapatnam (IIMV), is an Institute of National Importance under the Indian Institutes of Management Act, 2017. Currently, the main campus of IIM Visakhapatnam is located in a transit building in the premises of Andhra University Campus at Andhra Bank School of Business Building, Beside AU Central Canteen, Visakhapatnam 530 003, Andhra Pradesh. The permanent campus is coming up at Gambheeram, Anandapuram Mandal. Presently, IIMV has four student hostels at different locations in a radius of about 3-5 kms on both sides of the campus.

1. **IIMV Transit Campus:** Andhra Bank School of Business Building, Beside AU Central Canteen, Andhra University Campus, Visakhapatnam 530 003
2. **Hostel-1:** Pranvi Enclave, Laxmi Nagar, Shivaji Road, Isukathota, Visakhapatnam
3. **Hostel-2:** Plot No. 30, Dwarakamayi, Near AN Beach hospital, Behind Hawa Mahal, Maharaniipeta, Visakhapatnam
4. **Hostel-3:** # 1-11-21, Laxmi Nagar, Shivaji Road, Isukathota, Visakhapatnam (beside Hostel 1)
5. **Hostel-4:** # 9-5-53/2/3, S.No. 42, Plot No. 13, Isukathota, Shivajipalem, Visakhapatnam – 530 017 (Landmark: Beside Sreekanya & Vishnu Honda Showroom)
6. **Permanent Campus:** The permanent campus is coming up at Gambeeram village, in Anandapuram Mandal, Visakhapatnam.
7. Owing to the requirement, the Institute may hire more number of hostels/ buildings around the present campus within Visakhapatnam soon. The agency is required to provide security services at these places as per the requirement of the Institute.

## 2. SCOPE OF WORK:

1. To provide Technical & Non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis **at IIMV Transit campus, Hostels 1, 2, 3, 4 and permanent campus site** as per requirement.
2. Owing to the requirement, the Institute may hire more number of hostels/ buildings around the present campus within Visakhapatnam soon. The agency is required to provide these services at such places as per the requirement of the Institute.
3. Additionally, services on temporary basis, may be required at other points depending on various activities, events or conferences etc organized by Institute.
4. Other activities related to the cleanliness, maintenance and support in the Institute and any other as required by the Institute from time to time.
5. Tentative requirement of Technical and Non-Technical services is as under:

S. No	Service Required	No of staff Required
<b>A</b>	<b>Technical (services related to following areas)</b>	
1	Electrical	2
2	Air Conditioning	1
3	Health Centre	2
<b>B</b>	<b>Non-Technical (services related to following areas)</b>	
4	Hostel	5
5	Housekeeping	27
6	Office	5
7	Pantry	2
8	Gardening	2
	TOTAL	46

### NOTE:

1. The above numbers are tentative. The numbers may vary based on actual requirement.
2. The staff deployed at IIMV will be working in shifts of 8 hours each, depending on requirements of the Institute.
3. The bidders may visit the campus and hostels for understanding the scope of work on or before 25-Nov-2020 during working hours of the office, duly following the precautions in view of COVID-19 guidelines.
4. In case of increase in the requirement due to expansion of work or addition of new services, the agency should provide these services on same terms and conditions.
5. The category of personnel (Highly Skilled/Skilled/Semi-Skilled/Unskilled) will be as per relevant regulations and intimated to the agency in the request for services at the time of requirement.

### 3. ELIGIBILITY CRITERIA:

1. The bidder should be a registered entity under suitable Act with its Registered or Branch office in Visakhapatnam VMRDA region, Andhra Pradesh as an agency for providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis.
2. The bidder should have registered for GST & Income Tax.
3. The agency should have valid registrations with ESIC, EPFO, CL (R&A) and all other Acts as applicable.
4. The bidder shall have minimum 5 years of experience, by 31-10-2020, as an agency for providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis to Central or State Government bodies or PSUs.
5. The bidder should have minimum 02 years of experience by 31-10-2020 in providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis to Higher Educational Institutions in last 5 years.
6. The bidder should have one currently running contract, providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis to a Central or State Govt organization or PSUs with deployment of not less than 50 staff per day.
7. The bidder should have a minimum turnover of Rs. 1.0 crore during any one year in the last 3 Financial Years, for the business related providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis.
8. The agency should not have involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
9. The Agency should not have been blacklisted by any Central or State Governments or any government organizations.

**NOTE: 1. Documentary proofs of all the above criteria should be enclosed along with the Technical Bid as mentioned thereon.**

**2. All the documents should be attested by the authorized signatory and affixed with the company seal.**

**3. Bids submitted without the above documents will be rejected.**

#### **4. OBLIGATIONS OF THE AGENCY:**

1. The Agency shall have valid registrations and licences under applicable and relevant Acts and maintain all such registers for reporting and inspection by the respective enforcing authorities.
2. The agency is solely responsible for payment of wages as per the relevant Acts viz, Payment of Wages Act, Minimum Wages Act, Payment of Bonus Act etc., within the time limits. Necessary and statutory deductions as applicable viz, ESIC, EPF, PT etc to be made from the amounts payable and deposit the same in respective accounts. The agency shall issue monthly payslip with all mandatory details to all the staff engaged by it.
3. The Agency will be responsible for renewal of licenses or registrations or certificates and all payments due to the staff deployed by it. IIM Visakhapatnam will in no event be liable in this regard. The Agency should indemnify IIM Visakhapatnam, against any such liability and from any proceedings in this regard.
4. The agency shall be responsible for enrolling the staff engaged by it in statutory organizations like EPFO, ESIC etc and getting the identity cards issued from these organizations. The total contributions made and balance amounts in respective accounts shall be made available to the staff at regular intervals.
5. The Agency shall monitor attendance and proper performance of duties by the staff deployed by it at the respective points.
6. The designated authority from the Agency should visit the Institute for reporting and updating the activities at least once in a month or as and when the Institute demands.
7. The Agency shall continuously monitor the performance of these staff in the campus, particularly on holidays and after office hours.
8. The Agency shall not allow any of the personnel deployed at the Institute to work in more than one shift in a day. The Institute shall have the right to impose a suitable penalty if these staff members are posted in more than one shift without sufficient cause and intimation to the concerned officials of the Institute.
9. The Agency shall be responsible for the lapses committed or omitted either inside or outside the premises by the persons deployed by the contractor in the campus.
10. The weekly off should be allowed to all the staff engaged by it as per the statutory provisions and reliever shall be arranged in their place, whenever necessary.
11. The agency shall arrange necessary training to the staff members deployed by it for proper performance of the duties assigned to them at regular intervals, at its cost, and issue necessary certificates to these staff.
12. The Agency shall ensure to recruit the personnel satisfying the age, qualification and physical and health standards as per relevant Rules or Acts and subsequent amendments to the same.
13. The Agency shall be able to deploy both male and female staff members as and when required by the Institute, either on temporary or long term basis.

14. The transportation, food, accommodation, uniform, medical and other statutory requirement under the various Acts and Govt. Regulations in respect of each personnel of the Security Agency will be responsibility of the Security Agency.
15. The Agency shall provide necessary uniforms, shoes, belts, caps, identity cards, raincoats, etc., to all the personnel deployed at IIMV points.
16. The Agency shall ensure the personnel deployed at IIMV sites are decent, neatly dressed, well groomed, able to read and write and courteous. Improper behaviour of these staff with any of the Institute's staff, students, visitors etc., shall not be accepted. The agency shall replace such staff member, if any such instance is reported by the Institute, immediately without any representation in this regard.
17. The agency may undertake a visit to the Institute and hostels for understanding the scope of work clearly, at its cost as mentioned in the scope of work.
18. The agency should produce the Medical Fitness Certificate and Police Verification Certificate of the staff engaged in this contract, on demand.
19. The agency should not employ any person who has not completed eighteen years of age.



## 5. SPECIAL INSTRUCTIONS TO THE BIDDERS:

1. Bidders are requested to go through the tender document carefully to understand the supporting documentation required to be submitted as part of the bid. Any deviations from these may lead to rejection of the bid. The Tender should be complete in all respects and should be duly signed. Incomplete tenders, tenders with inconsistencies, conditional bids, late and/or delayed tenders due to any reason shall not be considered. IIM Visakhapatnam is not responsible for any delay in submission of bids.
2. The agency should comply with all the statutory and legal provisions as laid down under various Labour Laws in force from time to time, applicable to the agency, at his own cost. IIM Visakhapatnam will be in no way responsible for any violation of these rules by the contractor.
3. **Compliance with the Institute rules and Regulations:** The Agency shall comply with all norms stipulated by the Institute regarding maintenance of discipline, decorum, etiquette, safety, security and hygiene at and around the workplace. Strict compliance with all guidelines/procedures etc. issued by the MHA/MoE/MoHFW/Local Authorities/Institute in relation to the COVID-19 pandemic or any other such contingencies/exigencies shall be duly observed while entering and during the stay at the office, while interacting with the staff & students etc.
4. **Authorization:** The Agency shall submit to the Institute the names, designation and specimen signatures of the persons authorized by it to sign documents, execute the work, receive payments, receive instructions / notices etc. on behalf of it.
5. **Tenure of Contract and termination:** The period of contract would be Two years from the date of commencement of the services and it may be further extended for another one year, based on the satisfactory performance of the service provider, at the sole discretion of the Institute. However, the Institute may terminate the contract with one-month notice, without any liability to the Institute. The agency may also terminate the agreement by giving a three-month notice. No reason need be given by either party.
6. **Penalty:** The Agency should always ensure regular and uninterrupted quality services. Misbehaviour of the staff deployed by it with staff/students/visitors; intoxication while on duty; attending duty without proper grooming, uniform etc; leaving the duty point unattended; sleeping while on duty; negligence in duty leading to loss/damage to Institute's property; misuse of office premises/property etc., smoking/chewing pan/gutka etc., in the Institute's premises and all other such acts shall be treated as lapses on part of the agency. In each such case, appropriate punitive action shall be taken by the Institute, by issuing a warning letter and monetary penalty as under:
  - i. First warning letter for first such instance and 1% of total bill value will be deducted.
  - ii. Second warning letter for second such instance and 5% of total bill value will be deducted.
  - iii. Third warning letter for third such instance and 10% of total bill value will be deducted.
  - iv. Notice of termination of contract will be issued for fourth such occurrence.

Decision of the Director, IIMV shall be final and binding on both the parties.

## **7. Process of Engagement**

- a. The Institute shall forward a formal request for providing Technical & Non Technical Services duly describing the nature of job, required category, qualifications and experience etc.
- b. The agency shall provide the CVs of candidates to the Institute, matching the requirement from its database or application data bank with required details.
- c. The agency shall arrange a face to face interaction of the shortlisted candidates with the designated team from the Institute, wherever required.
- d. The candidate found suitable for the positions will be intimated to the agency. The agency shall complete document verification, police verification, medical examination etc., of the selected candidate and advise him/her to report to the Administration department with Appointment Letter, Identity card and uniform etc., issued by the agency
- e. Based on the nature of work/duties, the category of requirement will be indicated. Mere possession of higher qualifications/experience shall not entitle any candidate to be considered in higher category for the purpose of fixing the wages.

## **8. General conditions of deployment:**

- a. All the candidates should be on the rolls of the agency and will be the employees of the agency for all purposes. The agency or the staff deployed by it, doesn't have any claim or right for employment either permanent or temporary in the Institute, whatsoever the reason may be.
  - b. The agency should maintain a database of the candidates matching the requirement of the Institute and supply more number of applications/candidates.
  - c. The agency should replace any candidate with a candidate of similar profile duly following the process of engagement, in case of unsatisfactory performance, absence for longer periods etc., on the request of the Institute within a reasonable time.
  - d. The agency should provide necessary uniforms, safety wear etc., for candidates wherever required to work with such norms.
  - e. Period and nature of the experience required as mentioned in the requisition form and should be a mandate for engagement of a candidate.
  - f. All the candidates should possess the required qualifications/degrees/diplomas etc obtained from a School, College, Board, University or Institute etc recognised by the Law.
  - g. The agency should complete the physical verification of all documents related to education qualifications and experience, verification of character and antecedents and medical fitness of the candidates before deploying them in the Institute, at its cost. All these certificates shall be produced to Institute at the time of their joining or whenever demanded by the Institute.
  - h. All the staff members deployed by the agency should mark their attendance in the registers or machines while attending the duty. The wages should be calculated accordingly and attendance report should be attached along with the invoice.
9. IIMV reserves the right to postpone or modify or extend the date of receipt of tenders or to withdraw the tender notice, without assigning any reason thereof. In such cases, the bidders shall not be entitled to any form of compensation from IIMV. IIMV reserves the right to reject any bid wholly or partly without assigning any reason(s). Incomplete bids, conditional submissions, corrections, amendments and/or additions to bids once submitted, shall be rejected.

10. **Rejection of Bids:** Bids submitted in any other format; Bids without the required documents as mentioned in the tender document; Bids submitted or received after the last date and time mentioned in the notice; Bids without DDs for Tender fee and EMD as mentioned in the notice; Bids with validity less than 90 days; Bids with any conditions by the bidder; Bids with financial values mentioned in technical bids; Bids with documents in open covers; Bids not signed by the authorised signatory; Partially quoted bids; Financial bids quoted with service charge equal to 2% or less; or bids with any other conditions suitable for rejection – are liable for rejection.
11. Bids shall be evaluated based on the information/data contained in the tenders submitted, without recourse to any extrinsic source. The institute reserves right to seek any document or clarification or information pertaining to the documents submitted by the agency as part of technical bid, during the evaluation of technical bids.

## 6. SUBMISSION OF BIDS.

### 6.1 BID DOCUMENTS:

Bidders are required to access the tender document on the website <https://eprocure.gov.in/eprocure/app> and go through all the conditions and other details pertaining to the tender like Special instruction etc. Bidder can download the tender document from IIM Visakhapatnam website also. Bidders are required to fill all relevant information, upload the relevant documents called for in the tender and submit the bid online in the portal <https://eprocure.gov.in/eprocure/app> on or before closing date time mentioned in Notice. Tender documents submitted in any other form will not be accepted.

Corrigendum, amendments etc., to this tender, if any, shall be issued / available on IIMV website and <https://eprocure.gov.in/eprocure/app> only. Prospective Bidders are requested to visit the website regularly for any updates in this regard. No separate communication shall be sent thru e-mail/newspaper etc.

Bidders are advised to go through the '**Instruction for Online Bid Submissions**' provided along with NIT.

Detailed procedure for bidding is available in the website (<https://eprocure.gov.in/eprocure/app>) home page in **Bidder Manual Kit**.

Bidders are hereby advised to submit their bids online well before the closing hours as any delay in submission of tenders due to slow internet accessibility or for any other reason will not be accepted by the system.

### 6.2 PAYMENT OF TENDER FEE AND EMD

6.2.1 The tender should be accompanied by specified Tender Fee and Earnest Money Deposit in the form of crossed demand draft/Bankers Cheque drawn in favour of 'Indian Institute of Management Visakhapatnam', payable at Visakhapatnam from any Nationalized Bank or Scheduled Bank. **Cheques or any other forms of payment will not be accepted.** The tender is liable for rejection, if it is not accompanied with the Tender Fee and Earnest Money Deposit as specified in the Notice Inviting Tender.

6.2.2 DDs/Bankers cheques towards **Tender Fee and EMD** along with all documents uploaded in 'Technical Bid' as **Cover-1** shall be kept in a sealed envelope cover and labelled "Technical Bid for Tender No.: : IIMV/Admin/Tender/T&NT Services/2020-21/002, dated 20-Nov-2020". This envelope cover shall be sent thru post/courier or deposited in the tender box placed in the office of the Senior Administrative Officer,

IIM Visakhapatnam, Andhra Bank School of Business Building, Andhra University Campus, Visakhapatnam – 530003 on or before the closing date and time for submission of tenders. Bids received after the closing date and time, for any reason thereof, will be rejected.

- 6.2.3 Tenders submitted online without submitting the required Tender Fee and EMD shall be liable for rejection. However as per applicable Government Notification the Tender Fee and EMD shall be exempted for the agencies who furnishes the valid applicable National Small Industries Corporation (NSIC) / Micro Small Medium Enterprises (MSME) Certificate. Hence, the tenderers shall upload the scan copy of the relevant and valid NSIC/MSME Certificate if available in the website <https://eprocure.gov.in/eprocure/app> while submitting the bid.
- 6.2.4 Earnest Money Deposit, so paid will be refunded or returned as the case may be, to the unsuccessful tenderers within one month of completion of the tendering process. In the case of successful tenderer, the Earnest Money Deposit will be retained as part of the initial Security Deposit and shall be refunded after submission of required Security Deposit in full. No interest will be payable on EMD/Security deposits.
- 6.2.5 The amount of EMD is liable to be forfeited, if the tenderer withdraws from the tender process after submission of the bid or after the acceptance of the offer and fails to remit the Performance Security Deposit. The Agency who seeks exemption from Tender fee/EMD as per above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for tenders issued by IIMV.

### 6.3 SUBMISSION OF TECHNICAL BID:

The following documents should be uploaded electronically under **Cover-1** for submitting Technical Bid:

1. Letter for submission of bid (Annexure-I)
2. Scanned copies of DDs for Tender Fee and EMD (as per Notice)
3. Tender document duly stamped and signed on all pages, by the authorized signatory of the bidder.
4. 'Technical Bid' (Annexure-II & Table 1) along with all the documents mentioned thereon – duly stamped and signed by the authorized signatory of the bidder.
5. **SPECIAL NOTE:** All the above documents uploaded in 'Technical Bid' along with original DDs for Tender Fee and EMD shall be arranged in same order, serially numbered, bound (spiral/hard) and placed in one envelope cover and sealed properly. This cover shall be labelled "Technical Bid for Tender No: IIMV/Admin/Tender/T&NT Services /2020-21/002, dated 20-Nov-2020". Name and address of the bidder shall be clearly mentioned on this cover. This envelope cover shall be sent thru post/courier or deposited in the tender box placed in the office of the Senior Administrative Officer, IIM Visakhapatnam, Andhra Bank School of Business Building, Andhra University Campus, Visakhapatnam – 530003 on or before the closing date and time for submission of tenders.
6. Bids received after the closing date and time, for any reason thereof, will be rejected. IIM Visakhapatnam is not responsible for any delay in submission of bids.
7. **Bids submitted without above documents are liable for rejection.**

#### **6.4 SUBMISSION OF FINANCIAL BID:**

The bidder shall Upload the 'Financial Bid' in MS Excel format as per Annexure-III (read the instructions thereon clearly before filling the bid) under **Cover-2**. Bidders are not required to submit the Financial Bid physically.

#### **6.5 BID VALIDITY:**

Bids should be valid up to 90 (ninety) days from the date of opening Financial Bids. The bidder shall not rescind the offer or modify the terms and conditions in any manner after submission of the bid.

### **7. OPENING OF BIDS AND THEIR EVALUATION**

#### **7.1 TECHNICAL BID OPENING:**

Technical Bids will be opened electronically on the date and time mentioned in the Notice Inviting Tender in IIM Visakhapatnam. One representative from the bidder's firm shall be allowed for opening the technical bid at IIMV campus on production of authorization letter from the firm, as per the Annexure-V.

#### **7.2 TECHNICAL BID EVALUATION:**

The Technical Bids of the all the bidders shall be opened first to evaluate the Eligibility Criteria. The bidders meeting the Eligibility Criteria shall be declared as Technically Qualified.

#### **7.3 FINANCIAL BID OPENING:**

Financial Bids of Technically qualified bidders only will be opened later. The date and time of opening the Financial Bids will be intimated to the eligible bidders separately. The bidders with lowest Financial Bid value will be declared as successful bidder.

**NOTE:** In case of equal value in Financial Bid value, the successful bidder will be declared as per the terms mentioned in the Financial Bid.

### **8. OTHER TERMS & CONDITIONS:**

- 1. Performance Security:** The successful bidder will have to furnish performance security of 5% (five percent only) of the final Work Order value (before taxes) calculated for the entire contract period, i.e. two years, in the form of bank transfer or Demand Draft or Bank Guarantee in favor of Indian Institute of Management Visakhapatnam, payable at Visakhapatnam, within 10 days of issuing of Letter of Award and acceptance thereof. Performance Security should remain **valid for a period of sixty days beyond** the date of completion of all contractual obligations of the contractor. Performance Security will be forfeited if the firm fails to perform any of the terms or conditions of the contract. The firm may also be blacklisted. Performance Security will be refunded to the bidder without any interest, whatsoever, after it duly performs and completes the contract in all respects.
- 2. Payment Terms:** The payment if bill will be processed by the Institute within 21 days of submission of proper invoice at the end of each month along with all relevant documents. Challans in proof of payment of EPFO, ESIC contributions and GST for previous month, attendance reports are mandatory documents to be submitted along

with invoice for every month. Clarifications/corrections in the invoice/documents will result in delay of payment.

3. The agency shall process the payment of salaries to the staff deployed by it without waiting for processing of the bills submitted. The agency shall issue proper pay slip to all the employees engaged by it and the proof of payment of salary to their bank account shall also be submitted along with invoice. Any delay or discrepancies in payment of wages will be treated as violation of Payment of Wages Act and the Institute may initiate suitable action with the authorities concerned.
4. The monthly salary will be reimbursed as per the area classification as per the Minimum wages (Basic + VDA) notified by the Ministry of Labour & Employment, Govt. of India for 26 days in a month. The contractor has to pay the ESIC and EPF contributions as per Acts and can claim the Employer's share for ESIC and EPF from this office in their monthly bill. Leave Salary and Bonus as per applicable Act will be paid on monthly basis. Service charges will be paid only on Minimum Wages (Basic + VDA) only.
5. **Work at Risk and Cost:** In case, the firm fails to provide the required services during the contract period or extended contract period, the same services will be obtained from open market and the total cost of the same, will be recovered from the pending bill(s) of the defaulting firm or from Performance Security or both.
6. **Duration and Termination of Contract:**  
Duration of the contract shall be for a period of 02 years from the date of its commencement. The contract may be extended by one more year based on satisfactory feedback from all stake holders of the institute, requirement at that point of time, at discretion of the Competent Authority on mutually agreeable terms and conditions. The Institute may at any time terminate the Contract by giving a written notice to the awarding firm, one month in advance. If the contractor wishes to withdraw from the contract, should give a notice three months in advance. Failure to give notice on part of the contractor and failure in providing the services as agreed shall be treated as breach of contract. In such case, IIMV reserves the right to get the required services from open market/other similar agency and that cost shall be charged to the existing contractor. The cost shall be recovered from the Security Deposit.  
The contract can also be terminated by the Institute, without compensation to the contractor, if the contractor becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Institute.
7. **Agreement:** The successful Bidder shall be required to execute a contract Agreement with IIMV on the non-judicial stamp paper of Rs. 100/- (Rupees One hundred only) within 15 days of receipt and acceptance of letter of award. The cost of stamp paper shall be borne by successful bidder. IIMV reserves the right to amend the terms & conditions of contract by mutual agreement and the same shall be reduced to writing and be applicable during the (remaining) tenure of the contract. The amended terms and conditions will form part of the agreement.
8. **Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.

9. **Indemnity:** The contractor shall indemnify and hold harmless at all times, the Institute and its representatives, against all losses and claims for injuries and or damages to any person or property. The bidder shall abide by and observe all laws and regulations of the land, or the time being in force, and shall keep the Institute indemnified against all penalties and liabilities for any kind of breach of any such statute, ordinance, law, regulation or rule enforced by any rightful authority and legal entity.
10. **Compliance with the Institute rules and Regulations:** The selected bidder shall comply with all norms stipulated by the Institute regarding maintenance of discipline, decorum, etiquette, safety, security and hygiene at and around the workplace. Strict compliance with all guidelines and procedures etc. issued by the MHA, MHRD, Local Authorities or Institute in relation to the COVID-19 pandemic or any other such contingencies or exigencies shall be duly observed while entering and during the stay at the office, while interacting with the faculty, staff, students etc.
11. **Arbitration:** In the event of any question, dispute or difference arising under this tender and/or in connection therewith, except as regards decisions, the process in respect of which is specifically and explicitly provided under this tender, the same shall be referred to an arbitrator appointed in accordance with the law for the time being in force by the Competent Authority and the decision of the Arbitrator shall be final and binding on both parties of this tender. The costs of arbitration shall be shared equally.
12. **FORCE MAJEURE:** If at any time, during the continuance of the agreement/contract, the performance in whole or in part, by the firm, of any obligation specified in the agreement/contract, is prevented, restricted, delayed or interfered, by reason of war or hostility, act of the public enemy, civil commotion, sabotage, act of State or direction from statutory authority, explosion, epidemic, quarantine restriction, fire, floods, natural calamities or any act of GOD, (hereinafter referred to as event), the firm/agency may be excused from performance of its obligation provided that notice of happenings of any such event is given by the firm to IIMV within two calendar days from the date of occurrence thereof. Provided further that the obligations under the Agreement shall be resumed by the firm, as soon as practicable, after such event comes to an end or ceases to exist. The decision of IIMV as to whether the obligations may be so resumed (and the time frame within which the obligations may be resumed) or not, shall be final and conclusive.  
However, the Force Majeure events mentioned above will not in any way cause extension of the period of the Contract.
13. **Jurisdiction:** All disputes arising, if any, under this tender/contract shall be subjected to the jurisdiction of courts of Visakhapatnam, Andhra Pradesh only.

## **9. INSTRUCTIONS FOR ONLINE BID SUBMISSION**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

### **Registration:**

- a) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- f) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **Searching for tender documents:**

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.



## **Preparation of bids**

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids. All Corrigenda/Amendments to the tender document shall be published on IIMV Website and CPP Portal only. No separate communication to any party/bidder will be sent.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **Submission of bids:**

- a) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- d) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the

details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- f) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- j) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **ASSISTANCE TO BIDDERS**

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

(To be printed on bidder's letterhead, scanned and attached as first page of 'Technical Bid')

**LETTER FOR SUBMISSION OF BID**

The Senior Administrative Officer  
 Indian Institute of Management Visakhapatnam  
 Andhra Bank School of Business Building  
 Andhra University Campus  
 Visakhapatnam- 530 003

**Subject:** Bid for Tender for engagement of agency for providing Technical and Non-Technical Services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc. on outsourcing basis with Tender No.: IIMV/Admin/Tender/ T&NT Services /2020-21/002, dated 20-Nov-2020

Dear Sir,

Subject to the conditions given in the tender documents, I/We hereby submit bid for providing Technical and Non-Technical Services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc. on outsourcing basis. I/We hereby certify that I/We have read all the terms and conditions of the tender document and agree to abide by them unconditionally.

S.No	Particulars	Details
1	Name of the Bidder (Firm/Co./agency):	
2	Address of Registered/branch office in Vizag:	
3	GSTN & PAN	
4	Authorized person's Name and designation:	
5	Contact No(s).	
6	E-mail:	
7	Details of payment of EMD	Amount: _____ DD No.: _____ Bank: _____ Date: _____

**Note:** All correspondence shall be made on the mentioned address, contact No. and email id only.

**Declaration**

I/we \_\_\_\_\_, the undersigned being authorized signatory or \_\_\_\_\_ for submission of bid for "for engagement of agency for providing Technical and Non-Technical Services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc. on outsourcing basis" against Tender No: IIMV/Admin/Tender/ T&NT Services /2020-21/002, dated 20-Nov-2020, hereby declare that all the documents submitted and details furnished are true and correct to the best of my knowledge. I understand that if at any time, during or after the tender process or after award of contract, the documents or the details submitted are found to be false/ manipulated/ fabricated with a mal-a-fide intention, the bid will be summarily rejected/contract be nullified and suitable action as deemed fit be initiated against my firm/company/agency.

Date:

Authorized person's Signature:

Place:

Full name:

(Company Seal)

**Technical Bid**

Tender No.: IIMV/Admin/Tender/T&NT Services/2020-21/002, dated 20-Nov-2020 for engagement of agency providing Technical and Non-Technical Services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc. on outsourcing basis.

S. N	Criteria	Details	Document to be submitted
1	The bidder should be a registered entity under suitable Act with its Registered or Branch office in Visakhapatnam VMRDA region, Andhra Pradesh as an agency for providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis.	Regn. No & Date: _____ _____	Certificate of Incorporation or Registration of the firm clearly showing the nature of business
2	The bidder should have registered for GST & Income Tax	GSTN: _____ PAN: _____	Copies of GST certificate & PAN card
3	The agency should have valid registrations with ESIC, EPFO, CL (R&A) and all other Acts as applicable	EPFO ESIC CL(R&A) Other	License or Registration Certificates issued under EPFO, ESIC, CL (R&A) etc
4	The bidder shall have minimum 5 years of experience, by 31-10-2020, as an agency for providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis to Central or State Government bodies or PSUs	YES / NO (Details to be given in Table 1)	Copies of Work orders or agreements and Work completion certificates
5	The bidder should have minimum 02 years of experience by 31-10-2020 in providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis to Higher Educational Institutions in last 5 years	YES / NO (Details to be given in Table 1)	Copies of Work orders or agreements and Work completion certificates

Continued on Page 21

Authorized person's Signature:

(Company Seal)

6	The bidder should have one currently running contract, providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis to a Central or State Govt organization or PSUs with deployment of not less than 50 staff per day.	YES / NO (Details to be given in Table 1)	Copies of Work orders or agreements
7	The bidder should have a minimum turnover of Rs. 1.0 crore during any one year in the last 3 Financial Years, for the business related providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis.	YES / NO (Details to be given in Table 1)	Audited account statements/ CA certificates for the past 3 financial years
8	The agency should not have involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.		Declaration as per Annexure-IV
9	The Agency should not have been blacklisted by any Central or State Governments or any government organizations		Declaration as per Annexure-IV

**Note:**

1. Bids without any of the above documents shall be treated as 'incomplete' and will be rejected.
2. After uploading the signed, scanned copies of the above documents electronically, hard copies of these documents shall be sent to IIM Visakhapatnam as mentioned in item: 6.3
3. Financial Bid values SHOULD NOT be mentioned anywhere in the Technical Bid.

Date:

Authorized person's Signature:

Place:

Full name:

(Company Seal)

**Table 1.****Details in support of Annexure-II**

4. The bidder shall have minimum 5 years of experience, by 31-10-2020, as an agency for providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis to Central or State Government bodies or PSUs. <b>Documents to be submitted:</b> Copies of Work orders/ agreements and Work completion certificates								
S. No	Name and address of the organization	Contract period		Page Nos				
		From	To					
5. The bidder should have minimum 02 years of experience by 31-10-2020 in providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis to Higher Educational Institutions in last 5 years. <b>Documents to be submitted:</b> Copies of Work orders/ agreements and Work completion certificates								
S. No	Name and address of the educational institution	Contract period		Page Nos				
		From	To					
6. The bidder should have one currently running contract, providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis to a Central or State Govt organization or PSUs with deployment of not less than 50 staff per day. <b>Documents to be submitted:</b> Copies of Work orders or agreements								
S. No	Name and address of the educational institution	Contract period		Page Nos				
		From	To					
7. The bidder should have a minimum turnover of Rs. 1.0 crore during any one year in the last 3 Financial Years, for the business related providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis. <b>Documents to be attached:</b> Audited account statements/CA certificate for the past 3 financial years								
S.N	Details	FY 2017-18	FY 2018-19	FY 2019-20				
1	Turnover during past 3 Financial Years in Rs. Crores							
8. The number of persons available with the agency as on date, in each category should be provided								
Category	Electrician	AC Technician	Nursing Assistant	Supervisors	Attendants	Pantry Boys	Housekeeping staff	Gardeners
No.								

Date:

Authorized person's Signature:

Place:

Full name:

(Company Seal)

**Financial Bid**

Tender No.: No: IIMV/Admin/Tender/T&NT Services /2020-21/002, dated 20-Nov-2020 for engagement of agency providing Technical & non-Technical services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis.

S. No	Item description	Service Charge (%)	
1.	Percentage of Service Charge for providing Technical & Non-Technical Services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis, as per the scope of work and terms & conditions mentioned in the Tender document.	In figures	
		In words	

**Note:**

1. Bidders will quote only percentage of Service Charge (on Minimum wages only) in price bid as other statutory payments like Minimum Wages, EPF, ESIC, Bonus and all others (if applicable) will be paid on monthly basis as per rules and Act applicable.
2. In case of variation between the values in figures and words, the value in words shall be final.
3. **Bids quoted with service charge 2% or less will be rejected.**
4. The wages for all categories of staff on outsource basis will be made as per the notification of central minimum rates of wages, GOI, Ministry of Labour & Employment revised periodically.
5. GST will be paid extra as per actual at the time of billing.
6. Rates of Minimum wages and VDA will be revised as per the notification issued by GOI. Other terms & conditions will remain the same for entire contract period.
7. Bids with any conditions will be rejected.
8. Corrections if any, shall be duly attested by the authorized signatory.
9. The rates quoted shall remain constant for the entire duration of the contract and the extended period of contract if any.

**NOTE: In case of equal values quoted by the bidders, the successful bidder will be declared in order of having:**

1. Bidder with highest number of years of experience in providing these services after establishment/ incorporation, anywhere in India.
2. Bidder with highest number of years of experience in providing these services after establishment/ incorporation, in Visakhapatnam VMRDA region.
3. Earlier or existing contract with Centrally Funded Technical Institutions (number of years)

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

Date:

Authorized person's Signature:

Place:

Full name:

(Company Seal)

**Declaration regarding Non-Blacklisting of the Firm  
(To be printed on Bidder's letter head)**

To:  
The Senior Administrative Officer  
Indian Institute of Management Visakhapatnam  
Andhra Bank School of Business Building  
Andhra University Campus  
Visakhapatnam 530 003.

Subject: Non-Blacklisting declaration in connection with IIM Visakhapatnam Tender No.: IIMV/Admin/Tender/T&NT Services/2020-21/002, dated 20-Nov-2020 for providing Technical & Non-Technical Services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis.

Dear Sir,

This is to notify you that our Firm/Company/Organization intends to submit a proposal in response to invitation for Tender No: IIMV/Admin/Tender/T&NT/2020-21/002, dated 20-Nov-2020 for providing of Technical & Non-Technical Services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis.

In accordance with the above we declare that:

- a. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
- b. We are not blacklisted by Central or any State Government or any agency of State or Central Government or any Regulatory Authorities in India or any other country in the world, for any kind of fraudulent activities.

Name of the Bidder (Firm/Co./agency) \_\_\_\_\_

Name & Designation of the Authorized Signatory: \_\_\_\_\_

Date:

Signature:

Place:

Name:

Company Seal:



**LETTER OF AUTHORISATION FOR ATTENDING TECHNICAL BID OPENING  
(To be printed on Bidder's letterhead)**

Subject: Authorization for attending bid opening of IIM Visakhapatnam for providing Technical & Non-Technical Services in the areas of Electrical, Civil, AC, Building Facilities Management, Repair Works; Health Centre; Housekeeping; Classroom, Office Assistance; Gardening etc., on outsource basis with Tender No: IIMV/Admin/Tender/T&NT Services/2020-21/002, dated 20-Nov-2020

Sir,

The undermentioned person is hereby authorized to attend the bid opening for the tender mentioned above on behalf of \_\_\_\_\_

Name of the representative: \_\_\_\_\_

Specimen Signature: \_\_\_\_\_

Note:

1. Only one representative will be permitted to attend bid opening. Alternate representative will be permitted when regular representative is not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

Name of the Bidder (Firm/Co./agency) \_\_\_\_\_

Name & Designation of the Authorized Signatory: \_\_\_\_\_

Date:

Signature:

Place:

Name:

Company Seal: