



भारतीय प्रबंधन संस्थान जम्मू

**INDIAN INSTITUTE OF MANAGEMENT JAMMU**

**An Institute of National Importance, Ministry of Education, Government of India**

Jagti, Jammu 181221, India Phone: +91-191-2741400

Website: [www.iimj.ac.in](http://www.iimj.ac.in)

## **E- Tender Document for Housekeeping/ Facility Management Services at IIM Jammu**

**Online tendering through CPPP**

**<https://eprocure.gov.in/eprocure/app>**

**<http://www.iimj.ac.in/tender-and-notice>**

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## NOTICE INVITING TENDER (E-Procurement Mode)

### FOR FACILITY MANAGEMENT SERVICES AT IIM JAMMU.

NIT Ref No: IIMJ/NIT/Facility-MGMT/2024-25/09

Dated 10.09.2024

Indian Institute of Management Jammu, an autonomous body, under the Ministry of Education, Government of India invites tenders for Housekeeping/ Facility Management Services at IIM Jammu, under two bid system Technical Bid (Part-I) & Financial Bid (Part-II) Interested Agencies/ Firms meeting the eligibility criteria as per tender document may submit their Bids complete in all respect.

### TENDER SCHEDULE/ BID-DATA SHEET:

Date of Issue/Publishing	:-	11.09.2024
Start date and time of submission of Bid	:-	20.09.2024 from 11:30 AM onwards
Last Date and Time for Uploading of Bids	:-	02.10.2024 upto 03:00 PM
Last Date and Time for receipt of queries	:-	25.10.2024 upto 3.00 PM
Date and Time of Opening of Technical Bids (Cover-I)	:-	03.10.2024 @ 3.00 PM
Date of Opening of Financial Bids (Cover-II)	:-	Shall be Communicated after the technical evaluation.
Pre-Bid Meeting (For any query related to tender)	:-	18.09.2023 at 3.00 PM Online Pre-bid meeting through Google Meet/ Zoom/ Other Online Platform
Presentation	:-	The date for presentation will be declared later on, after Technical Bids opening
Number of Covers	:-	02 (Two)- Cover-I (Technical Bid) and Cover-II (Financial Bid)
Tender Process Fee (Non-refundable) <b>Not exempted</b>	:-	Rs.1180/- (Rupees One Thousand One Hundred and Eighty only) Including GST
EMD (Earnest Money Deposit)	:-	Rs. 5,00,000/- (Rupees Five Lakhs only)
Performance Security	:-	3% of Estimated Contract Value
Contact detail	:-	Chief Administrative Officer, 0191-2585835, <a href="mailto:cao@iimj.ac.in">cao@iimj.ac.in</a> , Purchase Department: 0191-2585837, <a href="mailto:purchase@iimj.ac.in">purchase@iimj.ac.in</a>

Bid Validity	:-	120 days from the date of opening of financial bid
For site visit	:-	Any working day up to 4.00 PM

**Note:**

- (i) Bids submitted with incomplete information or information not in conformity with the Bid Documents will summarily be rejected. While submitting the Bids, the Bidders must exercise utmost care to fill up the bid in all respect as per the specified terms and conditions.
- (ii) The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the tender exercise.
- (iii) In case, the last date of receipt of tenders and / or the day of opening of tender is declared as a Public Holiday or there is non- functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose at same time. No separate intimation will be given.

**SPECIAL NOTE FOR SITE VISIT:**

Bidders in their own interest at their cost are advised to visit, inspect and examine the site / campus and its surroundings and satisfy themselves including prevailing rules, regulations/ directions of the local authorities/ State Government, that may be necessary for preparing the bid and execution of the contract, before submitting their Bids in respect of the Site Conditions including access to the site, availability of land, water, power and other facilities, Source and extent of availability of suitable materials including water etc. and labor, including but not restricted to any other conditions which may influence or affect the work or cost thereof under the contract. No extra charges consequent upon lack of any information/ knowledge and understanding shall be entertained or payable by the Institute. The bidders should note that information, if any, with regard to the site and local conditions, as contained in this Bid document has been given merely to assist the bidders and is not warranted complete in all respects. The bidder should ascertain all other information pertaining to and needed for the work including information regarding the risks, contingencies and other circumstances which may influence or affect the work or the cost thereof under this contract. All the temporary services/arrangements shall be made by the Contractor at no extra cost to Institute.

**Chief Administrative Officer**

## 1. BACKGROUND:

- 1.1 Indian Institute of Management Jammu, hereinafter known as IIM Jammu is one of the Institutions of National Importance (INIs) in India governed by the Indian Institute of Management Act 2017 under the Ministry of Education (MOE), Government of India. The Institute imparts quality/ world class education in Management and conducts MBA program, IPM Program, Doctoral level programmes and executive training programs in all the functional areas of Management.
- 1.2 IIM Jammu is operating from its permanent campus at Jagti, the 200 acres of state-of-the-art campus at Jagti, 14 Kms. from Jammu City, about 16 Kms from Jammu Railway Station and 18 Kms. from Jammu Airport. The proposed Campus is a blissful mix of modern architecture, culture and heritage of Jammu and Kashmir
- 1.3 IIM Jammu is also operating from its temporary campus at the Old University Campus, Canal Road, Jammu, since August 2016.
- 1.4 IIM Jammu is also operating its transit Satellite campus for Executive's Education Programs at Srinagar-190015 J&K.
- 1.5 IIM Jammu is also opening an Off-Campus, at Leh, Ladakh.
- 1.6 IIM Jammu invites e-tender / online bids from Reputed Firm / Company for providing Housekeeping/ Facility Management Services at IIM Jammu, having similar experience in providing Housekeeping/ Facility Management Services to academic institutes specially IITs, IIMs etc. The Institute has adopted highest quality standards for all its activities and the bidder is required to render services meeting stringent standards and high quality.

## 2. SCOPE OF WORK:

### 2.1 LOCATIONS OF SERVICE:

2.1.1 **Providing** Housekeeping/ Facility Management Services and Contractual Manpower on Out-Sourcing to IIM Jammu at following location:

- (i) **Location:** Permanent Campus of IIM Jammu at Jagti, Jammu.

### 2.2 DETAILS OF SPACE:

2.2.1 **Location:** Permanent Campus of IIM Jammu at Jagti, Jammu:

	Area in Sqm.
Area (For cleaning and up-keeping purpose)	46,812.00 Sqm
Road Area (For sweeping purpose)	41,675.00 Sqm
<b>Total Area</b>	<b>88,487.20 Sqm</b>

Sl. No.	Buildings Name	Carpet Area in Sqm.
1	Guard Room & Gate	90.30 Sqm
2	Academic Block	17,596.60 Sqm
3	MDP Residential Block	2,025.10 Sqm
4	Hostel Block (I)	10,885.00 Sqm
5.	Hostel Block (II)	12,450.00 Sqm
6	Executive Hostel Block	1,403.50 Sqm
7	Indoor Sports Block	1,129.80 Sqm
8	Medical Centre	193.20 Sqm
9	Professor Res Block	159.50 Sqm
10	Associate Prof Res Block	546.80 Sqm
11	Type B Staff Residence	102.84 Sqm
12	Type C Staff Residence	94.71 Sqm
13	Shopping Block	134.85 Sqm
	<b>Total Area</b>	<b>46812 Sqm</b>

Sl. No.	Roads	Carpet Area in Sqm.
1	PQC Road including footpath and open areas in playground	33,600.00 Sqm
2	Fire Tender including footpath	8,075.00 Sqm
	<b>Total</b>	<b>41,675.00 Sqm</b>

Above details may vary and may be increased or decreased as per requirement of the institute. The payment shall be done based on actual service rendered as per area covered.

## 2.3 BRIEF SCOPE OF WORK:

2.3.1 Complete upkeep (Housekeeping works including Cleaning Services, Cleaning Services for Toilets & laundry areas, Waste management & disposal, Pest control etc.) in following area:

2.3.1.1 All Institutional Buildings inside both locations.

- 2.3.1.2 All Hostel Buildings
- 2.3.1.3 Amenities service areas (Shopping Area, Medical, Dining Hall).
- 2.3.1.4 Residential area (only common area, terrace & outside of the houses to be considered), Other Open Area, lawn, roads, pavements, Open courtyard, Entrance, Amphitheatre, Auditorium, Parking, Pathway, Covered canopy area, Academic vista & grounds. Any other areas inside the campus as decided by IIM Jammu Administration.
- 2.3.2 **Housekeeping Service** include machine enabled cleaning, sweeping, wiping, dusting, moping, freshening, solar plates washing, garbage collection, segregation & disposal of garbage, Vacuum cleaning, disinfecting, polishing, scrubbing, sanitization and such other tasks.
- 2.3.3 Areas & premises to be cleaned are all floors of Academic Block including lift area, Hostels including lift areas, Terraces, Sports Complex, Faculty and Staff residences common area including staircases, terraces, lift area, Offices, classrooms, Auditorium, Library, Dining block, Cafeteria, Gates, Roads, Tracks, Path Ways, GSS (Grid Sub Stations), ESS stations, Amphitheatre, Auditorium, Clock tower, Water Body, Shopping complex, Directors Residence, Play Fields, Circles/ Chowks, Roof tops, Water tanks, Sewerage Lines, Security Gates at Institute entrances, Other Open Area, lawn, roads, pavements, Open court yard, Parking, Pathway surrounding area within 50 meters of each entity, Solar Plates, etc. as per the direction of IIM Jammu. Also, Garbage disposal including its segregation & transportation at location specified by Competent Authority.
- 2.3.1 Within any building other than Faculty and staff residences, House Keeping Services shall include Toilets, Furniture, Fixtures, ACs, PCs, Fans, Almiras, Drawers, Chairs, Doors, Windows, Phones, Lab equipment, Machines, Drinking Water coolers with purifiers, Curtains, Blinds, Foot mats, Dustbins, Flag Posts, Sewage treatment plant, water treatment plant, facades, all glass windows and Underground Water Tanks.
- 2.3.2 Frequency of House Keeping Services will be different for various category of segments i.e. thrice, twice or once a day, weekly, fortnightly, monthly, quarterly, annual and occasional tasks as described in succeeding paras for each segment.
- 2.3.3 Details of Urinals, Washrooms and WC (At Jagti and Canal Road)

Sr No	Buildings	Wash Basins	Urinals	W/C	Baths
1	Academic Block	105	129	105	-
2	Hostels ( I+II)	88+100	56+64	85+97	85+97
3	Shopping, Medical + Sports	10	5	10	5
4	Executive Hostel	48	-	48	48
5	MDP	44	2	44	44
6	Canal Road	88	76	79	54

## 2.3.1 DETAILS OF TASKS:

LOCATION	PERMANENT CAMPUS AT JAGTI, JAMMU
<b>AEAS/BUILDINGS TO BE COVERED</b>	Academic block/ Professors Residency/ Associate and Assistant Professors Residence/ Associate and Assistant Professors Residence/ Directors Residence/ Garage/ Type B Staff Residence/ Type C Staff Residence/ HOSTEL BLOCK/ EXECUTIVE HOSTEL BLOCK/ MDP BLOCK/ Indoor Sports Complex/ Medical Centre/ Clock Tower/ Electric Sub Stations.
<b>DAILY TASKS</b>	<p>Cleaning, sweeping, mopping, dusting of all offices, Hostel rooms, classrooms, Meeting rooms, staircase, Entrance, lift lobby corridors &amp; other area.</p> <p>Cleaning-Furniture, fixtures, Switch boards, telephone instruments &amp; picture frames etc.</p> <p>Cleaning of general/common toilets and attached toilets at least thrice daily with branded Phenol/Disinfectants and Detergent and maintain the toilets floors dry the whole day.</p> <p>Cleaning of windows and windows sills of all toilets to be done regularly.</p> <p>Wash Basins, Urinals, WCs are to be cleaned with suitable branded Detergent. Checking of flush system of toilets every day. Naphthalene Balls, Air Freshener, Liquid Soap/Hand Wash and Paper Rolls are to be provided by the agency on daily basis.</p> <p>Cleaning of corridors, passages, staircases, common area, lift area are, pantries and other rooms with phenol/Disinfectants in the morning and with plain water continuously.</p> <p>Cleaning of office/ classrooms/ conference halls/ Lounges by removing dust from floors, windows, doors, furniture including sofas, fixtures, telephones, cupboards, air conditioners, filing Almira's, cabinets, glass pans, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol/ Disinfectants will be done by Mechanical means.</p> <p>Cleaning of Carpets by soft brush followed by vacuum cleaner &amp; washing of carpet.</p> <p>Cleaning of glass panes on doors, windows &amp; partitions with soap/cleaning agent.</p> <p>Cleaning, sweeping and wiping of floors, furniture and hand washing area etc.</p> <p>Washing of skirting &amp; dado.</p> <p>Removing stain from floor &amp; panelling surfaces.</p> <p>Cleaning of waste paper buckets, mugs &amp; containers.</p> <p>Collection of garbage/waste from dust bins and disposal at the designated location.</p> <p>Spray of branded Room fresheners in all living rooms twice a day in the morning &amp; afternoon.</p>

LOCATION	PERMANENT CAMPUS AT JAGTI, JAMMU
	<p>Machinery enabled daily road cleaning.</p> <p>Sweeping of Roads, Pathways, Garden, stairs, Main gate Play Fields and other such areas.</p> <p>Fibre Floored Play Fields be washed and wiped on daily basis.</p> <p>All floors in common area including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc.</p> <p>Scrubbing, Deep Cleaning, as and when required.</p> <p>All toilets should be kept fully stocked with supplies and should be made available at all times.</p> <p>Clearance of Dust bins from hostel rooms, offices, Open areas &amp; Other areas.</p> <p>On completion of daily task, housekeeping staff and the Supervisor will obtain signature of users on Checklist as per the format of check list for various tasks, provided by IIM Jammu</p> <p>Dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry and free from dust, marks and smears.</p> <p>Litter and loosed debris picking up.</p> <p>Stilt parking, Pavement, Road, Open area, Stairs &amp; lift lobby (faculty residence and Non faculty residence Once in a Day or as directed.</p>
<b>WEEKLY TASKS</b>	<p>Cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents or any other suitable chemicals, automatic mopper / scrubbing machine to be used for the purpose.</p> <p>Cleaning of all drains in &amp; outside Building premises, etc;</p> <p>Cleaning of all Cobwebs on the ceiling</p> <p>Cleaning of Glazing / panes, Doors, Windows and Venetian blinds.</p> <p>Clearing and cleaning of the dust beans replacing of liners.</p> <p>Brushing of sofa seats, tapestry of chairs &amp; furnishings</p> <p>Cleaning of pedestals of furniture items.</p> <p>Cleaning of soot carbon deposit, birds dropping.</p> <p>Cleaning/ washing/ dusting door foot mats &amp; toilet door mats</p> <p>Garbage disposal to designated point specified by the State Government/ JMC at the Cost-of- Service Provider.</p> <p>The agency shall arrange to clean all areas covered by furniture and other items by removing the same at least once in a week (preferably on Sundays) to avoid accumulation of dust.</p>
<b>FORTNIGHTLY TASKS</b>	<p>Cleaning of plates e.g., logo, nameplates</p> <p>Cleaning of cabinets, counters, shelves, cupboards &amp; Wardrobes.</p>

LOCATION	PERMANENT CAMPUS AT JAGTI, JAMMU	
	Disposal of rubbish & waste.	
	Cleaning of gutters, catch pits & garbage pits.	
<b>MONTHLY TASKS</b>	Cleaning of water coolers and disinfecting.	
	Cleaning/washing/dusting door foot mats & toilet door mats.	
	Cleaning of Cooling tower area	
	Cleaning of Rainwater drains.	
	Cleaning of Terrace and Façade.	
	Cleaning of fans by Mechanical means.	
	Cleaning of ACs by Mechanical means.	
	Cleaning of switch Box plates, display boards, photos.	
	External statue & other architecture items.	
	Inspecting planning & scheduling recording of activities.	
<b>QUARTERLY/ HALF YEARLY TASKS</b>	Periodical pest control for all hostel rooms, Toilet blocks, Offices, passage, classrooms, meeting rooms, board room, Director office, server room, Pantry, Lounge, Dining hall, Sport block, service block, Estate block, storerooms etc. covered under this contract.	
	Cleaning of sewerage lines to be done quarterly or earlier wherever necessary.	
	<ul style="list-style-type: none"> <li>i) Cleaning of underground, overhead tanks &amp; other water tanks by</li> <li>ii) Mechanized Cleaning,</li> <li>iii) High pressure water Jet cleaning,</li> <li>iv) Vacuumed Cleaning (walls, floors and ceiling),</li> <li>v) Anti-bacterial spray the U.V. Radian,</li> <li>vi) Any other work as per the directions of IIM Jammu.</li> </ul>	
	Dry cleaning of 450 Auditorium Chairs, sofa sets twice a year or as per requirement.	
	Cleaning of false ceiling and Ceiling Lights.	
	Cleaning of venetian/ vertical/ any other blinds, curtains, etc quarterly	
	Cleaning roof top/ terrace/ Rainwater spouts quarterly.	
	Cleaning of Overhead/ underground water storage tanks and disinfecting.	
	Painting of Flag Poles and Tree Trunks on Ceremonial Occasions.	
	Cleaning of External Façade.	
	<b>YEARLY TASKS</b>	Painting Works (Water Coolers, Flag Poles) etc.
	<b>OCCASIONAL TASK</b>	Fixing of poles for occasions, Shifting of stores and office furniture, Arrangements for programs
Maintenance of unutilized areas (Open) - Once in a year /or as required		

## 2.3.2 CLEANING OF TOILETS/LAUNDRY AREA (EXCEPT FACULTY & STAFF RESIDENCE):

- 2.3.2.1 All sanitary wares including sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected and cleaned properly.
- 2.3.2.2 Floors should be cleaned to the same standard as other building floors. In addition, there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.
- 2.3.2.3 Soap dispensers must be filled always, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.
- 2.3.2.4 All toilets should be kept fully stocked with supplies and should be made available at all times.
- 2.3.2.5 In case of any minor plumbing requirements, the same will be carried out by the agency itself in consultation with the Estate Department.

## 2.3.3 PROCEDURE FOR WORK EXECUTION: Procedure for work execution will be as under: -

- 2.3.3.1 The agency shall ensure cleaning of the administrative building, adjoining roads, pavements, footpath, lawns etc. by 08.30 AM or as per the time decided by IIM Jammu, daily.
- 2.3.3.2 The agency shall ensure that all the office rooms, classrooms, conference rooms and service areas etc. properly cleaned and dusted by 8.30 AM or as per the time decided by IIM Jammu, daily.
- 2.3.3.3 The agency shall spray room fresheners of the approved brands by 8.30 AM or as per the time decided by IIM Jammu, in the office rooms.
- 2.3.3.4 To clean the classrooms and make arrangements for the next day's programme in the evening.
- 2.3.3.5 The agency shall also provide workers with required number of neat clean uniform, gumboots, rubber hand gloves, helmets, brushes, gunny bags and tools and tackles for protection, sanitation and general cleaning.
- 2.3.3.6 The agency shall ensure hygiene and safety aspect of the service and conduct training for all the deputed staff at regular intervals.
- 2.3.3.7 The agency shall ensure cleaning work on regular basis including dry sweeping of floor, wet floor cleaning and dusting of wall, doors, glass and windows from inside and outside, ceiling, staircase, dusting of blinds, cleaning of tables, chairs, cupboards, removing cobweb in building, covering floor, ceiling, side balconies, corridors, stair cases, terrace, etc. to ensure dust free and clean environment in the entire occupied campus.

- 2.3.3.8 All the stains on walls as well as floor of toilets, corridors, rooms including glass panes, staircases, railings, lobby passage/walkway etc shall be removed by scrubbing with brush and by suitable acid/chemical wherever required as specified by the Officer-In-Charge.
- 2.3.3.9 The agency shall ensure that the floors and carpet area are cleaned and polished with approved cleaning/polishing material on a regular basis or as and when required. In no case acid will be used for cleaning purposes in any area where its use is prohibited.
- 2.3.3.10 Liquid soap near all wash basins in all toilets of Hostel and Other buildings should always be filled up.
- 2.3.3.11 Air freshener ODONIL or equivalent in all toilets of hostel and other buildings should always be in place.
- 2.3.3.12 Drainage blockage removal, Removal of chokages, as and when required.
- 2.3.3.13 Dirt be removed from the floor and then it shall be cleaned with plain water. Thereafter, soap water solution of proper strength be spread on the floor and rubbed by Mechanical Scrubbers. Wherever it is not possible to rub with mechanical scrubbers/hand brush shall be used to clean the floor. After sufficient scrubbing, the floor shall be properly washed with plain water and dried with cloth.
- 2.3.3.14 The carpet shall be cleaned with heavy duty vacuum cleaner/soft brush to the satisfaction of In-Charge without damaging the texture/surface body of the carpet.
- 2.3.3.15 All the rooms having no carpet shall also be cleaned thoroughly with soap and water.
- 2.3.3.16 Furniture, fixtures, exhaust fans, ceiling fans, air conditioning louvers, etc. to be cleaned regularly without causing any damage to their exteriors, polish, finish, paint etc. so that they always appear new, clean and dust free.
- 2.3.3.17 The agency shall ensure sweeping of the open area to provide dust free, neat and clean atmosphere to users.
- 2.3.3.18 All projections/balconies shall be cleaned thoroughly. Also, the opening of choked drains, wherever required, shall be taken up.
- 2.3.3.19 All windows, their glasses, doors and its glasses and their knobs shall be cleaned and kept free from stains and spots, venetian blinds/ other type of blinds are to be cleaned with feather brushes/vacuum cleaner.
- 2.3.3.20 The garbage will be segregated, and dustbins are to be emptied daily, cleaned and washed every day. Buckets and Mugs to be cleaned with soap and water every week. Chinaware/sanitary ware/wash basin/sinks/flush tanks to be cleaned twice daily with acid cleaned/liquid cleaner.

- 2.3.3.21 Door to door Garbage collection /waste from all locations/ Buildings be organized on daily basis, segregated and disposed off at the designated location(s) under the arrangements of Vendor at his own cost.
- 2.3.3.22 Dry cleaning/dusting of sofa sets and other furniture items will be carried out by your Housekeeping Staff periodically every fortnight. However, all carpets shall be vacuum cleaned every week. Telephone computers, FAX to be cleaned with wet cloth every fortnight (on Saturdays) and by dry soft cloth daily. Furniture's including drawers will be cleaned properly without any damage.
- 2.3.3.23 Proper dusting and disinfecting of all the office premises, corridors and table fixtures, doors and window fixtures be done daily and perfectly. Fan, tube lights and fixtures, false ceiling/ceiling roof and walls to be dusted with broom or vacuum cleaned, including panels, fixtures every fortnightly.
- 2.3.3.24 Cleaning of underground/overhead water storage tanks must be done quarterly.
- 2.3.3.25 Cleaning of water coolers must be done monthly or earlier wherever necessary and painting yearly.
- 2.3.3.26 Mopping Using small double bucket and mopping system.
- 2.3.3.27 Mechanized Sweeping (using a walk behind sweeper).
- 2.3.3.28 Mechanized scrub cleaning (Using Single disc machine, Heavy duty (degreaser) and vacuuming using a wet and dry vacuum cleaner.
- 2.3.3.29 Dusting (Using Cob web and C shape brush) Scrub cleaning of all the stains and wet wiping (Using general purpose cleaner) or thorough cleaning using manual window cleaning kit.
- 2.3.3.30 Schedule of work for daily, weekly, monthly, quarterly/half yearly will be provided to contractor during award/execution of work.
- 2.3.3.31 Maintenance schedule charts to be fixed and signed by all concerned.

#### 2.3.4 DISPOSAL OF WASTE / GARBAGE:

- 2.3.4.1 The agency will responsible to ensure proper disposal of the collected solid/liquid waste on a daily basis under his own arrangements. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the IIM Jammu campus. It shall be the responsibility of the Agency to segregate and dispose off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms/practice of the local authority / IIM Jammu.
- 2.3.4.2 Dust, waste materials shall be collected in proper bins and disposed of immediately. Plastic bags shall be used in all the dust bins in the premises, Cafeteria etc for easy collection and disposal; so that the dust bins are maintained neat & clean and in a hygienic condition. All dust bins will be washed / sanitized at least once in a week.

- 2.3.4.3 SOLID WASTE MANAGEMENT includes Biodegradable Kitchen waste, Plastics, Glass, Tins and Rubber, Incinerator wastes, Paper and Cloth, Iron and Steel; and Electronic Waste.
- 2.3.4.4 Bio Medical waste be disposed off under the Directions of Medical Officer as per the Government Norms on the subject.
- 2.3.4.5 All solid waste should be taken from the earmarked locations in a building from dustbins with separate dustbin codes as per rules.
- 2.3.4.6 Solid waste so collected should be segregated properly both at site and dumping yard.
- 2.3.4.7 Bio-degradable solid waste should be taken in the earmarked location for further composting and vermicomposting. Bio-degradable solid waste (not used for composting and vermin composting) should be dumped at Predesignated location by the Vendor. The contractor should be responsible for the same including the cost, if any.
- 2.3.4.8 Non-Bio-degradable solid waste be also disposed off by the Vendor in co-ordination with Central Pollution Control Board / State Pollution Control Board Vendors. The contractor will be responsible for execution of this task including bearing of cost, if any.
- 2.3.4.9 Debris due to rectification/replacement/ breakdown maintenance works should be immediately removed from the area of work.
- 2.3.4.10 Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times.
- 2.3.4.11 Latest Technologies to be employed for above tasks shall be briefed to the IIM Jammu Committee by the Bidders during the Pre-Bid meeting. Cost of Garbage segregation and transportation shall be borne by the Vendor and same will be included in his Service charges.
- 2.3.4.12 The agency shall segregate the waste in recyclable and non-recyclable type and shall ensure proper disposal of waste as per the standards and directions provided by IIM Jammu.
- 2.3.4.13 The Service Provider shall dispose (as per prevalent national laws and requirements) all biomedical, chemical, and radiological waste generated within the facility / Health facility, including its segregation, transportation, storage, treatment and destruction. The Service Provider shall ensure that 100% of recyclable waste is being recycled through registered agencies.
- 2.3.4.14 Necessary Cart / Vehicle required for movement of Material/Garbage to be provided by the Agency on its own cost.
- 2.3.4.15 Dry / Wet waste segregation should be as per the new Solid Waste Management Rules (SWM), 2016 and its subsequent amendments notified by Union Ministry of Environment, Forests and Climate Change (MoEF&CC).
- 2.3.4.16 Discarded PPEs (Personal Protective Equipment for COVID-19/any epidemic/pandemic disease) from the general public at institutions, and offices should be disposed as per the guidelines issued by Central Pollution Control Board.
- 2.3.4.17 Dealing with any JMC official, their norms etc. is in contractor's scope at its own cost.

2.3.4.18 The agency shall arrange plastic bags/trolleys/transportation arrangements etc from the list of approved brands only for disposal of waste material/garbage, malba, minor building rubbish, earth, etc. to be disposed off beyond the premises up to authorized Municipal dumping yard/ground etc. at its own cost.

2.3.4.19 The agency shall ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in IIM Jammu campus for disposal.

2.3.4.20 Collection of all the garbage shall be in ecofriendly green or black polythene garbage bag at all locations.

2.3.4.21 No garbage shall be left open in any case.

2.3.4.22 In addition to garbage, Tree branches, leaves the TROLLY shall also be used for construction debris, shifting of furniture etc. any type of work as required by IIM Jammu. The GARBAGE trolley shall be covered with while transporting the garbage.

### 2.3.5 PEST CONTROL & FOGGING SERVICES:

2.3.5.1 The contractor shall carry out pest control activities covering all the facilities / blocks, buildings, Hostels of IIM Jammu, including rooms, reception areas, corridors, lobbies, outside areas of kitchen / dining hall, gymnasium, Activity Centre, all the toilets, washrooms, basement and all the facilities under FMC etc.

2.3.5.2 The agency should manage entire pest control & fogging activities on campus on monthly basis except rainy season. Frequency of pest control & fogging activities will be increased in rainy season as and when required basis under consultation with IIM Jammu Administration.

2.3.5.3 All the chemicals/equipment required for this purpose is to be brought by the agency and should be eco-friendly and should be available at chemical storage area.

2.3.5.4 The agency shall be responsible for ensuring the disinfectants, insecticides, fumigation and pesticides used for rendering the services shall be safe, having low toxic levels, duly approved by WHO and Central Insecticide Board.

2.3.5.5 The agency shall maintain date wise and location wise records of treatment for inspection by the representative of IIM Jammu. The date of pest control activity should be conveyed to IIM Jammu well in advance.

2.3.5.6 Following activities should be carried by Pest control team:

- (i) Rodent, Snakes control
- (ii) Cockroach gel treatment
- (iii) Lizard and spider control
- (iv) Bed bugs treatment
- (v) Termite control
- (vi) Mosquitoes and flies control

- (vii) Kitchen fumigation periodically
- (viii) Drains and washroom spray to control insects
- (ix) Removal of Honeybee hives
- (x) Fogging & any other

2.3.6 **MANPOWER REQUIREMENT AND SCHEDULE FOR HOUSEKEEPING SERVICE:** The Agency has to provide manpower in specified numbers to manage the work as required and of quality to ensure workmanship of the degree specified in the Work Order / Schedule to the satisfaction of the IIM Jammu.

2.3.6.1 Manpower Requirement and Schedule will be as per following details:

Sr. No.	Post	Minimum wages Category	Required number of housekeeping Manpower
1.	Facility Manager	Skilled	As per requirement
2.	Supervisor- Housekeeping Staff	Semi-Skilled	As per requirement
3.	Housekeeping Staff (HKS)	Unskilled	As per requirement

2.3.6.2 The above requirement of Manpower may vary (increase/decrease) from time to time as per the requirement of IIM Jammu. Other positions may also be included as per the requirement of the institute.

2.3.6.3 The agency will ensure that adequate number of workers and supervisors are deployed in the campus at all times and around the clock in shift system based on the requirement of IIM Jammu. Adequate Male/ Female Housekeeping Staff will be positioned in both the locations as per requirement of IIM Jammu.

2.3.6.4 The Contractor shall engage fully trained and adequately experience workmen / Staff and arrange to provide refresher training course for them as and when required and as per the direction of IIM Jammu.

2.3.6.5 **Experience:** The Facility manager should be a post graduate with minimum of 8 years or graduate with a minimum of 10 years of experience in Facility Management firm and should have handled at least 100 men under him. The Supervisor should preferably be a graduate with minimum of 3-5 years of experience in Facility Management/ Housekeeping Services. All Housekeeping staff should have at least 2 years of experience in Housekeeping Services. The company should certify their experience before hiring them. The selection of manager will be vetted by IIM Jammu. In case of any deviation in qualification and experience, the concerned manpower will be removed and all paid amount will be deducted.

2.3.6.6 The Contractor shall engage the minimum unskilled manpower from 0700 hrs to 2230 hrs (IN SHIFTS of 8 hours).

- 2.3.6.7 The number of hours which shall constitute a normal working day is 8 Hours as per labour laws.
- 2.3.6.8 The Contractor shall ensure that all employees are in proper Uniform/Dress.
- 2.3.6.9 In most of the cases it would be general shift. But it may be used for second shift during events or whenever required. Please note that 8 hours will be considered as one shift. Hostel housekeeping has to be done 7-days a week. Hence the agency is required to deploy the appropriate no. of labourers to take into weekly off for all.
- 2.3.6.10 Leave Relief: No person shall be sent on leave unless cleared by IIM Jammu. In all such cases, reliever will be positioned prior to sending the personnel to leave.
- 2.3.6.11 The persons engaged by the agency shall be dressed properly as per official dress code prescribed and approved by IIM Jammu and shall behave in a courteous and polite manner.
- 2.3.6.12 In the case of highly deserving and experienced candidate (In the 'Highly Skilled' Category) may be paid higher wages above the minimum wage (As per Minimum Wages Act.) with mutual consent (In written form) between IIM Jammu & the contractor.
- 2.3.6.13 The Agency / Contractor shall employ the contractual Manpower as per the criteria decided by IIM Jammu.

## 2.3.7 DUTIES OF SUPERVISOR/ FACILITY MANAGER:

- 2.3.7.1 The Facility Manager will be looking after the cleanliness of both the campuses.
- 2.3.7.2 Check & ensure that entire area of the building is clean and well maintained.
- 2.3.7.3 Inspect the work done by HK staff.
- 2.3.7.4 Prepare HK staff schedule.
- 2.3.7.5 Opening of rooms for cleaning.
- 2.3.7.6 Maintaining stock record of consumable.
- 2.3.7.7 Shifting of furniture
- 2.3.7.8 Upkeep of open area
- 2.3.7.9 Any other duties assigned by the Institute.

## 2.3.8 UNIFORM SET:

Sr. no	Description	Make	Approx. Quantity per Annum
1.	Uniform with Cap (Shirts & Trousers)	Good quality as approved	2 sets

Sr. no	Description	Make	Approx. Quantity per Annum
		by IIM JAMMU	
2.	Shoes	Good quality Shoes as approved by IIM JAMMU	1 pair
3.	Safety Shoes - As per site requirement	Liberty or Allen Cooper or Hi tech as approved by IIM JAMMU	1 Pair
4.	Rainwear, Raincoat to team working in open area, Umbrella & Gum boot as per site requirement	Good quality as approved by IIM JAMMU	1 No.
5.	Safety Helmet As per site requirement	Karam or as approved by IIM JAMMU	As per requirement
6.	Winter Uniform: Woollen Jersey	Good quality as approved by IIM JAMMU	1 No.

The service provider shall provide the uniform to the contractual manpower on its own cost. The cost of uniform shall be charged neither from IIM Jammu nor from any contractual manpower.

**2.3.9 MATERIAL AND CONSUMABLES MATERIAL REQUIRED TO BE SUPPLIED BY THE CONTRACTOR ONCE IN A MONTH: (To be quoted by the bidder in the technical evaluation stage as an Annexure.)**

Sr. No.	Description	Quantity	Units	Brand Name
1.	Naphthalene ball (coloured and white)			reputed Brand ISI mark
2.	Hand Liquid soap			reputed Brand ISI mark
3.	Urinal Screen			reputed Brand ISI mark
4.	Air Freshener pocket (10 gm)			reputed Brand ISI mark
5.	Urinal Cube			reputed Brand ISI mark
6.	R1			reputed Brand ISI mark
7.	R2			reputed Brand ISI mark
8.	R3			reputed Brand ISI mark
9.	R5			reputed Brand ISI mark

Sr. No.	Description	Quantity	Units	Brand Name
10.	R4			reputed Brand ISI mark
11.	R6			reputed Brand ISI mark
12.	R9			reputed Brand ISI mark
13.	Acid (diluted)			reputed Brand ISI mark
14.	Dettol 5000 ml			reputed Brand ISI mark
15.	Nirma			reputed Brand ISI mark
16.	Room freshener Spray			reputed Brand ISI mark
17.	Metal Scrubber			reputed Brand ISI mark
18.	Check Duster cloth			reputed Brand ISI mark
19.	Big Floor Duster cloth (pocha)			reputed Brand ISI mark
20.	Glass Duster			reputed Brand ISI mark
21.	Nylon scrubber			reputed Brand ISI mark
22.	Garbage bag black			reputed Brand ISI mark
23.	Garbage bag white			reputed Brand ISI mark
24.	Dust bin Liner bags			reputed Brand ISI mark
25.	Toilet roll (double ply)			reputed Brand ISI mark
26.	Mosquito Spray			reputed Brand ISI mark
27.	Fragrance Refill			reputed Brand ISI mark
28.	Hand Gloves			reputed Brand ISI mark
29.	TR 101			reputed Brand ISI mark
30.	TR 103			reputed Brand ISI mark
31.	D7			reputed Brand ISI mark
32.	Spiral			reputed Brand ISI mark
33.	Micro fiber duster			reputed Brand ISI mark
34.	Red pad Brush			reputed Brand ISI mark

Sr. No.	Description	Quantity	Units	Brand Name
35.	Phenyl			reputed Brand ISI mark
36.	Inspect Spray			reputed Brand ISI mark
37.	Toilet cleaner liquid			reputed Brand ISI mark
38.	Paper napkin / Towel (double ply)			reputed Brand ISI mark
39.	Bleaching Powder			reputed Brand ISI mark

**Note:** It is an indicative list and minimum requirements. The agency can improve the list in terms of quality products from time to time after discussion and finalization with IIM Jammu. Consumable records of purchase/ usage will be checked by IIM Jammu and issued on weekly basis after verification by the officer in charge.

Suitable racks will be arranged by the agency for storing the consumables and documents, the Institute will only provide space for storage and office. Table and chairs and shelf to be arranged by the agency.

### 2.3.10 SCHEDULE OF MATERIAL TO BE SUPPLIED BY THE CONTRACTOR ONCE IN 3 MONTHS: (To be quoted by the Bidder in the technical evaluation as an annexure)

Sr. No.	Description	Quantity	Units	Brand
1.	Sponge			reputed Brand ISI mark
2.	Wet mop set (stick and frame)			reputed Brand ISI mark
3.	Dry Mop set (stick and frame)			reputed Brand ISI mark
4.	Wet mop Clamp			reputed Brand ISI mark
5.	Dry mop Clamp			reputed Brand ISI mark
6.	Combi Glass washer & squeeze 18"			reputed Brand ISI mark
7.	Scraper			reputed Brand ISI mark
8.	Nylon Brush			reputed Brand ISI mark
9.	Hand Brush			reputed Brand ISI mark
10.	Dust Pan			reputed Brand ISI mark
11.	Mug			reputed Brand ISI mark
12.	Carpet brush			reputed Brand ISI mark

Sr. No.	Description	Quantity	Units	Brand
13.	Cobweb brush with long stick			reputed Brand ISI mark
14.	Toilet chokages Pump			reputed Brand ISI mark
15.	Bucket			reputed Brand ISI mark
16.	Red pad brush			reputed Brand ISI mark
17.	Soft Broom			reputed Brand ISI mark
18.	Hard Broom with long stick			reputed Brand ISI mark
19.	Floor Wiper Small			reputed Brand ISI mark
20.	Floor Wiper Big			reputed Brand ISI mark
21.	WC/Toilet cleaning brush			reputed Brand ISI mark
22.	Spray Bottles			reputed Brand ISI mark
23.	Dry Mop Refill			reputed Brand ISI mark
24.	Wet Mop Refill			reputed Brand ISI mark

2.3.11 **List of Machines, Tools and Tackles:** To execute **Automated Machine Enabled Housekeeping Services**, machines and equipment be possessed by the Vendor and the same be in fully serviceable and functional condition. The machines that may be used will include Pressure Water jet, Automatic (Walk behind) Scrubber, Vacuum Cleaner, Road Sweeping Machine, Façade cleaning machine, Scissor lifts, Floor Cleaning Machine, Carpet/Chair Cleaning Machine, Hand Scrubber Machine etc shall be extensively made use of wherever necessary. Tentative List of Machine, Tools and Tackles are as under:

Sr.	Description	Qty
1.	Suitable road sweeping machine	1
2.	Heavy Duty Ride on Sweepers machine.	4
3.	Automatic (walk behind) scrubber	3
4.	Single disc Scrubbing machine	2
5.	High Jet pressure Machine	4
6.	Heavy duty Backpack vacuum cleaner	2
7.	Heavy duty Vacuum cleaner Wet & Dry	2
8.	Scissor Lift	1
9.	Ladders (small 10 Ft height and large)	2

10.	Pump for drainage water soaking /throwing Engine power rating 5 HP or higher	2
11.	Telescopic pole for Glass cleaning & Cobweb removal 10 meters	3
12.	Manual Road sweeper	2
13.	Telescopic Ladder up to 50 feet height	2
14.	Signages / Caution board Cleaning in progress	25
15.	Mop Trolley 34 lit double bucket	15
16.	Glass cleaning Kit	2
17	Different length wires for clearing drain/sewer pipes	3
18	Caddy Bucket	15
19	Trikam + Khurpi + Pavada etc	3 each
<p><b>Note:</b> Quantity of machine, tools and tackles as per the requirement of the Institute from time of time. The Service Provider have to arrange the required tools without any extra cost to the Institute.</p> <p>A minimum of tools &amp; machine is required to be maintained by the service provider. In case of requirement of any additional Machines, Tools and Tackles, in addition to above, the nearest rent of the Machines, Tools and Tackles shall be applicable. Latest Machine must be used, not older than three years. The Details to be provided to IIM Jammu before deploying the machines</p> <p><b>Detailed Specifications are attached at ENCLOSURE-1.</b></p>		

## OTHER INSTRUCTION RELATED TO SCOPE OF WORK:

- 2.3.12 Scope of work in terms of area, manpower, material and any other item may be increased or decreased depending on requirement. The agency shall comply with the same.
- 2.3.13 All materials/consumables and other related items shall be branded and of ISI mark and in conformity with the specification/makes keeping in view quality/standard after discussion and finalization with IIM Jammu.
- 2.3.14 Any under / over utilization will be assessed at the month end and quantity be procured accordingly.
- 2.3.15 IIM Jammu has assessed certain minimum quantity of consumables required. The quantity of supplied items in no way shall be less than the minimum quantity specified. Items consumed over and above the minimum specified quantity shall also be supplied by the firm at its own cost.
- 2.3.16 The materials required for cleaning purpose, if in any case, is provided by IIM Jammu, the amount of consumed material will be adjusted against the bill on the basis of actual amount of purchase.
- 2.3.17 Equipment such as Scissor, Ladder, Glass Cleaning Machine, Façade cleaning machine, Vacuum cleaners, Heavy duty Scrubbers, Air blower equipment etc shall also be arranged

by the firm as per requirement without any additional cost to the Institute. The contractor needs to bring these items at the site and keep at safe place.

- 2.3.18 The agency shall also arrange for all other equipment's/materials not mentioned in the list or scope that may be required for providing housekeeping and maintenance services at IIM Jammu at its own cost.
- 2.3.19 The contractor shall bear all the expenses incurred on the items i.e. Provision of uniform etc. staff, stationery for writing duty charts and registers at various Blocks and Washrooms check points and records keeping as per requirements.
- 2.3.20 The agency shall be responsible for deploying equipment for cleaning and to maintain this equipment at all times. All costs for purchase /repair/ replacement/ spares/ maintenance etc. for this equipment will be borne by the agency only.
- 2.3.21 The agency shall be responsible for the safekeeping of this equipment at the institute campus and shall not take out this equipment at any time during the term of contract other than for repairs. In case such repairs take more than a week, the agency shall arrange to provide alternate equipment to IIM Jammu.
- 2.3.22 The agency shall adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to IIM Jammu property as soon as they become aware of such defects in the course of their duties under this Contract.
- 2.3.23 Any damage and/or loss caused to any equipment/fittings, etc. either by the agency himself or by any of his employees shall be repaired/replaced by the agency or compensated by the agency at his own cost immediately without any burden on IIM Jammu.
- 2.3.24 The safety of the person working at site is contractor's responsibility (Fully). Contractor has to obtain all-risk policy for the person working at site.
- 2.3.25 Institute will provide electricity connection and water connection to the agency free of cost. Office space with space for stores along with intercom telephone facility may be provided as per requirement.
- 2.3.26 The contractor will arrange for other facilities, utilities, equipment and inputs required for providing the services mentioned in the contract.
- 2.3.27 The agency shall also ensure the availability of water in toilets/washrooms. In case of emergency, IIM Jammu Administration should be informed well in advance.
- 2.3.28 The agency shall also ensure potable drinking water requirement in IIM Jammu premises throughout the day. Collection & distribution of potable water from the authorized source to various consumption points shall be the responsibility of the agency. The responsibility of the agency includes the proper running of the water purification systems of IIM Jammu.
- 2.3.29 The agency shall lock and unlock the rooms in the administrative building, under supervision of Security.
- 2.3.30 The agency shall maintain in the prescribed format on a daily basis a checklist for the upkeep and maintenance, which shall be submitted to the IIM Jammu representative daily.

- 2.3.31 The agency shall allow Labour Inspector for inspection and shall abide by all laws applicable.
- 2.3.32 The agency shall keep sufficient number of supervisors for proper inspection of the work in different areas at all times.
- 2.3.33 The agency shall keep sufficient number of male and female manpower as per IIM Jammu requirement.
- 2.3.34 The agency shall maintain proper grooming / hygiene and medical check-up standards to be maintained for all the staff.
- 2.3.35 The Contactor shall formulate the mechanism and duty assignment of work to its personnel in consultation with the Institute nominee. Subsequently, the contractor shall review the work assigned from time to time and advise the Institute for further streamlining their system. The contractor shall further be bound by and carry out the directions/instruction given to him by the Institute in this respect from time to time.
- 2.3.36 Any person authorized by IIM Jammu shall carry out surprise check on the persons and material supplied by the Contractor. This would be required in order to ensure that persons deployed by him are doing their duties in accordance with the Institute requirement and correct quality and quantity of the materials are being used.
- 2.3.37 The agency shall maintain record of major/minor incidents on daily basis and report the same to the IIM Jammu Administration in this regard. The Agency will also enquire about any incidents, like theft, indiscipline, disobedience or any unauthorized activities/criminal activities happening in the campus. The agency shall also be responsible to lodge complaints with police authorities in such instances and take follow-up action for recovery of lost material/equipment after due consultation with IIM Jammu.
- 2.3.38 The agency will not allow unauthorized persons to cut trees/ grass/ firewood, perform sales or promotional campaigns of any kind not related with the Institute or damage any civil or electrical work/ fittings or to scale or damage the boundary wall from in/ outside of the Board premises. Contractor has to carry out all activities under Swachh Bharat Abhiyan time to time and any other activities as per directives of IIM Jammu.
- 2.3.39 **Record Register:** Contractor would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime Register, First Aid Box, Display of Notices, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers. Also the contractor shall maintain a Record Register towards various works done (specific in nature) for RTI purpose like cleaning of Water Tanks, Manholes and such other tasks.
- 2.3.40 **Complaint Book:** The Service Provider shall also provision a Complaint Book in reception, estate office, hostels and with Central Supervisor. Time Frame for the solution of complaints will be strictly followed. Any service related complaint and emergency complaint must be attended on top priority and closed at earliest.
- 2.3.41 **Reporting:** The agency shall establish a MIS system for reporting. The FMC shall submit the reports i.e. Daily Report, Monthly Report, Quarterly Report, Half-yearly Report, Annual Report, as per requirement, within the stipulated time to IIM Jammu. The MIS report shall cover the following aspects:
- 2.3.41.1 Consumption and stock of consumables

- 2.3.41.2 Compliance of cleanliness and maintenance plan
- 2.3.41.3 Resource deployment report (manpower, equipment)
- 2.3.41.4 Status of periodic activities as described under scope of work for Operation, Maintenance.
- 2.3.41.5 Facility Inspection: The agency shall conduct regular comprehensive facility inspection and perform any additional ones that will maintain / enhance the appearance, operation, and safety aspects of all the facility as approved by IIM Jammu. The agency shall indicate frequency of inspection covering all premises.
- 2.3.41.6 Highlight Critical Issues / Problems with recommended solutions which should contain alternatives, cost, time schedules, etc.
- 2.3.41.7 Report on Audits/ drills etc.
- 2.3.41.8 Complaint Management reporting.
- 2.3.41.9 Any other reports as needed from time to time.
- 2.3.41.10 The agency has the option to use / implement any software for managing the Facility.
- 2.3.41.11 The agency shall submit the Performa and format and the same shall be approved by IIM Jammu.
- 2.3.41.12 Any other reports / compliance certificates as needed from time to time.
- 2.3.42 The Contractor shall be responsible for and shall ensure the proper utilization of the facilities, equipment, furniture and utilities provided by IIM JAMMU without any manner of abuse or excess use and will undertake day-to-day repair & maintenance of all equipment and items supplied by IIM JAMMU and also keep the office provided absolutely tidy and free from any damage. For any loss or damages to the premises, fittings, fixtures and equipment, recovery at market rates would be affected from the Contractor's bills and the material/item repaired or replaced at his cost. The decision of IIM JAMMU about the recovery would be final.
- 2.3.43 The Agency / Contractor shall employ the contractual Manpower as per the criteria decided by IIM Jammu.
- 2.3.44 Office timings of the person employed by the agency will be as prescribed by IIM Jammu from time to time. In the absence of any specific times having been provided for by IIM Jammu normal office timings shall be followed as per the working days and time of the institute. In the case on a certain occasion, the office needs to be operated over time.

### 3. TERMS OF CONTRACT:

- 3.1 **PERIOD OF CONTRACT:** Contract period will be initially for one year. This period may be extended on every two-year extension basis (1 Year+ 2 Year + 2 Year) maximum up to five years at the same rate and terms & conditions subject to satisfactory performance. In case of performance of the agency in one part or the entire contract is not found to be satisfactory as per operational parameters set out of the contract or not in conformity with the terms & conditions of the tender, then that part or the entire contract shall be terminated even before the scheduled time by giving advance notice of one month to this effect.

## 3.2 THE REVISION OF RATES:

- 3.2.1 **Service Charges on the Manpower payment:** The rate of service charges in percentage shall remain the same throughout the tenure of the contract including extension if any and no revision is permissible for any reason.
- 3.2.2 **Manpower:** The minimum wages rate shall be revised as per declaration of revised rates by Central Labour commissioner office time to time.
- 3.2.3 The Charges for material (Consumable/ Equipment Rent- Machines, Tools, and Tackles), PAINTING WORK and Pest and Rodent control services: The Rates shall remain firm during the first year and second year of the contract, if extended. However, after these two years, the rates shall be enhanced at a mutually agreeable percentage subject to a ceiling of 10% as per the discretion of the competent authority.

## 3.3 CONTRACT AGREEMENT:

The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of Rs. 500/- (Five hundred only). IIM JAMMU reserves the right to amend the terms & conditions of contract by mutual discussions and shall be in writing. The amended terms and conditions will form part of the agreement.

- 3.3.1 **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.
- 3.3.2 **EXIT CLAUSE:** The contract can be terminated by giving a one-month notice period by the Institute and three-month notice by the contractor. However, in any instant contract will be terminated if service of the vendor will not be found satisfactory. During the notice period for termination of the contract, in the situation contemplated above, the Contractor shall keep on discharging his duties as before till the expiry of notice period.

## 3.4 DEPLOYMENT OF MANPOWER:

- 3.4.1 The Contractor shall engage fully trained and adequately experience workmen / Staff.
- 3.4.2 The agency must provide I-cards, appointment / experience letters to each employee mentioned the term and conditions of employment. Contractors must provide all necessary documents to each staff (i.e. Appointment letter, offer letter, PF slips, Experience Letter, Reliving letter etc.). The contractor should issue salary slips every month to each worker deployed by them.
- 3.4.3 The agency must provide good uniform to the unskilled Manpower or to the Manpower as decided by IIM Jammu, by the vendors at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition. The colour and texture of the cloth will be decided mutually. The Manager and Supervisions shall wear distinctive uniform.
- 3.4.4 The contractor will be responsible for opening an individual PF account of the employee if he does not have one and provide him with PF passbook and ESI Card.

- 3.4.5 The agency shall ensure that the Contractual Manpower below 21 years and above 45 years of age shall not be deployed and kept neat and clean. The contractor shall not employ young children as prohibited under the law/rules/regulations. A record of this will be maintained by the Contractor. The contractor shall not employ child labour.
- 3.4.6 The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. They should be free from all infectious diseases. The Contractor shall get his employees medically examined once in 12 months and obtain fitness certificates. Anyone found below the minimum standard shall be removed immediately from IIM Jammu.
- 3.4.7 The agency will get their antecedents, character and conduct verified and submit an undertaking certificate. The agency shall withdraw such employees who are not found suitable by this office for any reasons immediately on receipt of such a request.
- 3.4.8 The workmen/staff appointed by the contractor shall be residing within Jammu area.
- 3.4.9 The worker should be smart and properly dressed in boots/shoes, etc. and carry an identity card duly attested by the Executive of the Agency. A photocopy of these cards along with computer data shall be given to the IIM Jammu for record, verification etc.
- 3.4.10 The Contractor shall ensure that all employees are in a proper Uniform/Dress. The deployed personnel by the service provider will always keep Identity Card with them for verification while working.
- 3.4.11 Based on the requirement of each job, the candidates recommended by the agency for engagement/deployment will be decided by IIM Jammu and decision of the IIM Jammu will be final in this regard. In case IIM Jammu in its discretion finds any deployed person as not desirable and not suitable for whatever reasons will be at the sole discretion of the IIM Jammu and upon so being notified by IIM Jammu, the agency shall be liable to withdraw such person (s) forthwith and substitute by a person(s) acceptable to IIM Jammu.
- 3.4.12 The persons deployed by the service provider should not have any Police Records/Criminal cases against them. Service provider will be required to produce antecedents duly verified by police of the personnel deployed at IIM Jammu. The character and antecedents of each personnel of the service provider will be verified by the service provider before their deployment after investigation by the Local Police & collecting proofs or identity like Driving License, Previous Work Experience, Proof of Residence and recent photograph and a certification to this effect submitted to the institute.
- 3.4.13 **Misconduct:** The conduct/characters/antecedents and proper bonafide of the workers shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all its employees to the Institute. All the employees should be police verified.
- 3.4.14 The persons employed by the contractor will be the employees of the contractor and the IIM Jammu shall have nothing to do with their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the IIM JAMMU and the personnel

employed by the contractor shall have no right whatsoever to claim employment or other rights from the IIM Jammu.

- 3.4.15 The full particulars of the personnel to be deployed by the agency including their names & addresses shall be furnished to the Chief Administrative Officer, IIM Jammu along with testimonials (Aadhar Card / Voter ID before they are actually deployed for the job, before the commencement of the Agreement.
- 3.4.16 The Contractor shall submit details, such as names, parentage, residential address, age, Police verification, Medical Exam etc of the persons deployed by him in the premises of the Institute. For the purpose of proper identification of the employees of the Contractor shall issue Identity Cards bearing their photographs, identification marks, date of birth, contact details etc and such employees shall display their identity cards at the time of duty.
- 3.4.17 The copy of the Appointment Letter, biodata of each personnel who will be deployed, shall be provided to IIM Jammu along with a copy of police verification upon the identity and the testimonials of qualifications etc.
- 3.4.18 Before changing any personnel provided prior information shall be given to IIM Jammu. The Contractor shall make sure that the Manpower so provided by them shall be with Photo identity card issued by the contractor.
- 3.4.19 None of the employees of the contractor shall enter into any kind of private work within the campus of the IIM JAMMU Non-compliance with this provision will be deemed to be violative of the contract inviting penal action/cancellation of contract.
- 3.4.20 The contractor shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the IIM JAMMU / Govt. of India / any State or any Union Territory.
- 3.4.21 The Vendor shall be responsible for the proper conduct and behaviour of the workers engaged by him. The Vendor along with his workers must behave politely with hostel residents. If it is found that any worker has misbehaved with any of the hostel inmates, the Vendor has to take action as suggested by the IIM Jammu.
- 3.4.22 The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to IIM JAMMU, towards meeting the liability of compensation arising out of injury/disablement at work and shall indemnify IIM JAMMU against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which IIM JAMMU may party or involved as a result of the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow.
- 3.4.23 The agency shall be solely responsible and liable for all payment/dues /all the claims of the workers employed and deployed by it. The agency shall fully indemnify IIM Jammu against all the payments, claims and liabilities whatsoever incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the labour or other laws to the extent they are applicable to establishment/work in IIM Jammu premises/ facility.

- 3.4.24 The Vendor shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time.
- 3.4.25 The Contractor shall deploy his persons in such a way that they get one day Weekly Rest.: - The working hours/leave, for which the work is taken from them, do not violate relevant provisions of labour laws and shops and Establishment Act. The Contractor shall in all dealings with the persons in his employment have due regard to all recognized festivals, days of rest and religious or other customs. In the event of the Contractor committing a fault or breach of any provisions of the Labour Laws including the provisions of Contract Labour (Regulation and Abolition) Act 1970 as amended from time to time or in furnishing any information, or submitting or filling any statement under the provisions of the said regulations and rules which is materially incorrect, he shall without prejudice to any other liability pay to the Institute a penalty which may be imposed upon.
- 3.4.26 The Contractor's personnel shall not indulge in entertaining their guests / outsiders in the IIM JAMMU premises and shall not loiter in the IIM JAMMU premises and shall not normally move out of their specified area of operation.
- 3.4.27 The manpower must carry mobile phone during working hour on site. IIM Jammu shall not pay reimburse the charges of mobile phone of any manpower appointed by the services provider.
- 3.4.28 The contractor to make his own arrangement for the refreshment of his staff like tea, coffee, snacks, lunch, dinner. IIM JAMMU will not make any reimbursement for that.
- 3.4.29 The agency shall replace immediately any of its personnel, if they are unacceptable to the authority because of security risk, incompetence, conflict of interest and breach of confidentiality or frequent absence from duty/misconduct on the part of the personnel deployed and services rendered by the agency, upon receiving written notice from the Authority. Notwithstanding the above, the Authority shall have the right to ask to change /replace the personnel at any point of time without assigning any reason.
- 3.4.30 IIM Jammu shall have the right to check up, from time to time, the uniform (as applicable) worn by the agency personnel as well as their fitness to perform duty up to satisfaction of the IIM Jammu.
- 3.4.31 If the performance of a Contractual Manpower is not found satisfactory or in case the integrity, character and behaviour of any of the contractual Manpower is found doubtful, the agency shall provide a suitable replacement at the earliest on receiving a letter from IIM Jammu in this regard.
- 3.4.32 In case, the contractual Manpower employed by agency / firm / company commits any act of omission / commission that amounts to misconduct / indiscipline / incompetence, the agency/firm/company shall be liable to take appropriate disciplinary action against such Manpower, including their removal from IIM Jammu services.

- 3.4.33 The institute shall have the discretion to direct the agency to remove and replace of Manpower deputed to IIM Jammu under the contract. The agency shall ensure that any replacement of the personnel, as required by the IIM Jammu for any reason specified or otherwise, be affected promptly without any additional cost to the IIM Jammu. If the agency wishes to replace any of the personnel, the same shall be done with prior concurrence of the IIM Jammu at Agency's own cost.
- 3.4.34 The agency shall be solely responsible for the redressal of grievances /resolution of disputes between the agency and the contractual Manpower engaged by them at IIM Jammu site. IIM Jammu shall, in no way responsible for settlement of such issues.
- 3.4.35 In case of personnel of the service provider implicated in any lawsuit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/ their duties for IIM Jammu, it shall be the sole responsibility of the service provider to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to IIM Jammu.

### 3.5 PAYMENT TO MANPOWER:

- 3.5.1 The payment of wages to the manpower shall be made as per the revised minimum wages of City Category- B, time to time notified by the Government of India along with all mandatory allowances. Wages Break Up of City Category- B, as per Central Govt. Minimum Wages Act (for reference).

Category	Un-skilled	Semi-skilled	Skilled / Clerical
Rate per day (Basic + VDA)	<b>651.00</b>	<b>734.00</b>	<b>862.00</b>
Basic Salary Rate per month (26 days)	16926.00	19084.00	22412.00
Bonus @ 8.33%	1409.94	1589.70	1866.92
Total Monthly wages per person	<b>18335.93</b>	<b>20673.69</b>	<b>24278.91</b>
PF (Employer Contribution) @12% or 1800 whichever is lower	1800.00	1800.00	1800.00
ESI (Employer Contribution) @3.25%	550.09	620.23	0.00
Admin Charges + EDLI Charges @1% or 150 whichever is lower	150.00	150.00	150.00
Total payment per person by IIM Jammu	<b>20836.02</b>	<b>23243.92</b>	<b>26228.91</b>

- 3.5.2 In case of any other allowance (as per statutory norms) in addition to above, the same shall be included in the wages of contractual manpower and shall be reimbursed to the agency at applicable rate.

- 3.5.3 Service Charges (inclusive of Uniform Charges) of Agency, any other mandatory charges/allowances, and GST (As applicable) will be paid in addition to the above charges. The Service Charges shall be calculated on the total amount of wages including wages rate (Basic+ VDA), EPF & ESI (Employee contribution), Admin Charges + EDLI Charges, Bonus, and any other applicable allowances.
- 3.5.4 The service provided shall provide the uniform to the contractual manpower on its own cost. The cost of uniform shall not be charged neither from IIM Jammu nor from any contractual manpower.
- 3.5.5 In the case of a highly deserving and experienced candidate (In the 'Highly Skilled' Category) may be paid higher wages above the minimum wage (As per Minimum Wages Act.) with mutual consent (In written form) between IIM Jammu & the contractor.
- 3.5.6 Any timely escalation OR de-escalation in minimum wages declared by the Central Govt. shall be implemented by the contractor. Generally, every six months' central govt. declares VDA and hence the contractor has to revise the payment to workmen accordingly. The payment shall be made by IIM Jammu to the agency on actual as per revised minimum wages (Along with all mandatory/ applicable allowances + service charges+ Applicable GST).
- 3.5.7 The service Provider shall ensure that the Wages paid to the Contractual Manpower should not be less than the minimum wages as prescribed for different Categories of employees applicable to City-B category under the Minimum Wages Act 1948, by the Government of India from time to time. Consolidated salary of the Contractual Manpower is subject to revision as per Labour Department of Govt of India, Minimum Wages Act and will be automatically applicable on revision which will also affect services charges of Agency, EPF, ESI and GST as applicable.
- 3.5.8 The contractor should pay the exact amount faithfully to the outsourced personnel without any additional deduction other than stipulated. Violation of this shall attract a warning at the first instance and may lead to penalty including termination of contract on recurring instances.
- 3.5.9 The bonus at applicable rated notified by government of India, shall be paid to the contractual manpower on monthly basis along with their wages and same shall be reimburse by IIM Jammu to the service provided on monthly basis itself.
- 3.5.10 It is further understood and agreed between the parties that any changes in the payments structure viz ESI, PF, Bonus, gratuity and service tax, etc. as per the change in the law are recoverable from the client within the said statutory provisions of law. The service providers will be raising bill to IIM Jammu accordingly. The Institute will have all rights to recover the amount paid in excess due to change in statutory provisions if any.
- 3.5.11 The agency will credit the monthly remuneration in the bank account of concerned Contractual Manpower through e-transfer only, by 10th day of succeeding month without fail and also deposit the EPF contribution of the employer and employee in the office of the concerned Provident Fund Commissioner and also the ESI contribution to the ESI Department within the stipulated period of time. Challans of EPF & ESI will be submitted to the IIM Jammu along with the bill of subsequent month. If there is any public holiday or weekly off on 10th of the month, the agency is required to credit the wages by previous working day.

- 3.5.12 Wages will be disbursed in an individual's Bank Account by RTGS Transfer and not in Cash/Cards. He shall on demand furnish copies of wage register/muster roll, pay slip, etc to the Institute for having paid all the dues to the persons deployed by him for the work under the Agreement.
- 3.5.13 This obligation is imposed on the Contractor to ensure that he is fulfilling his commitments, towards his employees so deployed, under various laws, having regard to the duties of Institute in this respect as per the provisions of Contract Labour (Regulation and Abolition) Act, 1970. The Contractor shall comply with Labour regulations from time to time in regard to payment of wages, wage period, deductions from wages, recovery of wage (if any), maintenance of Salary/ wages book, Salary / wages slip, publication of scale of wages and terms of employment, inspection and submission of periodical returns.
- 3.5.14 The agency will be solely responsible for making the payment directly to its deployed personnel; since there may be occasional delay in releasing payment by IIM Jammu to the agency due to contingencies, payment of wages to the deployed personnel by agency should not be linked with receiving of payment from IIM Jammu and shall be independent of the same.
- 3.5.15 The Service Provider shall be responsible for the deposit of employee's and employer's share of statutory contributions to the ESI/EPF, EDLI, if applicable at his level and maintenance of such records as per rule. **The contractor should be responsible for linking of UAN's and transfer if any.**

### 3.6 TAXES, LABOUR LAWS AND OTHER REGULATIONS:

- 3.6.1 The contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
- 3.6.2 The contractor is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything done, or services rendered pursuant thereto.
- 3.6.3 The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Migrant Labour Act, Essential Commodities Act, Industrial Disputes Act, Shops & Establishments Act, and/or such other Acts or Laws, regulations passed by the, central, states, Municipal and local governmental agency or authority, and amended from time to time.
- 3.6.4 The contractor shall abide by and observe all statutory laws and regulations in matters of Factory Act, Explosive Act, Sales Tax, Royalty, Excise duty, Octroi, Works contract etc. and shall keep the Institute indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law / regulations or Bylaws.
- 3.6.5 The contractor shall obtain the license under the Contract Labour (R&A) Act from the office of the Central Labour Commissioner and produce the same preferably along with the first monthly bill. Same shall be renewed well before expiry date.
- 3.6.6 The Contractor shall be solely responsible for any violation of provision of the labour laws or any other statutory provisions and shall further keep the Institute indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expense arising out from non-compliance of aforesaid statutory provisions. Contractor's failure to fulfil any of the obligations hereunder and /or under the said Acts,

rules/regulations and/or any bye-law or rules framed under or any of these, the Institute shall be entitled to recover any of such claims, demand, loss or injury, from the Contractor's monthly reimbursement Bills.

- 3.6.7 **Safety and Security:** The contractor shall abide by the safety code provisions from time to time by the government/statutory authorities pertaining to this contract. The contractor shall fully comply with the government guideline issued from time to time like monitoring the temp of their employee, using Mask, using sanitizer etc.
- 3.7 **Records Register:** The Contractor shall be responsible for proper maintenance of all books and registers, records and accounts as far as it relates to compliance of any statutory provisions/ obligations. The contractor would be required to maintain all registers like Employment Register, Wages Register, Bonus Register, Overtime register, First Aid Box, Display of Notice, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers. The contractor shall be responsible for making the records pertaining to Payment of Wages Act and for depositing the P.F. and ESI contributions, with the authorities concerned, which will be open for inspection and checking by the authorized officers of Institute.
- 3.8 The agency shall arrange to maintain the daily attendance record of the contractual Manpower deployed, by showing their arrival and departure times. The agency shall submit to the Chief Administrative Officer, IIM Jammu an attested photocopy of the attendance record. The payment shall be made to the contractor based on the attendance register.
- 3.9 The contractor is wholly responsible for deputing contractual Manpower in the Institute premises and if any accident/untoward incident happens, on account of improper workmanship or safety precautions during duty, the whole responsibility for settling the case with police/court lies with the contractor.
- 3.10 The IIM Jammu will not provide any residential space for accommodation, transport, medical or any other type of facility to the Agency or their deployed staff. The agency has to make its own arrangement for the same on its cost.
- 3.11 Representative of service provider shall be in charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of IIM Jammu, they shall work under the directives and guidance of IIM Jammu.
- 3.12 **Compliance with the Institute rules and Regulations:** The contractor and his employees shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline & Decency, Safety Precautions and Safety Regulations at and around the work site,.
- 3.13 The Agency shall immediately notify IIM Jammu in writing of the occurrence of any event which may result in, or which may indicate as on to believe that there may be work stoppage, slowdown, labour dispute, strike, any labour related disruption of its own staff impediment or disruption in the due performance of the obligations of the agency under this Agreement. The agency also agrees that in the event any such work stoppage, slowdown, labour dispute, strike, disruption or impediment continues for a period exceeding 24 hours, then, notwithstanding what is contained in this Agreement; IIM Jammu may at its sole discretion terminate this Agreement forthwith.
- 3.14 The Contractor shall further keep the Institute indemnified against any loss, claims for injuries and or damages to any person, the Institute property, and assets due to employees of the contractor. The Institute shall have further right to adjust and / or deduct any of the amounts

as aforesaid from the payments due to the Contractor under this contract. IIM Jammu will also be free to recover it from the PBG deposit given by the agency.

- 3.15 IIM Jammu shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment, or vehicles of the personnel/staff of the agency.
- 3.16 **Vacation of premises:** The Contractor shall give/vacant possession of the facilities/premises which was made available to the Contractor by IIM JAMMU and return all furniture, fixture, equipment and other items which was made available by IIM JAMMU, in good condition after the contractual period is over or if the contract is earlier terminated. Handing over of the vacant possession of the premises and equipment etc. shall be affected within 7 days of the completion of the period of contract or termination of the contract. If the Contractor fails to do so, the Owner shall be free to take possession of the premises by opening lock(s), if necessary, and make out an inventory of all furniture material and equipment and shall be free to deduct from the Contractor's bill(s) or security deposit, any item found to be missing at the replacement cost of the material/equipment, furniture etc. given to the Contractor by the Owner.
- 3.17 The Contractor shall remove all workers deployed by him on termination/ expiry of the contract from the Institute premises. He will ensure that no such person creates any disruption/hindrance/problem of any nature in Institute either explicitly or implicitly.
- 3.18 The vendor shall not use the logo, information material, documents belonging to IIM Jammu for any purpose outside the execution of this contract.
- 3.19 **Work at Risk and Cost:** In the event of the Agency's failure to execute the work entrusted to it under this Agreement satisfactorily, IIM Jammu shall make an alternative arrangement to do it, and the difference of cost incurred by IIM Jammu thereby shall be recovered from the Agency/Contractor's unpaid bills and Contractor's Security deposit. Besides, penalty, as decided by IIM Jammu, shall also be levied and recovered. The institute reserves the right to get the whole or part of the work executed by some other agency at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.
- 3.20 **PAYMENTS TERMS:**
  - 3.20.1 Bill to be made in the name of Indian Institute of Management Jammu.
  - 3.20.2 The agency shall raise the bill on monthly basis, in triplicate, along with attendance sheet duly verified for actual manned/personnel deployed by the agency and submit the same to IIM Jammu by 7th of the succeeding month. Monthly bill cycle will be from 1st day of the previous month to last day of the month.
  - 3.20.3 IIM Jammu will normally settle the bill within 21 days from the receipt of the bill. However, for delayed payment, the service provider will not charge any penalty or interest to IIM Jammu.
  - 3.20.4 The payment under this agreement shall be made on satisfactory completion of job contract services, through NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues / claims of the IIM JAMMU. The payment shall be done on the basis of actual service rendered / manpower provided by the agency.
  - 3.20.5 The Contractor shall submit the proof of having deposited the number of ESI & EPF contributions towards the persons deployed at Institute in their respective accounts

before submitting the bill for the subsequent month. In case the Contractor fails to do so, the payment of next month's regular re-imbursment bill will be withheld till submission of required documents. However, the Contractor is to continue payment of the staff as per agreement.

3.20.6 If Government introduces any new statutory tax or increase in GST in future, the same shall be reimbursed to the contractor by the owner on receipt of documentary evidence/bills. In case GST shall not be applicable or reduced within the contractual period same shall be paid accordingly.

3.20.7 No advance payment will be made to the agency under any circumstances.

3.20.8 TDS/ Income Tax etc. are to be deducted at source from the bills of service provider as per rule.

3.21 **PENALTY CLAUSE:** rate of recovery towards short supply of manpower and material.

Sr. No.	Shortage/ Defaults	Penalty
1.	Shortage in Housekeeping Staff (HKS)	Number of HKS x Daily wage Rate x 2
2.	Shortage of Material	1.5 times the cost price / Rs. 1000/- per day whichever is higher
3.	Improperly Dressed Housekeeping Staff	Number of improperly Dressed HKS x Rs 500/-
4.	Any public complaint regarding misconduct / misbehaviour of agency's deployed staff	Rs. 500/ incident (Further the agency shall forthwith take steps for replacement of such staff.)
5.	Using unbranded / Substandard Material	Twice the quantity x Rate
6.	Unserviceable Machinery	Rs. 500/Day/Machine, after 3 Days (If not replaced or repaired within 3 days)
7.	Non-supplying of Machinery within stipulated time period	Rs. 500/Day/Machine
8.	Late Payment to Manpower after 10 <sup>th</sup> day of the month	LD at rate of 0.1% of Contract Value per day delay beyond 7th day shall be recovered from running bills subject to maximum 5% of the total cost of contract price.
9.	In case of any worker/ supervisor found stealing any institute properties from the institute campus	Rs. 1000/per incident
10.	Not maintain the proper stock register of housekeeping items (consumables &	Rs. 1000/per month

Sr. No.	Shortage/ Defaults	Penalty
	durables) building-wise	

3.21.1 The recovery as mentioned above shall be made from the bill of the agency.

3.21.2 In case any of agency's staff deployed under the contract fails to report in time and agency is unable to provide suitable substitute in time for the same it will be treated as absence and compensation of double the wages shall be payable to IIM Jammu.

3.22 **TERMINATION:** Any violation of instructions/agreement of suppression of facts will attract cancellation of agreement without any reference. IIM Jammu may terminate the contract if any of the following events occur:-

3.22.1 On the expiry of the contract period, without any notice. Contractor is adjudged as insolvent.

3.22.2 Contractor has abandoned the contract i.e. the Contractor fails to perform the obligations under the contract for a period of One month.

3.22.3 Any of the licenses, permissions or registrations of the Contractor as required under the applicable laws are discontinued/ cancelled or not renewed in time.

3.22.4 Contractor has neglected or failed persistently to observe or perform his obligations under the contract or performs unsatisfactorily.

3.22.5 The Contractor is found to have acted in breach or violation of any of the safety norms persistently, applicable labour and other laws in relation to the contract and his obligations therein.

3.22.6 The Contractor commits a breach of the contractual terms and conditions.

3.22.7 In the opinion of IIM Jammu, it is desirable to discontinue with the performance of the contract with the Contractor.

3.22.8 On Contractor being declared insolvent by the competent Court of Law without any notice.

3.23 In the event or exigencies arising due to the death, infirmity, insolvency of the Contractor or for any other reason or circumstances, liabilities thereof the contract shall be borne by the following on such terms and conditions, as the Director, IIM Jammu may further deem fit in public interest or revoke the contract, namely:

3.23.1 Legal heirs, in case of sole proprietor

3.23.2 Next partners, in the case of a company or the firm

3.23.3 Otherwise, the Director or his nominee, IIM Jammu shall reserve the right to settle the matter accordingly to the circumstances of the case, as he/she may think proper.

3.24 **CONFIDENTIALITY CLAUSE:** Each party acknowledges that the other party claims it confidential information as a special, valuable and unique asset. Each party agrees not to disclose any such confidential information received from the other party to any third

party and shall use the same degree of care to avoid disclosure of confidential information received in due course of their contractual period.

- 3.25 **FORCE MAJURE:** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by Force Majeure situation. The Agency/ Firm shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 3.25.1 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Agency/ Firm and not involving the Agency/ Firm's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Institute either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 3.25.2 If a Force Majeure situation arises, the Agency/ Firm shall promptly notify the Institute in writing of such conditions and the cause within 7 days from the date of occurrence thereof. Unless otherwise directed by the Institute in writing, the Agency/ Firm shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- 3.25.3 Neither party shall be, due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance.
- 3.26 With mutual consent between the IIM Jammu and the Contractor, any other point can be included in the agreement at the time of its execution.
- 3.27 **INTERPRETATION:** All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract. In case of any disputes on execution of the work during the period of contract, the decision of the Director, IIM Jammu shall be binding and final, agreeable in full by both the parties.
- 3.28 **ARBITRATION CLAUSE:** In the event of any dispute or difference(s) between the vendee Institute (IIM Jammu) and the vendor(s) arising out of non-supply of material or supplies not found according to specifications or any other cause whatsoever relating to the supply or purchase order before or after the supply has been executed, shall be referred to "The Director, IIM Jammu", who may decide the matter himself or may appoint arbitrator(s) under the Arbitration and Conciliation Act,1996. The decision of the arbitrator shall be final and binding on both the parties.
- 3.28.1 The venue of the arbitration shall be the place from where the order is issued.
- 3.28.2 The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator. Further, any legal dispute arising out of any breach of contract shall be settled in the court of competent jurisdiction located within the local limits of Jammu, J&K.

## 4. ELIGIBILITY CRITERIA:

- 4.1 The Agency should have PAN Number and GST Registration.
- 4.2 The agency should have valid 9001:2015, ISO 14001:2015 & ISO 45001:2018, ISO-22000:2005 Certification. Copy of valid ISO Certificates to be attached.
- 4.3 They should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other labour authorities including under the Contract Labour (Regulation and Abolition Act 1970) and should be in compliance of applicable and relevant labour laws. Copy of valid registration and licences with concerned Labour Authorities and valid ESI & PF registration to be upload.
- 4.4 The bidder should have sufficient/ adequate Infrastructure, manpower and financial strength to undertake the contract.
- 4.5 The bidder must have minimum employee strength of 500 or more workers continuously on his own Pay Roll for the last six months (Please submit proof of ESI/EPF deposit/ EPFO Challans for the last 3 months along with the details of staff with designation.
- 4.6 The bidder should have branch / registered office preferably at Jammu. If the bidder does not have any office in Jammu, The Bidder has to submit the undertaking that the Branch Office will be opened within 30 days from the award of contract.
- 4.7 The agency must have had a minimum annual turnover of 8 crores (Rupees Eight crore only) per annum in any three consecutive financial years in last six financial years i.e. from 2018-19 to 2023-24 for a similar line of business. The agency must submit a duly signed certificate with membership number from Chartered Accountant (CA) clearly showing financial year-wise turnover. The agency should also attach a copy of profit loss statement/ balance sheet certified by a Chartered accountant.
- 4.8 The agency should have a minimum continuous five years of experience in providing a similar type of services in Facilities management (providing housekeeping services) as on 31.08.2024 to the Government Educational Institutes/ Universities, Autonomous Bodies, Large/Reputed Private Sector institute, Top 50 University/ Business School as per current NIRF Ranking and Educational Institutes/ CFTIs like IIMs, IITs etc. The right to accept similar works of the vendor will rest with IIM Jammu.
- 4.9 The Agency should have satisfactorily completed contract/assignments at least 01 (One) work with minimum order/contract value of 2 crores per annum and/or 2 (two) work with contract value of not less than Rs. 1 crore per annum, in the field of Facilities management services to the Government Educational Institutes/ Universities, Autonomous Bodies, Large/Reputed Private Sector institute, Top 50 University/ Business School as per current NIRF Ranking and Educational Institutes/ CFTIs like IIMs, IITs etc, during last 6 years. Self-attested copies of work Orders and Client's Satisfactory Certificates.
- 4.10 The bidder should have a national presence. Bidder must have presence in at least three Indian states by virtue of a client being serviced.
- 4.11 The bidder should have not been debarred/blacklisted/should have not been terminated /ceased without completing the entire duration of contract period by any Central/State Govt. Department, Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs etc. during past five years from the last date of submission of bids.

- 4.12 There should be no legal case pending against the Proprietor / Firm / Partner or the Company (Agency). An undertaking must be enclosed in this regard.

## 5. TENDER FEE & EARNEST MONEY DEPOSIT (EMD):

- 5.1 The Bidder should submit Tender Fee of **Rs 1,180/-** (One Thousand, One Hundred & Eighty only) – Non-Refundable / Not-Exempted and Earnest Money Deposit (EMD) of **Rs. 5,00,000/-** (Rupees Five Lakh Only) separately in the form of NEFT/RTGS in the name of “Indian Institute of Management Jammu”.

### Bank Details of IIM Jammu for NEFT/RTGS:

**NAME OF THE ACCOUNT HOLDER:** INDIAN INSTITUTE OF MANAGEMENT JAMMU

**NAME OF BANK:** THE JAMMU & KASHMIR BANK LTD.

**BRANCH NAME:** E/C GOVT. COLLEGE OF ENGINEERING CANAL ROAD

**ADDRESS OF BANK:** GCET CANAL ROAD JAMMU

**IFSC CODE:** JAKA0EGCENG

**A/C NUMBER:** 1250040500000042

**MICR CODE:** 180051027

- 5.2 The Technical Bid without Tender Fee & EMD would be considered as UNRESPONSIVE and will not be accepted. NSIC / MSME registered bidders must submit copy of valid NSIC / MSME Registration Certificate for exemption of EMD.
- 5.3 The Tender Fee and EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidders on the amount of the EMD.
- 5.4 The public sector companies will not be exempted from submitting EMD until and unless they submit document pertaining to directives of Government of India in this regard of the Tender.
- 5.5 **Refund of EMD:** The EMD will be refunded without any interest to the unsuccessful Bidders only after the Tenders are finalized.

## 6. INTEGRITY PACT

- 6.1 The Pact essentially envisages an agreement between the prospective vendors/ bidders and the buyer, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract. only those vendors/bidders, who commit themselves to such a Pact with the buyer, would be considered competent to participate in the bidding process. In other words, entering into this Pact would be a preliminary qualification. The essential ingredients of the Pact include:
- 6.1.1 Promise on the part of the principal not to seek or accept any benefit which is not legally available.
- 6.1.2 Principal to treat all bidders with equity and reason.
- 6.1.3 Promise on the part of bidders not to offer any benefit to the employees of the principal not available legally.

- 6.1.4 Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc.
- 6.1.5 Bidders not to pass any information provided by Principal as part of business relationship to others and not to commit any offence under PC/ IPC Act;
- 6.1.6 Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- 6.1.7 Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary.
- 6.1.8 Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

Any violation of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR, 2017, PC Act, 1988 and other Financial Rules/Guidelines etc. as may be applicable to the organization concerned.

- 6.2 Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the completion of contract. After award of work, the IEMs shall look into any issue relating to execution of contract, if specifically raised before them. As an illustrative example, if a contractor who has been awarded the contract, during the execution of contract, raises issue of delayed payment etc. before the IEMs, the same shall be examined by the panel of IEMs. However, the IEMs may suggest systemic improvements to the management of the organization concerned, if considered necessary, to bring about transparency, equity and fairness in the system of procurement.

**The Bidder has to submit the Integrity Pact as per Annexure-VII.**

## 7. SUBMISSION OF BID (INSTRUCTIONS FOR ONLINE BID SUBMISSION):

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Class 3 Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal and submitting their bid online on the e-tendering portal as per uploaded bid. **Prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal (URL: <http://eprocure.gov.in/eprocure/app>).** For more information, bidders may visit the CPP Portal <http://eprocure.gov.in/eprocure/app>. Tender document can also be downloaded from IIM Jammu Website ([www.iimj.ac.in](http://www.iimj.ac.in))

### REGISTRATION:

- 7.1.1 Bidders to enroll on the e-Procurement module of the portal <http://eprocure.gov.in/eprocure/app> by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.
- 7.1.2 The bidders to choose a unique username and assign a password for their accounts. 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.

- 7.1.3 Bidders to register upon enrolment their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.
- 7.1.4 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 DSCs to others which may lead to misuse. Foreign bidders are advised to refer “DSC details for Foreign Bidders” for Digital Signature requirements on the portal.
- 7.1.5 Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.

## SEARCHING FOR TENDER DOCUMENTS:

- 7.1.6 Various built-in options are available in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.
- 7.1.7 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.
- 7.1.8 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.
- 7.1.9 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:

- 7.1.10 Bidder should consider any corrigendum published on the tender document before submitting their bids.
- 7.1.11 Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 7.1.12 Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 7.1.13 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.
- 7.1.14 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 formats. Bid documents may be scanned with 100 dpi with black and white option.

- 7.1.15 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” 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 (GENERAL INSTRUCTIONS):**

- 7.1.16 Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 7.1.17 The bidder must digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RGIPT, Jais.
- 7.1.18 Bidder must select the payment option as “e-payment” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 7.1.19 Bidder should prepare the EMD as per the instructions specified in the tender document. The EMD in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of EMD amount in original by the said time, the uploaded bid will be summarily rejected.
- 7.1.20 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.
- 7.1.21 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.
- 7.1.22 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. 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 public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7.1.23 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 7.1.24 Upon the successful and timely submission of bid click “Complete” (i.e., after Clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- 7.1.25 The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

## **BID SUBMISSION PROCESS:**

The offer/bid should be submitted in two bid systems (i.e.) Technical bid and financial bid. The technical bid should consist of all technical details along with commercial terms and conditions. Financial bid should indicate item wise price for the items mentioned in the technical bid. Financial Bids to be submitted in BOQ format only.

### **7.1.26 TECHNICAL BID SUBMISSION:**

- 7.1.26.1 Bidder should number the pages submitted in form of Technical Bid and provide an INDEX/ COMPLIANCE SHEET (**As per Annexure-I**) indicating the page number of each document submitted. The index should be placed on the top of the Technical Bid, without which the tender will be considered incomplete and hence, summarily rejected.
- 7.1.26.2 **The Technical Bid should be accompanied by the relevant documents, duly signed, and stamped by Authorised Signatory on each page of Technical Bid & relevant documents and all supportive documents to be attached with related annexure only, without which the tender will be considered incomplete and hence, summarily rejected.**
- 7.1.26.3 **Due date:** The tender has to be submitted online on or before the due date. The offers received after the due date and time will not be considered.
- 7.1.26.4 The Technical Bid should be accompanied by a copy of this Tender Document with each page duly signed by the authorized signatory of the bidders, who has signed the bid, as taken of having read, understood and complied with tender, the terms, and conditions contained herein. Bids not accompanied by a duly signed copy of the Tender Document will not be considered.
- 7.1.26.5 The bid should be precise, complete in all respect and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required through the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
- 7.1.26.6 The bid should be clear and without any condition. Conditional bids shall be summarily rejected.

- 7.1.26.7 IIM Jammu reserves the right to modify, expand, change, alter, restrict, scrap, refloat or cancel the Tender at any stage without assigning any reason whatsoever.
- 7.1.26.8 IIM Jammu reserves the right to relax/amend/add/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any enquiry after submission of the quotation will not be entertained.
- 7.1.26.9 Any change/corrigendum/extension of closing/ opening dates in respect of this tender shall be issued through e-tender Portal (URL:<http://eprocure.gov.in/eprocure/app>) and IIM Jammu website only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit IIM Jammu website for updates.
- 7.1.26.10 Bids submitted with incomplete information or information not in conformity with the Bid Documents will summarily be rejected. While submitting the Bids, the Bidders must exercise utmost care to fill up the bid in all respect as per the specified terms and conditions.
- 7.1.27 FINANCIAL BID SUBMISSION:**
- 7.1.27.1 A standard BOQ format has been provided with the tender document to be filled by all the bidders. Bidder to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable. The format of Financial Bid is also given at **Annexure-VII** for reference only.
- 7.1.27.2 The Financial Bid (Price Bid) shall be submitted in electronic form only in conformity with the tender specifications on the portal only by the time & date as specified in NIT.
- 7.1.27.3 The financial cover shall contain price bid in the enclosed "Price Bid format" i.e. in BOQ format. Submission of the Financial Bid (Price Bid) by any other means shall not be accepted by the Institute in any circumstances.
- 7.1.27.4 The Bidder shall not tamper/modify Financial Bid Format in any manner. In case, if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited.
- 7.1.27.5 Online submission of the bid will not be permitted on the portal after expiry of submission time and the Bidder shall not be permitted to submit the same by any other mode.
- 7.1.27.6 The bidders are advised to quote their rates in Indian Rupees (INR) only.
- 7.1.27.7 All duties, taxes and other levies payable by the vendor shall be included in the total price. However, GST will be extra paid as actual. Bidder is required to quote the rate excluding GST.
- 7.1.27.8 The bidder has to quote the Charges per Sqm per month for providing housekeeping services and Pest and Rodent control services including manpower,

consumables / material, machines, equipment, tools, and tackles, small or big etc. as per scope of work and terms & conditions of the tender document.

**7.1.27.9 The Revision of Rates:** The Rates shall remain firm during the first year and Second of the contract, if extended. However, After the two years, the rates will be escalated at the rate of 10% in every two years.

## 7.1.28 ONLINE BID SUBMISSION:

The Online bids (complete in all respect) must be uploaded online in two covers as explained below:

<b>COVER – 1 (TECHNICAL BID)</b>			
All Documents establishing conformity to the Eligibility Criteria (Following documents to be provided as single PDF file)			
Sr. No.	Documents	Content	File Types
1.	Technical Bid	INDEX/ COMPLIANCE SHEET ( <b>As per Annexure-I</b> ) indicating the page number of each document submitted	.PDF
2.		Technical Bid As per <b>Annexure - II</b>	.PDF
3.		Proof of Tender Fee and EMD.	.PDF
4.		Tender Acceptance Letter as per <b>Annexure-III</b> .	.PDF
5.		Details of the Proprietor, Directors, consultant and top executives (with Names, address, phone number etc.) should be furnished with the tender on the letter head of the agency.	.PDF
6.		Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.	.PDF
7.		Copy of GST Registration Certificate.	.PDF
8.		Copy of 9001:2015, ISO 14001:2015 & ISO 45001:2018, ISO-22000:2005 Certificate.	.PDF
9.		Trade License.	.PDF
10.		EPF Registration Certificate.	.PDF
11.		ESI Registration Certificate.	.PDF
12.		Labour License: Valid License	.PDF
13.		Valid Proof regarding 500 or more workers continuously on a roll for the last six months. (proof of ESI/EPF deposit/ EPFO Challans for the last 3 months) along with the details of staff with designation.	.PDF
14.		Valid document in support of Registered/ Branch office/shop at Jammu and Srinagar, as applicable.	.PDF
15.		Proof of Turnover, to claim the eligibility related to Turn Over (CA Certificate along with the Profit and Loss account/ Income	.PDF

<b>COVER – 1 (TECHNICAL BID)</b>			
All Documents establishing conformity to the Eligibility Criteria (Following documents to be provided as single PDF file)			
<b>Sr. No.</b>	<b>Documents</b>	<b>Content</b>	<b>File Types</b>
		and Expenditure Statement and Balance sheet).	
16.		Detail of Experience as per <b>Annexure-IV.</b> along with the copy of work order and completion / performance certificates/ Feedback from Clients.	.PDF
17.		An undertaking no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency)	.PDF
18.		MANDATE FORM FOR Electronic Fund Transfer/ RTGS TRANSFER As per <b>Annexure-V.</b>	.PDF
19.		Self-Declaration about Non-Black Listing <b>as per Annexure-VI.</b>	.PDF
20.		Integrity Pact <b>as per Annexure-VII.</b>	.PDF
21.		Duly signed and stamped of the entire tender document along with its addendum/ corrigendum, if any.	.PDF
22.		Schedule of material and consumables requirements as per Point 2.3.9 and 2.3.10	.PDF
23.		All other documents, as required in terms of the tender, to claim eligibility.	.PDF
Note: Institute may ask the vendor to submit any other certificate/document as it may deem fit.			

<b>COVER – 2 FINANCIAL BIDS (PRICE-BID)</b>			
<b>Sr. No.</b>	<b>Types</b>	<b>Content</b>	<b>File Types</b>
1.	Financial Bid	Price Bid in given format BOQ only. (Format is given at <b>Annexure-VIII</b> for reference only)	.xls

### PRE-BID MEETING:

An Online Pre-bid meeting will be conducted through Google Meet / Zoom / Other Online Platform, to clarify doubts that may arise before submission of the bids. Bidders/Representatives are invited to participate in this pre-bid meeting. Such attendees have to send a request along with a letter of authorization from their firm (or firms they are representing) by email to **purchase@iimj.ac.in** for attending the Pre-bid meeting. Bidders are requested to mail the doubts prior to the pre bid meeting, if possible, to enable us to clarify the doubts in the pre-bid meeting itself. The link of Online Pre-Bid Meeting will be shared with only those prospective bidders, who would have requested for attending the Pre-bid meeting as mentioned above. Maximum of two representatives per bidder will be permitted to attend Pre-Bid Meeting, subject to the submission of valid authorization letter.

## ASSISTANCE TO BIDDERS:

- 7.1.29 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.
- 7.1.30 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. The contact number for the helpdesk is 1800 233 7315.

## GENERAL INSTRUCTIONS TO THE BIDDERS:

- 7.1.31 The tenders will be received online through portal <https://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.
- 7.1.32 Possession of Valid Class III Digital Signature Certificate (DSC) in the form of smart card/ eToken in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link 'Information about DSC'.
- 7.1.33 Bidders are advised to follow the instructions provided in the 'Instructions to the Bidders for the eSubmission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure>.
- 7.2 **BID VALIDITY:** The bids shall remain valid for a period of 120 days from the date of opening of financial bid. In case the Bidder withdraws, modifies or changes his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.
- In case the Bidder withdraws, modifies or change his offer during the validity period, bid is liable to be rejected, and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.
- 7.3 The Submission of bids does not entitle any Agency for automatic grant of award.
- 7.4 Any enquiry after submission of the proposal will not be entertained.
- 7.5 Canvassing/marketing /offering promotional services etc. in any form whether directly or indirectly in connection with the tender is strictly prohibited and the tenders submitted by the Agency/ Firm / Company who resort to canvassing will be liable for rejection without any further reference.
- 7.6 IIM JAMMU reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.

## 8. BID OPENING:

- 8.1 The online bids will be opened by a Tender Process Committee duly constituted for this purpose. Online bids (complete in all respect) received along with Tender Fee and EMD (if any) will be opened as mentioned at “Tender Schedule” in presence of bidder’s representative if available.
- 8.2 The Agencies may depute their authorized representatives to remain present during the Proposal opening process subject to submission of valid authorization letter in the name of the representative to attend the Proposal opening process. Only one representative will be allowed to participate in the tender opening.
- 8.3 **Place for opening of Bids:** Indian Institute of Management Jammu, Jagti Campus, Jammu-181221 (J & K)
- 8.4 **The Technical bid** will be opened first and evaluated. **The Financial bid** of only those bidders whose technical bid is found to be technically responsive by the Committee will be opened. The Financial bids of ineligible bidders will not be opened.
- 8.5 **Presentation:** A Separate online meeting for presentation will be conducted through Google Meet or any other platform as decided by IIM Jammu, to assess the technical competence of the bidders. The bidders can use this presentation as an opportunity to present their thoughts on how they plan to execute the contract for IIM Jammu.
  - 8.5.1 The presentation by the bidders need to cover the following aspects for evaluation assessment by IIM Jammu:
    - 8.5.1.1 Client list, retention record and size/distribution of contracts completed/under execution.
    - 8.5.1.2 Number of employees on payroll
    - 8.5.1.3 Client satisfaction certificates
    - 8.5.1.4 Systems and processes followed for recruiting and training the employees.
    - 8.5.1.5 Comprehensive operational plan (with all details) given in the technical bid for delivering housekeeping services to IIM Jammu
    - 8.5.1.6 Brands of materials (Quantity, unit etc.) proposed.
    - 8.5.1.7 Manpower proposed (numbers, designation, experience, qualification etc.)
    - 8.5.1.8 Reporting and Review Systems proposed.
    - 8.5.1.9 Machinery/equipment planned to be stationed at IIM Jammu at bidder’s cost.
    - 8.5.1.10 Transition/takeover plan for housekeeping services
    - 8.5.1.11 Complaint redressal system proposed.

8.5.1.12 Relevant quality additive enhancements in housekeeping services that are proposed over and above standard bill of material.

8.5.2 This presentation will be the part of evaluation of technical bids and the date for presentation will be declared later on, after Technical Bids opening and pre-qualification of Technical Tenders. The link of Online meeting for presentation will be shared with only those bidders, whose bid / application would have been received by the closing time and date as indicated in the beginning of this document. Maximum of two representatives per bidder will be permitted to attend online meetings for presentation, subject to the submission of valid authorization letter.

8.6 In case the last date of receipt of tenders or the day of the opening of tender is declared as a Public Holiday, or there is non- functioning of the institute due to any unavoidable reason, the next working day will be treated as a day for the purpose at the same time. No separate intimation will be given.

## 9. BID EVALUATION:

IIM Jammu will use Cost Evaluation under Combined Quality Cum Cost Based System (CQCCBS), the technical proposals will be allotted weightage of 70% while the financial proposals will be allotted weightages of 30%. Proposals with the lowest cost may be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their prices. Total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.

### 9.1 TECHNICAL EVALUATION:

#### 9.1.1 TECHNICAL EVALUATION CRITERIA:

S.No.	Parameter	Scoring Protocol
	<b>QUALITY</b>	<b>TOTAL: 100 MARKS (Min. 60 Marks required for Qualification)</b>
1.	Currently Providing Number of Housekeeping Manpower in Government Educational Institutes/ Universities, Autonomous Bodies, Large Reputed Private Sector institute/ Organization/ Companies, Top 50 University/ Business School as per current NIRF Ranking and Educational Institutes/ CFTIs like IIMs, IITs etc	<b>Max Marks: 15</b> - 1500 or more– 15 Marks - 1000 but less than 1500 - 10 Marks - 500 but less than 1000 - 05 Marks - Less than 500 – 0 Marks
2	Experience (in years): Total number of experiences in providing similar services	<b>Max Marks: 15</b> - 15 or more Years – 15 Marks - 10 but less than 15 years - 10 Marks - 5 but less than 10 years - 05 Marks - Less than 5 years – 0 Marks

S.No.	Parameter	Scoring Protocol
	<b>QUALITY</b>	<b>TOTAL: 100 MARKS (Min. 60 Marks required for Qualification)</b>
3	Experience in Housekeeping services with any Government Educational Institutes/ Universities, Autonomous Bodies, Large Reputed Private Sector institute/ Organization/Companies, Top 50 University/ Business School as per current NIRF Ranking and Educational Institutes/ CFTIs like IIMs, IITs etc (1 Institute with contract value of not less than Rs. 2 crores per annum) from similar Service in last six years ending on 31 <sup>st</sup> August 2024. <b>As per Para 4.9</b>	<b>Max Marks: 20</b> <ul style="list-style-type: none"> <li>- 6 and More Institutions - 20 Marks</li> <li>- 4 – 5 Institutions - 15 Marks</li> <li>- 2 - 3 Institutions - 10 Marks</li> <li>- Min 1 Institute - 5 Marks.</li> </ul>
4	Experience with CFTIs like IITs/ IIMs/ IISER/ NITs/ Central Universities etc. in Last Six Years.	<b>Max Marks: 5</b> <ul style="list-style-type: none"> <li>- One mark for One CFTI Institute subject to the maximum of 5 Marks</li> </ul>
5	Average Annual Turnover of the any 3 consecutive Financial Years in last six financial years i.e. from 2018-19 to 2023-24	<b>Max Marks: 20</b> <ul style="list-style-type: none"> <li>- 50 crores &amp; above – 20 Marks</li> <li>- 20 crores &amp; above but less than 50 crore – 15 Marks</li> <li>- 10 crores &amp; above but less than 20 crore – 10 Marks</li> <li>- 4 Crore &amp; Above but less than 10 crore – 05 Marks</li> <li>- Less than 4 Crore – 0 Marks</li> </ul>
6.	<b>Presentation (online mode) Please refer to clause 8.5 and its sub points.</b>	
	<b>(i)</b> Presentation on present profile of vendor:	<b>Max Marks: 10</b>
	<b>(ii)</b> Presentation on the plan for execution of service at IIM Jammu	<b>Max Marks: 15</b>

9.1.2 A bidder has to score at least an overall minimum score of 60 in the technical evaluation in order to be technically qualified.

## 9.2 FINANCIAL EVALUATION:

9.2.1 The financial evaluation will be for 40 marks and will be only for the technically qualified bidders. The lowest priced qualified bidder will get the maximum financial score (40) while the others will have a pro-rated score lower than 40. More specifically, the financial score of a technically qualified bidder is calculated as financial score = 40 \* (lowest price bid)/ (price bid of the bidder).

## 9.3 SELECTION OF SUCCESSFUL BIDDER:

9.3.1 The bidder with the highest total score (technical + Financial) will be declared as the successful bidder. In case of tie, the bidder having higher financial score will be declared successful.

9.3.2 The following formula will be used to evaluate the overall ranking of the qualified tenders.

$$\text{Overall Score} = \frac{\text{Score of Technical Bid} \times 60}{\text{Highest Score of Best Technical Bid}} + \frac{\text{Lowest Financial Bid} \times 40}{\text{Price of Financial Bid}}$$

9.3.3 Selection of tender will be based on overall score calculated from the formula. An Example of the same is presented below:

Bidder	Score of Technical Bid	Price of Financial Bid	Overall Score	Overall Rank
Company A	90	480	98.75	First
Company B	80	470	91.58	Third
Company C	80	460	92.23	Second

9.4 The evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between the partial amount and the total amount, or between word and figures the former will prevail. In addition to the above corrections, the items described in the Technical Proposal but not priced shall be assumed to be included in the prices of other activities or items.

9.5 In case two or more agencies are found to have quoted the same lowest rates and/or scored same overall score, the competent authority, IIM Jammu shall decide about the agency to which the offer shall be granted based on the past credentials/report on the past performance of the firm, and length of experience etc as per the technical bid. The decision of the competent authority, IIM Jammu shall be final.

9.6 IIM Jammu reserves the right to negotiate the quoted price with the successful bidder to arrive at the fair and reasonable price.

9.7 The IIM Jammu is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for any counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counteroffer rate is offered to the bidders.

9.8 IIM Jammu reserves the right to award the contract to either one agency or more than one agency.

9.9 Technical Bid containing commercial details or Revelation of Prices in any form or by any reason before opening the Financial Bid shall not be considered.

9.10 The institute reserves the right to seek clarifications or additional information/ documents from any bidder regarding its technical bid. Such clarification(s) or additional information/document(s) shall be provided within the time specified for the purpose. Any request and response thereto shall be in writing. If the bidder does not furnish the

clarification(s) or additional information/document(s) within the prescribed date and time, the proposal shall be liable to be rejected.

- 9.11 In case the day of opening of tender is declared as a Public Holiday or there is non-functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose. No separate intimation will be given.
- 9.12 Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.
- 9.13 IIM Jammu reserves the right to reject any application without assigning any reason.
- 9.14 IIM Jammu reserves the right to relax/amend/add/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof.
- 9.15 The decision of Competent Authority, IIM Jammu will be final in all matters relating.

## 10. AWARD OF CONTRACT:

- 10.1 The Successful Bidder should accept the offer within 10 days from the date of receipt of "Letter of Offer", failing which the offer will be cancelled.
- 10.2 In case the successful bidder backing out before actual award or execution of agreement or declines the offer of contract, for whatsoever reason(s), IIM Jammu will have right to forfeit the EMD.
- 10.3 IIM Jammu reserves the right to modify/change/delete/add any further terms and conditions prior to the issue of work order.
- 10.4 It is clearly understood by the parties that no financial liability of any type is created by issuance of work order.
- 10.5 The Institute does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and your performance.

## 11. PERFORMANCE SECURITY:

- 11.1 The successful bidder is required to furnish 3% of estimated contract value as security deposit, in form of Performance Bank Guarantee within 15 days from the date of execution of contract which would be returned on successful completion of the contract.
- 11.2 Earnest Money Deposit of the Bidder whose offer is accepted will be kept up till the time, the Bank Guarantee is not received.
- 11.3 Earnest Money Deposit shall be forfeited, if bidder fails to furnish Performance Security in accordance with the terms and conditions of the tender.
- 11.4 In case of breach of contract, performance security shall be forfeited, and the agency shall be blacklisted for such period as decided by the competent authority in addition to termination of the contract.

## ENCLOSURE-1

Sr. No.	Description	Specification (tentative which may vary a little depending upon the area of usage)	Sample picture for reference
1.	Suitable road sweeping machine	To clean the 7 mtrs wide road (3 kms approx.) across the campus. <b>Brands</b> – Roots, VS Shakti, EnvMart or equivalent brands	
2.	Heavy Duty Ride on Sweepers machine.	Sweeping Width 100 Cms and more Speed 5 Km/hr Disc Brush – Min 42 cm Brush RPM – 180 Productivity rate /hr - 7000 min Dimension – 1900X1500X1000 MM (approx.) Brush Motor – 36V/1500w <b>Brands</b> - Taski, Comac, Roots or Equivalent	
3.	Automatic (Walk Behind) Scrubber	Deck Style: Disc Brush dia – 50 cm or more Working width 50 cm min Brush pressure-25-30 Kh Productivity rate 1500 sqm/hr or more Cleaning Path: 32-40 Inch Solution Tank: 40 gal or more Recovery Tank 45 gal and more Battery 24v/100ah Dimension 1000 x 900 x 500 or more, Weight – 80 kgs Min Brand: Karcher, Roots Comac Equivalent Brand	

Sr. No.	Description	Specification (tentative which may vary a little depending upon the area of usage)	Sample picture for reference
4.	Heavy duty Single disc Scrubbing machine	Brush Dia - 1X350 MM Scrubbing width – 350 MM Brush Speed: 140 RPM Brush Pressure – 18/20 Kg Power: 1200 W Motor – Min 1.5 HP Noise level 60 db and below <b>Brand:</b> Taski, Roots, Equivalent Brand	
5.	High Jet pressure Machine	Operating Voltage: 220 - 240 volts, Power 1400 Watts Pressure (bar) is 150 Flow rate 10-15 L/Min <b>Brands:</b> Bosch, Karcher Equivalent Make	
6.	Heavy duty Backpack vacuum cleaner	Capacity- 30 Litre or more Voltage – 240 Volt, Noise level –minimum <b>Brands:</b> Eureka / Bosch, INALSA, Black & Decker or Equivalent Make	
7.	Heavy duty Vacuum cleaner Wet & Dry	Capacity- 40 Litre or more Voltage – 230 Volt, Noise level –minimum Suction – 200 M Bar or more <b>Brands:</b> Eureka / Bosch, INALSA, Black & Decker or Equivalent Make	
8.	Scissor Lift	20-50 feet height High Quality Scissor	
9.	Ladders (Small 10 Ft Height and Large)	(Small 10 Ft Height and Large)	High Quality Ladder

Sr. No.	Description	Specification (tentative which may vary a little depending upon the area of usage)	Sample picture for reference
10.	Pump for drainage water soaking /throwing Engine power rating 5 HP or higher	Rating 3-5 HP or higher. <b>Brands:</b> - Crompton, V Guard, Suguna, Kirloskar Etc	
11.	Telescopic pole for Glass cleaning & Cobweb removal	10 meters	High quality Telescopic pole for Glass cleaning & Cobweb removal
12.	Manual Road sweeper	Main Brush Spec: 480 mm (1 Nos.) Side Brush Spec: 350 mm (2 Nos.) <b>Brands:</b> - Roots, Karchaer, Taski Equivalent Brands	
13.	Telescopic Ladder	up to 50 feet height	Suitable Telescopic Ladder
14.	Signages /Caution board Cleaning in progress	As per requirement	
15.	Mop Trolley double bucket	Capacity- 34 litre	
16.	Glass cleaning Kit	As per requirement	
17.	Different length wires for cleaning of sewerpipes	As per requirement	Suitable high-quality wires for cleaning of sewer pipes

Sr. No.	Description	Specification (tentative which may vary a little depending upon the area of usage)	Sample picture for reference
18.	Caddy Bucket	As per requirement	
19.	Trikam + Khurpi + Pavada etc	As per requirement	Suitable High quality

**Note:** Quantity of machines, tools and tackles as per the requirement of the Institute from time of time. The Service Provider must arrange the required machines and tools without any extra cost to the Institute. A minimum of tools & machine is required to be maintained by the service provider. In case of requirement of any additional Machines, Tools and Tackles, in addition to above, the contractor is to arrange any required machine and tool at no extra cost.

## INDEX/ COMPLIANCE SHEET

(To be submitted on the letterhead of the agency)

Sr. No	Document Name	Compliance (Yes / No)	Page No		Remarks
			From	To	
1.	Tender Acceptance Letter as per <b>Annexure-III.</b>				
2.	Details of the Proprietor, Directors, consultant and top executives (with Names, address, phone number etc.) should be furnished with the tender on the letter head of the agency.				
3.	Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.				
4.	Copy of GST Registration Certificate.				
5.	Copy of 9001:2015, ISO 14001:2015 & ISO 45001:2018, ISO-22000:2005 Certificate.				
6.	Trade License.				
7.	EPF Registration Certificate.				
8.	ESI Registration Certificate.				
9.	Labour License: Valid License				
10.	Valid Proof regarding 500 or more workers continuously on a roll for the last six months. (Proof of ESI/EPF deposit/ EPFO Challans for the last 3 months along with the details of staff with designation.				
11.	Valid document in support of Registered/ Branch office/shop at Jammu and Srinagar, as applicable.				
12.	Proof of Turnover, to claim the eligibility related to Turn Over (CA Certificate along with the Profit and Loss account/ Income and Expenditure Statement and Balance sheet).				
13.	Detail of Experience as per <b>Annexure-IV.</b> along with the copy of work order and completion / performance certificates/ Feedback from Clients.				
14.	An undertaking no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency)				
15.	MANDATE FORM FOR Electronic Fund Transfer/ RTGS TRANSFER As per <b>Annexure-V.</b>				

Sr. No	Document Name	Compliance (Yes / No)	Page No		Remarks
			From	To	
16.	Self-Declaration about Non-Black Listing <b>as per Annexure-VI.</b>				
17.	Integrity Pact <b>as per Annexure-VII.</b>				
18.	Duly signed and stamped of the entire tender document along with its addendum/ corrigendum, if any.				
19.	All other documents, as required in terms of the tender, to claim eligibility.				

Place:

Date: .

(Signature with stamp of the Agency)

## TECHNICAL BID

(To be submitted on the letterhead of the Agency/ Firm)

**Copies of all supporting documents duly signed and stamped by the Agency in support of below particulars must be attached along with this checklist.**

1.	Name of the Agency (In Block Letters)	::	
2.	Registered Office Address (With telephone no. & email address)	::	
3.	Address of Jammu Office (With telephone no. & email address)  Please attach valid document in support of Registered/ Branch office/shop at Jammu, as Applicable as per eligibility criteria.	::	
4.	Status of the organization Proprietary/Partnership/Pvt. Ltd./Public Ltd. Company	::	
5.	Year of incorporation /constitution of agency	::	
6.	Registration No./Trade License No. (Please Attach the Copy of License)	::	
7.	PAN No. (Please Attach the Copy of License)	::	
8.	GST No. (Please Attach the Copy of License)	::	
9.	EPF No (Please Attach the Copy of Certificate)	::	
10.	ESI No (Please Attach the Copy of Certificate)	::	
11.	Labour Registration/ License No. (Please Attach the Copy of Certificate)	::	
12.	Authorized Signatory Details/ Contact Person No -1 Details	::	Name: _____ Designation: _____ Mobile No: _____ Email: _____

<p>13. Details of Contact Person-2 Other that Authorized Signatory:</p>	<p>:: Name:_____</p> <p>Designation:_____</p> <p>Mobile No:_____</p> <p>Email:_____</p>
<p>14. Total No. of Year of Similar Experience in Facility Management/ Housekeeping</p> <p>Details of work experience (as per <b>Annexure-IV</b> in support of Experience related eligibility criteria). Please attach copy of Proof</p>	
<p>15. Website, if any</p>	<p>::</p>
<p>16. Name of the cities and States where Agency / Firm / Company is having branches</p>	<p>::</p>
<p>17. Total number of Contractual Manpower for Housekeeping Services presently providing to the clients</p> <p>The Agency has to submit the Valid Proof regarding No of Staff (proof of ESI/EPF deposit Latest Month) along with the details of staff with designation</p>	<p>:: No. of Un-Skilled Staff:_____</p> <p>No. of Semi-Skilled Staff:_____</p> <p>No. of Skilled Staff:_____</p> <p>No. of High-Skilled Staff:_____</p> <p>No. of Other Professional Staff:_____</p> <p>Total No. of Staff:_____</p>
<p>18. Annual Business Turnover of the any 3 consecutive Financial Years in last six financial years ended on 31st August 2024, duly certified by the Chartered Accountant (In Crore)</p>	<p>:: FY-1; 20__-__: Rs_____ Crore</p> <p>FY-2; 20__-__: Rs_____ Crore</p> <p>FY-3; 20__-__: Rs_____ Crore</p> <p>Average Turn Over Rs_____ Crore</p>
<p>19. Details of Tender Fee (Application Fee) of and EMD.</p>	<p>:: <b>Details of Tender Fee:</b></p> <p>Amount:</p> <p>Txn No:</p> <p>Date:</p> <p>Bank &amp; Branch:</p> <p><b>Details of EMD:</b></p> <p>Amount:</p> <p>Txn No:</p> <p>Date:</p> <p>Bank &amp; Branch:</p>

20. Whether the Agency faced any ::  
litigation with any organization  
earlier, if yes, kindly furnish the  
same with name of the organization  
and brief details of litigation.

21. Any other information ::

Verification:

The details furnished in the application are true and correct to the best of my/our knowledge and that in case of furnishing any false information or suppression of any material information. The application shall be liable to be rejected besides initiation of panel proceedings by IIM Jammu, if it deems fit.

Signature of authorized signatory

Name:

Seal:

**TENDER ACCEPTANCE LETTER**

(On the letter head of the Agency/ Firm)

To

Date:

Chief Administrative Officer,  
Indian Institute of Management Jammu  
Jagti, Jammu-181221 (J&K)

**Sub: Acceptance of Terms & Conditions of tender for “providing Housekeeping/ Facility Management Services at IIM Jammu” vide Tender Ref. No. IIMJ/NIT/Facility-MGMT/2024-25/09**

Dear Sir,

I/We have downloaded / obtained the tender document(s) for the above mentioned “Tender/Work’ from the web site(s) namely as per your notice given in the above-mentioned website(s).

1. I/We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The corrigendum(s) issued from time to time by your department/ organization with this tender has also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirely.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
5. No employee or direct relation of any employee of IIM Jammu is in way connected as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. with the Agency / Firm / Company.
6. I/We certify that all information and data furnished and attachments submitted with the application by our Agency / Firm / Company are true & correct.
7. I/We are aware that if any information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject our bid or terminate our contract, without prejudice to any other rights or remedy including the forfeiture of the full said Earnest Money Deposit/ Performance Security absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

## DETAILS OF EXPERIENCE

(To be submitted on the letterhead of the bidder)

Sr. No	Name of the organization/ Institute where goods /services were provided with. Name of Contact Person, Contact No. & email id.	Area in Sq.m	Nature/ Value of the contract in INR (Average Bill per annum)	Duration of contract		Total years of experience (YY/MM)	Whether it is academic institute (Yes/No)	Copy of contract along with the performance report (Yes/No)
				From (DD/MM/YYYY)	To (DD/MM/YYYY)			
1.								
2.								
3.								
4.								
5.								

Note: Bidders are required to provide the information on above format only in reverse chronological order (start from latest/recent most organization to oldest organization) and also attach Copy of contract / performance certificate in same sequence. Bidders may add row / rows in the above format, if No. of organizations / Institutions are more or may add additional sheet also.

**Stamp and Signature of Bidder**

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Organization Name:** \_\_\_\_\_

**MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER**

(To be submitted on the letterhead of the Agency/ Firm)

The Chief Administrative Officer  
 Indian Institute of Management Jammu  
 Jagti, Jammu- 181221 (J&K)

Date: / /

Sub: Authorization for release of payment / dues from Indian Institute of Management Jammu through Electronic Fund Transfer/RTGS Transfer.

- Name of the Firm/Company/Institute:**
- Address of the Firm/Company/Institute:**

City \_\_\_\_\_

Pin Code \_\_\_\_\_

E-Mail ID \_\_\_\_\_

Mob No: \_\_\_\_\_

Permanent Account Number \_\_\_\_\_

**3. Particulars of Bank**

Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No			
(9 Digit number appearing on the MICR Bank of the Cheque supplied by the Bank, Please attach a Xerox copy of a cheque of your bank for ensuring accuracy of the bank name , branch name and code number)			
IFS Code:(11 digit alphanumeric code)			
Account Type	Saving	Current	Cash Credit
Account Number:			

**DECLARATION:**

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information, I shall not hold Chief Administrative Officer, Indian Institute of Management Jammu responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for purpose of credit of amount through NEFT/RTGS Transfer.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

**Signature & Seal of the Authorized Signatory of the Firm/Company/Institute:**


---

 Certified that particulars furnished above are correct as per our records

Bankers Stamp:

Date: \_\_\_\_\_

**Signature of the Authorized Official from the Bank**

**N.B: Please fill in the information in CAPITAL LETTERS, computer typed; please TICK wherever it is applicable.**

## SELF-DECLARATION ABOUT NON-BLACK-LISTING

(To be submitted on the letterhead of the bidder)

To

Date:

Chief Administrative Officer,  
Indian Institute of Management Jammu  
Jagti, Jammu-181221 (J&K)

Subject: Self Declaration About Non-Black-Listing for “**providing Housekeeping/ Facility Management Services at IIM Jammu**” vide Tender Ref. No. **IIMJ/NIT/Facility-MGMT/2024-25/09**

Sir,

In response to tender under reference, I/ We hereby declare that presently our firm/ agency/ company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that presently our agency / firm / company is also not blacklisted/ debarred and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in last five years from the last date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD / Performance Security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Date:

Yours faithfully,

(Name & signature with stamp of the bidder)

## NUMBER OF MANPOWER AND EQUIPMENT (MACHINES, TOOLS AND TACKLES)

(To be submitted on the letterhead of the bidder)

<b>Table-A</b>			
<b>REQUIRED NUMBER OF MANPOWER</b>			
Sr. N	Post	Minimum wages Category	Tentative Required number of housekeeping Manpower as per Scope of Work of NIT
1.	Facility Manager	Skilled	01
2.	Supervisor- Housekeeping Staff	Semi-Skilled	As per vendor assessment
3.	Housekeeping Staff (HKS)	Unskilled	As per vendor assessment
<p><b>Note:</b> IIM Jammu reserves the right to increase or decrease the manpower as and when required as per IIM Jammu requirement to meet the cleanliness standard.</p>			

<b>Table-B</b>		
<b>NUMBER OF EQUIPMENT (MACHINES, TOOLS AND TACKLES)</b>		
Sr.	Description	Required number of equipment (machines, tools and tackles) for the 88,487.20 Sqm area as per Scope of Work of NIT
1.	Suitable road sweeping machine	1
2.	Heavy Duty Ride on Sweepers machine.	4
3.	Automatic (walk behind) scrubber	3
4.	Single disc Scrubbing machine	2
5.	High Jet pressure Machine	4
6.	Heavy duty Backpack vacuum cleaner	2
7.	Heavy duty Vacuum cleaner Wet & Dry	2
8.	Scissor Lift	1
9.	Ladders (small 10 Ft height and large)	2

<b>Table-B</b>		
<b>NUMBER OF EQUIPMENT (MACHINES, TOOLS AND TACKLES)</b>		
<b>Sr.</b>	<b>Description</b>	<b>Required number of equipment (machines, tools and tackles) for the 88,487.20 Sqm area as per Scope of Work of NIT</b>
10.	Pump for drainage water soaking /throwing Engine power rating 5 HP or higher	2
11.	Telescopic pole for Glass cleaning & Cobweb removal 10 meters	3
12.	Manual Road sweeper	2
13.	Telescopic Ladder up to 50 feet height	2
14.	Signages/Caution board Cleaning in progress	25
15.	Mop Trolley 34 lit double bucket	15
16.	Glass cleaning Kit	2
17	Different length wires for clearing drain/sewer pipes	3
18	Caddy Bucket	15
19	Trikam + Khurpi + Pavada etc	3 each
<p><b>Note:</b> Quantity of machine, tools and tackles as per the requirement of the Institute from time of time. The Service Provider have to arrange the required tools without any extra cost to the Institute.</p> <p>A minimum of tools &amp; machine is required to be maintained by the service provider. In case of requirement of any additional Machines, Tools and Tackles, in addition to above, the nearest rent of the Machines, Tools and Tackles shall be applicable. Latest Machine must be used, not older than three years. The Details to be provided to IIM Jammu before deploying the machines</p> <p><b>Detailed Specifications are attached at ENCLOSURE-1.</b></p>		

**Stamp and Signature of Bidder**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Organization Name: \_\_\_\_\_

## INTEGRITY PACT

This **INTEGRITY PACT** is made and executed at.....on this day of.....20.....

BY AND BETWEEN

Indian Institute of Management Jammu (IIM Jammu) acting through Cmdr Kesavan Baskkaran (R), Chief Administrative Officer, Indian Institute of Management Jammu (IIM Jammu) having its office located at Jagti, Jammu- 181221, (hereinafter referred to as "**The Principal**" which terms or expression shall, unless excluded by or repugnant to the subject or context, mean and include its successor-in-office administrators or permitted assignees) of the **First Part**;

**AND**

M/s ..... through its representative/ authorized signatory ..... (name and designation of officer) having its office located at ..... (hereinafter referred to as "**The Bidder/ Contractor**" which terms or expression shall, unless excluded by or repugnant to the subject or context, mean and include its successor-in-office administrators or permitted assignees) of the **Second Part**;

### Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for ..... The Principal values full compliance with all relevant laws, rules and regulations, and economic use of resources, and of fairness and transparency in its relations with its Bidder(s) and Contractor(s).

In order to achieve these goals, the Principal will appoint an Independent External Monitor (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

### **Section 1 - Commitments of the Principal**

- 1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:
  - a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for him/herself or third person, any material or immaterial benefit which he/she is not legally entitled to.
  - b. The Principal will, during the tender process treat all Bidders with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidders the same information and will not provide to any Bidder confidential/additional information through which the Bidder could obtain an advantage in relation to the tender process or the contract execution.

- c. The Principal will exclude from the process all known prejudiced persons.
- 2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the relevant Anti-Corruption Laws of India, or if there be a substantive suspicion in this regard, the Principal will inform its Vigilance Office and in addition can initiate disciplinary actions.

## **Section 2 - Commitments of the Bidder(s)/Contractor(s)**

- 1) The Bidder(s) / Contractor(s) commits itself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.
  - a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or immaterial benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
  - b. The Bidder(s) / Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to form cartels in the bidding process.
  - c. The Bidder(s) /Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) /Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
  - d. The Bidder(s)/ Contractor(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the Guidelines on Indian Agents of Foreign Suppliers, shall be disclosed by the Bidder(s) /Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. ~~Copy of the Guidelines on Indian Agents of Foreign supplier" is attached (Page 6 of attached document).~~
  - e. The Bidder(s) / Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- 2) The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

## **Section 3 - Disqualification from tender process and exclusion from future contracts**

If The Bidder(s)/ Contractor(s), before award or during execution of contract has committed a transgression through a violation of Section 2 above or in any other form such as to put his reliability or credibility as Bidder into question, the Principal is entitled to disqualify the Bidder from the tender process or to take action, as per the procedure mentioned in the

"Guidelines on Banning of business dealings". Copy of the "~~Guidelines on Banning of business dealings~~" is attached (Page 7 to 13 of attached document).

#### **Section 4 - Compensation for Damages**

- 1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover from the Bidder liquidated damages equivalent to Earnest Money Deposit / Bid Security.
- 2) If the Principal has terminated the contract according to Section 3 or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be 4 entitled to demand and recover from the Contractor liquidated damages equivalent to Security Deposit /Performance Bank Guarantee.

#### **Section 5 - Previous transgression**

- 1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the TI approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.
- 2) If the Bidder makes incorrect statement on this subject he can be disqualified from the tender process or action can be taken as per procedure mentioned in "Guidelines on Banning of Business dealing.

#### **Section 6 - Equal treatment of all Bidder(s) / Contractor(s)/ Subcontractor(s)**

- 1) The Bidder / Contractor undertakes to demand from all subcontractors a commitment in conformity with this Integrity Pact, and to submit it to the Principal before contract signing. In case of Sub-contracting the Principal Contract or shall take the responsibility of the adoption of integrity Pact by the Sub-contractor.
- 2) The Principal will enter into agreements with identical conditions as this one with all Bidders, and Contractors.
- 3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

#### **Section 7 - Criminal charges against violating Bidder(s)/Contractor(s)/ Subcontractor(s)**

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor, which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the Vigilance Office.

#### **Section 8 – Independent External Monitor (IEM)**

- 1) The Principal appoints competent and credible independent External Monitor for this Pact after approval by central vigilance commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- 2) The Independent External Monitor (IEM) is not subject to instructions by the representatives of the parties and performs his functions, neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidder(s)/Contractor(s) as confidential. He / she reports to Secretary' MoE.

- 3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors.
- 4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Subcontractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Secretary, D/o Higher Education.
- 5) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- 6) As soon as the IEM notices, or believes to notice, a violation of this agreement, he/ she will so inform the Management of the Principal and request the Management to discontinue or to take corrective action, or to take other relevant action. The Monitor can in this regard submit nonbinding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- 7) The Monitor will submit a written report to the Secretary, D/o Higher Education within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- 8) If the Monitor has reported to the Secretary, D/o Higher Education, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Secretary, MoE has not, within the reasonable time taken visible action to proceed against such offence or reported it to the chief vigilance officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- 9) The word '**Monitor**' would include both singular and plural.

### **Section 9 - Pact Duration**

This Integrity Pact begins when both parties have legally signed it. It expires for the contractor 12 months after the last payment under the contract and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealing.

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above. unless it is discharged / determined by Secretary, D/o Higher Education'

### **Section 10 – Other provisions**

- 1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Jammu.
- 2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- 3) If the Contractor is a partnership or a consortium this agreement must be signed by all partners or consortium members.

- 4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- 5) Issues like Warranty / Guarantee etc. shall be outside the purview of IEMs.
- 6) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.
- 7) The actions stipulated in this Integrity Pact are without prejudice to any other legal action(s) that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

**IN WITNESS WHERE OF**, the parties hereunto set their hands and seals and executed this INTEGRITY PACT as of the day/month/year first above written:

For and on behalf of

**Indian Institute of Management Jammu (First Party)**

SIGNED, SEALED AND DELIVERED by

**Name:** Cmdr Kesavan Baskkaran (R)

**Designation:** Chief Administrative Officer

**Address:** Indian Institute of Management Jammu (IIM Jammu),

Jagti, Jammu- 181221

**Authorized Signatory**

For and on behalf of

**M/s..... (Second Party)**

SIGNED, SEALED AND DELIVERED by

**Name:** .....

**Designation:** .....

**Address:** .....

**Representative/authorized signatory**

**In the presence of Witness:**

1.

2

## GUIDELINES FOR INDIAN AGENTS OF FOREIGN SUPPLIERS

- 1.0 There shall be compulsory registration of agents for all Global (Open) Tender and Limited Tender. An agent who is not registered with [dprocure.gov.in](http://dprocure.gov.in)/MoE shall apply for registration in the prescribed Application –Form.
- 1.1 Registered agents will file an authenticated Photostat copy duly attested by a Notary Public/Original certificate of the principal confirming the agency agreement and giving the status being enjoyed by the agent and the commission/remuneration/salary/retainer-ship being paid by the principal to the agent before the placement of order by the Ministry.
- 1.2 Wherever the Indian representatives have communicated on behalf of their principals and the foreign parties have stated that they are not paying any commission to the Indian agents, and the Indian representative is working on the basis of salary or as retainer, a written declaration to this effect should be submitted by the party (i.e. Principal) before finalizing the order.
- 2.0 **DISCLOSURE OR PARTICULARS OF AGENTS/ REPRESENTATIVES IN INDIA. IF ANY.**
  - 2.1 Tenderers of Foreign nationality shall furnish the following details in their offer:
    - 2.1.1 The name and address of the agents/representatives in India, if any and the extent of authorization and authority given to commit the Principals. In case the agent/representative be a foreign Company, it shall be confirmed whether it is real substantial Company and details of the same shall be furnished.
    - 2.1.2 The amount of commission/remuneration included in the quoted price(s) for such agents/representatives in India.
    - 2.1.3 Confirmation of the Tenderer that the commission/ remuneration if any, payable to his agents/representatives in India, may be paid by M/o Education in Indian Rupees only.
  - 2.2 Tenderes of Indian Nationality shall furnish the following details in their offers:
    - 2.2.1 The name and address of the foreign principals indicating their nationality as well as their status, i.e., whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal specifically authorizing the agent to make an offer in India in response to tender either directly or through the agents/representatives.
    - 2.2.2 The amount of commission/remuneration included in the price (s) quoted by the Tenderer for himself.
    - 2.2.3 Confirmation of the foreign principals of the Tenderer that the commission/remuneration, if any, reserved for the Tenderer in the quoted price (s), may be paid by M/o Education in India in equivalent Indian Rupees on satisfactory completion of the Project or supplies of Stores and Spares in case of operation items.
  - 2.3 In either case, in the event of contract materializing, the terms of payment will provide for payment of the commission /remuneration, if any payable to the agents/representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.
  - 2.4 Failure to furnish correct and detailed information as called for in paragraph 2.0 above will render the concerned tender liable to rejection or in the event of a contract materializing, the same liable to termination by M/o Education. Besides this there would be a penalty of banning business dealings with M/o Education or damage or payment of a named sum.

## Guidelines on Banning of Business Dealing

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## 1. Introduction

- 1.1 M/o Education, being 'State', within the meaning of Article 12 of Constitution of India, has to ensure preservation of rights enshrined in Chapter III of the Constitution. M/o Education has also to safeguard its commercial interests. M/o Education deals with *Agencies*, who have a very high degree of integrity, commitments and sincerity towards the work undertaken. It is not in the interest of M/o Education to deal with *Agencies* who commit deception, fraud or other misconduct in the execution of contracts awarded / orders issued to them. In order to ensure compliance with the constitutional mandate, it is incumbent on M/o Education to observe principles of nature justice before banning the business dealing with any Agency.
- 1.2 Since banning of business dealings involve civil consequences for an Agency concerned, it is incumbent that adequate opportunity of hearing is provided and the explanation, if tendered, is considered before passing any order in this regard keeping in view the facts and circumstances of the case.

## 2. Scope

- 2.1 The General Conditions of Contract (GCC) of M/o Education generally provide that M/o Education reserves its rights to remove from list of approved suppliers / contractors or to ban business dealings if any Agency has been found to have committed misconduct and also to suspend business dealings pending investigation. If such provision does not exist in any GCC, the same may be incorporated.
- 2.2 Similarly, in case of sale of material there is a clause to deal with the Agencies / customers / buyers, who indulge in lifting of material in unauthorized manner. If such a stipulation does not exist in any Sale Order, the same may be incorporated.
- 2.3 However, absence of such a clause does not in any way restrict the right of the Ministry to take action / decision under these guidelines in appropriate cases.
- 2.4 The procedure of (i) Removal of Agency from the List of approved suppliers / contractors; (ii) Suspensions and (iii) Banning of Business Dealing with Agencies, has been laid down in these guidelines.
- 2.5 These guidelines apply to all the Bureaus and Organisations/Autonomous Institution under the Ministry.
- 2.6 It is clarified that these guidelines do not deal with the decision of the Management not to entertain any particular Agency due to its poor / inadequate performance or for any other reason.
- 2.7 The banning shall be with prospective effect, i.e., future business dealings.

## 3. Definitions

In these Guidelines, unless the context otherwise requires:

- i) *'Party / Contractor / Supplier / Purchaser / Customer/Bidder/Tenderer'* shall mean and include a public limited company or a private limited company, a firm whether registered or not, an individual, a cooperative society or an association or a group of persons engaged in any commerce, trade, industry, etc. *'Party / Contractor / Supplier / Purchaser / Customer/ Bidder / Tenderer'* in the context of these guidelines is indicated as *'Agency'*.
- ii) *'Inter-connected Agency'* shall mean two or more companies having any of the following features:
  - a) If one is a subsidiary of the other.
  - b) If the Director(s), Partner(s), Manager(s) or Representative(s) are common;
  - c) If management is common;
  - d) If one owns or controls the other in any manner;
- iii) *'Competent Authority' and 'Appellate Authority'* shall mean the following:
  - a) For M/o Education, the Bureau Head shall be the *'Competent Authority'* for the purpose of these guidelines. Secretary, D/o Higher Education/School Education as the case may be, shall be the *'Appellate Authority'* in respect of such cases except banning of business dealings with Foreign Suppliers of imported coal/coke.
  - b) For Subordinate offices, Autonomous organization of the Ministry of Education, the Competent Authority and the Appellate Authority shall be such, as may be decided by the Governing body of the organisation.
  - c) In case the foreign supplier is not satisfied by the decision of the First Appellate Authority, it may approach M/o Education as Second Appellate Authority.
  - d) Secretary, higher Education/Secretary, School Education, M/o Education shall have overall power to take suo-moto action on any information available or received by him and pass such order(s) as he/she may think appropriate, including modifying the order(s) passed by any authority under these guidelines.
- iv) *'Investigating Department'* shall mean any Department or Unit investigating into the conduct of the Agency and shall include the Vigilance Bureau, Central Bureau of Investigation, the State Police or any other department set up by the Central or State Government having powers to investigate.
- v) *'List of approved Agencies – Parties / Contractors/Suppliers/Purchasers/Customers/Bidders/ Tenderers shall mean and include list of approved/registered Agencies – Parties/ Contractors /Suppliers/ Purchasers / Customers / Bidders/ Tenderers, etc.'*

#### 4. Initiation of Banning / Suspension

Action for banning / suspension business dealings with any Agency should be initiated by the department having business dealings with them after noticing the irregularities or misconduct on their part. Besides the concerned department, Vigilance Department of each Plant / Unit / Corporate Vigilance may also be competent to advise such action.

## **5. Suspension of Business Dealings**

- 5.1 If the conduct of any Agency dealing with M/o Education is under investigation by any department, the Competent Authority may consider whether the allegations under investigation are of a serious nature and whether pending investigation, it would be advisable to continue business dealing with the Agency. If the Competent Authority, after consideration of the matter including the recommendation of the Investigating Department, if any, decides that it would not be in the interest to continue business dealings pending investigation, it may suspend business dealings with the Agency. The order to this effect may indicate a brief of the charges under investigation. If it is decided that inter-connected Agencies would also come within the ambit of the order of suspension, the same should be specifically stated in the order. The order of suspension would operate for a period not more than six months and may be communicated to the Agency as also to the Investigating Department. The Investigating Department may ensure that their investigation is completed and whole process of final order is over within such period.
- 5.2 The order of suspension shall be communicated to all Bureau/ Organisation/ Autonomous Institution under the Ministry. During the period of suspension, no business dealing may be held with the Agency.
- 5.3 As far as possible, the existing contract(s) with the Agency may continue unless the Competent Authority, having regard to the circumstances of the case, decides otherwise.
- 5.4 If the gravity of the misconduct under investigation is very serious and it would not be in the interest of M/o Education, as a whole, to deal with such an Agency pending investigation, the Competent Authority considers that depending upon the gravity of the misconduct, it would not be desirable for all institutions/organisations of M/o Education to have any dealings with the Agency concerned, an order suspending business dealings may be issued to all institutions/organisations by the Competent Authority, copy of which may be endorsed to the Agency concerned. Such an order would operate for a period of six months from the date of issue.
- 5.5 If the Agency concerned asks for detailed reasons of suspension, the Agency may be informed that its conduct is under investigation. It is not necessary to enter into correspondence or argument with the Agency at this stage.
- 5.6 It is not necessary to give any show-cause notice or personal hearing to the Agency before issuing the order of suspension. However, if investigations are not complete in six months time, the Competent Authority may extend the periods of suspension by another three months, during which period the investigations must be completed.

## **6. Ground on which Banning of Business Dealings can be initiated**

- 6.1 If the security consideration, including questions of loyalty of the Agency to the State, so warrants;

- 6.2 If the Director / Owner of the Agency, proprietor or partner of the firm, is convicted by a Court of Law for offences involving moral turpitude in relation to its business dealings with the Government or any other public sector enterprises during the last five years;
- 6.3 If there is strong justification for believing that the Directors, Proprietors, Partners, owner of the Agency have been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolations, etc;
- 6.4 If the Agency continuously refuses to return / refund the dues of Ministry / organisations/ Autonomous Institution under Ministry without showing adequate reason and this is not due to any reasonable dispute which would attract proceedings in arbitration or Court of Law;
- 6.5 If the Agency employs a public servant dismissed / removed or employs a person convicted for an offence involving corruption or abetment of such offence;
- 6.6 If business dealings with the Agency have been banned by the Govt. or any other public sector enterprise;
- 6.7 If the Agency has resorted to Corrupt, fraudulent practices including misrepresentation of facts and / or fudging /forging /tampering of documents;
- 6.8 If the Agency uses intimidation / threatening or brings undue outside pressure on the Ministry or its official in acceptance / performances of the job under the contract;
- 6.9 If the Agency indulges in repeated and / or deliberate use of delay tactics in complying with contractual stipulations;
- 6.10 Willful indulgence by the Agency in supplying sub-standard material irrespective of whether pre-despatch inspection was carried out by M/o Education or not;
- 6.11 Based on the findings of the investigation report of CBI / Police against the Agency for malafide / unlawful acts or improper conduct on his part in matters relating to M/o Education or even otherwise;
- 6.12 Established litigant nature of the Agency to derive undue benefit;
- 6.13 Continued poor performance of the Agency in several contracts;
- 6.14 If the Agency misuses the premises or facilities of Ministry of Education forcefully occupies, tampers or damages the Ministry's properties including land, water resources, forests / trees, etc.

(Note: The examples given above are only illustrative and not exhaustive. The Competent Authority may decide to ban business dealing for any good and sufficient reason).

## 7 Banning of Business Dealings

- 7.1 Normally, a decision to ban business dealings with any Agency should apply throughout Ministry and Organisations/Autonomous Institution under its control. Any ban imposed by the Ministry shall be applicable on all organisations/Autonomous Institutions under the Ministry.

7.2 If the Competent Authority is prima-facie of view that action for banning business dealings with the Agency is called for, a show-cause notice may be issued to the Agency as per paragraph 9.1 and an enquiry held accordingly.

**8. Removal from List of Approved Agencies – Suppliers / Contractors, etc.**

8.1 If the Competent Authority decides that the charge against the Agency is of a minor nature, it may issue a show-cause notice as to why the name of the Agency should not be removed from the list of approved Agencies – Suppliers / Contractors, etc.

8.2 The effect of such an order would be that the Agency would not be disqualified from competing in Open Tender Enquiries but LTE may not be given to the Agency concerned.

8.3 Past performance of the Agency may be taken into account while processing for approval of the Competent Authority for awarding the contract.

**9 Show-cause Notice**

9.1 In case where the Competent Authority decides that action against an Agency is called for, a show-cause notice has to be issued to the Agency. Statement containing the imputation of misconduct or mis-behaviour may be appended to the show-cause notice and the Agency should be asked to submit within 15 days a written statement in its defence.

9.2 If the Agency requests for inspection of any relevant document in possession of Ministry, necessary facility for inspection of documents may be provided.

9.3 The Competent Authority may consider and pass an appropriate speaking order:

- a) For exonerating the Agency if the charges are not established;
- b) For removing the Agency from the list of approved Suppliers / Contractors, etc.
- c) For banning the business dealing with the Agency.

9.4 If it decides to ban business dealings, the period for which the ban would be operative may be mentioned. The order may also mention that the ban would extend to the interconnected Agencies of the Agency.

**10 Appeal against the Decision of the Competent Authority**

10.1 The Agency may file an appeal against the order of the Competent Authority banning business dealing, etc. The appeal shall lie to Appellate Authority. Such an appeal shall be preferred within one month from the date of receipt of the order banning business dealing, etc.

10.2 Appellate Authority would consider the appeal and pass appropriate order which shall be communicated to the Agency as well as the Competent Authority.

**11 Review of the Decision by the Competent Authority**

Any petition / application filed by the Agency concerning the review of the banning order passed originally by the Competent Authority under the existing guidelines either before or after filing of

appeal before the Appellate Authority or after disposal of appeal by the Appellate Authority, the review petition can be decided by the Competent Authority upon disclosure of new facts / circumstances or subsequent development necessitating such review. The Competent Authority may refer the same petition to the Standing Committee for examination and recommendation.

**12 Circulation of the names of Agencies with whom Business Dealings have been banned**

- 12.1 Depending upon the gravity of misconduct established, the Competent Authority may circulate the names of Agency with whom business dealings have been banned, to the Government Departments, other Public Sector Enterprises, etc. for such action as they deem appropriate.
- 12.2 If Government Departments or a Public Sector Enterprise request for more information about the Agency with whom business dealings have been banned, a copy of the report of Inquiring Authority together with a copy of the order of the Competent Authority / Appellate Authority may be supplied.
- 12.3 If business dealings with any Agency has been banned by the Central or State Government or any other Public Sector Enterprise, M/o Education may, without any further enquiry or investigation, issue an order banning business dealing with the Agency and its inter-connected Agencies.

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**PART-II: FINANCIAL BID (FORMAT)**  
**(To be submitted online in BOQ Excel Sheet)**

Name and Address of the Bidder:

Sr.No	Category	Qty	Rate without GST
1.	<b>Charges for housekeeping:</b> <b>(a) For All Closed area</b> (this includes all manpower, machines used and as per scope of work as per Annexure VII)  Area will be as per actual measured on commencement of work	46,812.00 Sqm	Rate to be quoted online
2.	<b>(b) For all open areas</b> (this includes all manpower, machines used and scope of work as per annexure VII) Area will be as per actual measured on commencement of work	41,675.00 Sqm	Rate to be quoted online
3.	Charges for consumables/ material as per scope of work and terms and condition		Rates to be quoted per sqm
4.	<b>Charges for providing the services for PAINTING WORK</b> including manpower, equipment and consumable chemicals/ material as per the scope of work and terms & conditions of the tender document. Rate to be quoted per 100 Sqm per Job	01 Job	Rate to be quoted online per 100 Sqm per Job
5.	<b>Charges for providing the services for Pest and Rodent control</b> including manpower, equipment and consumable chemicals as per the scope of work and terms & conditions of the tender document. Rate to be quoted per 100 Sqm per Job	01 Job	Rate to be quoted online per 100 Sqm per Job
	<b>Grand Total</b>		<b>Auto Calculated</b>

**Notes:**

- Charges for PAINTING WORK:** The bidder has to quote the Charges per 100 Sqm per Job for providing the services for PAINTING WORK including manpower, equipment and consumable chemicals as per the scope of work and terms & conditions of the tender document.
- Charges for Pest and Rodent control services:** The bidder has to quote the Charges per 100 Sqm per Job for providing the services for Pest and Rodent control including manpower, equipment and consumable chemicals as per the scope of work and terms & conditions of the tender document. The Rates shall remain firm during the first year and second year of the contract, if extended. However, after these two years, the rates shall be enhanced at a

mutually agreeable percentage subject to a ceiling of 10% as per the discretion of the competent authority.

3. The financial cover shall contain price bid in the enclosed "Price Bid format" i.e., in BOQ format. Submission of the Financial Bid (Price Bid) by any other means shall not be accepted by the Institute in any circumstances.
4. The Bidder shall not tamper/modify Financial Bid Format in any manner. In case, if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited.
5. GST will be extra as per actual. Bidder is required to quote the rate excluding GST.
6. The bidders are advised to quote their rates in Indian Rupees (INR) only.
7. Above mentioned may vary and may be increased or decreased as per requirement of the institute. The payment shall be done based on actual service rendered as per area covered.
8. The Financial Evaluation shall be done on the total payable which shall be the sum of actual cost (as per the scope of categories from sum of Serial No. 1 to 3 of the BoQ, Financial bid).
9. Technical Bid containing commercial details or Revelation of Prices in any form or by any reason before opening the Financial Bid shall not be considered.

Place

Date:

Signature with stamp of the bidder)