

INDIAN INSTITUTE OF MANAGEMENT SIRMAUR

Rampur Ghat Road, Paonta Sahib, District Sirmaur, Himachal Pradesh 173025



IIM SIRMAUR
KNOWLEDGE . LEADERSHIP

NOTICE INVITING TENDER **FOR** **HIRING OF HOUSEKEEPING SERVICES**

Tender Notice No. IIMS/PUR/HOUSEKEEPING SERVICES/07/2017-18

Dated: October 04, 2017

Last Date & Time to Download the Tender Document from Website	October 26, 2017, at 5:00 PM
Last Date & Time for Submission the BID	October 27, 2017, at 2:00 PM
Date & Time for Opening the BID	October 27, 2017, at 4:30 PM
EMD	30,000/- (Thirty Thousand Rupees Only) (Refundable to unrestful bidder) DD/Banker's cheque drawn In favour of "Indian Institute of Management, Sirmaur" payable at Paonta Sahib
Bank Guarantee	10% of Contract Amount
Address and place of Submission of Tender	Indian Institute of Management Sirmaur Rampur Ghat Rad, Paonta Sahib, District Sirmaur, Himachal Pradesh-173025.
Tender Document Delivery Mode	Speed Post/Registered Post/Courier Services/by Hand
Note: The Institute reserves the right to change/revised the date of opening the tender. In such case, the information will be displayed on institute's website.	

Yours faithfully,

Purchase & Stores Officer

Signature with Stamp of Bidder

Date:

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Rampur Ghat Road, Paonta Sahib, District Sirmaur, Himachal Pradesh 173025

NOTICE INVITING TENDER

FOR

HIRING OF HOUSEKEEPING SERVICES

Sealed quotations are invited from the firms (on official letterheads) duly filled under the two-bid system (A- Technical Bid, B- Financial Bid) from reputed and experienced Agencies on behalf of the Director, Indian Institute of Management Sirmaur at the following address:

Indian Institute of Management Sirmaur,
Rampur Ghat Rad, Paonta Sahib, District Sirmaur,
Himachal Pradesh-173025.

The tender document containing eligibility criteria, scope of work, terms & conditions and draft agreement can be download from www.iimsirmaur.ac.in

Interested agencies are required to submit the Technical & Financial bid separately along with EMD duly filled and signed. The bid in Sealed Cover-I contains "Technical Bid" and Sealed Cover –II containing " Financial Bid" should be placed in a third cover superscribed "Tender for Housekeeping Services for IIM Sirmaur and should reach the office of the "Purchase Convenor, Indian Institute of Management, Sirmaur, Rampur Ghat Road, Paonta Sahib, District Sirmaur, Himachal Pradesh-173025. **Before 1400 hours on October 27, 2017.** The tender will be opened on the same day at 0430 hrs (except Holiday). In the case of holiday, the tender will be opened on next working day on same time.

Quotation received after the due date shall not be accepted. The quotation should either be sent by speed post/Registered Post/Courier services/by hand, also ensure that the bids are received on the said address by the stipulated date and time. No time extension for courier/Speed Post/by Person shall be granted.

Each page of the Tender documents must be stamped and signed by the person and authorised person's submitting the Tender in token of his/their having acquainted himself/themselves and accepted the entire tender documents including various conditions of the contract. Any Bid with any of the Documents not signed is liable to be rejected at the discretion of the Institute. **NO PAGE SHOULD BE REMOVED/DETACHED FROM THIS BIDDING DOCUMENT.**

The tenderer either himself or may authorise any person to be present at the time of opening of the tender. The person attending the opening of the tender on behalf of the tenderer should bring with him a letter of authorisation as proof. The bidder shall attach the copy of the authorization letter/power of Attorney as the proof of authorization for signing on behalf of the firm.

The quoted bids shall have the validity for a period of 120 days from the date of opening of the tender.

The successful bidder shall give acceptance within 10-15 days from the date of receipt of the work order, failing which, the work order issued stands cancelled, and the EMD will be forfeited. Further, the successful bidder shall pay an amount of 10% of yearly Contract amount towards Performance Security.

Disclaimer Clause:

Financial bid will be opened for the qualified technical bidders.

IIM Sirmaur has the discretion and right at any stage to cancel/Add or amend the information, terms, procedure and protocol set in the RFP/RFQ and the bidder has no claims against such right. The Institute has the right to terminate the arrangement at any time without assigning any reason whatsoever. The jurisdiction for dispute (s) (If any) shall be at Paonta Sahib.

Thanking you,

Yours faithfully,

Purchase & Stores Officer

Signature with Stamp of Bidder

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QUOTATION FOR HIRING OF HOUSEKEEPING SERVICES AT IIM SIRMAUR (Documents related to Eligibility Criteria)

A- TECHNICAL BID

(In Separately sealed cover-1 superscribed as “Technical Bid”)

1	Name & Address of the Tenderer Organization/Agency with phone number, e-mail, and name & telephone/mobile number of contact person						
2	Experience in the work of providing housekeeping services, Particulars of experience (Attach certificates, testimonials, This shall cover the details of work of similar nature, approximate magnitude and duration carried out and/ or on hand for last 03 years along with a certificate from the organization where the job was carried out.	In the following format					
3	Name of Organization with complete address and telephone numbers to whom service provided	From	To	Total contract period (in year/months)	Total contract amount (In Rs.)	Total Contract Amount in (Figure)	Reason for termination if any
4	Set-up of your agency, clearly indicating details of managerial, supervisory and other staff						
(a)	Is the establishment registered with the Government: Please give details						
(b)	Do you have Labour license? Please provide details and attach a copy						
(c)	Undertaking of the agency Confirming the availability of the adequate workforce of requisite qualification and experience for deployment in IIM Sirmaur						

Signature with Stamp of Bidder

Date:

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5	EPF No			
6	ESI No			
7	Are you governed by Minimum Wages Act of the Government of India/ State Govt.? If yes, please give details			
8	Please indicate and attach copies of Income Tax return of last three years			
9	Do you have an office in Sirmaur? Please provide an address.			
10	PAN or TAN No.(Please attach copy)			
11	VAT no. (Please attach copy)			
12	Trade License No. (Please attach copy)			
13	GST Registration No. (Please attach copy)			
14	Details of the Demand Draft of Rs. 30,000.00 (Rs. Thirty thousand only) towards bid security (EMD) In favour of Indian Institute of Management, Sirmaur payable at Paonta Sahib.	Demand draft no Date : Issuing bank:		
15	Income Tax Return for the Past three years	2014-15	2015-16	2016-17

Signature with Stamp of Bidder

Date:

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TENTATIVE DETAILS OF AREA TO BE CLEANED

A- Academic Block

Sl. No.	Details of Floors	Area which Requires sweeping, Wet cleaning and Scrubbing once in a day (sq. m) (Approx.)	Toilets and Passages which Require cleaning Twice a day (sq. m.) (Approx.)	Only sweeping once in a Week (sq. m.) (Approx.)
1	Ground Floor	940	245	Nil
2	First Floor	830	294	Nil
3	Second Floor	880	217	Nil
4	Windows & Doors including (Ground, 1 st & 2 nd Floor)	Nil	Nil	396
5	Lawns, Parking lots and other open areas.	Nil	Nil	500

B- Hostel

Sl. No.	Details of Floors	Area which Requires sweeping, Wet cleaning and Scrubbing once in a day (sq. m) (Approx.)	Toilets and Passages which Require cleaning Twice a day (sq. m.) (Approx.)	Only sweeping once in a Week (sq. m.) (Approx.)
1	Ground Floor	600	250	Nil
2	First Floor	600	250	Nil
4	Windows & Doors including (Ground, 1 st Floor)	150	Nil	Nil
5	Electric Control Panel Room	70.26	Nil	Nil

Note: The area mentioned above is Tentative and may be increased/ decrease.

The contractor shall do the following sanitation work strictly:

- (i) The Sweeping, Scrubbing, Wet Cleaning of floors, doors/window frames, glasses fixed to the doors, windows, and fixtures in the rooms daily once and as and when required.
- (ii) Sweeping, scrubbing, wet cleaning of the open area inside the building such as corridors staircases and open area in front of the staircases etc. shall be done twice a day and as and when required.
- (iii) Sweeping open space like roads, courtyards garage, parking etc. once in a day or as and when required.
- (iv) Cleaning of mirrors, dressing tables, urinal pots, tiles and other articles contained in toilets and bathrooms twice in a day and as and when required.
- (v) Rest as mentioned in the Price Bid.
- (vi) And also any other related work instructed by an officer in charge.

Signature with Stamp of Bidder

Date:

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Declaration by the tenderer:

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

Enclosure:

1. DD No. _____
2. Terms & conditions (each page must be signed and sealed)
3. Financial Bid.

Place _____

(signature of the bidder with seal)

Name :

Seal:

Address:
Phone No. :
E-mail:

Signature with Stamp of Bidder

Date:

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B- FINANCIAL BID (Housekeeping Services)

(In Sealed Cover – two superscribed “Financial bid.”)

Sr. No.	Category of Manpower required	Nos. of Staff	Per day rate (As per Central Govt. per day minimum wages rates)
1	Supervisor	01	Rs. 420
2	Housekeeping Staff (Male)	08	Rs. 420
3	Housekeeping Staff (Female)	03	Rs. 420
4	PF@	As per Govt. Norms	
6	ESIC@	As per Govt. Norms	
7	GST	As per Govt. Norms (If Any)	
	Any Other Charges/ Tax@	As per Govt. Norms	
8	Adm/Service charge in figures		
9	Adm/Service charge in Words:		

Note:

1. IIM Sirmaur may ask to depute additional housekeeping staff as and when needed and also reduce them if required.
2. The rate is inclusive of one weekly off.
3. The manpower requirement during April, May, June will be less due to no student activity at that time.
4. **The labour would be required from 1st November 2017.**

Declaration by the bidder:

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

Note:

- (i) No other charges would be payable to Client.
- (ii) There would be no increase in rates during the contract period except provision under the terms & conditions.

Place:

(Signature of the bidder with seal)

Name:

Seal:

Address:

Phone No. :

E-Mail Id:

Signature with Stamp of Bidder

Date:

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TERMS & CONDITION OF CONTRACT

A. Scope of Work

1. Providing Housekeeping services at IIM Sirmaur by deploying required number of Housekeeping staff.
2. The initial period of contract shall be for one year which may be extended further period of one year on annual assessment basis subject to satisfactory performance and mutually agreed by both the parties.
3. The agency shall provide Housekeeping Services by deploying adequately well-disciplined, honest and dedicated staff for providing clean, reliable and efficient services for property of the INSTITUTE.
4. The Housekeeping staff shall be deployed for 8 hours at IIM Sirmaur campus and on the other property related to institute as per instruction is given by CAO/Officer in Charge, IIM Sirmaur. The Service Provider shall deploy required number of housekeeping services at the locating as desired by INSTITUTE.
5. INSTITUTE may terminate the contract of the contractor without any notice in case the contractor commits a breach of any of the terms of the contract. INSTITUTE's decision that a breach has occurred will be final and shall be accepted without demur by the service provider.

B. Eligibility Criteria

1. The Bidder should be proprietary firm/Partnership firm/Limited Company/Corporate body legally constituted and registered, who has the Licenses, registration, etc as per Govt. of India norms.
2. The Bidder shall have at least three years' experience of providing Housekeeping services in State Govt./Central Government/PSU/Autonomous Body under Government/Govt. Institutions/Educational Institution. (Proof to be submitted)
3. The contractor should have completed at least one work of similar magnitude and duration (worth Rs. 10,00,000/-) (Rupees Ten Lakhs or more per year) in last three years in State/Central Government/PSU/Autonomous Boy under Government/Govt. Institutions/Educational Institutions. (Proof to be submitted)
4. Enclose a copy of ITR for last three financial years, which must have at least average annual turnover of Rs. 10,00,000/-(Rupees Ten lakhs only) in the last three years. (Proof to be submitted)
5. The bidder should have an office in Paonta Sahib. If not, an office should be opened in Paonta Sahib within 30 days of the award of the work.
6. There should be no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency). An undertaking should be enclosed in this regard.
7. The bidder shall have the following Registrations and details of the same be provided in the Technical Bid:
 - (a) PF Registration: _____
 - (b) ESI Registration: _____
 - (c) GST Registration : _____
 - (d) Valid License, issued by Regional Labour Commissioner, Govt. of India or should give an undertaking that the bidder would obtain it positively within 30 (Thirty) days of the award of the work.
 - (e) Registration/License of Private Housekeeping Agencies (Regulation) under Company Act 1956.
 - (f) The Bidder should have a valid PAN issued by the Income Tax department. Bidder shall have valid GST Registration.

Signature with Stamp of Bidder

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C. Information and Conditions relating to Submission of Bids

1. The bidder shall pay Bid Security (EMD) of **Rs. 30, 000/-** (Rupees **Thirty Thousand Only**) along with the technical bid by Demand Draft for “**Indian Institute of Management, Sirmaur**” drawn on any Nationalized Bank payable at Paonta Sahib. Bids received without Earnest Money Deposit (EMD) **and after due date shall not be accepted under any circumstances.**
2. The Bid security (EMD) without interest shall be returned to the unsuccessful bidder after finalization of contract and successful bidder EMD may be adjusted as a Security deposit.
3. All the pages of the tender should be signed by the bidder.
4. As a guarantee towards due performance and compliance of the contract work, the successful bidder (Agency) will deposit an amount equal to 10% (Ten) of Annual Contract Value towards Performance Security Deposit by way of Demand/Bank guarantee in favour of “**Indian Institute of Management, Sirmaur**” drawn on any Nationalized Bank and payable at Paonta Sahib.

D. Late Bids :

1. Bids received after the due date and the specified time for any reason whatsoever, shall not be entertained.
2. The EMD shall be forfeited if successful bidder fails to undertake the work **OR** fails to comply with any term & condition of the contract.
3. The bid shall be valid and open for acceptance of the competent authority for 120 days from the date of opening of the tenders and no request for any variations in quoted rates and/withdrawal of tender of any ground by successful bidder shall be entertained.
4. After evaluation, the work shall normally be awarded to the Agency fulfilling all the conditions and who has quoted the lowest rate after complying with the provisions Minimum, Wages Act (including of Income Tax, EPF, ESIC, Leave, Salary, etc. In case two more agencies are found to have quoted the same rates, the Director, IIM Sirmaur shall decide about the Agency to which the offer shall be granted based on the report on the past performance of the firm, and length of experience, etc. such decision by the authority shall be final.

E. Terms and Condition:

1. The purpose of housekeeping is that the whole office premises of IIM Sirmaur must look neat and clean every time and the contractor has to undertake all such jobs/activities required to maintain the office premises neat and clean whether such activities are elaborated hereunder or not.
2. Deployment of the Housekeeping staff is without prejudice to the right of Chief Administrative Officer/ Officer-in-charge, at IIM Sirmaur to deploy the Housekeeping staff in any other number or manner considered to be more suitable in the interest of the IIM Sirmaur.
3. The contractor shall not employ any person of age below 18 years and above the age of 60 years, and they should be sound in health in carrying out the duty and should not have infected diseases. The Agency shall ensure that the Housekeeping staff deputed are healthy and not less than 18 years of age. The Agency will get their antecedents, character, and conduct verified and to submit an undertaking certificate. The INSTITUTE will not be responsible for any injury, disability or loss of life of personnel who will be engaging for the daily duty. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the service provider.
4. The full particulars of the person to be deployed by the Agency including their names & address shall be furnished to the Chief Administrative Officer/Officer-in-charge, IIM Sirmaur along with testimonials (Aadhar Card/Voter I/D before they deployed for the job.
5. The Agency shall not be deployed or shall discontinue deploying the person(s) if so desired the Chief Administrative Officer/ Officer-in-charge, at any time without assigning any reason whatsoever.
6. A local representative of Agency shall be in-charge of the Housekeeping staff and shall be responsible for the efficient rendering of the service under the contract. While working at the premises of IIM Sirmaur, they shall work under directives and guidance of the Chief Administrative Officer/ Officer-in-charge and will be answerable to the Chief Administrative Officer/ Officer-in-charge; This will, however, not diminish in any way, the Agency’s responsibility under contract to the IIM Sirmaur. The firm will provide necessary Supervision to ensure the suitable performance of the offered housekeeping service.

Signature with Stamp of Bidder

Date:

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7. The Agency shall ensure that any replacement of the personnel, as required by the Chief Administrative Officer/ Officer-in-charge, IIM Sirmaur for any reason specified or otherwise, shall be effected promptly without any addition to the IIM Sirmaur. If the agency wishes to replace any of the personnel the same shall be done with the prior concurrence of the Chief Administrative Officer/ Officer-in-charge, IIM Sirmaur at Agency's cost.
8. The Agency shall provide reasonably good uniform with name badges to its personnel deployed at IIM Sirmaur site at its cost and ensure that they are used the personnel deployed and are maintained in good condition. The housekeeping personnel must be **smartly dressed in proper uniforms only (Decided by competent authority)**, while on duty and should deal with staffs, and visitors, politely and courteously. If at any time any of the housekeeping staff are found to be guilty of misconduct in any manner, the service provider shall be asked to replace that person immediately.
9. The firm shall be obliged to follow the instructions of the INSTITUTE other than those specified in the Scope of Work.
10. The Service Provider shall be liable for all loss/damages caused or occurred to INSTITUTE at the location due to failure, negligence or slackness of the housekeeping personnel provided by the Service Provider.
11. The agency shall ensure that Housekeeping staff appointed by them is fully loyal to and assist the Chief Administrative Officer/ Officer-in-charge.
12. In the event of any Housekeeping staff being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.
13. As and when the Chief Administrative Officer/ Officer-in-charge, IIM Sirmaur requires additional Housekeeping staff on the temporary or emergent basis, the Agency will depute such Housekeeping staff under the same terms and conditions.
14. The Agency shall arrange to maintain the daily shift-wise attendance record of the Housekeeping staff deployed by its showing their arrival and departure time. The Agency shall submit to the Chief Administrative Officer/ Officer-in-charge, IIM Sirmaur an attested photocopy of the attendance record and enclose the same with the monthly bill & for processing of payment to the service provider. Without such attendance proof, no payment would be made. The Service Provider shall maintain properly all record, registers and such other requirements as contemplated by the provisions of all the applicable statutes, Provident Fund Act, Employees State Insurance Act and Minimum Wages Act and all rules framed under all the above statutes, and any other State and Local Act that might be applicable to the Service Provider.
15. No residential accommodation or reimbursements will be provided by INSTITUTE for the housekeeping personnel.
16. There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the Statutory Wages received by the Central Government.
17. The Income-Tax as applicable shall be deducted from the bill unless exempted by the Income-Tax Department.
18. In the case of non-compliance /non-performance of the services according to the terms of the contract, the Chief Administrative Officer/ Officer-in-charge, IIM Sirmaur shall be at liberty to make suitable deductions from the bill without prejudice to this right under other provisions of the Contract.
19. The Agency shall be solely liable for all payment, dues of the workers employed and deployed by it. The Agency shall fully indemnify IIM Sirmaur 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 applicable to establishment/work in IIM Sirmaur premises/facility.
20. The decision of IIM Sirmaur regarding the interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.

Signature with Stamp of Bidder

Date:

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21. Any violation of instructions/agreement of suppression of facts will attract cancellation of the agreement without any reference.
22. An Agreement will be signed between the Director, IIM Sirmaur, acting through Chief Administrative Officer/Officer in charge, IIM Sirmaur on Rs. 100.00 Non-Judicial Stamp Paper for which standard format will be provided by Institute.

F. Payments Terms:

1. The payment will be made as per monthly invoice raised on the actual personnel supplied by the vendor and based on the copy of attendance sheet register jointly signed by the representative of the department and contractor.
2. The payment will be made as per the approved Central Govt. Minimum Wages rate mentioned above and can only be revised time to time according to the amendments and notification effecting Labour rates, the copy amendments and notification effecting Labour rates of latest should be enclosed with the claim of month bill.
3. A copy of previous month PF challan and ESIC deposits should also be submitted with every bill as payment proof then only the amount of PF & ESIC will be paid.
4. Any violation of instructions/agreement of suppression of facts will attract cancellation of the agreement without any reference.
5. In the case of any dispute between the Agency and IIM Sirmaur, IIM Sirmaur shall have all the rights to take any decision in the interest of the Institute. However, all matters of jurisdiction shall be at the local courts located at Paonta Sahib.

G. All the columns shall be clearly filled in ink legibly or typed. The tenderer should quote the number, rates, and amount tendered by him/them in figures and as well as in words. Alterations, if any, unless legible attested by the tenderer shall disqualify the tender. The tenderer shall take care that the rate and amount may be written in such a way that interpolation is not possible. No blanks should be left which would be otherwise made the tender liable for rejection.

H. DISPUTEMENT SETTLEMENT & APPOINTMENT OF ARBITRATOR

“ All dispute or differences whatsoever arising between the parties out of relating to the construction, meaning and operator or effect of the tender and the resulting agreement or the breach thereof that cannot be setting by good faith and negotiations between the parties within 60 days of the commencement of negotiations shall be settled by referring the dispute to the Director, IIM Sirmaur, who may either himself decide the dispute as Arbitrator or appoint some other person as arbitrator to adjudicate the same, who shall be unconnected with IIM Sirmaur”. The proceedings will be governed by the provisions of the Arbitration & Conflation Act 1996.

By consent of parties, the jurisdiction of all other courts are exculpated, and the courts at Paonta Sahib alone shall have jurisdiction. The language of the Arbitration shall be English.

The venue of Arbitration proceedings shall be Paonta Sahib as the case may be.

Place:

(Signature of the bidder with seal)

Name:

Seal:

Address:

Phone No. :

Signature with Stamp of Bidder

Date:

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