

E-TENDER DOCUMENT
FOR PROVIDING
HOUSEKEEPING SERVICES
TO
IISER THIRUVANANTHAPURAM



E-TENDER NOTICE

E - Tenders are invited through electronic tendering system under two-bid system <http://eprocure.gov.in/eprocure/appfrom> highly reputed, well established & professional Housekeeping agencies, capable of providing manpower, equipment and materials for housekeeping services to the permanent campus of IISER Thiruvananthapuram on the terms and conditions given in tender form.

Sl. No	Name of Work	Earnest Money Deposit	Tender Fees
1.	Housekeeping Services	Rs.3 Lakhs	Rs.1120/-

The tender documents consists the following

1. Bidders Eligibility Criteria
2. Site Familiarization
3. General Conditions of Tender
 - i. General Instructions to the Tenderer
 - ii. List Enclosures
 - iii. Selection Criteria
 - iv. Award of Contract
4. General Conditions of Contract
 - i. Scope of work
 - ii. Penalty
 - iii. Force Majeure
 - iv. Terms of Payment
 - v. Misconduct/ Misbehaviour
5. Critical dates to remember
6. Scope of Work & other details (Annexure 1)
7. Forms forming part of Technical Bid
8. Financial Bid



1. BIDDERS ELIGIBILITY CRITERIA:

1. The bidder providing the personnel should be registered with appropriate authority and should have a minimum of five years' experience in executing similar services out of which three years' experience of providing Housekeeping services to any of the centrally funded technical institutions (CFTIs)/ Central Government Departments/Central Educational Institutions/Centrally funded autonomous institutions/PSUs of GoI/GoK/PSBs/any central institutions of repute. Proof of work orders issued by the concerned authorities to be attached along with technical bid.
2. The bidder must comply with all statutory requirements, such as registration with ESI, EPF, O/o RLC, PAN/TIN/TAN & GST etc. and any other registration/ license, which are mandatory for such agencies, stipulated by concerned authorities from time to time and shall submit proofs thereof.
3. **The bidder should be proficient in mechanized cleaning**
4. The bidder shall be ISO9001:2008 certified. Proof of the same shall be attached with the tender.
5. The bidder should have an average annual turnover of Rs.1 Crore in preceding three financial years (2019-20, 2018-19& 2017-18). The bidder shall enclose the audited statements/ITRs of the same duly certified by a Registered Chartered Accountant.
6. The bidder should submit at least two Employer's certificate of satisfactorily completing the housekeeping service contract with minimum annual payable amount against the contract of Rs.50 Lakhs in last five years, indicating number of housekeepers employed.
7. The bidder shall have at least 150 employees on its role in the current year. An EPF statement indicating number of employees from the government EPFO website shall be submitted to substantiate the same.
8. The bidder should not have been blacklisted by any Government or any other organization in the last three years. An affidavit to this effect shall be given by the firm along with the Technical Bid failing which the bid shall be rejected.
9. The bidder shall confirm and declare that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. The bidder has to further confirm and declare that no agency commission or any payment which may be construed as an agency commission will be paid and that the tender price will not include any such amount. The institute reserves the right to declare the bidder as non-compliant and declare any contract to the bidder to be null and void, if already awarded.
10. The bidder should have a registered/branch office in Thiruvananthapuram. Necessary documentary proof in this regard to be enclosed.
11. The agency should have remitted all statutory dues, such as ESI, EPF, Income Tax, GST etc. without default. A certificate to that effect has to be enclosed along with the technical bid.
12. A firm having any suit/criminal case pending against its proprietor or any of its Directors (in case of Pvt. Ltd. Company) or having been earlier convicted for violation of PF/ESI/Minimum Wages Act or any other laws in force shall also not be eligible.



2. SITE FAMILIARISATION

Before quoting, the Bidder in his own interest shall carry out site visits to know the site conditions and full implications of the assignment. This will also help him in proper assessment of the work. Failure to do so will not absolve the contractor of his responsibility to carry out the work as specified in the Tender Documents. The cost of visiting the site shall be borne by the Bidder and shall be at his own responsibility and risk. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.

3. GENERAL CONDITIONS OF TENDER

i. GENERAL INSTRUCTIONS TO THE TENDERER

a. General Instructions

- i) As per the directives of Govt., the Notice Inviting Tender (NIT) has been published on the Central Public Procurement Portal (CPPP) (Link: <https://eprocure.gov.in/epublish/app>).
- ii) Bidders who have not enrolled / registered in e-procurement portal will be required to enroll/register before participating.
- iii) Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://etenders.gov.in/eprocure/app>
- iv) Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://etenders.gov.in/eprocure/app> under the "Information about DSC".
- v) The tenders will be received online through portal <https://etenders.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in pdf format.

b. Registration

- i) Bidders are required to enroll/register on the aforesaid portal by clicking on "Online Bidder Enrolment", which is completely free of cost. As part of this, the bidders will be required to choose unique user name and password for their account.
- ii) While registering, bidders are advised to mention their valid email id & mobile number, which would be used for any communication from CPP Portal.
- iii) Upon enrolment, the Digital Signature Certificate (DSC) (Class II / Class III with signing key usage, issued by any certifying authority recognized by CCA India) of the bidder has to be registered.
- iv) Only one valid DSC should be registered. Bidders are responsible to ensure that they don't lend their DSCs to others which may lead to misuse.

c. Searching for Tender Documents:

- i) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- ii) 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 Tender" folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- iii) 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.

d. Preparation & Submission of bids

- i) The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://etenders.gov.in/e procure/app>.
- ii) Both Technical Bid & Price Bid should be submitted separately in online CPP portal as per the specified format only. Right is reserved to ignore any tender which fails to comply with the above instructions.
- iii) Before submission of bids, bidder should take any corrigendum published on the tender in to account. Bidders have to go through the terms of the tender and submit the tender accordingly along with the required documents in no. of covers as sought. Any deviation will lead to rejection of the bid.
- iv) Bidders should submit the tender documents as mentioned in the tender and its schedule. The format of the document PDF/XLS in general. Bid documents may be scanned with 100 dpi with black and white option.
- v) Bidders are advised to go through the menus available in the E-Procurement portal towards registration and provision for keeping the documents for uploading in My Documents etc. before submission of bids so as to save time & effort.
- vi) Bidders should log in to the portal and submit the bids on or before the last date & time of submission.
- vii) Bidder has to digitally sign all the required documents of the bids as mentioned in the tender and upload one by one.
- viii) Bidder has to select the payment of EMD as "Off-line" to pay the EMD as applicable.
- ix) Bidders are to submit their offers (Technical & Financial) in the prescribed format provided in the Annexure. No other format is acceptable. The format is found to be modified, the bid will summarily be rejected.



- x) The server time will be considered as the standard time for referencing the deadlines for submission of bids by the bidders, opening of bids etc. The same has to be followed during bid submission.
- xi) Institute (Tender Inviting Authority) will not be responsible for any sort of delay or the difficulties faced during the time of bid submission online by the bidders. Upon its successful submission, a message & bid summary will be made available in the bidder's user environment.
- e. No tenderer will be allowed to withdraw or amend its/his tender or impairs or derogates from the tender in any respect after submission of the tenders within the bid validity period, otherwise the EMD remitted by the tendering firm will be forfeited.
- f. Submission of tender by a tenderer implies that he has read this notice and all other contract documents has been made himself aware of the scope and specifications for the work to be done.
- g. Opening of Tender:
- The online bid will be opened by a committee duly constituted for this purpose. Online bids (complete in all respect) received along with the payment of Tender Fee & EMD through SBI Fee Collect / Bank Guarantee etc will be opened.
 - Original EMD should reach the Institute on or before the due date. Bids received without original EMD will be summarily rejected. No excuse on submission of original EMD will be entertained. Institute will not be responsible for any postal delay.
 - The technical bid will be opened online first and it will be examined by a technical committee (as per the eligibility criteria and requirement).
 - The financial offer/bids which technically qualifies all the eligibility criteria and requirements as per the Tender will be opened.
- h. Assistance to Bidders:
- i) 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.
 - ii) 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 [0120-4200462, 0120- 4001002, 0120-4001005]
- i. Failure to comply with any of the instructions stated in this NIT or offering unsatisfactory explanations for non-compliance will lead to rejection of offers.
- j. IISER Thiruvananthapuram reserves the right to accept/reject the whole or any part of the tender without assigning any reason thereof.



ii. LIST OF ENCLOSURES:

The bidder has to submit the bids through e-procurement portal <http://eprocure.gov.in>.

The technical bid (Cover 1) must be accompanied with the following documents and should be uploaded in the same manner as given below: -

1. Proof of payment of Tender Fee/EMD made through SBI Fee Collect against Tender Document downloaded from the CPP portal. **Form F-1.**
2. Medium and Small Scale Industries who are exempted from paying EMD must attach the valid certificate issued by National Small Industries Corporation (NSIC).
3. Undertaking to be provided on a Stamp paper of Rs 100/- **Form F-2** by the authorized signatory thereby accepting all terms and conditions.
4. Bidder's General Information **Form F-3** along with the documentary proof.
5. Bidder's Eligibility Criteria **Form F-4** along with the documentary proof.
6. No Deviation Confirmation as per **Form F-5.**
7. Bidder's profile.
8. The contractor must submit a proof of experience in providing housekeeping services rendered for the last five years with details such as details of contracting Agency, Number of housekeepers/staff deployed, Contract No, duration of the contract and location for deployment of staff in tabular form. **Form F-6**
9. Certificates from at least two Employer's for satisfactorily completing the housekeeping service contract with minimum annual payable amount against the contract of Rs.50 Lakhs or above in last five years, indicating number of housekeepers employed.
10. Documents related for housekeeping service license, ITR, PAN, TIN/TAN, O/o RLC, GST, EPF & ESI Registrations etc.
11. Audited financial statements for last 3 years (2019-20, 2018-19& 2017-18). A statement from Chartered Accountant giving out the bidder's turn over for Housekeeping Services rendered for these three years shall also be given along with the turnover averaged for the housekeeping services over the same three years 'period.
12. Affidavit signed by authorized signatory of your firm, stating that your firm has not been blacklisted by any of the employerstowhomyourenderedhousekeepingserviceinlastthreeyears.
13. ISO 9001:2008 Certificate for your company.
14. Any other documents to strengthen your credentials as a bidder.



(COVER 2) FINANCIAL / PRICEBID

The tenderer should quote manpower charges in Financial Bid strictly in accordance with the minimum wages as decided by the Ministry of Labour & Employment, Government of India. If the rates quoted found below the minimum wages, tender will be summarily rejected. Schedule of Financial/Price bid indicating percentage being quoted on cost plus basis to be uploaded in PDF format / BoQ.

iii. SELECTION CRITERIA

- a. **Technical bid (Cover 1):** Technical bid submitted online will be opened in the presence of tender opening committee (Bid openers). Technical bid will be opened online first to verify its contents as per requirements. If various documents contained do not meet the requirements and prove eligibility as per the eligibility criteria defined earlier in this tender, Technical Evaluation shall not be carried out.

The financial bids of Bidders who are qualified in the technical evaluation stage, will only be opened.

- b. **Financial bid (Cover 2):** Financial bid of only those bidders who qualified in the technical bid (Cover 1) and whose original documents were submitted in the office within stipulated timeframe will be opened, on the date and time declared in tender notice. If the financial bid i.e. BOQ could not be opened due to "Document Decryption Failed" reason and if minimum three financial bids i.e. BOQ opened successfully then the tender will succeed for further action. The failed bid/bids shall be considered as rejected. IISER Thiruvananthapuram shall not be responsible for any postal delay or delay due to link failure/internet problem etc. in respect of submission/receipt of any documents or in submission of e-bid. It is the responsibility of the Bidder to make sure that the required documents/e-bid have been submitted in time.
- c. The EMD of unsuccessful Bidders shall be refunded only after the contract has been awarded to the successful Bidder. No interest shall be paid on the EMD.
- d. The EMD of successful Bidder will be discharged upon receipt of acceptance of signing the contract from the Bidder and furnishing the performance guarantee. No interest shall be paid on the EMD. If the successful bidder fails to sign the agreement within the stipulated time, the EMD shall be forfeited.
- e. **VALIDITY OF BID:** Bid submitted by Bidder shall remain valid for acceptance for a period of 90 (ninety) days from the date of opening of the BID. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected. In case the tenderer 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 tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.



iv. **AWARD OF CONTRACT:**

1. The contract for the House Keeping Services shall be awarded to the tenderer who meets the following criteria.
 - i) Who quotes the lowest rates as per as per the given Financial Bid Proforma *ie (Wages including Statutory Liabilities X no. of staffs deployed) + service charge + material charges (excluding GST).*
 - ii) Whose tender has been found to be responsive, eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
2. The Institute will communicate the successful bidder by email/post that his tender has been accepted. This letter (hereinafter and in the condition of contract called the "Letter of Intent") shall prescribe the amount which the Institute will pay to the contractor in consideration of the execution of work/services by the contractor as prescribed in the contract.
3. The successful bidder will be required to execute an agreement within a period of 30 days from the date of issue of Letter of Intent.
4. The successful bidder on acceptance of the contract must submit the all the original statutory documents uploaded in the CPP Portal.
5. The successful bidder shall be required to furnish a Security Deposit within 15 days of receipt of LoI for an amount equal to ten (10%) of the total value of the contract in the form of an Account Payee DD/Direct Bank Transfer/Performance Bank Guarantee from any Nationalized Bank. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall also be extended by the contractor accordingly.
6. The rates at which the contract is awarded will be valid throughout the contract period except for statutory payments, etc. However, if there is any downward revision of all the rates due to revision of govt. taxes etc., or any other reasons, the benefit shall be passed on to the Institute through appropriate reduction of the contracted rates. Further, any upward revision of Minimum Wages by the concerned authority, amount may be revised accordingly.
7. Failure of the successful tenderer to comply with the requirements of above clauses shall constitute sufficient grounds or the annulment of the award and forfeiture of EMD.
8. Institute will provide the space for setting up a control room for the contractor in the premises of the Institute from where the contractor and his own supervisory or office staff can control the housekeeping labor force working in the Institute with the provision to use as a changing room, in case of necessity. If available, one room will be identified for the said purpose. The contractor will arrange for all items needed for his staff viz., Computer and its peripherals, time keeping machine, inventory of stores, computerized daily duty roster chart, etc. The housekeeping staff will first report

to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of materials and equipment's, etc.

9. The Competent authority of the Institute does not bind itself to accept the lowest or any other tender and reserves to itself the authority to reject any or all the tenders received without the assignment of any reason. All tenders in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the tenderer shall be summarily rejected. The contractor shall obtain a license under Contract Labor(R&A) Act, 1970 and also submit a copy of such license dully attested to the Institute. No payments would be released till the contract license is submitted to the Institute. Moreover, he shall abide by all the necessary provisions of various other Labor Laws/Acts viz. ESI/Bonus, Workmen's Compensation, EPF and any other laws and rules applicable, in this regard.

4. GENERAL CONDITIONS OF CONTRACT:

1. **Scope of Work:** Comprehensive housekeeping service for the Academic/Administrative Buildings/Blocks, Animal House, Central Instrumentation Facility, Indoor Stadium, Health Centre, Director's Official residence, Guesthouse and Hall of Residences (HoRs) etc. of IISER Thiruvananthapuram. Major duties and responsibilities are detailed below which shall become part of the contract.

Keep the Buildings and its premises clean and tidy

- Complete & comprehensive housekeeping service which involves daily sweeping, cleaning, dusting, wet washing/mopping and allied housekeeping jobs of office, Class rooms, Labs, Library, hostel rooms, corridors, common area of the Academic /office building and Hall of Residences of the Institute.
- Cleaning area in the Academic/Administrative and hostel building includes- Rooms, Furniture, Electrical fittings, bathrooms, toilets, staircase, steps, staircase landing area, corridors, roof top/ balcony sunshades, window sunshades, Dining Hall, Kitchen and the open area between the buildings/blocks etc.
- Daily sweeping, cleaning, collecting, segregating & disposal of waste materials in the designated open yard etc. Contractor shall make their own logistic arrangements for the collection and disposal of non-biodegradable & plastic waste generated from the Institute without any cost.
- The materials used for cleaning should confirm to relevant available ISI standards.
- For proper & effective housekeeping of the Institute premises as mentioned above, the contractor should provide the tools, equipment, cleaning/washing, hand wash, sanitizers and Air refreshment materials required on monthly/bi-monthly basis, to the personnel deployed for attending to the housekeeping work under this contract.
- The contractor shall make their own arrangements for the storage of materials, equipment needed for housekeeping jobs in Institute premises or outside the premises on their own risk & cost.



Details forming part of Scope of work (Daily Cleaning)

1	2
Sl.NO	NAME OF BUILDING BLOCK
1.	Offices in all the buildings
2.	PHYSICAL SCIENCE BUILDING
3.	CHEMICAL SCIENCE BUILDING
4.	BIOLOGICAL SCIENCE BUILDING
5.	Central Instrumentation Facility
6.	Animal House
7.	SB1 Hostel - Ponmudi
8.	SB2 Hostel - Agasthya
9.	SB3 Hostel - Pushpagiri
10.	SB4 Hostel - Sispara
11.	SB5 Hostel - Eravimala
12.	DB1 Hostel - Mukurti
13.	Central Dining Hall I
14.	Central Dining Hall II
15.	Director's House
16.	Health Center
17.	Guest House (includes machine washing of linen ,Ironing and bed making/lay out)
18.	Entrance Gateway
19.	Block - A Hostel
20.	Block - B Hostel
21.	Block - C Hostel
22.	Block - D Hostel
23.	Block - E Hostel
24.	Lecture Hall Complex & Administrative Building (under construction)

Periodical cleaning

25.	Main receiving substation
26.	Substation 1 with office & pump house
27.	Substation-2
28.	Substation-3
29.	Substation-4
30.	Indoor Stadium & Students Club
31.	Primary School
32.	Shopping complex
33.	Sewage Treatment Plant
34.	Concourse/pathway between the buildings

Cleaning Schedule & Frequency

Sl.No.	Name of the Activity	Method of Execution	Frequency
1	Office Rooms/Discussion Rooms/Laboratories/Class room	Sweeping & Moping	Once Daily
2	Corridor Floor Cleaning	Dry & Wet moping/ Fully Mechanized Vacuuming	Two hourly basis
3	Staircase Cleaning	Sweeping & Moping	Once Daily
4	Door & door handles cleaning	Wet & dry wiping	Once Daily
5	Drinking Water Area	Wet & dry wiping	Once Daily
6	Lift Door Cleaning from outside	Wet & dry wiping	Once Daily
7	Garbage collection & disposal	Manual	Once Daily
8	Glass & glass partition cleaning	Wet & dry wiping	Once Daily
9	Fire extinguishers / Hydrants and hose reels	Wet & dry wiping	Once Daily
10	Any type of furniture	Dusting	Once Daily
11	Glasses & Name plates	Wet & dry wiping	Weekly
12	Telephones & Computers	Dusting/ Vacuum Cleaning	Weekly
13	Cob webs & Doormats	Removal of cob webs & removal of door mats	Weekly
14	Electric /Electronic Switches / Ports	Dry Cleaning	Weekly
15	Terrace Cleaning	Wet & dry wiping	Monthly
16	Waste Material Cleaning	Manual	Daily

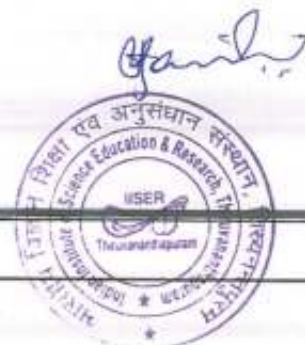
Outer Area of Buildings/Blocks

Sl.No.	Name of the Activity	Method of Execution	Frequency
1	Paved Corridors Cleaning	Sweeping / High Pressure Washing	2 times a day
2	outside glass cleaning	Wet & Dry Cleaning	Weekly
3	Outside walls	High pressure washing	Weekly
4	Parking Area Cleaning	Mechanized & Manual Sweeping	Once Daily
5	Garbage / Scrap Collection	Manual	Daily
6	Thorough cleaning of pantry area	Manual / Mechanized Sweeping	Weekly



Toilets & Cleaning of other areas

Sl.No.	Name of the Activity	Method of Execution	Frequency
1	Washing of water commode, toilet area walls & floor Cleaning with cleaning agents (Including cleaning of wash basin & surrounding & Spray of Air Freshener etc.)	Sweeping & Moping	Every 2 hours and as & and when required
2	Floor Cleaning	Scrubbing & Drying	Once daily
3	Side wall cleaning	Scrubbing & Drying	Once daily
4	Toilet Doors & Door handle cleaning	Wet & Dry Moping	Once daily
5	External Tap cleaning	Dry Wiping	Two times a day
6	Toilet Mirror Cleaning	Damp Wiping	Two times a day
7	Exhaust Fan Cleaning	Wiping	Weekly



Cleaning materials to be used

Sl No.	Item
1	Mop
2	Easy Mop with Stick
3	Broom
4	Multi-color Urinal screen
5	Urinal Cube
6	Bathroom Freshener
7	Check Cloth
8	Yellow Cloth
9	Room Freshener
10	Naphthalene balls
11	Toilet Brush
12	Toilet Roll
13	Hard Brush
14	Cob Web Head
15	Cob Web Stick
16	Hand Brush
17	Sink Brush
18	Soft Brush
19	Steel Scrubber
20	Bucket & Mug
21	Hand Wash
22	Caution Board
23	Scrubbing Pad
24	Floor Wiper

Sl No.	Item
25	Bleaching Powder
26	Surgical gloves
27	Rubber Hand gloves
28	Mask
29	Garbage bag Large
30	Garbage bag small
31	Floor cleaner
32	Bathroom deodorizer
33	Soap Oil
34	Phenyl
35	Air Freshener
36	Glass Cleaner
37	Grass Oil
38	In-Cistern Toilet Cleaner
39	Hypo chloride Solution
40	Any other items as deemed necessary



2. The contractor shall have to provide the personnel for cleaning and miscellaneous/general works at the Permanent Campus of IISER Thiruvananthapuram. The contractor shall ensure utmost care in housekeeping and other connected works.
3. In view of the government policy to uplift the economically & socially backward people, sufficient priority/weightage /preference should be given to such people in the region where the Institute is located.
4. The contractor shall bring all the required equipment for cleaning such as Ride on scrubber, Scrubber dryer, Scrubbing machine, vacuum cleaners, High-pressure jet cleaner, Ladder, Telescopic rod and other accessories like double bucket mop wringer trolley etc. to be used for the housekeeping and cleaning works. Maintenance of such equipment including the cost of spares is the responsibility of the contractor.
5. The contractor should provide uniform for the staff at their own cost and the personnel deployed shall be dressed in neat and clean uniform.
6. Persons suffering from contagious or infectious disease shall not be employed or permitted to work & it reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the Institute for medical examination of such employees, shall be borne by the contractor.
7. All personnel provided shall be the employees of the Contractor and all statutory liabilities are to be paid by the contractor such as ESI, PF and other compensations as prescribed under Workmen's Compensation Act, etc. The list of staff proposed to be deployed shall be made available to the Institute and if any change is required on part of the Institute, fresh list of staff shall be made available by the Agency/Company after each and every change. The contractor shall furnish necessary certificate about police verification of character and antecedents of all the personnel to be engaged.
8. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages Act and Contract Labour (Regulation & Abolition) Act, ESI/EPF Act, Payment of Bonus Act etc. with regards to the cleaning and miscellaneous/general works personnel engaged by him. It will be the responsibility of the contractor to provide details of manpower deployed by him in IISER Thiruvananthapuram to the O/o Regional Labor Commissioner, Labor Department and other respective authorities.
9. It shall be the duty of the contractor to get EPF Code number allotted from the O/o the Regional Provident Fund Commissioner against which the EPF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective EPF authorities within 7 days of close of every month and report of the same along with the employees engaged is required to be submitted to IISER Thiruvananthapuram. In (any

eventuality, if the contractor fails to remit employee/employer's contribution towards EPF subscription etc. within the stipulated time, the Institute is entitled to recover the equal amount from any money due or accrue to the contractor under this agreement.

10. The contractor has to maintain a systematic method/bio-metric/ID card punching system on which day to day deployment of personnel to be entered and the countersign has to be obtained on the printout of the same from the authorized official of the Institute on daily basis. While raising the bill, the deployment particulars of the personnel engaged during each month along with the daily attendance and deposit of statutory payment report should be submitted. The contractor has to submit an undertaking regarding payment of wages as per rules and laws in force, before receiving the second payment onwards.
11. The Contractor has to supply good quality branded consumables listed in the cleaning materials to be used mentioned under Scope of work and has to maintain a stock register for the same along with the vouchers/bills etc. The signature of the concerned Institute official should be obtained in the stock register. The requirement of consumables for a month will be projected only after verification of the stock register by the Officer in Charge/ authorized official of the Institute.
12. The contractor shall be responsible for all risk involving the engaged persons. There should have an adequate insurance coverage for the Contractor's personnel. The Agency/Company shall be liable for paying minimum wages at Central rate, set by competent authorities, to the engaged personnel. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
13. In the event of any loss occasioned to the Institute, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the Institute, the said loss will be made good by the contractor up to the value of the loss. The decision of the Competent Authority at the Institute will be final and binding on the contractor.
14. The contractor shall do and perform all such housekeeping and miscellaneous/general works, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which the Institute may issue from time to time; and which have been mutually agreed upon between the two parties.
15. The Institute shall have the right, within reasons, to have any person removed that is considered to be undesirable or otherwise and similarly contractor reserves the right to change the staff with prior intimation to the Institute.
16. The Institute may seek contractor for withdrawal of any of their staff engaged on the following just causes:
 - Lack of skills for the job resulting in poor performance



- Serious misconduct
 - Willful disobedience
 - Habitual neglect of duties
 - Insubordination
 - Revealing secrets of establishment
 - Absenteeism
 - Political activities inside the campus
17. The contractor is required to deploy skilled manpower (Supervisors) at his own cost as may be needed to supervise and guide the unskilled workers for proper execution of the work.
18. The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the Staff/students/guests and should project an image of utmost discipline. The Institute shall have the right to have any person removed in case of complaints by staff or as decided by the Institute, if the staff is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacements, immediately in all such cases.
19. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and Abolition) Act, EPF, ESI, and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for the Institute.
20. The contractor shall ensure that any kind of disputes between the contractor and their staff and/or with Trade Union is settled outside the Institute's premises, and they shall in no way utilize the office premises or property, etc., at any point of time.
21. Any liability arising out of any litigation due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as and when required.
22. The contractor shall deploy his personnel only after obtaining approval from the Competent Authority/ Authorized official of the Institute.
23. The contractor will endeavour that its staff shall not at any time, without the consent of the Institute in writing, divulge or make known any trust, accounts, matters or transaction undertaken or handled by the Institute and shall not disclose to any person information relating to the affairs of the Institute.
24. The Institute shall not provide any sort of accommodation to the personnel deployed by the contractor and no cooking/lodging will be allowed in the Institute premises at any time.

25. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Institute, such money shall be deemed to be payable by the contractor to the Institute within seven days. The Institute shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the Performance Security.
26. The contractor shall not engage any such subcontractor or transfer the contract to any other person in any manner.
27. The contractor shall indemnify and hold the Institute indemnified from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.
28. The Institute shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The Institute does not recognize any employee employer relationship with any of the workers of the contractor. The engagement of the contractor does not in any way confer any right to the persons deployed by the contractor in this office for claiming any regular or part time employment at this Institute.
29. The charges under the agreement are based on minimum wages and statutory levies only. If there is increase in minimum wages and statutory levies, the contractor has to prefer the claim accordingly every month with supporting documents. No other charge/change is acceptable. Effect of revision of Minimum Wages will be considered with its pro- rata effect in line with notification from time to time by the Ministry of Labour and Employment, Government of India.
30. All taxes, duties, levies etc. imposed by the State, Central Government and Local Bodies in connection with this contract in force at the time of submission of BIDs shall be borne by the Agency/contractor.
31. The contract shall be for a period of 01 (One) year from the date of signing agreement extendable for subsequent year(s) subject to satisfactory performance.
32. Notwithstanding anything contained hereinbefore to the contrary, the Institute shall have full power and authority to terminate this Agreement without assigning any reason by giving 30(thirty) days' notice in writing. Similarly, if the contractor wants to rescind the contract he/she is required to give at least 60 days' notice for withdrawal of services.
33. In view of any dispute/claims raised by the personnel's engaged by the contractor will be heard/settled only in the presence of the Regional labour Commissioner in the Jurisdiction of the Institute.



34. The contractor shall be liable to pay compensation for any loss & damage caused to the property of the institute or its staff Members/Students/Visitors by the contractor or his workers.
35. The contractor shall engage in periodic and continual training of specified hours to maintain quality and standard of services. The documentary evidence of conducting trainings should be submitted every 3 months. Video recording of the trainings conducted to be provided by the agency.
36. The contractor shall also provide cleaning services in the entire premises as and when the contingency arises, on any day of the week. The contractor shall be responsible to maintain quality and work efficiency by deploying extra staff, if so required. No extra payment shall be charged for this contingency work.
37. The age limit of personnel engaged as housekeeping staffs preferably, should be below 50 years. Mandatory documents such as copy of Aadhaar card, Voters ID etc of the housekeeping staffs engaged by the contractor needs to be submitted to the Officer in Charge before commencement of the work.
38. The holidays will be in line with the Kerala Industrial Establishment (National and Festival Holidays) Act 1958.
39. The areas/buildings mentioned in the scope of work for cleaning are purely approximate and likely to vary on either side up to any limit. Hence the contractor has to deploy the required manpower based on site familiarization and on the prevailing strength. No escalation of percentage of contractor's service charge shall be admissible during the term of contract.
40. **Minimization of manpower:** The contractor has to minimize the manpower in the following circumstances as per the directions of the Institute and has to raise the bill only on actual basis:
 - a) Lockdown as mandated by the Government
 - b) Curfew as mandated by the Government
 - c) Vacation Periods of the Institute (approx.. 2 Months in Summer and one month in Winter)

i. PENALTY

- a) In the event of the contractor's failure to execute the work entrusted to it under this Agreement satisfactorily, IISER TVM shall make alternative arrangement to do it and the difference of cost incurred by IISER TVM thereby shall be recovered from the Agency/contractor's unpaid bills and contractor's Security deposit.
- b) For failures in providing satisfactory service not so grave as to warrant termination of the contract, penalty as given in terms and conditions and elsewhere in this tender or as decided by IISER TVM shall be recovered from the payables to the contractor.



- c) The security deposit shall be forfeited in the event of any breach or negligence or non-observance of any terms/conditions of the tender document/contract or for unsatisfactory performance of contract.
- d) The personnel engaged by the contractor shall be dressed in neat and clean uniform (including proper name badges), failing which invites a penalty of Rs.500/- each occasions and habitual offenders in this regard shall be removed from the deployment at Institute. The penalty on this account shall be deducted from the contractor's bills.
- e) In case of not operating machines for the cleaning purposes as mentioned in the scope of work, penalty @ Rs 500/- per day will be imposed and the same will be deducted from the payment.
- f) The work shall be carried out satisfactorily as per the directions of the competent authority of the Institute. The competent authority reserves the right to impose a monetary penalty not exceeding 10% of the monthly contractual charges of the respective item, if he notices or it is brought to his notice any unsatisfactory cleaning, non-wearing of uniforms by the employees deputed by the contractor firm.
- g) In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel, a penalty or Rs.500/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be immediately removed from the deployment to the Institute. Any damage or loss caused by contractor's persons to the Institute in whatever form would be recovered from the contractor.
- h) The contractor is supposed to maintain the list of relievers, who are to deployed based on absence of their staff on a daily basis. In case relievers are not deployed, a penalty equal to double the wages of number of personnel absent on that particular day shall be levied by the Institute and the same shall be deducted from the contractor's bills.
- i) In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned above shall be levied.
- j) The Information on the failure to execute the work/any complaint received will be communicated to the contractor and will take a decision on charging of penalty once the reply found unsatisfactory by the competent authority of the Institute.
- k) If the cleaning materials like Liquid soap, hand wash, Air/Room freshener, urinal pads, floor cleaner, tissue rolls, gloves etc are found to be inferior/non familiar branded items the same will be purchased by the institute at the cost of the service provider on time to time basis.

ii. FORCE MAJEURE:

- a. If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or seven days, whichever is more, either party may at its option terminate the contract.
- b. In the event of any lockdown or the activities of the Institute stands closed due to any unforeseen situation or as declared by the Government/Competent authority of the Institute, the payment for minimum/no work done for the particular period will be as per the sole discretion of the authority.

iii. TERMS OF PAYMENT

- a) The contractor shall make regular and monthly payment of latest by 10th of every following month (e.g., wages for the month of June will be paid in July)
- b) The Institute will pay the agency (paid bill) within 15 Days of submission of the bill by the contractor along with the proof of challans/receipts issued by the PF commissioner for the payment made towards applicable provident fund, ESI and EDLI for previous month and proof of payment towards compliance of other statutory provision for the previous month.
- c) All payments will be subject to deduction of Income Tax at source as per Income Tax Act and as per GST/Income Tax Rule.
- d) If as a result of post payment audit any overpayment is detected in respect of any work done by the agency/contractor or alleged to have done by the agency/contractor under the tender, it shall be recovered by the Institute from the contractor.

iv. MISCONDUCT/MISBEHAVIOUR

- a) Any misconduct/misbehaviour on the part of the manpower deployed by the contractor will not be tolerated and such person will have to be replaced by the contractor at his own costs, risks and responsibilities immediately, with written intimation to the Officer in Charge of the Institute.



- b) The housekeeping staff deployed by the contractor shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative /organizational matters to any third person, as all of that are confidential and secret in nature. In the event ,the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the Institute has every right to remove the said person, immediately and responsibility if any to be borne by the contractor.
- c) The contractor shall ensure that the person deployed are disciplined and conduct in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.
- d) In case any person engaged by the contractor is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful activities, **political activities** inside the campus, the contractor will have to replace such person with a suitable substitute at the direction of the competent authority.
- e) If any complaint of misbehaviour and misconduct by personnel of the contractor comes into the knowledge of the Institute authorities then responsibility for all such activities shall be of the contractor and any loss owing to negligence or mishandling by the personnel employed by the contractor, the contractor shall be responsible to make good for the losses so suffered by the Institute.

V. APPLICABLE LAW:

- a) The contract shall be governed by the laws and procedures established by govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings /processing.
- b) Dispute, if any, will be subject to the exclusive jurisdiction of the competent court at Thiruvananthapuram.
- c) If any disputes and differences cannot be settled and resolved by discussions and negotiation, then the same shall be referred to the sole Arbitrator appointed by the Competent authority of the Institute whose decision shall be final and binding on both the parties.
- d) Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Thiruvananthapuram. The decision of the Arbitrator shall be final and binding on both the parties.



5. CRITICAL DATES TO REMEMBER:

1.	Publishing Date of tender documents through e-procurement website http://eprocure.gov.in/eprocure/app .	10.11.2020
2.	Start Date for downloading of tender documents	10.11.2020
3.	Last Date and Time for downloading of tender documents	30.11.2020 & 05.00 PM
4.	Start date of Bid Submission Cover 1 & 2 (Technical Bid & Financial Bid)	10.11.2020
5.	Last date and time for Bid Submission Cover 1 & 2 (Technical Bid & Financial Bid)	30.11.2020 & 05.00 PM
6.	Last Date and time for submission of original tender fee & Earnest Money uploaded online	30.11.2020 & 05.00 PM
7.	Date and time for opening of Technical bids (Cover 1)	01.12.2020 & 05.00 PM
8.	Date and time for opening of Financial bids (Cover 2)	Will be intimated later

For Any Other Queries, Please Contact

O/o Deputy Registrar

Room No.1101, Physical Sciences Block

Indian Institute of Science Education and Research Thiruvananthapuram

Maruthamala P.O, Vithura Thiruvananthapuram – 695551

 Phone: +91-471-2778010/8031 Email: service@iisertvm.ac.in


Forms Forming part of Technical Bid COVER - 1

Form-1

DETAILS OF TENDER DOCUMENT FEE AND EARNEST MONEY DEPOSIT

Name of the Bidder	
Address (Registered)	
Detail of the Tender	
Tender Fee & remittance details through SBI Fee Collect/NEFT/RTGS	
Earnest Money Deposit (EMD) & remittance details through SBI fee Collect/NEFT/RTGS	

Signature of the Bidder or His /Her authorized signatory with Seal

Note: - Scanned signed copies must be uploaded online and original to be sent offline in (Cover 1) Technical Bid by due date.



Form -2

UNDERTAKING

(To be provided on a Stamp Paper of Rs.100/-)

To
The Registrar
IISER Thiruvananthapuram

From

Name of the firm/Agency _____

Ref: Name of the tender _____ Due date: _____

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. I/We confirm that we visited the buildings/area where the housekeeping activities are to be carried out and assessed the volume of the same and indicated the required work force in the financial bid.
3. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
4. I/We abide by the provisions of Minimum Wages Act, Contract Labor Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
5. I/We shall provide trained sanitation/housekeeping workers.
6. I/We do hereby undertake that neat and clean environment of the Institute shall be ensured by our Agency, as well as any other point considered by our Agency. Our Housekeeping Service shall be covered under "fidelity bond" through Insurance Agency for minimum sum of Rs. _____ (Rupees in words). The Insurance charges for "Fidelity Bond" shall be paid by me/us. The loss on account of theft, if any, shall be recoverable from me/us through "fidelity bond".

Signature

(Name and Address of the Bidder)

Telephone/Mobile No.



Form -3

BIDDER'S GENERAL INFORMATION

Bidder should indicate following information along with the self-attested photocopies of supporting documents:

Name of Firm/Agency/Contractor :

Number of Years in Operation :

Registered address :

Operational Address if different from above :

Telephone No.(Landline) :

Telefax No. :

Mobile No. :

Official Email Address :

Name & Address of Branch, if any :

Type of Organization :

(whether private limited/LLP/ partnership/
sole proprietorship as per attached proof)

Name of Proprietor/ Partners/Designated Partners/

Directors of the Organization/Firm :

ISO Certification details :



(SIGNATURE OF BIDDER WITH SEAL)



Form -4

BIDDER'S ELIGIBILITY CRITERIA

Ser No	Description	Confirmation (yes/No)	Proof attached at page no.
1	Does the Contractor comply with the statutory requirements such as valid Registration with EPF, ESI/PAN/TAN/ and Service Tax Registration authorities and license to provide such services and execute contracts?		
2	Do you possess required 5 years of experience in providing Housekeeping Services to Government org/ PSUs/ private sector Organizations?		
3	Do you have average annual turnover of INR ---- in preceding three financial years? Please attach a certificate from CA based on audited balance sheets and ITR for last three years.		
4	Have you attached a list of contracts awarded during last 3 years (Name of the organizations)?		
5	Have you attached a copy of two Employer's certificate of satisfactorily completing housekeeping service contract of Rs. 50 Lakhs or above in last five years indicating number of housekeepers employed?		
6	Do you have at least 150 employees on your roll in the current year? Please attach statement downloaded from EPFO website as a proof.		
7	Does your firm have ISO 9001-2008 Certification? Have you attached the certificate?		
8	Whether the Tender Fee in the form of SBI Fee Collect		
9	Whether the Earnest Money in the form of SBI Fee Collect		
10	Have you provided an affidavit stating that your firm has not been black listed by any organization where you rendered / were rendering housekeeping service in past three years?		

Date:

Note: - Enclose copies of the relevant documents.



Signature and Seal of Bidder



Form -5

NO DEVIATION CONFIRMATION

To

The Registrar,
IISER Thiruvananthapuram.

Dear Sir,

I/We understand that any deviation/exception in any form may result in rejection of BID. I/We, therefore, certify that we have not taken any exceptions/deviations anywhere in the BID and I/ we agree that if any deviation/exception is mentioned or noticed, our BID may be rejected.

(SEAL AND SIGNATURE OF BIDDER)



Form - 6

CONTRACTOR SERVICES (EXPERIENCE) PROFORMA

Sl.No.	Name & Address of Client	Period From To-	Description/ Nature of Services Completed Successfully	No. of Persons/employees Provided by the Contractor	Value of Contract	No. and Detail machines provided by contractor	Remarks

NOTE: - WORK ORDERS & COMPLETION CERTIFICATIONS FROM CLIENTS TO BE ENCLOSED ALONGWITH THIS PROFORMA.

[Handwritten Signature]



இயல்பு எவ் அநுசந்தான சர்வதாய்
IISER
Tiruvananthapuram
Tiruvananthapuram
Tiruvananthapuram

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

[Department User may ask for Tender Acceptance Letter instead of asking Signed Tender Document from the Bidders. This is a sample format, User may revise it as per their Tender Conditions]

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)