

Tender No. IIMN/CAO/09 /2018-19 dated 25/07/2018



INDIAN INSTITUTE OF MANAGEMENT NAGPUR
VNIT Campus, South Ambazari Road
Nagpur, Maharashtra, India - 440010
E-Tender Notice

Tender for Providing Facilities Management Services at IIM Nagpur
(E-Tendering mode)

Indian Institute of Management Nagpur invites electronic tender for Annual Contract for Providing Facilities Management Services at IIM Nagpur

The tender should be electronically submitted on or before **14/08/2018**

The details of e-tender notification, technical bid and financial bid can be downloaded at www.tenderwizard.com/etenders.

For further details on eTender participation, please contact KEONICS Help desk on Ph: 080-49352000/ 49352002 / 9964816401

E-mail: sridevi.m@antaressystems.com
mohan@etenderwizard.com

E-tendering guidelines to bidders:

1. Vendors must have Class 2/3 Digital Signature Certificate to participate in the tender (To obtain DSC, please contact KEONICS help desk)
Phone: 08040482113
Email id: dsc@antaressystems.com

Note: If Vendors already having Digital Signature Certificate then no need to buy the digital signature again.

2. Bidders should register themselves in the website www.tenderwizard.com/IIMN. To activate the user ID and password, kindly pay the Registration fee of Rs. 2,000 plus GST by paying online payment through credit card/Debit card /Net banking in the website.
3. Tenders –Technical bid and Financial bid should be submitted only through e-Tender portal and obtain the Tender Acknowledgement Token as proof of successful submission.
4. Tender will not be accepted after the date and time fixed for receipt of tenders as set in Tender notice or subsequent extensions if any.
5. Relevant documents in proof have to be uploaded wherever required.

Help Desk:

To get in touch with one of our customer service representatives, please refer the help desk numbers provided on the homepage or call the following number:
Bangalore: 080 40482000

1. Sridevi M: 080 40482002 / sridevi.m@antaressystems.com
2. Mohan Kumar: 09686196765 / mohan@etenderwizard.com

Communication Address

KEONICS Help Desk
No. 24, 3rd stage, 4th Block,
Basaveshwaranagar,
Bangalore – 560079
Fax : 080 4048211

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Chapter – 1

Background and Broad Scope of Work

1.2 Broad Scope of Work:

1.2.1 Complete up keep (Housekeeping works) in following area:

(1) VNIT Campus:

- Building -A
- Building -B
- Block –C
- Block – D
- Dining hall
- Recreation hall
- Classroom block
- Classroom at civil deptt.
- Director residence
- Open parking Area, pavements block, Roads

(2) Hostel block –E Near IT park outside VNIT campus

1.2.2 Technical Services

Providing day to day maintenance (Technical) services in following area:

(1) Main Campus:

- Building A
- Building B
- Block –C
- Block – D
- Dining hall
- Recreation hall
- Classroom block
- Director residence
- Classroom civil deptt.
- Open parking Area, pavements block, Roads

2) Hostel block –E Near IT park outside VNIT campus

The scope of work may increase in terms of manning the 24 x 7 help centre and other services related to existing facilities management and expanded temporary campus (from the academic year 60 more student's accommodation and corresponding academic infrastructure will be created) for smooth running of Institute functions.

The Contractor shall, unless specifically excluded in the Contract, shall perform all such work and services not specifically mentioned in the Contract, but that can be reasonably inferred from the Contract as being required for attaining Completion of the Works/ Facilities as if such works and/or items were expressly mentioned in the Contract.

Chapter 2

Notice Inviting Tenders and Schedule of Events

1. Online bids are invited under two bid system from experienced & reputed Service providers of sound financial standing, meeting the pre-qualifying requirement, for the services given below at Indian Institute of Management, Nagpur at (hereinafter to be referred as “IIMN”). Manual bids will not be accepted.

| | |
|--|---|
| Name of work | Providing Facilities Management Services at IIM Nagpur |
| Tender no. | IIMN/CAO/09/2018-19 dated 25/07/2018 |
| Tender submission cost | Tender Fee – Rs. 3,000/-+applicable GST (Rupees Three Thousand Only + GST) to be paid online on or before the tender closing date and time. All applicable bank charges shall be borne by the bidder. Tender Fees not received from any bidder as detailed above, the tender of that bidder will be liable to be rejected. (exemption on tender fee for MSME/NSIC registered units on submission of copies of valid relevant registration documents of current period) |
| Earnest Money Deposit | EMD Payment: Rs. 93,000/- (Rupees Ninety-Three Thousand Only) to be paid online on or before the tender closing date and time. (exemption on tender fee for MSME/NSIC registered units on submission of copies of valid relevant registration documents of current period) |
| Contract period | The initial period of contract will be for ONE year with a provision to extend the contract for further period of FOUR years on EVERY TWO year basis subject to satisfactory performance, on the same terms and conditions at the absolute discretion of IIMN |
| Issue of tender | Tenderer who has downloaded the tender from the IIMN website www.iimnagpur.ac.in and/ OR www.tenderwizard.com/etenders shall not tamper/modify the tender form including downloaded price bid template 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 and tenderer is liable to be banned from doing business with IIMN. Intending tenderers are advised to visit IIMN website www.iimnagpur.ac.in and www.tenderwizard.com/etenders regularly till closing date of submission of tender for any corrigendum / addendum/ amendment. |
| Pre bid meeting for clarifications on tender | 3.00 PM on 06/08/2018 at IIM Nagpur, VNIT Campus south ambazari road, Nagpur-10 |
| Submission/receipt of tender | Bids shall be submitted online only at www.tenderwizard.com/etenders The tender shall be submitted online in two parts, viz., PQ bid and price bid. (only Technical bid to be submitted in sealed envelope by |

| | |
|--|---|
| | <p>courier or manually at IIM Nagpur VNIT campus south Ambazari road Nagpur-10)</p> <p>The offers submitted by Fax/email shall not be considered. No correspondence will be entertained in this matter</p> |
| Opening of tender | <p>Un priced Part of the offer (i.e. Part – I: PRE QUALIFICATION BID) shall be opened on same day at 3.00 PM. During the opening only name of Bidder and whether EMD details, shall be informed and no other details/ information shall be given.</p> <p>Part-I- Technical Bid- Shall be opened only of the pre-qualified bidders (Technical bid to be submitted in sealed envelope by courier or manually at IIM Nagpur VNIT campus south Ambazari road Nagpur-10</p> <p>Part-II - Price Bid, technically qualified (acceptable) bidders shall be opened at a later date to be communicated after evaluation of their offers. During opening of Priced Part name of Bidder and Total prices shall be read. No other details/ information shall be given.</p> |
| Contact persons (for any clarifications) | <p>CAO</p> <p>IIM Nagpur, VNIT campus south Ambazari road Nagpur-10</p> <p>Email : procure@iimnagpur.ac.in P. No 0712-7102360/58/49</p> |

CRITICAL DATE SHEET

| | |
|---|---|
| Bid Publishing Date | 26/07/2018 |
| Bid Document Download Start Date | 26/07/2018 |
| Clarification Start Date | 26/07/2018 |
| Clarification End Date | 30/07/2018 |
| Pre bid meeting | 06/08/18 at 3.00 P.M |
| Re-Tendering/Corrigendum (If any) | 07/08/2018 |
| Bid Submission Start Date | From 08/08/2018 |
| Bid Document Download End Date | 13/08/2018 up to 3.00 PM |
| Bid Submission End Date | 14/08/2018 up to 5.00 P.M |
| Part – I: PRE QUALIFICATION Bid Opening Date | 16/08/2018 at 3.00 P.M |
| Part-I- Technical Bid should reach on or before 20/08/2018 (Technical bid to be submitted in sealed envelope by courier or manually at IIM Nagpur) | 20/08/2018 up to 5.00 P.M |
| Financial Bid Opening Date | Price Bid of only technically qualified bidders shall be opened at later date in presence of authorized representatives of bidders & IIMN Officers. |

2.00 Notes:

- Price Bid of only technically qualified bidders shall be opened at later date in presence of authorized representatives of bidders & IIMN Officers. Technically qualified bidders shall be intimated by web notification and or auto generated email through tender wizard/e-procurement. The date, time and location of opening the price bid shall be communicated to the eligible bidders through web-notification at www.tenderwizard.com/etenders
- The bidders have to e-submit the price bid only as per the price schedule format/template available on www.tenderwizard.com/etenders . Any other format for e-submission of price bid shall be out rightly rejected without any further reference to the bidders.
- In case if the price bid is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with IIMN.
- Do not quote price in the PQ/Technical Bid i.e. in Part-I or elsewhere which would lead to bid getting disqualified without any further reference to the bidders.
- The prices must include all the applicable taxes and duties, fees and any other charges except GST. GST component if applicable to be shown separately and will be paid extra, if applicable.
- IIMN reserves the right to negotiate the quoted price with the successful bidder.
- The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

Chapter – 3
Pre – Qualification Criteria

Mandatory Bid Documents

- i. Particulars of bidders (**Annexure A**)
- ii. Price Bid undertaking (**Annexure B**)
- iii. Tender Acceptance Form (**Annexure C**)
- iv. Authorization Letter (**Annexure D**)
- v. Copy of PAN
- vi. Copy of GSTIN registration
- vii. Registration certificate, Business license or any other statutory license required to operate the business in India
- viii. Tender Fees (online payment Scanned copy)
- ix. EMD (online payment Scanned copy)
- x. Per day Break-up of Wages (**Annexure –IX**)

Please upload all the Annexure with all supporting documents.

Agency to upload the documentary proof in support for the eligibility criteria mentioned Below. A simple undertaking by the agency for any of the above/below points shall not be considered for evaluation

| | |
|-------|--|
| 3.1 | Only those bidders which meet the following minimum criteria will be considered for evaluation of Technical and Price bids: |
| 3.1.1 | The bidder should be in business of providing Housekeeping / Facilities Management / Hospitality Management / Technical Services for a minimum period of FIVE years as on 31.03.2018 |
| 3.1.2 | The bidder should have satisfactorily completed contracts/assignments in the field of Housekeeping / Facilities Management / Hospitality Management / Technical Services with at least ONE client for a value more than Rs. 50 Lakh per year per client OR at least TWO clients for a value of more than Rs. 25 lakh per year. |
| 3.1.3 | The bidder must have an average of at least Rs. 50 lakh annual turnover in the last three financial years. |
| 3.1.4 | The bidder must be a profit making organization during each of the last three financial years. |
| 3.1.5 | The bidder must have minimum employee strength of 40 people (on Pay Roll) . (Copy of valid registration and licences with concerned Labour Authorities and valid ESI & PF registration to be upload. (Copy of up to date remittances to ESI & PF Authorities to be also upload) |

3.2 Submission of documents to assess pre-qualification criteria:

Bidders must submit (upload) the documentary proof in support of meeting the pre-qualification criteria. Simply undertaking by the bidder for any item of the criteria shall not suffice the purpose

3.3 Terms & Conditions:

- 3.3.1 During opening of Pre-qualification bid (i.e. Part-1) the name of Tenderers who have upload their offers along with details of Earnest Money Deposit will only be read out and no other information/ details whatsoever will be read out.
- 3.3.2 The offer of the Tenderer shall be valid for a period of 4 (Four) months from the last date of submission of Tender/ revised offer (if any).
- 3.3.3 In deciding upon the selection of contractors for the work, great emphasis will be put on the ability and competency of contractors to provide high quality services according to the time schedule and in close co- ordination with other agencies.
- 3.3.4 IIMN reserves the right to accept/ reject any tender in part or full, without assigning any reason whatsoever.
- 3.3.5 If the last date of receiving/ opening of the tenders coincide with a holiday, then the next working day shall be the receiving/ opening date.

3.4 Expenses to be borne by bidder

All expenses in preparation and online submission of bids and visits to the office or any place in connection with the preparation of Bid shall be borne by Bidder. IIMN, in no case shall be responsible or liable for these costs regardless of the outcome of the Bidding process

Chapter - 4

General conditions of contract

4.1 Introduction:

The essence of this contract is to provide day to day Housekeeping and Technical Maintenance services. The Institute has adopted HIGHEST quality standards for all its activities and the bidder is required to render services meeting stringent standards.

Before attempting to fill the tender document, the bidder should visit the Institute to familiarise himself with the various elements of services that are required to be rendered and to understand the quality levels of service that are required to be rendered.

4.2 Definitions:

Unless repugnant to the subject or context of usage, the following expressions used herein shall carry the meaning hereunder respectively assigned to them, namely;

4.2.1 The expression "Owner" and/or "Institute" occurring in the tender document shall mean Indian Institute of Management, Nagpur and shall include its successors and assigns.

4.2.2 The expression "Bidder" shall mean the Tenderer who submits the tender for the work/services and shall include the successors and permitted assigns of the Tenderer.

4.2.3 The expression "Contractor" shall mean the Tenderer selected by the owner for the performance of the subject work/services and shall include the successors and permitted assigns of the Contractor.

4.2.4 "Officer-in-Charge" shall mean any officer of the Institute authorized to act as the Officer-in-Charge for the work/services or any specified part thereof.

4.2.5 "Work" and "Scope of work" shall mean the totality of the work / services and supply of materials by expression or implication envisaged in the contract and shall include all material, equipment and labour required for commencement, performance, provision or completion thereof. Unless specified in detailed Bill of Quantities.

4.2.6 "IIMN" shall mean Indian Institute of Management, Nagpur

4.2.7 "Contract" shall mean the contract for the work / services and shall include the tender document, the General Conditions of Contract, the Letter of Acceptance, and the accepted Rates (Bill of Quantities in Price bid).

4.3 Essential technical requirement: `

- 4.3.1 The bidder must have all statutory registrations like PAN, GST, PF, ESIC etc. as applicable from time to time with respect to this contract.
- 4.3.2 No legal proceeding(s) and / or Industrial dispute(s) claiming wages or any other payment from or employment with the Principal employer have been initiated by any present employee or previous employee of the bidder (if a company or proprietorship however previously designated) or of any partner of the bidder (if the bidder is a partnership firm). This will have to be supported by an appropriate Declaration in the form of an Affidavit which if found to be false, in that case IIMN reserves the right to terminate the contract or take action deemed fit, in the overall interest of IIMN and the decision of Director IIMN in this regard shall be final and binding.
- 4.3.3 Notwithstanding anything stated in the tender document, IIMN reserves the right to assess the bidder's capability and capacity to perform the contract, should the circumstances warrant such an assessment in the overall interest of IIMN and the decision of IIMN in this regard shall be final and binding. Technical evaluation will be as mentioned in CHAPTER – 6 (Bid Evaluation System)

4.4 Power, water and other facilities:

- 4.4.1 IIMN shall provide the Contractor the facilities, specified below for use exclusively for the providing services pursuant to the contract, namely:

(a) Office space with space for stores along with intercom telephone facility (Telephone will be on actual chargeable basis)

(b) Water : Free of Cost

(c) Electricity : Free of Cost

- 4.4.2 The contractor will arrange for other facilities, utilities, equipment and inputs required for providing the services mentioned in the contract.
- 4.4.3 The Contractor shall be responsible for and shall ensure the proper utilisation of the facilities, equipment, furniture and utilities provided by IIMN without any manner of abuse or excess use and will undertake day-to-day repair & maintenance of all equipment and items supplied by IIMN 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 effected from the Contractor's bills and the material/item repaired or replaced at his cost. The decision of Officer in Charge IIMN about the recovery would be final.

4.4.4 Notwithstanding anything elsewhere provided herein the contract may be terminated if the Contractor does not within 15 (fifteen) days of notice in writing in this behalf rectify any defect in the maintenance, upkeep, hygiene and cleanliness of the offices and /or equipment to a state satisfactory to the Officer-in-Charge.

4.5 Conditions of works / services:

4.5.1 Efficiency, promptness, quality service, good behaviour and politeness of the Contractor and his staff are the essence of the contract. The Contractor is required to provide and supervise the operations 24 x 7 x 365 days or as per requirement mentioned in detailed scope of works and BOQ and his Manager or Supervisor shall personally supervise operations in the premises.

4.5.2 Work / services shall be carried out by the Contractor as per the conditions of contract.

4.5.3 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 Owner.

4.5.4 All the staff shall be medically fit. The Contractor shall provide uniforms to all their staff engaged by them and deployed for IIMN's duty. It is desired that each and every staff appointed by the contractor should have police verification certificate.

4.5.5 The contractor shall make payment of wages to all its employees under this contract through A/C payee cheque or through bank transfer or cash or but in presence of IIMN representative.

4.5.6 Entry into IIMN by any Contractor's personnel will be subject to issue of Gate Passes to such personnel for the purpose. Gate Passes shall be for a fixed period and shall be issued at the joint request of the Contractor and the personnel of the Contractor with respect to whom gate passes are sought, in the format prescribed by IIMN in this behalf to be jointly signed by the Contractor and the concerned personnel.

4.5.7 Issue of Gate Passes shall be subject to the approval of Officer-in-Charge and such approval shall be subject to the Contractor furnishing to the Officer-in-Charge, copy of letter of appointment issued by the Contractor to each person with respect to whom the Gate Passes is sought, signed in acceptance by the persons to whom the letter of appointment is given.

4.5.8 The Gate Pass may be withdrawn without assigning any reason.

4.5.9 The Gate Passes issued to the Contractor's personnel shall not ordinarily exceed the number which will be communicated to him by the owner from time to time except to meet emergent, casual or temporary requirements.

4.5.10 The Contractor's personnel shall not indulge in entertaining their guests/outside in the IIMN premises, and shall not loiter in the IIMN premises and shall not normally move out of their specified area of operation.

4.5.11 The contractor shall make necessary arrangements for regular and proper collection and disposal of waste generated in the campus area on day to day basis using Black plastic bags for garbage disposal from all dustbins as directed by Officer in Charge.

4.6 Intimation to contractor:

4.6.1 IIMN shall inform the contractor of its requirement regarding housekeeping / technical services for the planned events and in urgent and exceptional cases 24 hours in advance. All intimation [written / verbal] will be given to the contractor or his representatives at IIMN.

4.7 Period of contract:

4.7.1 The initial period of contract will be ONE year with a provision to extend the contract for further period of FOUR years on EVERY Two-year basis subject to satisfactory performance, on the same terms and conditions at the absolute discretion of IIMN. The rates shall be as per clause no. 4.9 of chapter 4 of part-1, Pre-qualification bid.

4.7.2 The contract shall be in force for the period stipulated in the contract, and on the expiry thereof, it will be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the Contractor will not have any right either contractual or equitable to demand any fresh contract for another term or to continue the same in preference to anyone else.

4.7.3 Notwithstanding anything contained in other clauses of the tender document, the contract will automatically terminate if and to the extent that the continuation of the contract or any part thereof become illegal or legally impermissible for any cause.

4.7.4 Upon termination of the contract (except termination due to illegality) the Owner may be entitled, at the risk and cost of the Contractor, to arrange for the services for the balance period of the contract as contemplated in the scope of the work through an independent agency or agencies and to adjust any differential amount thus incurred from the Contractor (in addition to any other amounts, compensation and damage that the Owner is entitled to in terms of the contract or otherwise) from the security deposit or any other amounts due or becoming due to the Contractor. The decision of Director IIMN in this regard shall be final and binding.

4.8 Payment of bills:

- 4.8.1 Payment shall be made every month on the basis of the bills having been prepared the Contractor in duplicate at accepted “BILL OF QUANTITIES”. It is desired that copies of the documents (as may be required by IIMN) are enclosed to ensure that the Contractor has duly complied with his contractual and statutory obligations be enclosed along with the bill.
- 4.8.2 Income Tax deduction and other statutory deductions will be made from “monthly” bills of the Contractor as per rules and regulations in force under the Income Tax Act.
- 4.8.3 GST (if applicable as per rule) shall be paid on actual.
- 4.8.4 Payments will be made within 30 days of submission of monthly bills provided the bills are complete and duly authenticated by the specified Officer(s) of the Owner.
- 4.8.5 Payments will be made by crossed account payee cheques only OR e - payment.

4.9 Escalation / De-escalation:

Item Prices/ Item Rates quoted will be firm during the first year of the contract.

After first year, item rates will be escalated at the rate of _____% (_____PERCENT) every year (To be quoted in % by the Bidder for 2nd,3rd,4th,& 5th year in Price Bid)

4.10 Earnest money:

- 4.10.1 Tenders uploaded without earnest money will not be considered. The earnest money of the unsuccessful bidders will be refunded without any interest after the award of the contract. The earnest money of the bidder is liable to be forfeited if the bidder prematurely withdraws his bid or the successful bidder fails to take up the job or fails to deposit the initial security deposit.

4.11 Security deposit:

- 4.11.1 The security deposit consists of two elements:

Earnest money deposit [to be to be paid online on or before the tender]

Initial security deposit @ 5% of the Contract Value to be paid on award of contract but before commencement of work / services. ISD amount is inclusive of EMD.

No further recovery in regards to security deposit shall be made from the Contractor's bills after the cumulative recovered value comprising EMD and ISD recovered equals 5% of the total contract value.

- 4.11.2 Release of final payments and retention monies (if any) outstanding on expiry or Completion of the contract including extended period shall be subject to the Contractor furnishing satisfactory proof of re-deployment or retrenchment, as the case may be, of employees who were deployed by the Contractor pursuant to the contracts to work within the premises of IIMN.
- 4.11.3 Security deposits amount shall be considered based on First years' Annual contract amount.
- 4.11.4 Release of Initial Security Deposit shall be on completion of 60 months of contract period or when the contract is not extended (whichever is earlier).
- 4.11.5 No interest will be paid on any deposit.

4.12 Taxes, labour laws and other regulations:

- 4.12.1 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.
- 4.12.2 The Contractor will be exclusively responsible to meet and comply with all legal requirements with respect to the food items prepared and sold by him to IIMN, including with respect to raw materials and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to the services all rules, regulations and orders framed there under.
- 4.12.3 The Contractor shall accept and bear full and exclusive liability 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 service rendered pursuant thereto.
- 4.12.4 The Contractor shall fully comply with all applicable laws, rules and regulations relating to P.F. Act, ESI Act, Bonus Act, Minimum Wages Act, Contract Labour Act, Workmen's compensation Act, C.L. (R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Central, States, Municipal and local governmental agency or authority.
- 4.12.5 The Contractor shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions / obligations. The Contractor shall be responsible for making records pertaining to payment of wages act and also for depositing the P.F. and ESI contributions, with the authorities concerned.
- 4.12.6 The Contractor shall be responsible and liable for all the claims of his employees.
- 4.12.7 The Contractor shall obtain licence under the Contract Labour (R&A] Act from the office of the Assistant Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill will be cleared only on submission of the said

licence. The 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.

- 4.12.8 The Contractor shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work.

Clarification on Minimum wage: The per day wages of Housekeeping labour/supervisor's/Electrician, plumber, Grander, cook & Helper workman of various category is declared by IIMN from time to time. The contractor needs to follow these rates. For information to the bidders, during the current financial year 2018-19 the rates (Basic + DA) for 08 hours' shift are:

| Sr. no | Category of worker | BASIC | DA | Total |
|--------|--------------------|-------|----|-------|
| 1 | Housekeeping | 523 | 30 | 553 |
| 2 | Unskilled | 523 | 30 | 553 |
| 3 | Semi-Skilled | 579 | 33 | 612 |
| 4 | Skilled | 637 | 36 | 673 |

Enclose latest copy of Govt. of India orders for rates of minimum wages, EPF and ESI as applicable.

4.13 Misconduct:

- 4.13.1 The Contractor shall keep the Owner indemnified from and against all personal and third party claims whatsoever arising out of any commission or omission by Contractor or his employees, or representatives as the case may be.

4.14 Inspection and testing by the owner:

- 4.14.1 The Owner shall be entitled to inspect and / or test by itself or through any of its representative or an independent agency any premises of the Contractor and materials stored therein for use pursuant to the Contract and/or any ingredient to be used for the services pursuant to the Contract.

- 4.14.2 If any material, item or component intended to be used for the work/ services is found to be unsatisfactory (in which matter the decision of the Owner or his authorised representative shall be final) the Contractor shall not use such material, and shall keep the Owner indemnified from and against any claim of infection, poisoning or illness arising from any defective material provided by the Contractor.

4.15 Interpretation:

4.15.1 The Special conditions of Contract shall be read in conjunction with all other documents forming this contract. Notwithstanding the sub-divisions of the documents into these separate sections, every part of it shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.

4.16 Vacation of premises:

4.16.1 The Contractor shall give vacant possession of the facilities/premises made available to the Contractor by IIMN and return all furniture, fixture, equipment and other items made available by IIMN 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 effected 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.

4.17 Assignment & sub-contracting:

4.17.1 The Contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of unavoidable circumstances, the contractor shall be able to do it with approval of the owner of premises. However, the job shall be sublet only to the party approved by the owner. Even when it is approved by the owner, the bidders liability towards IIMN shall not be diminished.

4.18 Rejection of tender (s):

4.18.1 The Owner reserves the right to reject any or all the tenders relating to the work under this Tender Document without assigning any reason whatsoever.

4.19 Quantum of work:

This contract is basically an item rate contract. The quantities given in the "BILL OF QUANTITIES" (Part-2, Price Bid) are approximate only and may vary in actual course of execution. The Contractor is therefore, advised to quote very carefully. No claim for compensation from the Contractor shall be entertained due to any variation in quantities (irrespective of the quantum of variation). The rates fixed for a particular year shall remain same through the year. Actual executed quantities shall be measured and paid. Please read the scope of work carefully for expansion of infrastructure for 60 more students from academic year 2019-20.

4.20 Services for special occasion:

- 4.20.1 If at any time during the existence of the contract the Owner desires to utilise the services of the Contractor for any special occasion (Events) or otherwise, the Contractor will arrange the same at the rates to be mutually agreed upon (provided the items are outside the rates of items already included in the tender).
- 4.20.2 Similarly, in case the Owner desires to include any new items in the contract for services the same will be negotiated with the Contractor.

4.21 Prices, Taxes, Duties:

The Bidder should quote firm prices/ rates taking in to account of all Taxes, Duties, Levies, Personal Tax, Corporate Tax and all other expenditure required to be incurred by him/her for providing required works / services etc. during the contract period as indicated under his contract and after wards no variation on any account unless otherwise specifically mentioned will be allowed. The quoted prices for all the items should be inclusive of all taxes except GST which shall be reimbursed on actual basis.

4.22 Bid validity:

Bid submitted by bidder shall remain valid for a period of 4 (Four) Months from the date of submission of offer. Bidder shall not be entitled during this period to revoke or vary the content of Bid or any term thereof. In such case of making any variation subsequent to submission of bid at their own, the offer shall be treated as "REJECTED" and EMD may be forfeited without any reference to the Bidder.

4.23 Conditional tenders:

Conditional bids or Bids based on the process / basic schemes other than mentioned and / or not conforming to the technical specifications / requirements of the Bidding documents will not be considered.

4.24 Contract agreement:

The successful Bidder shall be required to execute a contract Agreement with IIMA on the non-judicial stamp paper of Rs. 100/- (Rupees One hundred only). The cost of stamp paper shall be borne by successful Bidder.

IIMN reserves the right to amend the terms & conditions of contract after Mutual discussions and shall only be in writing.

4.25 Work at Risk and Cost:

The Institute reserves the right to get the whole or part of the work / services 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/ services is not satisfactory.

4.26 Insurance:

The Successful bidder (Contractor) shall take third party insurance to cover any accident or accidents of any nature, for an amount AS REQUIRED FOR this type of work against damage/loss/injury to property or persons or loss of life during the complete period of the contract.

4.27 Indemnity:

The Contractor shall indemnify and keep indemnified the Institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen Compensation Act, Sales Tax, Royalty, Excise Duty, Octroi, Works Contract etc. and shall keep the Institute indemnified against all penalties and liabilities of every kind for breach of any such statute ordinance or law/regulations or Bylaws. The Contractor shall not employ child labour. Payment to workers must be according to Minimum wages act.

4.28 Compliance with the Owners Rules & Regulations:

The Contractor shall comply with all norms stipulated by the Owner such as Gate Passes, Checking, Maintenance of Cleanliness, and Discipline & Decency at and Around the work site, Safety Precautions and Safety Regulations.

4.29 Arbitration:

All disputes regarding quality, specifications and rates shall be tried to be settled mutually by making references to conditions of contract documents or prevailing local practices etc., but if not settled mutually, shall be referred to arbitration subject to Arbitration Act of 1940 and its amendments, modifications to-date. Arbitration cost to be shared equally by the owner and the contractor.

4.30 Authorization:

The Contractor shall submit to the Institute the names and reason and specimen signatures of the persons authorized by him to draw materials, sign joint measurements, bills, receive payments, receive instructions/notices etc. on behalf of the Contractor.

4.31 Precedence Clause:

In case of any ambiguity in interpretation:

4.31.1 The Price bid will supersede the Technical Bid and Pre Qualification bid

4.31.2 Technical Bid will supersede the Pre-Qualification Bid.

4.31.3 Asst. Manager (A&C), IIM Nagpur decision on interpretation of the entire contract terms and conditions will be final and binding to all.

4.32 Evaluation of Price bid:

(Please refer Bid Evaluation System given in CHAPTER – 6)

4.33 Exit clause:

Both parties can terminate the contract at any time at the end of the period of a particular year when the term expires OR the contract can also be terminated by either side after giving three months' notice period.

4.34 Force majeure:

If the whole of any part of the performance by the Parties of any part of their respective obligations hereunder is prevented or delayed by causes, circumstances or events beyond the control of the Parties including delays due to floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government, custom barriers, or other causes of like character beyond the control of the Parties, then to the extent the Parties shall be prevented or delayed from performing all or any part of its obligations hereunder by reason thereof despite due diligence and reasonable efforts to do so notwithstanding such causes, circumstances or events, the Parties shall be excused from performance hereunder for so long as such causes, circumstances or events shall continue to prevent or delay such performance.

Chapter – 5

Suggested Bid Structure

5.1 The bid that will be uploaded by the bidder should consist of the following in the sequence given below:

| | |
|----------------------|--|
| Part-I-PQ | All documentary proofs in support of meeting the pre-qualification criteria as specified in Chapter 3. Scanned copies of Tender Submission Cost, Earnest Money Deposit |
| Part-I-Technical Bid | All relevant information which forms part of the Technical bid as mentioned in Part-I-Technical bid (please submitted the hard copies in sealed envelope by courier or manually at IIM Nagpur, VNIT campus South Ambazari road Nagpur-10) |
| Part-II-Price Bid | Online submission of price bid |

Chapter – 6

Bid Evaluation Scheme

- 6.1 The price bids of only those bidders shall be considered for opening and evaluation whose bid is determined to be technically acceptable to IIMN.
- 6.2 Evaluation of price bid shall be taken up to determine the competitive prices of the techno-commercially acceptable bids and include the following:
 - 6.2.1 During Price bid opening only average technical score of agency will be read out by price bid opening committee before opening of price bids.
 - 6.2.2 Bidders getting less than 50% (30 marks) in the technical bid will not be considered for opening of the price bid.
 - 6.2.3 The quoted prices shall be checked to determine the arithmetical correctness of the same.
 - 6.2.4 IIMN reserves the right to accept/ reject any tender in part or full, without assigning any Reason whatsoever.
 - 6.2.5 IIMN reserves their right to negotiate the quoted price.
- 6.3 Technical bid and price bid together will be used to choose “techno-commercially” lowest bidder.
- 6.4 Technical Bid will be assessed for 60 marks and Price Bid will be assessed for 40 marks.

6.5 Technical bid score, out of 60, will be arrived based on the following Parameters / Attributes / Dimensions:

| Sr. | Description | Maximum Marks |
|-----|--|---------------|
| 1 | Extent and Quality of Experience in providing/managing Housekeeping and technical Services / Hospitality services / Facilities Management Services | 15 |
| 2 | Size of current business (turnover) | |
| 3 | Extent of national presence | |
| 4 | Client list, retention record and size/distribution of contracts completed/under execution | |
| 5 | Number of employees on the role | |
| 6 | Systems and processes followed for recruiting and training the employees | 10 |
| 7 | Client satisfaction certificates | |
| 8 | Capabilities/expertise of the bidder to guide in improving facilities management services like zero waste campus, improving efficiency of technical services etc. | |
| 9 | Comprehensive operational plan (with all details) given in the technical bid for delivering Technical and Housekeeping services | 25 |
| 10 | Transition/takeover plan for Technical & Housekeeping services | |
| 11 | Client site visit (if required) | |
| 12 | Detailed break up of proposed: (As per format) -Manpower (number, rank, experience, qualification etc.), -Material & consumables -Tools, tackles & equipment, etc. With reference to each items in Price Bid | |
| 13 | Reporting and Review Systems proposed | |
| 14 | Complaint redressal system proposed | 10 |
| 15 | Relevant quality additive enhancements in Technical & Housekeeping services that are proposed over and above standard bill of material given as in tender document | |
| 16 | Presentation at IIMN on the solution proposed | |
| 17 | Commitment of top management | |

Step -1: Bidders getting less than 50% (30 marks) in the technical bid will not be considered for opening of the price bid.

Step - 2 (for techno-commercial evaluation): Bidders getting highest technical score will be considered as 60 and others will be adjusted on pro rata rate basis. This will become technical score = X

6.6 Methodology for arriving at the Price of Bidders:

Total Amount Quoted for Year 1 = a

Escalation in % quoted by Bidder for further years on annual basis =

For 2nd year = g2

For 3rd year = g3

For 4th year = g4

For 5th year = g5

Year 1 = a = Price = As quoted in the Bid

Year 2 = b = {a+(a*g2)/100}

Year 3 = c = {b+(b*g3)/100}

Year 4 = d = {c+(c*g4)/100}

Year 5 = e = {d+(d*g5)/100}

For arriving at Net Present Value, the discount rate will be considered as 10%

Total NPV = f = { a + (b/1.1) + (c/1.21) + (d/1.331) + (e/1.4641) }

This value of “f” will be considered in for arriving at PRICE BID score “Y”.

Price bid score “Y shall be out of 40

$$Y = \text{Score of Price bid} = \frac{40 * (\text{Price quoted by lowest agency} = f \text{ as mentioned above})}{(\text{Price quoted by an agency})}$$

Formula to calculate total score of an agency:

$$\text{Total Score out of 100} = X + Y$$

The bidder getting the highest composite techno-commercial score (X+Y) will be awarded the contract.

Notes:

1. IIM N reserves the right NOT to award the work to the highest scorer.
2. IIMN reserves the right to reject any or all bids without assigning any reason.
3. IIMN reserves the right to increase or decrease the scope of work.

NOTES

| | |
|---|---|
| 1 | No claim for compensation from the Contractor shall be entertained due to any variation in quantities (irrespective of the quantum of variation) of the various items or deletion of any item(s). The rates fixed for the year shall be same during the entire year. |
| 2 | Prices to be quoted shall be inclusive of all taxes except GST which will be paid extra. |
| 3 | IIMN is in process of construction of Temporary structure. As and when the temporary structure completed it will be included in the scope of work and the payment would be based on Built up area / open area OR as mentioned in respective items. |
| 4 | Shift mentioned in item no.201& 202 means 8 hours shift. 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. |
| 5 | For Section 100 all items and item no. 201 and 202: Working shall be considered as: Monday to Saturday and normally Sunday will be considered as holiday except for EVENTS or special functions OR emergency requirement. In a year three national holidays would be counted as 26 January, 15 August and 2 October. Shift timings generally starts from 8 am for section 100 and 9.00 am for item no. 201 and 202. It may change depending upon the requirements of various area. |
| 6 | The contractor shall provide all workmen and staff proper uniforms with identity card as mutually agreed between successful bidder and IIMN. Rain wear and winter wear also shall be provide by the contractor to all workmen. The contractor shall pay to all their staff - wages for regular & extra duties, EL, PF, ESI, bonus, etc. as per statutory rules and regulation from time to time. While quoting the rates the bidder shall consider all these expenses to be covered. |

Annexure I

| (List of Consumables to be used. It is an indicative list. The agency is free to improve the list in terms of quality products from time to time) | | | | |
|--|-----------------------------|--------------------|--------------------|--------------------------|
| Sr.no | Description | <u>Qty.</u> | <u>unit</u> | <u>Brand Name</u> |
| 1 | Naphthalene ball | | | |
| 2 | Hand Liquid soap | | | |
| 3 | Hand liquid pkt | | | |
| 4 | Odonil | | | |
| 5 | Sunny Cube | | | |
| 6 | R1 | | | |
| 7 | R9 | | | |
| 8 | R4 | | | |
| 9 | R2 | | | |
| 10 | R3 | | | |
| 11 | R5 | | | |
| 12 | R6 | | | |
| 13 | Sponge | | | |
| 14 | Spray Gun | | | |
| 15 | Hard Broom | | | |
| 16 | Soft Broom | | | |
| 17 | Wiper big | | | |
| 18 | Wet mop Stick | | | |
| 19 | Check Duster | | | |
| 20 | Floor Duster | | | |
| 21 | Dry Mop set (stick n frame) | | | |

| | | | | |
|----|--|--|--|--|
| 22 | Dry Mop Refill | | | |
| 23 | Glass Duster | | | |
| 24 | Scraper | | | |
| 25 | Wet mop Refill | | | |
| 26 | Wiper (Bath room) | | | |
| 27 | Nirma | | | |
| 28 | Nylon scrubber | | | |
| 29 | Garbage bag black | | | |
| 30 | Garbage bag white | | | |
| 31 | Floor Cleaner (phenyl) | | | |
| 32 | ROOM FRESHNER (for offices & Guest room) | | | |
| 33 | Toilet roll (for offices & guest room) | | | |
| 34 | Acid | | | |
| 35 | Dust bin Liner bags | | | |
| 36 | Dettol 1x 500ml | | | |
| 37 | BAMBOO STICK | | | |
| 38 | HIT SPRAY | | | |
| 39 | Fragrance Refill | | | |

Annexure II (List of equipment to be used. It is an indicative list. The agency is free to improve the list in terms of quality products from time to time)

| Sr.no | Description | Qty | unit | Brand Name |
|-------|----------------------|-----|------|------------|
| 1 | Nylon Brush | | | |
| 2 | Hand Gloves | | | |
| 3 | WC Brush | | | |
| 4 | Dust Pan | | | |
| 5 | Mug | | | |
| 6 | Hand Brush | | | |
| 7 | Glass wiper | | | |
| 8 | Scraper | | | |
| 9 | Mop Trolley | | | |
| 10 | Wet Mop | | | |
| 11 | Dry mop | | | |
| 12 | Caddy | | | |
| 13 | Spray Gun | | | |
| 14 | Toilet chokages Pump | | | |
| 15 | Scotch bright | | | |
| 16 | Floor duster | | | |
| 17 | Cobweb brush | | | |
| 18 | Scrubbing pad | | | |
| 19 | Cleaning sine board | | | |
| 20 | Wet mop Clamp | | | |
| 21 | Dry mop Clamp | | | |
| 22 | Small wiper | | | |
| 23 | Carpet brush | | | |
| 24 | Road brush | | | |

Annexure III

(List of equipment to be deputed at site. It is an indicative list. The agency is free to improve the list in terms of quality products from time to time)

| Sr. | Description | Minimum Required Quantity |
|------------|--|----------------------------------|
| 1 | Back pack vacuum cleaner | 1 |
| 2 | Jet pressure Machine | 1 |
| 3 | Scrubbing machine | 2 |
| 4 | Vacuum cleaner | 1 |
| 5 | Telescopic poll – 4 meters & 9 meters | 01 + 01 |
| 6 | Ladders (Two small + one large) | 3 |
| 7 | Tri-cycles | 2 |
| 8 | Different sizes of wire for clearing drain-lines | 02 pairs (20 no's) |
| 9 | Grass cutting machine | 1 |
| 10 | Trikam + Khurpi + pavda etc. | 3 in no's each |
| 11 | Drill machine | 01 |
| 12 | Plumbing Tool box | 01 |

Annexure IV

Detailed specifications for Item no. 101

| Sr. | Description / Activity | Frequency |
|------------|--|--|
| 1 | Cleaning, sweeping, mopping, dusting | All Seven days of week |
| 2 | Scrubbing, Deep Cleaning | As and when required |
| 3 | Cleaning of glass panes, removal of cobwebs, Facades of the buildings | monthly |
| 4 | Sweeping | Six days in a week |
| 5 | Wild vegetation (grass) cutting | As and when required |
| 6 | Fogging | Daily during rainy season (From June to September) and five days in week during remaining months |
| 7 | Clearance of Dust bins from hostel rooms, offices , guest rooms ,Open areas, | Six days in a week |
| 8 | Terrace cleaning | Once per month during monsoon season & Once in three months for remaining period |
| 9 | washing shade roof cleaning | Once in six months |
| 10 | water cooler cleaning | As and when required |
| 11 | Toilet cleaning | All Seven days of week |
| 12 | Liquid soap near all wash basins in all toilets of Hostel and administrative buildings | Should always be filled up |
| 13 | Air freshener ODONIL or equivalent in all toilets of hostel and administrative buildings | Should always be in place |
| 14 | Dust bins hostel and other buildings and all houses | All Seven days of week |
| 15 | Drainage blockage removal ,Removal of chokages. | As and when required |
| 16 | Toilet shafts | Weekly |
| 17 | Hostel rooms & offices | All Seven days of week |
| 18 | Open grounds, walkways, pavements etc. Sweeping | Six days in a week |
| 19 | Front + rear ground of block E | Once in three months OR as and when required |
| 20 | Sintex Tanks, Overhead tank & underground sumps | Once in SIX months |

Annexure V**Built up Area Break up for Item no. 101 & 201.1**

| Sr. No. | Building | Built Up Area Break Up (SQ.M) | Remarks |
|----------------|--|--------------------------------------|----------------|
| | Main Campus | | |
| A | Building A (offices, Guest rooms, hostel, lib.) | 1652.50 | |
| B | Building B (Hostel rooms) | 1880.40 | |
| C | BLOCK-C | 879.21 | |
| D | BLOCK-D | 789.30 | |
| E | BLOCK-E (Outside VNIT campus) | 1743.00 | |
| F | Dining Area | 139.10 | |
| G | Recreation hall | 139.10 | |
| H | CLASSROOM BLOCK | 825.32 | |
| I | CLASSROOM CIVIL DEPTT. | 134.00 | |
| J | Director Residence | 181.00 | |
| K | Placement office , SAO, Health Centre, conference hall | 120.125 | |
| L | Common Toilet block | 74.64 | |
| | Total Area | 8557.69 | SQ.M |

Open Grounds Area Break up for Item no. 102

| | | | |
|---|-----------------------------------|---------|------|
| G | Open area (Pavement area & roads) | 4500.00 | SQ.M |
|---|-----------------------------------|---------|------|

Annexure VI

| Detailed specifications for Item no. 102 | |
|---|--|
| Sr. | Description |
| 1 | Collection of all the garbage shall be in BLACK POLYTHENE GARBAGE BAG at all locations. |
| 2 | No garbage shall be left open in any case. |
| 3 | The GARBAGE trolley shall be covered with while transporting the garbage. |
| 4 | Dealing with any NMC official, their norms etc. is in contractor's scope. |
| 5 | 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 IIMN |

Annexure VII**Terms and conditions regarding Electrical maintenance services (item no. 201)**

| A | Special instruction for Electrical maintenance services - Item no. 201.1 |
|----------|--|
| 1 | The scope of area is all buildings. |
| 1.1 | Building A |
| 1.2 | Building B , Dining hall, Recreation hall, |
| 1.3 | Hostel Block -C |
| 1.4 | Hostel Block- D |
| 1.5 | Hostel block- E |
| 1.6 | Classroom block |
| 2 | Consumable materials will be provided by IIMN during office time only. |
| 3 | IIMN will NOT provide any supporting items like ladders, necessary tools / tackles, Air blower equipment which contractor needs to bring at the site and keep at safe place. |
| 4 | Contractors should not deploy the child labour and non-technical person for this work. Person deployed at site must have ITI electrician (if ITI Wireman must be min 4 years' experience in 3 phase distribution system) qualification with at least 5-year experience of relevant field. Helper to electrician should have basic electrical knowledge. Preferred age group 20 – 35 Years for both i.e. Technician as well as helper with good physical fitness. |
| 5 | 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. |
| 6 | Person at work must wear proper dress code with identity card as mutually agreed between successful bidder and IIMN. Rain wear and winter wear also shall be provide by the contractor to all workmen. |

| | |
|----|--|
| 7 | Mobile phone carrying with the Technicians on site are compulsory. Bill of mobile phone will be paid by the contractor. No reimbursement will be made by IIMN |
| 8 | IIMN will provide office space with internal phone and material storage facility to the contractor |
| 9 | Contractor has to comply with all the labour laws like Min. wage, Fare wage, extra duty wages, Bonus, ESI, PF etc. with number of PF,ESI |
| 10 | Contractor is directly responsible for any violation of labour laws / safety laws or other statutory and mandatory laws and responds to such queries / notices / instructions etc. from the concerned authority. |
| 11 | Filling up electrical data sheet on day to day basis. |
| 12 | On Duty Electrician shall always carry Measuring instruments like Clamp meter, Multi meter etc. |

| B | Scope of work |
|----------|---|
| 1 | Providing day to day services for the electrical complaints to the above mentioned area |
| 2 | To check & repair the electrical points like light point, fan point including regulator, plug point etc. or any kind of electrical items. |
| 3 | To check and repair/replace tube light fitting, bulb, fan, halogen light, CFL, LED lights fitting etc. or any kind of electrical items |
| 4 | To check circuit failure/ tripping and small wiring work and rectify the problem |
| 5 | Attending Electrical breakdown / fault |
| 6 | Regular Maintenance / checkup of Electrical Installation |
| 7 | Other work as directed by IIMN Officers/Supervisors/Engineers |
| 8 | Noting of energy meter reading of Building A , B,C,D & E on each last day of the month and submission of the same to the IIMN office |
| 9 | Regular Maintenance / checkup & cleaning of Electrical Installation which includes Switch-board, MCB DB, All LT Distribution Electrical Panels. |
| 10 | Temporary wiring will be provided for any function or EVENTS of the Institute or student related activities like get together, small party etc. |
| 11 | New Installation of light fixtures, fans, plug point, exhaust fans . |
| 12 | Operation of the water pumping station which includes the operation of bore wells (1 no's), submersible pumps, pumps, minor repairing work, electrical starters, Valves, etc. situated at various locations. In essence complete water supply operation is under this contract. |
| 13 | Extension of the any present electrical installation. |
| 17 | Maintenance of the outer light network |

| | |
|----------|---|
| 18 | To look after the air condition (various types) in the class room, offices. (about 100 ton). Maintenance contract is given to a.c. contractor for various brands of A.C. |
| 19 | Electrical Contract License is mandatory. |
| C | Scope does not include following services: |
| 1 | Telephone wire, point or any related work |
| 2 | Internet/data wiring , point and related work |
| 3 | TV cabling work |
| 4 | Any appliances repairing work like TV, freeze, washing machine, computer, hot plate, water cooler, bottle cooler etc. |
| D | SPECIAL NOTE |
| 1 | IIMN will provide space for small office cum material storage with internal telephone facility |
| 2 | Stock maintaining at your office with updating of ledger is must and at any time IIMN authorized person ask for the material stock |
| 3 | Old and replaced items should be put at maintenance scrap store and before putting to the scrap store it should be signed and justified by the contractor's authorized person |
| 4 | IIMN will not be responsible for any theft and loss of material from your store room. storage of material should be in lockable storage space only. |
| 5 | Firm must have electrical work permit / license |

Annexure VIII

Terms and conditions regarding General maintenance services 202

| A | Special instruction for General Maintenance services - Item no. 202.1 to 202.5 |
|----|--|
| 1 | The scope of area is all buildings. (Please refer to Annexure V for built up area). |
| 2 | Consumable materials will be provided by IIMN during office time only. |
| 3 | Contractor has to provide any supporting items like ladders, necessary tools / tackles, tile cutter, wood cutter, measure taps, all tools and tackles related to plumber, carpenter, mason and helpers and equipment which contractor needs to bring at the site and keep at safe place. |
| 4 | Contractors should not deploy the child labour and non-technical person for this work. |
| 5 | 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. |
| 6 | Person at work must wear proper dress code with identity card as mutually agreed between successful bidder and IIMN. Rain wear and winter wear also shall be provide by the contractor to all workmen. |
| 9 | Contractor has to comply with all the labour laws like Min. wage, Fare wage, Fare wage for extra duties, Bonus, ESI, PF etc. with number of PF,ESI etc. all such statutory payment from time to time |
| 10 | Contractor is directly responsible for any violation of labour laws / safety laws or other statutory and mandatory laws and responds to such queries / notices / instructions etc. from the concerned authority. |
| 11 | Working shall be considered as: Monday to Saturday and normally Sunday will be considered as holiday except for EVENTS or special functions OR emergency works as required. In a year three national holidays would be counted as 26 January, 15 August and 2 October. Since this is a technical work the technicians and helpers may be required to work after office hours or holidays also depending upon requirement from time to time. |
| 11 | Filling up maintenance data sheet on day to day basis. |
| 12 | On Duty technicians shall always carry Measuring instruments like measuring tapes etc. |

B Scope of work

| | |
|---|---|
| 1 | General repairing of water supply line, excavation of damaged pipe lines, repairing of leakages in W.C, bath, flushing cistern, wash basin, stop cock, bib cocks, wheel valve. Replacement of showers ,stop cocks, water pipes, wash basin brackets, replacement of bends, tees single/double junction of soil/vent/waste pipe if any & other plumbing work assigned by engineer In charge for Hostel block, Office, guest room, class room |
| 2 | IIMN will provide space for small office cum material storage with internal telephone facility |
| 3 | Stock maintaining at your office with updating of ledger is must and at any time IIMN authorized person ask for the material stock |
| 4 | Old and replaced items should be put at maintenance scrap store and before putting to the scrap store it should be signed and justified by the contractor's authorized person |
| 5 | IIMN will not be responsible for any theft and loss of material from your store room. storage of material should be in lockable storage space only. |
| 6 | The service to be provided in for Six days a week and in general shift in majority of the cases. However, if needed the service shall be provided after officer hours and / or holidays also. The rates to be quoted is per shift only considering all these expenses. |
| 7 | Mobile phone carrying with the Technicians on site are compulsory. Bill of mobile phone will be paid by the contractor. No reimbursement will be made by IIMN. |

Annexure-IX

Per day Break-up of Wages for one Unskilled, Semi-skilled & Skilled worker

| Sr.no | Description | Unskilled Worker (Rs. Per day) | Semi-Skilled Worker/ Supervisor (Rs. Per day) | Skilled Worker/ Supervisor (Rs. Per day) |
|-------|--|-----------------------------------|--|--|
| 1 | Basic + VDA (Minimum wages) | | | |
| 2 | PF (BASIC) + Admin. Charge 13.16 % | | | |
| 3 | ESIC 4.75% | | | |
| 4 | Sub-total (1+2+3) Rs. | | | |
| 5 | Contractors Service Charges on sub-total (4) including uniform, gum boots, Bonus, I-card, T&P, equipment's overheads, if any. | | | |
| 6 | Sub-total (4+5) Rs | | | |
| | Total wages per day in Rs. | | | |

Upload latest copy of Govt. of India orders for rates of minimum wages, EPF and ESI as applicable.

Signature _____

Name of the bidder_____

Date_____

Official seal of bidder _____

Annexure A

PARTICULARS OF BIDDER

| SR.NO | DEACRIPTION | |
|--------------|--|--|
| 1 | Name of the bidder | |
| A | Trade Name (in Block letters) | |
| B | Status of the Bidder (Proprietorship/Partnership/LLP/Limited Co.) In Block letters) | |
| C | Name of Proprietor/Partners/CEO/Directors (In Block letters) | |
| 2 | Postal Address | |
| 3 | Telephone No. | |
| 4 | E-mail / Website address (if available) | |
| 5 | Online payment details and amount (if applicable MSME or NSIC Regn. No.) | |
| | a)Tender Fees | |
| | b)EMD | |
| | c)MSME/NSIC Regn. No. (If applicable) (upload self-attested photocopy) | |
| 6 | Name of the Banker, Branch Name & address (In Block letters) (For e-payment purpose) | |
| 7 | PAN (upload self-attested photocopy) | |
| 8 | GSTIN (GST Registration No.) (If applicable) (upload self-attested photocopy) | |
| 9 | Any other Relevant Information e.g. Number of Years of Experience in similar line of business | |

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this tender/quotation/NIT as stipulated in the tender notice No. IIMN/CAO/09/2018-19 dated - 25/07/2018 Accordingly, I/ we accept the terms and conditions and hereby offer the rates for “**Providing Facilities Management Services at IIM Nagpur** as per Price Bid

Signature _____

Name of the bidder_____

Date_____

Official seal of bidder _____

Annexure - B

PRICE BID UNDERTAKING

From: (Full name and address of the Bidder) _____

To,
IIM Nagpur,
VNIT Campus,
South Ambazari road,
Nagpur-10

Dear Sir/Madam,

I submit the Price Bid for _____ and related activities as envisaged in the Bid document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I offer to work at the rates as indicated in the price Bid, inclusive of all applicable taxes except GST component and GST if applicable will be paid extra, if applicable.
4. I shall not tamper/modify downloaded price bid template from www.tenderwizard.com/etenders in any manner.

Yours Faithfully,

Signature of authorized Representative

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

Date:

To,
IIM Nagpur,
VNIT Campus,
South Ambazari road,
Nagpur-10.

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Dear Sir,

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

Name of Tender / Work: _____

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 (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/ organization 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 and there has been no litigation with any Government department on account of this services.

6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization 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)

Annexure D

Authorization Letter
(To be submitted in Company Letter Head)

To
IIM Nagpur,
VNIT Campus,
South Ambazari road,
Nagpur-10.

Sir,
Sub: Authorization of Contact Person for submission of online bid(s)

We have registered online as a bidder with website www.tenderwizard.com/etenders for submission of online bid(s) and our Registration Number is

We acknowledge our acceptance of General Terms and Conditions of e-procurement and Buyer Specific Terms and Conditions as displayed on said website as well as mentioned in your tender document(s).

I,, in the capacity of (Designation) hereby authorize Mr/Ms, (Designation) to act as the Contact Person on behalf of our company for submission of online Bid through above sated website.

It is further submitted that the said Contact Person shall use his Digital Signature Certificate (DSC) issued by and with serial number for submission of online bid(s) / application.

On behalf of our company, I undertake to take full responsibility of the bid(s) / information submitted by the said Contact Person on your above referred website and we shall not hold Indian Institute of Management, Nagpur responsible for any wrongful act committed by the Contact Person during the online bidding process.

In case of any change in the Contact Person on a later date, I shall inform Indian Institute of Management, Nagpur with a request to effect the change in its records.

Thanking you.
Yours sincerely,
Date: (Name & Designation)
Affix Company Seal

Annexure-E

Assignment completed in last Five years as on March 31,2018 contracts/assignments in the Field of Security services

| Sr.no | Name of Institute/ firm | Area in Sq.m | % of Service charge on fixed wages | No. of worker | Total cost per Month / annum |
|--------------|------------------------------------|-------------------------|---|--------------------------|---|
| | | | | | |
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Annexure-F

The firm must be a profit making organization for last three consecutive years as on 31.03.2018

| Sr.no | Year | Annual turnover | Profit & loss |
|--------------|----------------|------------------------|--------------------------|
| 1 | 2015-16 | | |
| 2 | 2016-17 | | |
| 3 | 2017-18 | | |

Separate sheet can be upload

PART - 2 - Technical Bid

To be submitted in sealed envelope by courier or manually

The shortlisted bidders will be called to meet technical evaluation committee and make a presentation of their proposal (Technical bid) at IIMN

The bidders are requested to prepare their own technical proposal. The technical bid shall contain all the relevant information which forms part of the technical bid. The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of solution being proposed by the bidder. Technical score for the bidder will depend on the information provided herein. This information should include items such as:

| Sr. | Description | Maximum Marks |
|-----|--|---------------|
| 1 | Extent and Quality of Experience in providing/managing Housekeeping and technical Services / Hospitality services / Facilities Management Services | 15 |
| 2 | Size of current business (turnover) | |
| 3 | Extent of national presence | |
| 4 | Client list, retention record and size/distribution of contracts completed/under execution | |
| 5 | Number of employees on the role | |
| 6 | Systems and processes followed for recruiting and training the employees | 10 |
| 7 | Client satisfaction certificates | |
| 8 | Capabilities/expertise of the bidder to guide in improving facilities management services like zero waste campus, improving efficiency of technical services etc. | |
| 9 | Comprehensive operational plan (with all details) given in the technical bid for delivering Technical and Housekeeping services | 25 |
| 10 | Transition/takeover plan for Technical & Housekeeping services | |
| 11 | Client site visit (if required) | |
| 12 | Detailed break up of proposed: (As per format) -Manpower (number, rank, experience, qualification etc.), -Material & consumables -Tools, tackles & equipment, etc. With reference to each items in Price Bid | |
| 13 | Reporting and Review Systems proposed | |
| 14 | Complaint redressal system proposed | |
| 15 | Relevant quality additive enhancements in Technical & Housekeeping services that are proposed over and above standard bill of material given as in tender document | 10 |
| 16 | Overall Presentation at IIMN on the solution proposed | |
| 17 | Commitment of top management | |

All the above information should be organized in logically structured form and submitted as technical bid with an index. Bidder is free to add any information that can help in assessing technical quality of the solutions proposed and which touches upon the parameters/attributes for technical assessment given in Chapter 6 in Part-1 of Pre-qualification document

Indicative Format for Detailed Break up
(Reference to Point. No. 12 of Technical bid)

| Sr. | Particulars | Manpower | Material (Consumables) | Tools / Tackles/Equip ment/ Uniform etc. |
|-------------|---|----------|---------------------------|---|
| | Section 100- Facilities Management Services | | | |
| 101 &102 | Cleaning of Buildings (Employment of Housekeeping staff per 500 Sq. m This will be only consider for commitment and not in evaluation of commercial bid) | | | |
| a | Housekeeping Supervisor | | | |
| b | No. of Unskilled employees | | | |
| 103 | Tricycle trips | | | |
| 103.1 | Within the campus | | | |
| 103.2 | Outside the campus beyond NMC limit | | | |
| 104 | Providing Mosquito control services | | | |
| 104.1 | Fogging Services | | | |
| 104.2 | Spreading Fenthion 82.5 % EC @ 2ml/Lit | | | |
| 104.3 | General pest control service to the buildings | | | |

Indicative Format for Detailed Break up
(Reference to Point. No. 12 of Technical bid) contd.

| Sr. | Section 200 - Technical Services | Manpower | Tools / Tackles/Equipment/Mac hineries |
|-------|---|----------|--|
| 201 | Providing General Electrical maintenance Services | | |
| 201.1 | Electrician / Wireman | 01 | |
| | Unskilled helper | 01 | |
| 202 | Providing General Maintenance Services. | | |
| 202.1 | Skilled Plumber | 01 | |
| 202.2 | Semi-skilled Gardner | 01 | |
| 202.3 | Cook | 01 | Nil |
| 202.4 | Office boy | 01 | |
| 203.5 | Helper | 01 | |

Guidelines:

It is desired that the bidder make an in depth survey of entire campus, understand the scope of work, buildings, grounds, campus residents habits / life / expectations etc. from the perspective of delivering best solution for each and every item mentioned in the price bid.

The bidder needs to interact with each IIMN supervisor heading various activities of the campus mentioned in the price bid to understand how it is managed at present and to which benchmark it needs to be improved.

After the detailed survey and understanding the bidder can propose the solution with detailed break up.

Notes:

| Sr. | Particulars | Remarks |
|-----|-------------------------|---|
| 1 | Over all operation head | One Manager level person required for overall coordination (As overall site in charge) of operations at IIMN |
| 2 | For item no. 101 to 103 | The ratio of supervisors to Janitors/ Helpers shall be in the range of 1:15 to 1:20 for effective supervision |