

**Institute of Infrastructure, Technology, Research And Management
Ahmedabad**

Date: 13/08/2018

Tender No: 2018/49

INVITATION OF BIDS

**E-Tender for Techno-Commercial Bid Form for Providing Housekeeping
and Manpower Service for IITRAM**

Dear Sir/Madam,

The Institute of Infrastructure, Technology, Research and Management (IITRAM) invites quotations for **Providing Housekeeping and Manpower Service** for IITRAM from manufacturer or authorized distributor under two bid system in e-Tender format. Interested parties who wish to participate in this e-tender may obtain the tender documents from IITRAM website www.iitram.ac.in or from [https:// education.nprocure.com](https://education.nprocure.com). Bidders need to submit all the necessary documents online and in physical form as mentioned in this e-tender through RPAD, speed post or in person till the last date and time prescribed for submission. Hardcopy of EMD, Tender Fee, and other essential documents should be submitted for each quoted items on or before **11/09/2018 till 17:00 hrs.** in the office of the IITRAM, Near Khokhara Circle, Maninagar (East), Ahmedabad-380026. Financial bid is to be submitted in electronic form only on n-procure site. (<https://education.nprocure.com>).

E-Tendering Schedule

Date of issue	13/08/2018
E-Tender fees	Rs. 17,700=00(Inclusive of 18% of GST)
EMD	Rs. 4,50,000=00
Last date of online bid submission	10/09/2018 till 17:00 hrs.
Last date of physical bid submission	11/09/2018 till 17:00 hrs.
Opening of technical bid	17/09/2018 at 11:00 hrs.
Tender inviting Authority and address	Registrar, IITRAM, Near Khokhara Circle, Maninagar (East), Ahmedabad- 380026, Phone no.- 079 67775488, 67775499

SECTION I

INTRODUCTION

Institute of Infrastructure, Technology, Research and Management has been established vide Act no.5 of 2013 in Gujarat. For the academic work of the Institute, a six storied building of approx. 31,000 sq. mtr. has been constructed in Maninagar (East), Khokhara. Cleaning of the Institute is the most important and required task. The following tasks are included in it:

- Cleaning of all the common passages of the building including foyer, circulation area, general toilet, officers toilet, and ladies toilet.
- Cleaning of passages and gallery of all the floors.
- Cleaning of Workshop building with surrounding space.
- Cleaning of the stairs of the building.
- Cleaning of the roofs of the building.
- Cleaning of parking area.
- Cleaning of the cellar.
- Cleaning of the side roads.
- Cleaning of building compound.
- Cleaning of Cafeteria building with surrounding space.
- Maintenance of the garden within Institute.

In this way, cleaning of all the above mentioned areas is required with appropriate use of chemicals, acid, finale and pesticides with the ultra-modern instruments and machinery. Also Garden lone of the Institute is to be maintained in the same way. Above mentioned tasks are to be executed by the agency and under the supervision of the agency supervisor in consultation with Institute authorities. In addition to that, Institute may ask to provide additional manpower (skilled/unskilled) like Clerks, Peons, Cook and such other manpower requirement etc. for different reasons. Agency interested is required to visit the Institute and after submission of the bid, the shortlisted bidders will have to give presentation to the Institute Authorities, when called, at IITRAM. 60% weightage will be given to presentation and remaining 40% will be given to commercial part. L1 bidder will be considered based on Techno-Commercial bid.

SECTION II

SCOPE OF WORK

Building of the Institute is approx. 31,000 sq. mtr. with 6 floors which includes 2 Gents and 2 Ladies washrooms on each floor. As of now Institute uses its full capacity of ground floor plus all six floors with basement, workshop and cafeteria building as well. In addition to that Institute maintains housing facilities for students as well as teachers and staff, which is about 6000 sq. mtr.

1. Required Daily Cleaning Tasks:

- Dusting, sweeping and mopping of the staircases, walls, partition etc. of the building on each floor including ground floor. Besides this, from the entrance of the building including the whole compound areas, gardens, open space areas and parking areas should be cleaned.
- Toilets, Bathrooms, Toilets Blocks etc. should be cleaned with cleaning materials wherein the check-list must be kept for the cleaning person.
- Complete cleaning of the Building Compound.
- Cleaning of staff quarters, student's hostel, etc. about 6000 Sq mt total.
- Waste gathered during the cleaning process along with the waste gathered from the various offices must be deposited at a designated place in consultation with Ahmedabad Municipal Corporation(AMC).
- Spit pans and dustbins should be cleaned regularly.
- Entire office area including several glass partitions of the offices on the ground floor.
- Main foyer and other foyer if required more than twice a day.
- To develop the garden and then maintain it (including sprinkling manure and pesticides)
- To clean all class rooms including the furniture and glasses etc.
- The fixed work must be done twice a day. Particularly, Ground floor offices and foyer must be cleaned thrice in a day.

2. Weekly Cleaning Tasks:

- Each floor areas must be cleaned with water and detergent.
- Basement Parking and ducts must be cleaned.
- Windows and doors.

3. Monthly Cleaning Tasks:

- Every month, the whole building must be cleaned including cleaning cob-webs, wall cleaning, roof cleaning, terrace, balconies etc.
- Cleaning of main and back foyers including 7th floor foyer at least twice in a month.
- Cleaning of gutters as well as ducts.

Schedule of Daily Cleaning:

- **Tasks before the Office hours (Between 8 a.m. to 9 a.m.)** Before the arrivals of the official staff in the building, the building as well as the compound should be cleaned thoroughly.
- **Tasks during the day (Between 9 a.m. to 5.30 p.m.)** During the day, areas getting dirty frequently due to the people moving around, frequently used places like toilets, bathrooms, toilet blocks, building lobby etc. should be cleaned at regular interval of two to three hours so that the building premises remain clean and hygienic.

Estimated details of the materials and consumables used in cleaning:

- Bathroom Cleaners
- Air Fresheners
- Toilet Cleaners
- Floor Cleaners
- Sanitary Cubes
- Vacuum Cleaners
- Brooms (big and small)
- Mops
- Brushes
- Besides, all latest machines/ instruments for cleaning

4. Whenever asked by the institute, the successful agency will have to provide 2/3 hostel warden, out of which 01 should be the lady warden. Such appointed hostel warden should be of at least 40 years of age, should pass 12th std., and should be able to drive the vehicle. The male hostel warden will have to work till 10:00 p.m., whereas it is preferred that the lady warden stays in the girls' hostel campus. During the Presentation all the bidders will have to present the arrangement that will be made by them for the hostel warden.

Note: Contractor/ Agency / Institute has to personally visit and examine the details of tasks of cleaning at Institute of Infrastructure, Technology, Research and Management before filling up the details of the tender. Presently, the Institute is using its full capacity, so all the areas must be cleaned regularly. Contractor/Agency / Institute has to estimate the cost according to the present use and for the more need of the labourers, it has to come up with the cost per person per month.

SECTION III
TENDER PROCESS

1. This Tender document can be downloaded from website www.iitram.ac.in or from <https://education.nprocure.com>. The filled in/complete in all respect tender document must be submitted with tender document fee in the form of Demand Draft in separate cover in favor of the Registrar, Institute Of Infrastructure, Technology, Research and Management payable at Ahmedabad. Please mention tender number and name of bidder on back side of DD.
2. The bidder has to submit the tender in two parts viz, (1) Technical Bid and (2) Financial Bid / Price Bid
3. The bidder has to submit the technical bid in two parts viz, (a) Technical detail and (b) EMD Cover in a single cover
4. EMD cover shall contain DDs of Tender Fee and EMD as per tender document.
5. Technical bid shall consist of technical details as per SECTION IV. The duly signed tender form shall be submitted with this bid by the bidder.
6. Technical bid and demand draft should be sealed in different covers with the respective post-script on the cover and then both the covers should be sealed in a single cover.
7. Bidders have to submit all the required documents as mentioned in this e-tender in online and physical through RPAD, speed post or in person till the last date and time prescribed for submission. Bidders are required to submit index (in online and physical) showing the page numbers as per attached documents for each requirement of documents mentioned in this e-tender and also mention Yes/No (in below table) based on the documents attached by you. All the bidders are required to arrange & submit the documents as mentioned in the sequence of Index only. Bidders are instructed not to attach any unnecessary documents.
8. The bidder has to submit Financial Bid/Price Bid online only at n-Procurement website.
9. First of all, the technical bids will be opened.
10. The agencies which are provisionally approved in Technical bid will have to come and demonstrate their procedure of work. Out of 100, 60 marks will be given to the PPT presentation. In the PPT presentation, the contractor/ Institute/ company will have to include the procedure they will execute, the list of material and quantity they will use, list of machinery they are to use, how those machines are useful and the quantity of those machines, if for monitoring any modern technique they will use then details of those techniques as well as the action plan/ methodology. Evaluation of the presentation will be considered while permitting the tender. It is assumed that the bidders submitting the bids have gone through all tender terms & agreed with all the terms of this e-tender.
11. For Presentation, The bidders will be informed through any communication mode.
12. Financial bids will be opened in online format of technically qualified bidders only. Technical proposals scoring not less than 70% (70 marks of the technical evaluation) of the points will only be considered for financial evaluation.

Points for technical evaluation is as given below:

Sr. No.	Particulars	Maximum Marks
1	Company Profile	05
2	Experience of Similar Kind	10
3	Planning of Cleaning at IITRAM (presentation)	50
4	No of Cleaning staff and Supervisor to be deputed at IITRAM	05
5	Details and Quality of Material to be used at IITRAM for Flooring and Toilets cleaning	10
6	Machinery to be used for cleaning purpose, its type, usage, experience of same machinery and ownership	05
7	Planning of Garden at IITRAM (presentation)	15
	Total Marks	100

13. 60 marks for Presentation and 40 marks for Price Bid (Total out of 100) will be accounted for making L1 and will be called for the contract.
14. IITRAM will compare and evaluate the Commercial bids of the qualified Bidders to decide on the lowest evaluated bid by applying of the weighted evaluation method.
15. The final selection of the successful bidder from the qualified bidders will be done by considering both the price quoted and PPT Presentation using the following criteria and weightage.

Sr. No	Criteria	Maximum Marks (Weightages)	Method of allotting marks for combined score
1	Technical Score	60	The bidder with the maximum technical score will be awarded 60 marks and other bidders will be awarded proportionately less marks (e.g. if the highest score for PPT Presentation is 100, Bidder having this will get 60 marks. Bidder having score of PPT Presentation 80 will get $(80/100) \times 60 = 48.00$ marks)
2	Weighted Score for commercial Bid	40	The Bidder with Lowest quote will be awarded 40 marks and other bidders will be awarded proportionately less marks (e.g. if the lowest quote is Rs. 1.00 lakh, the bidder quoting this price will get 40 marks. A Bidder quoting Rs. 1.20 lakh will get $(1.0/1.2) \times 40 = 33.33$ marks)
-	Total Marks	100	

All marks will be given rounded upto two decimal places. The bidder getting the maximum combined score out of 100 above a specific cut of score, will be short listed for further consideration.

16. Agency which is selected for the contract will have to sign the contract on the fixed format of Rs. 100 Non Judicial Stamp paper.

17. The Contractor will be required to furnish Performance Security amounting to 10 % of the contract value in accordance with the Conditions of Contract within 10 (Ten) days of receipt of the notification of award of contract in any one of the forms (1) D.D. of any schedule bank (2) Bank Guaranttee of nationalized bank or bank approved by finance Department GR no. EMD/10/2013/655/DMO Dtd. 31/03/2014 (3)FDR of nationalized bank. DD and BG is required to submit in favour of the “The Registrar, INSTITUTE OF INFRASTRUCTURE, TECHNOLOGY, RESEARCH AND MANAGEMENT” payable at Ahmedabad.
18. Unfinished or Conditional Tender will not be entertained.

SECTION IV

TECHNICAL BID

All the bidders are required to submit the copy of documents as per following sequence:

1. Copy of firm Registration, PF registration and PAN card is to be submitted.
2. Copy of Goods and Service Tax (GST) Registration is to be submitted.
3. The Registered office of the Agency must be in Gujarat. The proof of the same is required to be submitted.
4. Non- refundable Demand Draft of Rs. 17,700 in favour of Registrar, Institute of Infrastructure, Technology, Research and Management must be submitted as a part of Tender Fee. Without tender fee, no tender will be considered.
5. The bidder will have to attach one attested copy of registration under labour department, where the agency has worked.
6. The agency has to submit a Demand Draft of Rs 4,50,000 in favour of Registrar, Institute of Infrastructure, Technology, Research and Management as EMD. Without EMD, no tender will be considered.
7. The bidders will have to attach copy of atleast 05 work completion certificate, where it has provided housekeeping and manpower services during 01/04/2014 to 31/03/2017.
8. The bidder will have to attach copy of atleast 02 work orders of providing housekeeping services with minimum 20 persons for housekeeping in each order for the entire duration of 01/04/2017 to 31/03/2018.
9. Agency will have to attach copy of work completion certificate of minimum 1 contract for at least one year of any Government agency of housekeeping with minimum 20 persons.
10. Agency annual turnover must be minimum Rs.2 Crore in financial year - 2017-18 / 2016-17. (Submit copy of CA statement)
11. The bidder has to submit e-tender document duly filled & signed with the stamp on each page of the tender document and on the enclosures to show that the bidders have read and understood all the details and terms & conditions of the tender thoroughly.
12. The list of the useful material and it's quantity, list of useful machines and it's quantity and details of the monitoring system if any required to be used, etc. is required to be included in the presentation.

Please note that the bidders submitting all the necessary documents only in physical form will be considered as disqualified. Bidders submitting all the necessary documents only in online form will be considered as disqualified. All the bidders must have to submit all the necessary documents in online and physical form both.

Bidders will have to attach same documents in online and physical form both as per the terms and conditions mentioned in this e-Tender.

SECTION V

TERMS AND CONDITIONS

1. The approved contract for cleaning will be for a year. Wherein, the first three months will be considered as a probation period within which if the working system would be proved to be unsatisfactory, the contract will be assigned to the lower quoted next agency.
2. If the work will be proved as a satisfactory one after a year, the next contract will be of another one year with the same price. Although, due to administrative or any other reasons, if this service is required for termination, then intimation before a month is required to be given.
3. Agency has to quote for Separate rates including all taxes for cleaning materials, separate rates for an individual labour according to their category and also mention the agency charge for per person on FOR basis.
4. Included taxes should be as per goods and service tax (GST) norms.
5. Rates should be written in the words and figure in the prescribed format and the contractor will have to produce all necessary documents as mentioned in this e-tender and on the basis of their work experience, (in the presentation) they will be preferred.
6. **Penalty:**
 - If more than three complaints are received within a month, then 10 % of the amount will be deducted as a penalty.
 - As per the demonstration in the presentation by the agency, if the daily manpower is not supplied then Rs 500 per day penalty will be deducted for supervisor and Rs 300 penalty will be deducted for labour from the total payable amount.
 - If the agency is not able to supply the material which is to be used for the cleaning process for the whole month as approved in the presentation, than Rs. 500 per day as a penalty will be deducted from the total bill. (If any of the single item is found unprovided, then the whole material will be considered as remaining one)
 - If agency will not provide the material usage register as well as workers / supervisors attendance register or failure in confirmation given by the Institute Authorities, then, per day Rs. 500 as a penalty will be deducted from the bill.
 - If the worker will be found without uniform, per day per worker Rs. 50 as a penalty will be deducted from the bill.
7. Generally, all the tasks of the cleaning are to be done as demonstrated in SECTION II (Scope of Work). If though, for any reason, the filth comes up, immediately the cleaning has to be done. Moreover, if for any accidental reason, the office asks for cleaning, then immediately, the cleaning has to be done.
8. Agency will be responsible for the maintenance, repairing and security of the machines which will be used for cleaning.
9. Materials which are going to be used by the agency must reach in advance at the Institute office on 25 date (or the next working day) of every month and must be submitted after getting checked by the responsible officer in charge. The receipt of the bill also should be presented. For verification the weighing machine must also be arranged by the agency.

10. Agency has to use products having ISI mark wherever possible and branded products only, if ISI mark is not available. For that prior permission of the officer in charge of the Institute has to be taken. If during the year, brand is to be changed then again has to take permission of the officer in charge of the Institute.
11. Agency has to maintain a register for regular use of the materials and in that register the supervisor has to sign.
12. To check the regular cleaning process, proper Supervisors, with the degree of sanitation or any bachelor degree holder must be appointed and required details of it should be presented in the demonstration only.
13. Agency has to appoint labourers who are mentally and physically fit and are more than 18 years of age for the cleaning process. Their identity cards showing their names, residential addresses, with passport size photo has to be submitted in the office. If during the year supervisor or labourers are to be changed then their identity cards showing their name, residence address with passport photos are to be submitted in the office.
14. Agency has to pay the prevailing minimum wages as fixed by the Labour department Government of Gujarat to all the staff appointed by the agency. No responsibility related to this lies on this Institute office. Moreover, contractor has to follow the laws of Indian Government/ Gujarat Government. Proof has to be submitted every month for the same.
15. Any of the Government/ semi-Government employees who has been thrown away/ asked to resign or has been asked for compulsory retirement cannot be employed as a worker for cleaning this Institute premises.
16. If the work of any of the worker is not found satisfactory or not following the instructions of the Institution head or Institute officer, then that worker has to be changed by the concerned bidder.
17. If any worker is found drunken or taking drugs or gambling or found doing any misconduct then he will be terminated. Registrar's opinion in this regard will be considered final.
18. All the agency workers will have to humbly behave with the staff and work with discipline and should not affect negatively the working atmosphere of the Institute as well as have to work in a way, so that the discipline of the Institute is maintained.
19. Agency will have to provide attendance muster, salary muster etc. registered under labour act whenever the Institute authority asks for examination.
20. During working hours, if the staff members occupied by the agency met with any sort of accident or physical injury / death occurrences etc., then the agency will be legally responsible to answer. The Institute will not be responsible for paying any medical allowance, cost for any loss, price for medicines etc. in this regard.
21. Agency will have to abide the rules of labour contract as well as PF contract. Proofs are to be submitted at regular interval of 3 months without fail. In case of, non submission of such certificates, payment for that month will not be sanctioned.

22. The successful agency only, who has been given the contract has to provide all the services. Any other party or sub-agency should not be given the task by the selected agency. If found doing so, the security deposit will be forfeited and the contract will be terminated.
23. During the tenure of the contract, if any of the workers is found tormenting the rules of the contract, the contract will be terminated as well as the security deposit amount will be seized. In this case, agency with whom the deal is finalized would not go for any legal action or for any other dispute.
24. If any of the workers during the working hours is found causing harm to Institute property or stealing anything, the sole responsibility will remain with the agency and the agency will be responsible to compensate the harm.
25. The agency will have to present two copies of bill and advance receipt every month for cleaning tasks. With this, documents like the satisfactory work certificate issued by any authority of the Institute, attendance muster, list of used material, other necessary documents, etc. will have to be submitted to get examined by the office and if found worthy, the payment will be made within 10 days.
26. If any agency by one or other way will be found doing any sort of forcing or influencing on selection procedure, then such agency's tender will not be taken into consideration.
27. At the time of opening the tender, the representative of the agencies can remain present if they wish. Other than that, Institute is not going to wait for them and the agencies coming late than the prescribed time will not be entertained with their arguments.
28. The office of the Institute will be authorized for the acceptance or rejection of the price list without any reason.
29. None of the contractors or the workers will use any of the rooms or compound area of the Institute as their residence or office.
30. Due to any adverse reason, if the authorized persons' death occurs, the contract will be automatically terminated. Even though, the final decision will be taken by the Institute.
31. If any of the workers get harmed/ meets with any sort of accident or permanent physical deficiency, the contractor will be the sole responsible authority.
32. If any of the persons from the Institute will have any sort of material or physical harm by any of the workers, the sole agency and the contractor will be the sole responsibility to compensate the harm caused by their employees. The contractor will have to repay on his own. If it is not paid by the contractor, the payment will be done from the running bill amount or at the last it will be reimbursed as a revenue charge from the contractor to the office of the Institute.
33. Contract will be given with the sole purpose of cleaning. So the purpose is limited to it's contractual tasks only. Besides the cleaning tasks, no other activities like other business or work will be tolerated if found.
34. The changes in contract, cancellation of contract, cancellation of any term or condition as well as the interpretation of the same will be considered as per the only authority of the Institutional office.
35. After satisfactory completion of tasks, submission of the bill and after the necessary deduction of the tax, the payment will be done within 10 days.

36. The agency will have to give the uniform and i-card with specific logo fixed by the Institute to the workers Mandatorily (minimum 3 pairs for every calendar Year).
37. If the Institute needs more manpower, then the successful agency will have to provide the same at the prescribed rates.
38. All or any Claim(s), dispute(s) or difference(s) arising out of or in connection with this agreement shall be subject to the jurisdiction of the Courts at Ahmedabad only.

SECTION VI
FINANCIAL BID

(Format for Submission of Financial Details)
(Data Sheet to be Submitted Online at n-procure only)

Institute will pay as per minimum wages' guidelines from time by time. Agency will have to depute following & quote in Indian Rupees.

(1) Costing of 35 number of Labours (Unskilled)

A	Present Minimum Wages (Rs.) per day	
B	Statutory Obligations (Like PF, ESIC)(Rs.) per day	
C	Agency Charges (in Rupees per day per person) (Fixed for the duration under contract)	
D	GST per person (if applicable)	
E	Total per day [A + B + C + D]	
1	Total for month considering 26 working days [35 x E x 30 days]	

(2) Charges for 03 supervisors (To be deputed by agency)

A	Fixed Rate per Person (Rs.) per Month	
B	GST per person per Month (if applicable)	
2	Total for month [03 x (A+B)]	

(3) Cleaning Material and consumable charges

3	Cleaning Material and consumable charges per month in Rs.(Including all taxes if applicable)	
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(4) Charges for hostel warden:

A	02 Number of male	
B	01 Number of female	
C	GST (if applicable) for all 3 hostel warden	
4	Total per month (A+B+C)	

	Grand Total [1 + 2 + 3 + 4]	
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(5) Agency charges of hiring skilled / semi-skilled person(This may not be included in total price to consider L1)

5	Agency charges of hiring skilled / semi-skilled person as required by Institute at a honorarium decided by the Institute as per experience and qualification of candidate. (In Rupees per person/per month)	
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Note:

1. Month will be considered on basis of working days.
2. For Cleaning material, list of items required per month should be submitted with it's brand name and total quantity along with the tender documents.
3. Institute may increase/ decrease manpower including hostel warden as per requirement of the Institute.

Authorized Signature
With stamp, email address and fax number

Date:
Time: