



Providing of General and Specialized
Cleaning & Sanitation Services in the campus of
IITTM GWALIOR.

Tender No. : IITTM/CLEANING/2018/ACCOUNTS

Tender Date : 28.02. 2018

Last Date of submission : 21.03. 2018 up to 3.00 pm.

INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT, Govindpuri,
Gwalior-474 011, Madhya Pradesh

Tel. : 0751-2344056 Website : www.iittm.ac.in,

Tender Fees: Rs 1000/-



Sub.: Providing of general and specialized cleaning, sanitation services to IITTM, Gwalior in its Administrative Building, Academic Blocks, Hostels, Residential stairs and surrounding Area, Roads, Mess, Canteen, Auditorium, Disposal of Garbage, cleaning of institute's campus chambers with a suction pump and Hostels etc

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Paid Rs. 1000/- (Rupees One Thousand only) in favour of Director IITTM, Gwalior.
Demand Draft / Pay order no..... dated towards cost
of tender document.

SIGNATURE OF THE TENDERER

DETAILS OF EARNEST MONEY DEPOSIT

1. Amount Rs: _____
2. Demand Draft / Pay Order number & Date _____
3. Name of the Bank & issuing Branch: _____
4. Payable at: _____

Date: _____

Signature of the Tenderer



NOTICE INVITING TENDER

Sealed tenders are invited from financially sound parties in prescribed format by the Director IITTM, Gwalior for awarding of work "Providing of General and specialized cleaning, sanitation services to IITTM, GWALIOR in its Administrative Building, Academic Blocks, Hostels, Residential stairs and surrounding Area, Roads, Mess, Canteen, Auditorium, Disposal of Garbage, cleaning of institute's campus chambers with a suction pump and Hostels etc for an initial period of 01 Year, which can be extended, subject to satisfactory performance of the work assessed on yearly basis. The estimated cost of the work is Rs.18.00 lakhs approximately per annum.

The Contractor should fulfill the following requirements:

1. Experience of similar work in Central/State Govt./Autonomous Bodies/Public Sector Undertaking/ Govt. Institutions should be of minimum Rs.7,50,000/- (Rupees Seven lakhs Fifty thousand only) per annum during last three years ending 31.03.2017 duly certified by the Chartered Accountant along with audited balance sheets of the last three years.
2. Registration Certificate / License issued from Assistant Labour Commissioner / Regional Labour Commissioner (Central).
3. Registration Certificate from EPF, ESI and Service Tax authorities.
4. Copy of PAN Card.
5. The Contractor should have local office and bank account at Gwalior for ensuring satisfactory fulfillment of contractual obligations.
6. Proof of submission of EPF and ESI registration with the concerned authorities.

Tender document of the contractor not producing proof of possessing documents listed from item No.1 to 6 are liable to be rejected without any notice.

The tender will be in two bid system. Cover-I shall be super scribed as "Technical Bid" and shall contain the following:

1. Tender Fee of Rs.1000/- (Non refundable):
 2. EMD of Rs. 80,000/-
- } Separate Demand Drafts drawn in favour of Director, IITTM, Gwalior.



3. Requisite experience proof along with certificate regarding satisfactory completion of work.
4. Registration Certificate from EPF, ESI and Service Tax authorities.
5. Registration Certificate/License issued from ALC/RLC (Central).
6. Copy of PAN Card.
7. GST No or registration
8. Duly filled in and signed Tender document except price bid.
9. Character certificate from District Magistrate not more than one year old.
10. Proof of submission of EPF/ESI registration with the concerned authorities.
11. Up to date Income Tax & Service Tax return filed.
12. A copy of partnership deed, in case of partnership firms.
13. Full particulars, in case of Co-operative society for satisfactory running of Co-operative for preceding two years.

Cover-II should be superscribed as “Financial Bid” and should contain only the contractor’s quoted rates in the enclosed format. Cover-II will be opened only if the Institute is satisfied with the technical bid which will be opened first. Any type of correction, overwriting or erasing will lead to disqualification of the tender. Both the Cover I and Cover II may be placed and submitted in another wax sealed cover superscribed "Providing of General and specialized cleaning, sanitation services to IITTM, GWALIOR in its Administrative Building, Academic Blocks, Hostels, Residential stairs and surrounding Area, Roads, Mess and Canteen, Auditorium, Disposal of Garbage, cleaning of institute’s campus chambers with a suction pump etc. addressed to the Director, IITTM, Gwalior. Institute will not be responsible for any postal delays etc. The contractor shall execute an agreement on a stamp paper of required value for due performance of the contract within one week after award of work but before commencement. Security deposit will be @10% of the tendered value of the work (including EMD).

Before submitting the tender please go through all the terms and conditions on which the work will be awarded and is to be executed by the successful tenderer. Tender papers along with terms & conditions can be downloaded from the Institute’s website: www.iittm.ac.in and the duly completed tenders may be dropped in the tender box kept at the Reception, Administrative Building, IITTM, Gwalior, in a wax sealed cover, duly superscribed "Providing of General and specialized cleaning, sanitation services to IITTM, GWALIOR in its Administrative Building, Academic Blocks, Roads, Mess, canteen, Auditorium, Disposal of Garbage, cleaning of institute’s campus chambers with a suction pump and Hostels etc. on **21.03.2018 up to 3.00 pm**. Technical Bid will be opened on **21.03.2018 at 3.30 pm** in the presence of tenderers or their authorized representatives, present if any. The opening date of Financial Bids of the successful technical bidders will be intimated by post/telephone/ mail/fax.

Director, Indian Institute of Tourism & Travel Management, GWALIOR reserves the right to accept or reject any tender bid without assigning any reasons whatsoever and his decision will be final and binding on all the parties.

Director.
IITTM,
Govindpuri,



GENERAL INSTRUCTIONS

1. Sealed tenders in prescribed forms duly filled-in must be submitted to the Director IITTM Gwalior latest by 21.03.2018 up to 3.00 PM .
2. The technical bid of tenderers will be opened on 21.03.2018 at 3.30 PM in the Conference Room, IITTM, Gwalior in the presence of tenderers or their authorized representatives, present if any.
3. The tender should be clearly filled in ink legibly or typed. Any type of correction, overwriting or erasing will lead to disqualification of the tender . The tender form should be signed by the tenderer himself or an authorized signatory on behalf of the Company/Firm. Attested copies of the Registration Number of the Firm, License No., under Contract Labour Act, Provident Fund Account No. allotted by the Provident Fund Commissioner, ESI Number, PAN Number allotted by the Income Tax Deptt., satisfactory performance certificate issued by concerned agencies/ organizations where such type of works/jobs have been performed by the contractor earlier etc. shall also be enclosed.
4. Every paper in the tender should be signed by the tenderer with seal of the Agency/Firm and forwarding letter should clearly indicate the list of enclosures attached with the tender.
5. The following information should be indicated on the envelope of tender document:
 - a. Last date of receipt of tender 21.03.2018 at 3.00 PM.
 - b. "Providing of General and specialized cleaning, sanitation, services to IITTM, GWALIOR in its Administrative Building, Academic Blocks, Hostel, Residential stairs and surrounding Area, Guest houses ,Roads , Auditorium, Disposal of Garbage, cleaning of institute's campus chambers with a suction pump & Hostels etc.
 - c. Name of the Firm
6. The tenderer should take care that the rate quoted should be written in words and figures. No blank spaces should be left which would otherwise make the tender liable for rejection.
7. Security deposit in the shape of Bank Guarantee/DD/Banker's Cheque (pledged to Director, IITTM Gwalior), payable at Gwalior, in favour of Director, IITTM, Gwalior @ 10% of tendered value including EMD) shall be deposited by the successful tenderer. The earnest money will be (adjusted against security deposit. No interest shall be paid on earnest money or security deposit by the IITTM, GWALIOR. The earnest money will be liable to be forfeited, if the tenderer withdraws or makes any amendment, within the period of validity of the tender.
8. Tender placed in sealed envelope with the name of work and due date written on the envelope, may be dropped in the tender box kept at the Reception in the Administrative



Building, IITTM, Gwalior latest **21.03.2018** up to 3.00 PM . Technical Bid will be opened on **21.03.2018** at 3.30 PM

Envelop-I – should contain Technical Bid

Envelop-II- should contain Financial / Price Bid

Envelop-III-should contain envelop –I & II

- 8.1 The tender documents may be downloaded from the institute's website www.iittm.net. The tender documents shall only be considered on fulfillment the following conditions:
- Separate Demand Draft/Pay Order for tender cost and EMD of the amounts as mentioned above in favour of Director, IITTM, from a scheduled bank or nationalized bank guaranteed by Reserve Bank of India.
 - Self attested copies of all the documents required for assessment of eligibility. Original documents will be required to be produced as and when required by IITTM, Gwalior.
- 8.2 Incomplete tender documents shall be summarily rejected.
- 8.3 Tenderer shall submit the tender in three sealed envelopes marked as Envelope-I (technical bid) and Envelope-II (Financial / Price bid). The two envelopes should be put in a common Envelope-III duly sealed.
- 8.4 In case a holiday is declared on the opening day of the tender. Then it will be opened at the same time on the next working day.
9. Eligibility Criteria: Experience of similar work in Central / state govt. autonomous Bodies / Public Sector undertaking/Govt. Institutions should be of minimum Rs.7,50,000/- per annum during last three years ending 31.03.2018.
10. The Institute will deduct income tax at source under Section 194-C of the Income Tax Act, 1961 and other taxes & levies as applicable from time to time under the relevant rules.
11. The tenderers will be abided by the terms and conditions contained in the tender, in token of which, the tenderer will put his signature on all the pages of the formats of terms and conditions while submitting the tender.
12. In the event of any breach / violation or contravention of any terms and conditions contained tender and signed by the party, the contract will be terminated and the said security deposit of the tenderer shall stand forfeited.
13. The IITTM, Gwalior reserves the right to cancel/reject full or any part of the tender.
14. No inquiry, verbal or written, shall be entertained in respect of acceptance / rejection of the tender.
15. The contractor shall execute an agreement on a non-judicial stamp paper of Rs.100/- after award



of work but before its commencement, within 7 days, failing which a penalty @ 1000/- per day will be charged upto 15 days. If he fails to execute the agreement within 15 days, the work awarded will be cancelled and his EMD forfeited. The format for agreement is enclosed with the tender.

16. The contractor shall comply with the legal requirement for obtaining License under Contractor Labour (R&A) Act, 1970 (Central).
17. The Contractor's staff shall be available at correct time as per their duty roster and they shall not leave their place of duty without prior permission of the supervisor of the contractor.
18. The contractor shall be responsible to provide immediate replacement of the worker/labour, who does not make himself available for duty, and such other additional staff as may be required for additional duty, for which prior intimation will be given. In case, contractor fails to provide replacement, a sum of Rs.300/- per day per worker may be deducted from his bill.
19. The contractor shall also be responsible for compliance of all relevant provisions of Labour Laws including payment of minimum wages and to provide all the benefits viz. EPF, ESI, etc. to eligible labourers / Workers engaged by the contractor.
20. The contractor shall have to produce documentary proof in support of address of his firm/establishment.
21. Quotation/tender must be unconditional. Conditional tenders are liable to be rejected.
22. The IITTM, Gwalior shall have the right to ask for the removal of any person of the contractor, who is not found suitable in discharging of his / her duties and an efficient worker in exchange will be provided by the Contractor.
23. The contractor staff shall carry out such other duties as and when are entrusted to them in exigencies.
24. The Contractor staff shall not engage any sub-contractor or transfer the contract to any other person in any manner.
25. The tenders not conforming to these requirements will be rejected and no correspondence in that regard, shall be entertained.
26. The antecedents of the staff as deployed by the contractor shall be got verified by the contractor from the Local Police at his own cost and the photocopies of the documents after verification of antecedents shall be submitted to the IITTM, Gwalior at the time of deputing the workers initially for duty.
27. The requisite satisfactory work performance certificate from the other Employers for the similar



works stated to have been executed in the support of eligibility criteria, must be attached with the tender in original.

28. Attested copies of each of the required documentary proof may be supplied. **All the documents / certificates must be serially arranged and indexed lest the tender is liable to be rejected.**

SCHEDULE OF WORK

I) OBJECTIVE - The housekeeping services are not restricted to broomstick operation but something more than this and it includes creation of hygienically clean internal environment besides keeping premises of IITTM, Gwalior at spick-and-span condition. Service Provider to provide the comprehensive housekeeping service at IITTM premises with manpower and equipment's.

II) DEFINITION

1. Director – Director, Indian Institute of Tourism & Travel Management Gwalior
2. Nodal Officer- Nodal Officer, IITTM, Gwalior or any other representative authorized by the Institute on his behalf.
3. IITTM / the Institute – Indian Institute of Tourism & Travel Management Gwalior (First Part)
4. Service Provider/ Tenderer - The Individual or Firm or Company whether incorporated or not, but undertaking the work of providing housekeeping, sanitation & General Maintenance Services (Second Part).
5. Agreement - The formal agreement executed between Indian Institute of Tourism & Travel Management Gwalior and the Service Provider.

III) SCOPE OF WORK- The scope of work encompasses cleaning the Institute's entire premises, i.e, the whole premises from the entrance onwards are clean and presentable at all times. The housekeeping services will be of a comprehensive nature as under:-

- Sweeping and moping of all rooms once a day
- Sweeping and cleaning wet moping, drying all common areas like corridors, passages, stairs, entrance, etc. at regular interval.
- Cleaning the whole premises including open areas
- Cleaning wet moping, drying, dusting etc. of the furniture & fittings etc.



- Cleaning the windowpanes, door panels, electrical gadgets etc.
- Any other cleaning requirements that may arise from time to time
- The job points will be manned as per the instructions of competent authority of the IITTM.
- Care taking and housekeeping work will be done as per the instruction of competent authority of IITTM.
- Care taking of all buildings / blocks / hostels / mess / canteen / roads/ quarters / and all buildings including quarters and open space.
- Care taking of stores, store siding, stacking, loading unloading etc.
- Cleaning of all chambers with a suction pump in the campus.
- Collection of all waste, plastic, glass & other solid waste from hostels, mess & Canteen, auditorium, open areas, various offices, quarters and shifting it daily out of the IITTM campus to the Municipal Corporation's dumping site on service provider's vehicle.

1. Daily Cleaning - The cleaning routine shall be taken as per mutual convenient time so that the staff and others are not put to inconvenience. The daily cleaning routine would comprise of cleaning the premises at regular intervals so that they remain spick-and-span at all times. As far as the toilets are concerned special attention will be paid to keep them hygienically clean at hourly intervals. While cleaning the toilets including the floor and disinfectants would be used every time the cleaning is undertaken. The cleaning work would commence in the morning one hour before the start of working hours so that the offices are completely and hygienically ready for work. Similarly, the cleaning staff will continue to be on duty/per building till one hour after the closing time. Once the offices are closed the service provider will undertake cleaning of each office and remove all unwanted papers which are found on the floor or in the waste paper baskets and any other obnoxious item lying around so that the place of work looks clean at the beginning of the next day.

2. Toilets and Wash Areas - Service Provider will pay special attention to these areas, as they are prone to unhygienic conditions if not cleaned properly. All the urinal stands, toilet bowls, wash basins, w/c etc are cleaned with disinfectants, dried and kept hygienic all the time. d Trained staff to clean windows from inside as well as outside. In a supremely professional way the service provider will have to monitor timely cleaning and various check lists prepared and maintained on hourly basis.



3. **Weekly Cleaning** - As a complementary and composite service, the weekly cleaning is undertaken on holidays when the premises are closed during which, the whole premises is thoroughly cleaned from ceiling to floor. During this time the premises is washed, dried, dusted including all overhead fittings, windows, door panes, partitions are given through cleaning.

SPECIFIC CONDITION OF THE AGREEMENT

1. The Service Provider should go through all the terms and conditions carefully and clear all his doubts before submitting the tender.
2. All prices shall be inclusive of all taxes/ duties as applicable at present. Service Tax applicable will be paid extra on production of valid documentary evidence. Tenderer may submit the tax / duty structure considered by him while quoting the rates. The PF/ESI & service tax charges will be reimbursed on production of proof of payment.
3. The institute has reserved the rights to award/cancel the tender. The tenderers have no rights to claim any loss or damage in these regard.
4. All the necessary tools, equipments, machinery & manpower required for this purpose are to be borne by the Service Provider. He has also to take care necessary and ensure safety and insurance of all the above mentioned items. Cleaning material will be provided by the institute.
5. All the transportation expenditure in this connection will be borne by the Service Provider.
6. The security requirement of the materials, tools, equipment's etc. is the responsibility of the Service Provider. Institute will not entertain any claim in these regard.
7. Prior written approval from authorized person of the institute will be required to carry out any major shifting work etc., which may involve extra cost.
8. Any other minor work other than housekeeping, sanitary and general maintenance service will be carried out by Service Provider.
9. The tenderer in his own interest shall inspect the site of the proposed work before quoting the rates.
10. **Penalty:** For any damage, loss in the furniture/equipment/owner's property which occurs due to the negligence of the Service Provider or his staff, the institute will have every right to charge the actual cost of damage or loss plus 10% from the Service Provider.



SCHEDULE PART I – PREMISES DETAILS

Premises where, Sanitary and General Maintenance Services are to be provided:

- a) Main Building – Three floors, entrance porch, reception, rooms, computer labs, library (including Basement), classrooms & syndicate rooms, faculty cabins, passages, toilets, offices, Canteen, Mess, terrace, area between the main gate and adjoining areas etc.
- b) Seminar / Conference/Auditorium Hall and its Premises, corridor, passage, wash area and toilets in the Seminar / Conference Hall/Auditorium Hall in the institute campus.
- c) Boys and Girls hostel Block, including the new blocks under construction – Three floors, entrance porch, rooms, outer mess, dining hall, common hall, passages, toilets, Electric room, laundry room, stair case, terrace, area between Hostel Block to Kitchen & Dining Hall and adjoining areas etc.
- d) All New building, viz, faculty block, offices, quarters etc,
- e) Roads and path ways in the Institute's premises
- f) Cleaning of drainage, sewer line and main hole chambers inside the campus with a suction pump and shifting of slush outside the campus.
- g) Library premises
- h) Engineering Office and its premises at the Campus
- i) Utility blocks
- j) Residence – Type I,II,III, IV & open areas
- k) Director's Bungalow
- l) Sports Complex/grounds
- m) All other areas & buildings besides above
- n) Removal of honey bee hives and removal of stray dogs from the Campus.

Documentation – To maintain proper record of employees deployed, statutory compliance, bin cards of the respective area/department and getting it signed by the assigned personnel on day to day basis.

SCHEDULE PART II – WORK SCHEDULE

a) Daily Work:

- Sweeping and moping all rooms, cabins, corridor areas.
- Dusting table, chairs, cupboards, cabin etc.
- Cleaning windows, windowpanes, glass panels, walls, parapets etc.



- Cleaning all dustbins, removing wastes and disposing of the same in an appropriate place.
- Cleaning of telephone instruments, computer, printers etc.
- Cleaning, moping and drying common areas like passages, corridors, entrance, reception and toilets with regular intervals etc (at least thrice a day).
- Cleaning roads and parking, storm water drain areas in the campus
- Cleaning and clearing open drainage line, chambers and septic tank blockages with a suction pump as and when necessary in the institute premises and fishing out the slush out of the chambers and main holes with shifting of the same out of the institute premises.
- Minor shifting work in the institute premises.
- Cleaning of path ways in the campus
- Collection of all solid waste, plastic, glass & other solid waste from IITTM campus, hostels, auditorium, open areas, various offices, staff quarters and shifting it to the Municipal Corporations dumping site on service provider's vehicle

b) Weekly Cleaning - Weekly cleaning shall be done on Saturdays and Sundays

- Cleaning light fixtures, electrical gadgets
- Removal of cobwebs, posters, banners and other hard stenches which are difficult to attend in the normal process of cleaning/ sweeping with the help of specialized materials twice in a week.
- Removing stains from partition, walls, furniture and fixtures
- Removing cobwebs from wherever they are found
- Thorough cleaning of reception areas, common areas, roads and parking areas.
- Weekly cleaning shall be done on Saturdays and Sundays

c) Monthly Cleaning:

- Mechanized sweeping of roads/open areas
- Scrubbing of passages floor, toilet floor
- Cleaning of chambers with a suction pump.

VI GENERAL TERMS & CONDITIONS

1. In case of poor performance or failure to carry out this contract or the part of the contract, the Institute will have the authority to get the work done by other agency at the cost of the tenderer/service provider. The Institute will also have the right to impose any penalty and



- adjust the same either through security deposit or by deduction from the bills payable to the service provider.
2. In case of delay or poor quality of work on the part of the service provider, Institute will have the right to terminate the contract and the Security Deposit or to get it recovered from sources at service provider's cost and risk.
 3. Service Provider will submit weekly progress of work to the Institute so as to keep watch on the progress of work and to take suitable action if it is not found satisfactory.
 4. The service provider will use his own tools in carrying out the jobs.
 5. Any lapse in the proper fulfillment of contract along with various terms and conditions, shall result in forfeiture of the security deposit and disqualifications.
 6. The work will have to be carried out in accordance with the time and work schedule given by Institute or its representative on weekly basis without causing any delay. Penalty for delay, on prorata basis will be calculated for the number of days of delay and will be imposed. If delay is so inordinate that it is not acceptable then the Institute will have the right to get it done from other sources at service provider's risk and cost without any further notice.
 7. The Institute can terminate the contract given to the service provider at any time giving one-month notice in writing without assigning reason(s) thereof.
 8. The Institute reserves the right to accept or reject any or cancel all the tenders without assigning any reason.
 9. The rates should be valid for one year.
 10. In the event of any question, dispute or difference arising under this agreement or in connection there with except as to the matter, the decision of which is specifically provided under this agreement, the same shall be referred to an arbitrator to be appointed by the Director,-IITTM, Gwalior and the decision of the Arbitrator will be binding on both the parties of this agreement.
 11. After the tenders have been opened and taken into consideration, no revision or abatement of any kind will be permitted.
 12. The bank guarantee furnished as security deposit should be valid for a period of not less than fifteen months from the date of agreement. If required the period of validity can be extended by the competent authority for a period considered necessary.



13. The service provider will be required to provide the sanitation and general maintenance services as specified herein on the rates as quoted in the proforma of tender by deploying his own employees in a shifts (08:00-17:00) at the premises of the Institute, on all seven days of the week i.e. all 365 days in a year. The garbage will be removed twice a day.
14. The service provider shall submit to the Institute in the first week of every month its bills along with copy of ESI, PF Contribution, payment sheets and service tax payment challans of the preceding month in respect of the services rendered during the previous months in terms of the Schedule hereunder for scrutiny and verification. The bill will not be cleared till the service provider submits the ESI, PF Contribution payment challans for his employees deployed in the Institute. After the process of scrutiny and verification is over to the satisfaction of the Institute, the Institute shall make payment thereof by means of a crossed-cheque. However, the service provider will not charge any interest/penalty for delayed payment and all the payments to the workers will be made by him through the cheque.
15. Income Tax and Commercial Tax, as applicable on the bill, which has been passed, will be deducted as tax at source under relevant Government Rules. However if any new legislation comes into the effect for deduction of tax at source, the deduction will be made under that legislation. Necessary tax deduction certificate will be issued by the Accounts Officer-IITTM, for the amount so deducted as tax at source at the time of payment of each bill.
16. During audit or internal check if any over payment is noticed, the same shall be recovered from the service provider.
17. The service provider shall be solely responsible for his own manpower for the purpose of providing necessary services to the Institute. For all legal and other purposes, the Service Provider shall be the employer; and the Institute shall in no case be treated as an employer of any such person or persons employed by the Service Provider for the purpose of providing the service to the Institute under this Agreement.
18. The service provider has to employ sufficient trained employees for undertaking the work and to ensure that adequate supervision for the services. Casual and the occasional staff will not be accepted by the Institute.
19. The Service Provider shall ensure that it deploys sufficient manpower for the purpose of



providing necessary services to the Institute, failing which the Institute shall be at liberty to utilize such services from other available sources and such expenses shall be borne by the Service Provider. The service provider will also be required to provide sufficient number of equipments and modes of transport facilities for communication and mobility of its employees for smooth functioning in the IITTM.

20. The Service Provider will obtain the full details about the names and addresses of all its employees to be engaged by him in the institute to enable him to go for police verification of their character and antecedents and satisfy himself about their suitability for deployment in the institute. Any change of the staff by the service provider will be intimated to the Institute in advance before deployment.
21. The Service Provider shall provide to its employees, deployed at IITTM premises, clean uniforms and safety equipment's in conformity with the nature of work to be performed and to ensure that the personnel engaged wears the uniform and use safety equipments at service provider's cost. The Service Provider's employees shall be required to display their identity cards as a part of their uniform.
22. The Service Provider shall see that the workman/employee engaged by him to carry out the work of the Institute observe strict discipline, behave courteously, act diligently, and faithfully. If anyone behaves improperly or discourteously, the matter shall be reported to the Service Provider, who shall take immediate action for replacing him by another suitable person.
23. The Service Provider shall assume all liability for and give the Institute complete indemnity against all claims, actions or suits or proceedings arising out of or in connection with the performance or rendering of service whether such actions and/or proceedings are brought by workmen and/or their unions or any competent authority functioning under various labour legislations or enactment.
24. The Service Provider shall be duty bound to make good to the Institute any loss or damage to the Institute's property, caused by or attributable to the lapse or negligence on the part of the Service Provider or his employees or his agents.



25. It is specifically clarified that for the purpose of this agreement, the party of the second part being service provider to provide the personnel, and the personnel being the employees of the party of the second part, any incident or accident causing damages during work, results in the death or injury or causing disability, etc. shall be the sole responsibility of the party of the second part and the part of the first part being IITTM shall not in any way be responsible for the same.
26. In case the service provider fails to provide services to the full satisfaction of the Institute or commits any of the lapse(s), the penalty deemed appropriate will be imposed by the IITTM and it would be deducted/recovered from the payment/s due to the Service Provider.
27. In view of exigency of work, if it is considered necessary to carry out the work by some other means or to assign the work to some other parties due to the failure on the part of the contractor, 7 days time will be given to the contractor to correct or complete the work failing which the work can be got done by other means at the cost of the contractor.
28. Penalty also will be applicable for defective workmanship not corrected within the specified time.
29. It is agreed and declared by and between the parties hereto that so far as it concerns the jurisdiction of any court in enforcing any of the rights or remedies of any of the parties hereto against each other or one another, a Court in the city of Gwalior alone shall have jurisdiction, so that none of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under this Agreement and the terms and conditions thereof, in any Court except the Court or Courts having jurisdiction in the City of Gwalior.

COMPLIANCE OF LABOUR LAWS :

1. It shall be the sole responsibility and liability of the service provider to carry out the obligations arising out under various labour legislations such as Contract Labour (Regulation and Abolition) Act, 1970, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act, Industrial Disputes Act 1947, Employees Provident Funds and Misc. Provisions Act 1952, Employees' State Insurance Act 1948, Women's Compensation Act 1923, Motor Vehicles Act and such other relevant enactments as are in



force from time to time as may be applicable in respect of the services provided.

2. In the case of State or Central Government or a Labour Court and/or a Tribunal or any other Competent Authority makes an order or direction prohibiting the employment of contract labour in any operation of work covered under the Agreement, the present Agreement shall be forthwith liable for termination in respect of an operation or process that is prohibited. The service provider in that event shall deal with such workman concerned as he deems fit and the Institute shall have no liability or responsibility in respect of such workman of the service provider. If, however, any liability thereof is fastened on the Institute, the service provider shall make good the expenditure and loss suffered by the Institute and shall indemnify it with regard to all actions necessary to defend itself against any such claims made by any workman, or their union, or any competent authority under any statute.
30. All instructions, notices and communications etc., under the agreement is given in writing, and if sent to the last known address of the service provider, shall be deemed to have been served, even if sent by ordinary Post.

AGREEMENT

Agreement made on this 1st Day of datexxxxxxxxx BETWEEN **Indian Institute of Tourism and Travel Management, Gwalior** being a society registered under the provisions of the Societies Registration Act (Act 44 of 1973) having its registered office at Gwalior (hereinafter referred to as "the Institute" which expression shall unless repugnant to the context or meaning thereof include its successors and assigns) of the FIRST PART and M/s xxxxxxxx being a xxxxxxx having its registered office xxxxxxxxxxxxxxxxxxxx (hereinafter referred to as "the Service Provider" which expression shall unless repugnant to the context or meaning thereof include his/its heirs, executors, administrators and assigns) of the SECOND PART.

WHEREAS the party of the FIRST PART runs its Institute wherein regular training is imparted to deserving competent aspirants in the field of management. AND WHEREAS the party of the



First Part is desirous of entrusting the work of providing, sanitary and general maintenance service. AND WHEREAS the party of the FIRST PART had invited tenders for providing the aforesaid services.

AND WHEREAS the party of the FIRST PART agrees to entrust the aforesaid contract of providing, sanitary and general maintenance services and the party of the SECOND PART agrees to undertake and carry out the same on the terms and conditions hereinafter contained to which both the parties have agreed.

NOW THIS AGREEMENT witnesses as under:-

1. The duration of this agreement shall be one year commencing on and from XXXXXXXXXXXX and automatically ending on XXXXXXXXXXXX without the necessity of service notice of termination. The same can however be extended further with the consent of the parties hereto.
3. The Institute shall pay actual expenses plus service charges excluding service tax, for the work other than sanitation and general maintenance services.
4. The Service Provider shall provide the sanitary and general maintenance services, as specified herein above, by deploying his own 18 employees from 08 am to 05 pm at the premises of the Institute, on all the seven days of the week i.e. all 365 days in a year. The garbage will be removed twice a day.
5. The Service Provider will manage a Help Desk in the institute and depute a Supervisor to receive complaints/suggestions. The Supervisor on receiving the complaint/suggestion, make necessary entry in the register and give the complaint number to the complainant. All complaints/requirements will be met immediately on the same day considering the nature/urgency, and at the end of the day the status of the complaints/suggestions will be given to the Institute's representative.
6. The Service Provider shall provide all manpower as particularly mentioned in the Schedule, and as may be necessary for providing sanitary and general maintenance services under this agreement. The Institute will provide cleaning material, container / storage tanks for collection of garbage / waste and collection of all solid waste, plastic, glass & other solid waste from hostels, auditorium, open areas, various offices, staff quarters and take garbage out from the campus to



- the Municipal Corporation's dumping site.
7. The Service Provider shall carry out all cleaning, minor shifting and general maintenance work as per Schedule in a systematic manner using the best quality toiletry & general items after approval by the Institute prior to usage.
 8. It has been agreed and declared by and between the parties that it shall be the sole responsibility of the Service Provider to employ its own manpower for the purpose of providing necessary services to the Institute. For all legal and other purposes, the Service Provider shall be the employer of the manpower to be provided by him for rendering the above mentioned services at the Institute and the Institute shall in no case be an employer of any such person or persons employed by the Service Provider for rendering the services to the Institute under this Agreement.
 9. The Service Provider shall ensure that it deploys sufficient manpower as per the number set out for the purpose of providing necessary services to the Institute, failing which the Institute shall be at liberty to utilize such services from other available sources and such expenses shall be borne by the Service Provider. The Institute shall be entitled to recover such expenditure by deduction from the next payments due to be made to the Service Provider.
 10. In case the service provider fails to provide services to the satisfaction of the Institute or for any of the lapse(s) mentioned herein below, penalty will be imposed by the Institute and it would be deducted/recovered from the payment/s due to the Service Provider.
 - a) Penalty of Rs. 1,000/- on each occasion for not attending to the cleaning work in the open area/office/quarters/hostels/mess & canteen/academic blocks/toilet or not maintaining the cleanliness.
 - b) Penalty for any other lapse – as decided by the institute.
 11. The Service Provider shall furnish the Institute with the names and addresses of all the employees to be engaged by him in whose case police verification of character and antecedents have been done for satisfaction of the institute about their suitability to be deployed in its premises.
 12. The Service Provider will disburse wages through digital mode payment of his employees deployed at the Campus, on a fixed day, not later than 7th of every month, in the presence of the authorized representative of the institute as per Central Govt. (LABOUR & EMPLOYMENT



DEPTT.) minimum wages prescribed. The Service Provider will pay the wages from his own resources and then after submitting the bill along with all documents, payment will be made by the IITTM Gwalior.

13. The service provider shall submit to the Institute in the first week of every month its bills along with copy of ESI, PF Contribution and service tax challans of the preceding month in respect of the services rendered during the previous month in terms of the Schedule hereunder for scrutiny and verification. The bill will be cleared provided the service provider submits the ESI, PF Contribution payment challans for his employees deployed in the Institute during the immediate preceding month. After the process of scrutiny and verification is over to the satisfaction of the Institute, the Institute shall make payment thereof by means of a digital mode payment within 10 day's time thereof. However, the service provider will not charge any interest/penalty for delayed payment.
14. It shall be sole responsibility of and liability of the Service Provider to carry out the obligations arising out of various labour legislation such as Contract Labour (Regulation and Abolition) Act 1970, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act, 1965, Industrial Dispute Act 1947, Employees Provident Fund and Miscellaneous Provisions Act, 1952, Employees State Insurance Act 1948, Women's Compensation Act 1923 and The Motor Vehicles Act and such other relevant enactments as are in force from time to time and as may be applicable in respect of the services provided.
15. The Institute shall be at liberty to recover the amounts required to be paid by it in connection with contributions, (employer's and employees) by way of Provident Fund under the provisions of Employees Provident Fund and Miscellaneous Provisions Act and/or Employees State Insurance Act 1948 in respect of an employee or employees employed by the Service Provider, either by way of deduction from any amount payable to the Service Provider by the Institute under this or any other agreement or as a debt payable by the Service Provider. The Institute shall have no liability in this respect and Service Provider is to ensure that Institute is in no way part to above disputes in any way, if it is applicable in respect of this agreement.
16. The Service Provider shall see that the manpower deployed by him for the work of the Institute wear, the clean and appropriate dress in conformity with the nature of work to be performed. The Service Provider's employees are required to display their identity cards as a part of their uniform.
17. It is specifically clarified that for the purpose of this agreement the party of the second part being service provider to provide the personnel, and the personnel being the employees of the party of



the second part, any incident or accident causing damages during work results in the death or injury or causing disability, etc. shall be the sole responsibility of the party of the second part and the part of the first part shall not in any way be responsible for the same.

18. The Service Provider shall see that the workmen/employee engaged by him to carry out the services at the Institute, observe strict discipline, behave courteously, act diligently and faithfully. If anyone violates discipline in the institute, the matter shall be reported to the Service Provider who shall take immediate action for replacing the concerned person by another suitable person.
19. The Service Provider shall assume all liability for and give the Institute complete indemnity against all claims, actions or suits or proceedings arising out of or in connection with the performance or rendering of service whether such actions and/or proceedings are brought by workmen and/or their unions or any competent authority functioning under various labour legislations or enactment.
20. The Service Provider shall be duty bound to make good any loss or damage to the Institute property caused by or attributable to the lapse or negligence on the part of the Service Provider or his employees or agents.
21. In case the State or Central Government or a Labour Court and/or a Tribunal or any other competent authority makes an order or direction prohibiting the employment of contract labour in any operation or work covered under the contract, the present agreement shall forthwith be liable for termination in respect of an operation or process that is prohibited. The Service Provider in that event shall deal with such workman concerned as he deems fit and the Institute shall have no liability or responsibility in respect of such workman of the Service Provider. If, however, any liability thereof is imposed on the Institute, the Service Provider shall make good the expenditure and loss suffered by the Institute and shall indemnify to all actions necessary to defend itself against any such claims made by any workman or their union or any such competent authority under any statute.
22. If any breach of terms and conditions is made by the Service Provider, the Institute shall be entitled to terminate the Agreement by giving one month's notice in writing.
23. It is agreed and declared by and between the parties hereto that so far it concerns the jurisdiction of any court in enforcing any of the rights or remedies of the parties hereto against each other or one another, a court in the city of Gwalior alone shall have jurisdiction. None of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in



connection with or arising under the agreement and the terms and conditions thereof in any court except the court or courts having jurisdiction in the city of Gwalior.

24. If at any time the service provider makes any default in the course of the work and continues to do so even after the notice in writing is given or commits any default in completing any of the terms and conditions even after the notice in writing is given to the service provider on that behalf by the representative of the Institute, may without prejudice to any other remedy accrued or shall accrue thereafter to the Institute, by written notice, terminate the contract as a whole or part thereof.
25. All workers will enter in the campus from the main gate only after marking attendance in the register kept at the gate.
26. In case the attendance is less, proportionate deduction from the man power payment will be made.
27. The agreement can be terminated by either party giving one month's notice to the other party of its intention to do so.
28. In the event of any question, dispute or difference arising under this agreement or in connection there with except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to an arbitrator appointed by the Director, Indian Institute of Tourism & Travel Management Gwalior and the decision of the Arbitration will be binding on both the parties of this agreement.
29. The terms and conditions mentioned for successful tenderer in the tender document for sanitation & general maintenance contract at IITTM Gwalior and all communications from the Institute from time to time in connection with this agreement will also form part of this agreement.

SCHEDULE PART I – PREMISES DETAILS

Premises- where Sanitary and General Maintenance Services are to be provided:

- a) Main Building – Ground & Two floors, entrance porch, reception, all rooms, computer labs, library, classrooms & Syndicate rooms, faculty cabins, passages, toilets, offices, Canteen, mess, terrace areas and adjoining open areas including all roads in the institute's premises etc.
- b) Conference/Seminar Hall and its Premises, corridor, passage, wash area and toilets in the Conference/Seminar Hall in the institute campus.
- c) Boys and Girls hostel Block, including the new blocks, entrance porch, rooms, mess, dining hall, common hall, passages, toilets, Electric room, laundry room, stair case, terrace, area between Hostel Block to Mess Hall and adjoining areas etc.
- d) All New building, viz, faculty block, offices, housing, etc,



- e) Roads and path ways in the Institute's premises
- f) Open drainage, sewer line and Main Hall surrounding inside the campus or related to outside the campus
- g) Library including its premises
- h) Engineering Office near sub station and its premises at the Campus
- i) Utility blocks
- j) Residence – Type I,II,III & IV & open areas
- k) Director/ Guest house's Bungalow
- l) Sports & common areas
- m) All other areas & buildings besides above
- n) Removal of honey bee hives and removal of stray dogs from the Campus

Documentation – To maintain proper record of employee's deployed, statutory compliance, bin cards of the respective area/department and getting it signed by the assigned personnel on day to day basis.

SCHEDULE PART II – WORK SCHEDULE

- a) *Daily Work:*
 - ❖ Sweeping and moping all rooms, cabins, corridor areas.
 - ❖ Dusting table, chairs, cupboards, cabin etc.
 - ❖ Cleaning windows, windowpanes, glass panels, walls, parapets etc.
 - ❖ Cleaning all dustbins, removing wastes and disposing of the same in an appropriate place out of the campus daily twice a day.
 - ❖ Cleaning of telephone instruments, computer, printers etc.
 - ❖ Cleaning of water jugs, tumbler and filling of drinking water in jugs.
 - ❖ Cleaning, moping and drying common areas like passages, corridors, entrance, reception and toilets with regular intervals (at least thrice a day).
 - ❖ Cleaning roads and parking, storm water drain areas in the campus
 - ❖ Cleaning open drainage line, chambers and septic tank blockages as and when necessary in the institute premises and shifting the slush out of the campus at an appropriate place.
 - ❖ Minor shifting work in the institute premises.
 - ❖ Cleaning of path ways in the campus
 - ❖ Collection of all solid waste, plastic, glass & other solid waste from hostels, auditorium, open areas, various offices staff housing and taking out of the campus on daily in service provider's vehicle
- b) **Weekly Cleaning - Weekly cleaning shall be done on Saturdays and Sundays**
 - ❖ Cleaning light fixtures, electrical gadgets
 - ❖ Removal of cobwebs, posters, banners and other hard stencches which are difficult to attend to in the normal process of cleaning/ sweeping with the help of specialized materials twice in a week.
 - ❖ Removing stains from partition, walls, furniture and fixtures
 - ❖ Removing cobwebs from wherever they are found
 - ❖ Thorough cleaning of reception areas, common areas, roads and parking areas.
 - ❖ Weekly cleaning shall be done on Saturdays and Sundays



- c) **Monthly Cleaning:**
- ❖ Sweeping of roads/open areas by equipments
 - ❖ Scrubbing of passages floor, toilet floor
 - ❖ Cleaning of all chambers with a suction pump, of the campus

TENDERER MUST FILL THIS FORM BEFORE SUBMITTING THE TENDER

Form - I

1. Name of the Tender :
2. Name of the Firm :
3. Address with telephone number :
4. Is the firm registered? : Yes/No, If yes (Registration No)
5. Give name and address of partner/sole owner -

NAME ADDRESS

(a)

(b)

(c)

6. Partnership Deed : Please enclose with the tender

7. Name of Bankers: M/s

8. Power of Attorney: Enclose attested Power of Attorney in case of Firm

9. Name & address of the person(s)

Holding power of attorney. :

10. EPF registration Number :

11. ESI registration Number :

12. Service Tax registration No. :

13. P.A.N. No. :

14. GST NO

15. Shop and Establishment registration No. :

16. The details of earnest money deposited :- (a)

Amount Rs.



_____ (Rs. in words only).

- (b) Bank draft / Banker Cheque may be made in favour of the Director, IITTM, Gwalior.
- (c) Date of issue Bank Draft/Banker Cheque
- (d) Name of issuing authority

Tender :

I/we accept all the terms and conditions received/ mentioned in the tender document.

- 16. Any other information
- 17. Declaration by the contractor –

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

Signature of Tenderer

Name

Designation

Address

Phone No.

(O)

(R)

E-mail:

- 1. Rate should be mentioned both in words and figures.
- 2. Cutting/ overwriting and use of correction fluid are not allowed. Such tenders are liable to rejected.



Form -II

DETAILS OF EXPERIENCE

Detail of the works completed satisfactorily during previous last five years

Sl. No	Name of The work	Site of Work	Period of Work	Value of work/Annual Turnover	Name of the Organisation Contact Person Tel. No & e-mail Address
1.					
2.					
3.					
4.					
5.					

Certificate of satisfactory completion of works signed by Head of Office/ Administrative Officer showing annual turnover must be attached.

Signature of Tenderer

Details of Quote (Consolidated quote amount inclusive of all taxes, duties, levies, excluding service tax) for sanitation and general maintenance services, which includes cost of cleaning materials.



From:

To

The Director,
IITTM, Govindpuri
Gwalior – 4740 11

Sub: Submission of Financial Bid for the work Providing General and specialized cleaning, services to IITTM, Gwalior.(to be kept in a separate envelop).

S.N	Category of Personnel	Number of required persons	Monthly Rate per unit # (in Rs)	Monthly Total (in Rs) (Serial No. C x D)	*Service Charge (%age basis)
(a)	(b)	(c)	(d)	(e)	
1	Supervisor, Skilled	1	Central Govt. Minimum Wages inclusive all taxes	Central Govt. Minimum Wages inclusive all taxes	
2	Unskilled Staff	17			
	Total	18			

Rates as per unit should be based on Minimum Wages Inclusive of all taxes as on 01.03.2018 & PF, ESI, Gratuity, Training & Supervision, Bonus, Uniform, Leave, Reliever Cost, Any Special Allowances, and Administrative Charges.

***The service charge below Govt. norms will not be accepted and tender will be rejected.**



Service Provider shall be paid Rs. _____/- (Rupees _____ only) per month (all taxes, fees, duties, and levies inclusive) subject to change / variance depending upon service provided by the service provider from time to time being inclusive of service charges and applicable service tax against the submission of his bills on monthly basis. This is all inclusive of statutory payments, duties and taxes and any other liability out of the same shall be borne by the service provider. TDS as applicable, will be deducted from the amount payable to the service provider. The rates must be quoted separately for each of the above items and not on composite basis, otherwise the tender may be rejected.

9. Any other relevant details _____

10. Declaration – I/We have gone through the terms and conditions of tender and agree upon them. I/We are ready to provide the services as per terms and conditions and ready to commence the services on receipt of the order from IITTM Gwalior. I/We declare that the foregoing information is correct and complete to the best of my/our knowledge and belief and nothing has been concealed/ distorted. If I/We am/are found to have concealed/ distorted any material information, IITTM Gwalior has the absolute right to cancel the contract anytime without any notice

Date : Signature

Name & Seal of the Tenderer

UNDERTAKING

I hereby certify that the foregoing particulars are correct and true. I understand that my tender can be cancelled and the EMD/Security Deposit paid by me forfeited if any of the particulars given by me in the tender form are subsequently found to be wrong/incorrect.

SIGNATURE OF AUTHORIZED PERSON OF AGENCY WITH SEAL

Note: It must be ensured that rates quoted should not be unreasonable. Contractors, before quoting the rates must ensure that they take into consideration various aspects such as deduction of Income tax at source, deployment of their own supervisor(s) responsible for effective control, other expenses to run the establishment effectively, payment of statutory charges to their contract persons as well as to the state Govt/statutory bodies.

Place :

Date :

Mobile No.

Signature :

Name :

Seal :



ANNEXURE-B

(To be made on Non Judicial Stamp Paper)

AFFIDAVIT

I/We(Name)_____

Contractor/Partner/Sole Proprietor (strike out which is not applicable of (Firm)

_____ do hereby solemnly affirm and declare that the individual/firm/companies are not black listed by any Government Department or an autonomous body or any public sector undertaking of State/ Central Govt.

DEPONENT

DATE,
THE ADDRESS

VERIFICATION

Verified that the content of above affidavit is true and correct to the best of my/our knowledge and belief. No part of it is false and nothing has been kept concealed there from.

DEPONENT

DATE, THE

(NOTE: To be furnished attested by a Magistrate/Notary Public)