

**TENDER DOCUMENT**  
**FOR**  
**HOUSEKEEPING/MANPOWER SERVICES AT**  
**IIT GOA, GEC CAMPUS, FARMAGUDI, PONDA, GOA**

**NIT No. - IITGOA/C&EMD/2020/015**

<b><u>NIT Issue Date and Time</u></b>	<b>: <u>31<sup>st</sup> August 2020</u></b>
<b><u>Pre-bid Meeting</u></b>	<b>: <u>07<sup>th</sup> September 2020 at 1500hrs</u> <b>(online mode only)</b></b>
<b><u>Tender Submission Date and Time</u></b>	<b>: <u>21<sup>st</sup> September 2020 by 1500hrs</u></b>
<b><u>Tender Opening Date &amp; Time</u></b> <b>(Technical Bid)</b>	<b>: <u>22<sup>nd</sup> September 2020 at 1100hrs</u></b>
<b><u>Tender Opening Date &amp; Time</u></b> <b>(Financial Bid)</b>	<b>: will be intimated later</b>
<b><u>Estimated Cost</u></b>	<b>: 1,11,00,000/-</b> <b>(One crore eleven lakhs only)</b>



**Indian Institute of Technology, Goa**  
**At GEC Campus, Farmagudi, Ponda -403401, Goa**

Tel: +91 832 2490865

Website: [www.iitgoa.ac.in](http://www.iitgoa.ac.in)

CONTENTS**NAME OF WORK: HOUSEKEEPING/MANPOWER SERVICES AT IIT GOA**

<b>Sr. No.</b>	<b>Description</b>	<b>Page No.</b>
1	Notice Inviting Tender	03
2	Scope of work	03
3	Eligibility Criteria	04
4	Schedule of work	04-05
5	Procedure for execution of work	05-06
6	Manpower Requirement & schedule	06
7	Material & Consumables	06
8	Instruction to Bidder	07-08
9	General Conditions of Contract	08-12
10	General Conditions	08
11	Contractor's Obligations	9-10
12	Institute's Obligations	11
13	Penalties/Liabilities	11
14	Arbitration	11-12
	<b>Appendix</b>	<b>13-23</b>
	Appendix A (Technical details of Applicant)	13-14
	Appendix B (Labour/manpower Requirement)	15
	Appendix C (Materials Requirement)	16
	Appendix D (Rate of Recovery towards short supply of Manpower & Material)	17
	Appendix E (Approved Material Brands)	18
	Appendix F (Schedule of Quantities (Financial Bid))	19
	Appendix G (Estimate & Rate Analysis)	20-21
	Appendix H (Sample Check List)	22
	Appendix J (Complaint Register)	23

**Signature of the Tenderer with seal & date**

**TENDER FOR HOUSEKEEPING/MANPOWER SERVICES**  
**AT IIT GOA AT GEC CAMPUS, FARMAGUDI, PONDA, GOA**

**NOTICE INVITING TENDER**

**General**

1. The work relating to Housekeeping activities of IIT Goa at transit Campus is proposed to be organized through reputed agencies and trained manpower. The work is required to be carried out on monthly payment basis as per Central Govt Daily Wages.

**Estimated Cost of Tender**

2. The estimated cost as indicated in the Appendices is based on the following components:

(a) Wages for Unskilled labour, Non-technical (Semi Skilled) Supervisor and MTS (Multi-Tasking Staff) (Rate for Unskilled Labour, Supervisor & MTS (Semi-Skilled) are based on the current minimum wages as approved by the Ministry of Labour & Employment, Labour Commissioner (Central), Area- B revised wef 01.04.2020)

(b) EPF and ESI

(c) Service Tax- where applicable.

(d) Materials cost based on current market rates.

(e) Service charges of the Vendor

**Scope of Work**

3. IIT Goa, At GEC Campus, Farmagudi, Ponda, Goa requires services from an established agency having expertise and experience in Housekeeping Services. The scope of work encompasses the following tasks.

(a) House Keeping Service include cleaning, sweeping, wiping, dusting, moping, freshening, garbage collection, segregation & disposal, Vacuum cleaning, disinfecting and such other tasks.

(b) Areas & premises to be cleaned are 640 Hostels, Academic Block, Admin block, Director's Bungalow, Guest House, Offices/Cabins, Labs, Central Library, Roads, Gardens, Portable cabin, Play Fields, Roof tops and Gymkhana.

(c) Within any building, House Keeping Services shall include Toilets, Furniture, Fixtures, ACs, PCs, Fans, Almirahs, Drawers, Chairs, Doors, Windows, Phones, Lab equipment, Machines, Drinking Water coolers with purifiers, Curtains, blinds, foot mats, dustbins etc.

(d) Frequency of House Keeping Services will be different for various category of segments i.e. thrice, twice or once a day, weekly, biweekly, fortnightly, monthly, quarterly, Biannual and annual tasks as described in succeeding paras for each segment.

**Financial Pre-requisites**

4. Following amounts would be required to be enclosed along with Tender document: -

(a) Tender Fee : Rs 500/-

(b) Earnest Money Deposit (EMD): 2,22,000/- Refundable without interest.

(c) Performance Bank Guarantee (PBG) : Rs 5,55,000/- (Rupees Five Lakh Fifty Five thousand only). All demand drafts be drawn in favour of "Indian Institute of Technology Goa" payable at Goa. Refundable within 60 days after conclusion of period mentioned in the Work Order without interest. PBG is to be submitted within 15 days from issue of work order.

***Signature of the Tenderer with seal & date***

**Eligibility Criteria**

5. Bidders should have following eligibility criteria: -

(a) **EPF & ESI Registration.** The firm should be registered with EPF and ESI authorities. It should have EPF code and comply with labour laws / guidelines issued by Govt from time to time. If the applicant is exempted then it should submit EPF and ESI exemption certificates. The corresponding document should be submitted along with tender.

(b) **Experience.** Bidder should have at least Five (05) years' experience up to 31 March 2020 in providing housekeeping services and must have worked with Govt. organizations / PSUs / Corporate bodies. Experience certificate be attached with Tender documents.

(c) **Average Turn Over (ATR).** The bidder should submit the copies of Average Turn Over in Housekeeping Services of last three years which should not be less than Rs 60,00,000/- (Rupees Sixty Lakh only) each year.

(d) Bidder should submit satisfactory work completion certificate from existing clients.

(e) Other particulars asked for in the Technical details format be submitted.

**Institute Related Information**

6. Following information essential for defining the scope of work is furnished as under:

(a) Carpet Area (For cleaning and up-keeping purpose)	17400.0 Sqm
(b) Road Area (For sweeping purpose)	536.0 Sqm

**Schedule of Work**

Schedule of work as per succeeding paras is required to be adopted:

**6. Daily Tasks**

(a) Cleaning of general/common toilets and attached toilets at least **twice daily** with phenol and detergent etc and maintain the toilets floors dry the whole day. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Checking of flush system of toilets every day. Naphthalene balls, air freshener and liquid soap/hand wash and paper rolls are **to be provided by the agency regularly.**

(b) Cleaning of corridors, passages, staircases, common area, pantries and other rooms with phenol in the morning and with plain water continuously.

(c) Cleaning of office/classrooms/conference halls removing dust from floors, windows, doors, furniture, fixtures, telephones, cupboards, air conditioners, filing almirahs, cabinets, computers etc **with dry**/wet duster and or with suitable cleaning agent. Moping of floors with phenol.

(d) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc

(e) Collection and segregation of garbage/waste from dust bins and disposal at the designated location.

(f) Room fresheners in all offices in the morning & afternoon.

(j) Sweeping of Road, Pathways, Garden and other such areas.

(k) On completion of daily task, Housekeeping staff will obtain signature of user on Checklist. Format of check list for various tasks is attached as **Appendix 'K'.**

***Signature of the Tenderer with seal & date***

**7. Weekly Tasks.**

- (a) Cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals at least once in a week.
- (b) Cleaning of all Roof on the ceiling.
- (c) Garbage disposal to designated point.
- (d) Grass cutting and general area maintenance.
- (e) Removing of cobwebs from lights/fitting/fixtures.

**8. Monthly Tasks:**

- (a) Cleaning of water coolers.
- (b) Cleaning/washing/dusting door foot mats.
- (c) Cleaning of fans and ACs

**9. Quarterly/Half Yearly Tasks.**

- (a) Cleaning of false ceiling.
- (b) Cleaning of venetian/vertical/any other blinds, curtains, etc quarterly.
- (c) Cleaning roof top/terrace/Rain water spouts quarterly.

**Procedure for Work Execution****10. Procedure for work execution will be as under: -**

- (a) All the stains on walls as well as floor of toilets, corridors, rooms including glass panes, stair cases, passage/walkway etc shall be removed by scrubbing with brush and by suitable acid/chemical wherever required by Officer-In-Charge.
- (b) All projections/balconies shall also be cleaned thoroughly. Also, the opening of choked drains, wherever required, shall be taken up.
- (c) All windows, their glasses, doors and its glasses and their knobs shall be cleaned and kept free from stains and spots, venetian blinds/ other type of blinds are to be cleaned with feather brushes/vacuum cleaner.
- (d) The garbage will be segregated and dustbins are to be emptied daily, cleaned and washed every day. Buckets and Mugs to be cleaned with soap and water every week. Crockery ware, Chinaware/sanitary ware/washbasin/sinks/flush tanks to be cleaned twice daily.
- (j) Collection of garbage/waste from all locations should be organized on daily basis, segregated and disposed off at the designated location(s) under the arrangements of Vendor at his own cost.
- (k) Dry cleaning/dusting of sofa sets and other furniture items will be carried out by your staff periodically every fortnight. Telephone, computers be cleaned with wet cloth every fortnight (on Saturdays) and by dry cloth daily. Furniture's including drawers should be cleaned properly.
- (l) Proper dusting of all the office premises, corridors and table fixtures have to be done daily and perfectly. Fan, tube lights and fixtures, false ceiling/ceiling roof and walls to be dusted with broom or vacuum cleaned, including doors, panels, fixtures etc cleaned every fort nightly.
- (m) Schedule of work for daily, weekly, monthly, quarterly/half yearly will be provided to contractor during award of work.

***Signature of the Tenderer with seal & date***

**Waste Management**

**11.** Waste disposal is the responsibility of the Vendor providing Housekeeping Services. This will involve daily segregation and timely disposal of the undermentioned category of waste at predesignated place inside the Campus:

- (a) Biodegradable Kitchen waste.
- (b) Plastics, Glass, Tins and Rubber.
- (c) Paper and Cloth.
- (d) Iron and Steel, and
- (e) Electronic Waste.

**12. Procedure: Waste Management**

- (a) All solid waste should be taken from a common earmarked location in a building from dustbins with separate dustbin codes as per rules.
- (b) Solid waste so collected should be segregated properly.
- (c) Bio-degradable solid waste should be taken in the earmarked location for further composting and vermicomposting.

**Manpower Requirement and Schedule**

**13.** Man power and Manpower schedule are required as per following schedule: -

- (a) The agency has to provide manpower in sufficient numbers to manage the work as required and of quality to ensure workmanship of the degree specified in the work order as per work schedule, to the satisfaction of the Officer-In-Charge.
- (b) MTS (Multi-Tasking Staff) should have passed 12<sup>th</sup> Standard or equivalent with minimum one-year experience in the field and working knowledge of computer applications.
- (c) The contractor shall engage the following manpower: -
  - (i) 35 Nos - From 0800 h to 1700h.
  - (ii) 12 Nos - From 0930 h to 1800h (Non-Technical Semi-Skilled Multi-Tasking Staff)
  - (iii) Non-Technical Semi-Skilled Supervisor-01 No (0800 h to 1700h)
  - (iv) Skilled Manpower (Technician) - From 0930 h to 1800h.
- (d) Please refer **Appendix 'B'** attached for detailed description of the requirement.

**Material and Consumables**

**14.** Following material and consumables required to be supplied by the Vendor: -

- (a) All materials/consumables and other related items are to be provided by the Agency. Items shall be in conformity with the specification/makes keeping in view quality/standard after discussion and finalization with Officer-In-Charge. The firm shall assess the quantity of consumables to be used at Institute premises and supply them in advance and store them at Institute on monthly basis. The stores are to be replenished timely.
- (b) IIT Goa on the basis of experience has also assessed certain minimum quantity of consumables required. The quantity of supplied items in no way shall be less than the minimum quantity specified. Items consumed over and above the minimum specified quantity shall also be supplied by the firm with **no extra cost**.
- (c) Please refer **Appendix 'C'** (list of material) & **Appendix 'D'** (Rate of recovery towards short supply of man power and material - **Penalty Clause**).

***Signature of the Tenderer with seal & date***

**Instructions to Bidder****15.** Following are the instructions for the Bidder: -

(a) Tenders should be submitted in two bid system sealed envelopes ('Technical Bid' and 'Financial Bid') super scribed with the name of the work, date & time of opening written both on the inner and outer envelopes. Bids will be received and opened as per the dates and timings shown on cover page. Tenders should be dropped in the tender box placed in Admin Building, IIT Goa before the closing date and time indicated. In case these are sent by post these should be sent by Regd Post / Speed post / Courier addressed to C&EMD, IIT GOA. At GEC Campus, Farmagudi Ponda, Goa-403401. Tenderers are to ensure that they post the tender well in advance so as to reach before the closing date and time indicated as per RFP enclosed with envelop numbers.

(b) The Earnest Money Deposit (EMD) and Tender Fee as specified in Para 4 of this document be enclosed in form of Demand Draft or pay order of a scheduled bank, drawn in favour of 'Indian Institute of Technology Goa' payable at Goa should accompany the tender. Tenders received without EMD and Tender Fee will be declared as invalid.

(c) Incomplete offers, quotations, conditional tenders or offers received without Bids, EMD or Tender fee will be rejected.

(d) Each page of the tender document is to be signed and stamped by the bidder as proof of having read and conditions accepted. All corrections and alterations in the entries of tender papers will be signed in full by the Bidder with date. No erasing, cutting or over-writings are permissible.

(e) The Bidder should inspect the site before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be submitted in original and without making any additions, alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the Bidder in the Tender Document wherever required. The rates shall be filled in the schedule of quantity in the tender document.

(f) EMD will be forfeited if the contractor fails to commence the work as per award of work. If any Bidder withdraws his Tender within the validity period or makes any modification in Tender Terms and Conditions will not be acceptable to the Institute. In that case and then "Indian Institute of Technology, Goa" shall without prejudice to any right or remedy, be at liberty to absolutely forfeit the EMD. Scope of work, General conditions of contract applicable to this work are reflected in the Tender document. Vendors are requested to study thoroughly all Terms and Conditions therein before submitting comprehensive offer/quotation.

(g) Tender submitted by bidder shall remain valid for a period of three months (90 days) from the tender opening date. The bidder shall not be entitled during the above period, without written consent of owner to revoke or cancel his tender or to vary any term thereof. In case any bidder removes or cancels his tender or varies any terms in regard thereof without the prior consent of Director, IIT Goa in writing, EMD will be forfeited. Canvassing in connection with the tenders is prohibited and the tenders submitted by the Bidder who resort to canvassing are liable for rejection.

(h) The right to accept or reject the tenders rests with Director, IIT Goa. It does not bind itself to accept the lowest tender and reserves to himself the authority to reject any or all the tenders received without assigning any reason thereof.

***Signature of the Tenderer with seal & date***

(j) Duration of Contract. Duration of contract shall be initially for one year. However, based upon the performance of the firm, the contract can be further extended on mutually agreed Terms and Conditions. The work must commence within 15 days of issue of Work Order and must not get disrupted at all. Any disruption of more than 7 days after work is commenced, shall invite heavy penalty and may lead to termination of Contract and forfeiture of Performance Security.

(k) Bidders are invited to participate in pre-bid meeting scheduled to be held online as per NIT. In case of pre-bid meeting not held on the mentioned date due to unavoidable reasons, it will be held on the next day. All inputs/queries and request for participation to be e-mailed on [estate@iitgoa.ac.in](mailto:estate@iitgoa.ac.in) by 1000hrs 7<sup>th</sup> September 2020. The agenda of the pre-bid meeting will elaboration of terms and condition of the contract and reply to queries.

(l) Successful bidder will submit a Performance Bank Guarantee as specified above to IIT Goa against loss/damage of any Institute property, at the time of award of work. The validity of Performance Bank Guarantee shall be at least 60 days beyond the date of Contract Completion.

(m) The IIT Goa may increase/decrease the number of labours/manpower etc during the course of contract with same terms, condition and quoted rate.

### GENERAL CONDITIONS OF CONTRACT

#### **16. General Conditions**

(a) The persons deployed by the contractor for the services shall be the employees of the contractor for all intents and purposes. Also, the persons so deployed shall remain under the control and supervision of the contractor. In no case, shall a relationship of employer and employee between the said persons and the Institute shall accrue/arise implicitly or explicitly.

(b) On taking over the responsibility of the work assigned the Contractor shall formulate the mechanism and duty assignment of work to its personnel in consultation with the Institute nominee. Subsequently, the contractor shall review the work assigned from time to time and advise the Institute for further streamlining their system. The contractor shall further be bound by and carry out the directions/instruction given to him by the Institute in this respect from time to time.

(c) Director of the Institute or any person authorized by the Director shall be at liberty to carry out surprise check on the persons as deployed by the Contractor. This would be required in order to ensure that persons deployed by him are doing their duties in accordance with the Institute requirement.

(d) In case any of the persons so deployed by the Contractor does not come up to the mark or does not perform his duties properly or commits misconduct or indulges in any unlawful riot or disorderly conduct, the contractor shall immediately withdraw and take suitable action against such persons immediately on the report of the Institute. Further, the Contractor shall immediately replace the defaulter so deployed on the demand of the Director/Nominee of the Institute due to the aforesaid act on the part of the said person.

(e) The contractor should engage the working staff on priority, if they are willing so.

***Signature of the Tenderer with seal & date***



**17. Contractor's Obligations**

- (a) The contractor shall carefully and diligently perform the work assigned to him as mentioned, as deemed fit by him in consultation with the lab/Department.
- (b) For performing the assigned work, the Contractor shall deploy medically and physically fit, police verified persons. The Contractor shall ensure that the persons are punctual and disciplined and remain vigilant in performance of their duty.
- (c) The Contractor shall submit details, such as names, parentage, residential address, age, Police Verification etc of the persons deployed by him in the premises of the Institute. For the purpose of proper identification of the employees of the Contractor deployed for the work, he shall issue identity cards bearing their photographs/identification, etc and such employees shall display their identity cards at the time of duty.
- (d) The Contractor shall ensure that all employees are in proper Uniform/Dress. Penalty will be imposed @ Rs 200/- per man per day for those not in uniform.
- (e) The Contractor shall be liable for payment of wages and all other dues which they are entitled to receive under various labour laws and other statutory provisions.
- (f) The Contractor shall at his own cost, if required, take necessary insurance cover in respect of the aforesaid services rendered to Institute and shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970, Employees State Insurance Act, Workman's Compensation Act, 1923, Payment of Wages Act, 1936, The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965, The Minimum Wages Act, 1948, Employer's Liability Act, 1938, Employment of Children Act, 1938, Maternity Benefit Act and / or any other Rules/regulations and / or statutes that may be applicable to them.
- (g) The Contractor shall be solely responsible for any violation of provision of the labour laws or any other statutory provisions and shall further keep the Institute indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expense arising out from non-compliance of aforesaid statutory provisions. Contractor's failure to fulfill any of the obligations hereunder and /or under the said Acts, rules/regulations and/or any bye-law or rules framed under or any of these, the Institute shall be entitled to recover any of such claims, demand, loss or injury, from the Contractor's monthly payments.
- (h) The Contractor shall be required to maintain permanent attendance register/roll /muster within the building premises which will be open for inspection and checking by the authorized officers of Institute.
- (j) **Complaint Book.** A provision for Complaint Book and Time Frame for the solution of complaints will be strictly followed. Format for Complaint book is attached as **Appendix 'J'**.
- (k) The Contractor shall make the payment of wages; as per latest rates, etc to the persons so deployed in the presence of Institute representative. He shall furnish copies of wage register/muster roll, pay slip, etc to the Institute for having paid all the dues to the persons deployed by him for the work under the Agreement. This obligation is imposed on the Contractor to ensure that he is fulfilling his commitments, towards his employees so deployed, under various laws, having regard to the duties of Institute in this respect as per the provisions of Contract Labour (Regulation and Abolition) Act, 1970.

***Signature of the Tenderer with seal & date***

The Contractor shall comply with or cause to be complied with Labour regulations from time to time in regard to payment of wages, wage period, deductions from wages, recovery of wages not paid and deductions unauthorized made, maintenance of wages book, wages slip, publication of scale of wages and terms of employment, inspection and submission of periodical returns.

(l) The Contractor shall submit the proof of having deposited the amount of ESI & EPF contributions towards the persons deployed at Institute in their respective names before submitting the bill for the subsequent month. In case the Contractor fails to do so, the payment of next month's regular bill will be withheld till submission of required documents in addition to imposing penalty and taking action as per terms and conditions of the contract.

(m) The Contractor shall take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and Institute property.

(n) The Contractor shall deploy his persons in such a way that they get **weekly rest**. The working hours/leave, for which the work is taken from them, do not violate relevant provisions of labour laws and shops and Establishment Act. The Contractor shall in all dealings with the persons in his employment have due regard to all recognized festivals, days of rest and religious or other customs. In the event of the Contractor committing a default or breach of any of the provisions of the Labour Laws including the provisions of Contract Labour (Regulation and Abolition) Act 1970 as amended from time to time or in furnishing any information, or submitting or filling any statement under the provisions of

(o) The Contractor shall remove all workers deployed by him on termination/ expiry of the contract from the Institute premises. He will ensure that no such person creates any disruption/hindrance/problem of any nature in Institute either explicitly or implicitly.

(p) The Performance Bank Guarantee so deposited shall be liable to be forfeited or appropriate in the event of unsatisfactory performance of the Contractor and / or loss / damage if any sustained by the Institute on account of failure or negligence of workers deployed by the Vendor or in the event breach of the agreement by the Contractor.

(q) The Performance Bank Guarantee will be refunded to the Contractor within two months of contract expiry only on satisfactory contract performance and settlement of all dues to the workers whichever is late.

(r) The Contractor shall keep the Institute indemnified against all claims whatsoever in respect of the employees deployed by the Contractor. In case any employee of the Contractor enters in dispute of any nature, it will be the primary responsibility of the Contractor to contest the same. In case Institute is made party and is supposed to contest the case, the Institute will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses which shall be paid in advance by the Contractor to Institute on demand. Further, the Contractor shall ensure that no financial or any other liability comes on Institute in this respect of any nature whatsoever and shall keep Institute indemnified in this respect.

(s) The Contractor shall further keep the Institute indemnified against any loss to the Institute property and assets. The Institute shall have further right to adjust and / or deduct any of the amounts for the aforesaid from the payments due to the Contractor from this contract.

(t) The contractor should have local/regional office in Goa.

***Signature of the Tenderer with seal & date***

**18. Institute's Obligations**

- (a) In consideration of the services rendered by the Contractor as stated above, he shall be paid a lump sum on monthly basis as quoted by the firm in the relevant item.
- (b) Institute shall reimburse the amount of service tax, if any paid by the Contractor to the authorities on account of the services rendered by him. This reimbursement shall be admissible on production of proof of deposit by the Contractor in original.
- (c) The payment on account of enhancement charges of revision in wages by the appropriate Govt from time to time shall be payable by Institute to the contractor.
- (d) The IIT Goa is authorized to deduct any amount as determined by the authority/Officer-in-Charge from the amount due to the contractor for any of the deficiency provided by the contractor or paid in access.

**19. Penalties /Liabilities**

- (a) The Contractor shall be responsible for faithful compliance of the Terms and Conditions of this agreement. In the event of any breach of the agreement, the same may be terminated and the security deposit will be forfeited. Further, the work may be got executed from another agency at his risk and cost.
- (b) If the Contractor violates any of the Terms and Conditions of this agreement or commits any fault or his services are not to the entire satisfaction of officer authorized by the Director, a penalty will be imposed and amount shall be deducted from regular monthly bill.
- (c) Penalty on account of faulty and/or less supply of consumable/materials and less deployment of manpower shall be imposed as per **Appendix 'D'**.

**20. Commencement and Termination.** This agreement may be terminated on any of the following contingencies: -

- (a) On the expiry of the contract period as stated above
- (b) By giving one month's notice by Institute on account of:
- (i) Committing breach Terms and Conditions of this agreement by the Contractor.
  - (ii) Assigning the contract or any part thereof to any Sub Contractor by the main Contractor without written permission of the Institute.
  - (iii) On Contractor being declared insolvent by competent Court of Law.
- (c) During the notice period for termination of the contract, in the situation contemplated above, the Contractor shall keep on discharging his duties as before till the expiry of notice period.

**21. Arbitration**

- (a) In the event of any question, dispute / difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to the sole Arbitration by the Director IIT Goa or his nominee.
- (b) The award of the Arbitrator shall be final and binding on the parties. In the event of such Arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, the Director IIT Goa shall appoint another person to act as Arbitrator in place of the out-going Arbitrator in accordance with the terms of this agreement and the person so appointed shall be entitled to proceed with the reference from the stage at which it was left by his Predecessor.

***Signature of the Tenderer with seal & date***

- (c) The Arbitrator may give interim award(s) and/or directions, as may be required.
- (d) Subject to the aforesaid provisions, the Arbitration & Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.
- (e) Any arbitration will under be the jurisdiction of Goa state authorities only.

**22. Bonus** Bonus shall be payable by the contractor to his contract employees once in a year before Ganesh Chaturthi or when the services of the contractor are discontinued. The amount of bonus payable is 8.33 % subject to maximum of Rs. 7000/- rounding off to Rs. 6908/-

**List of Appendices**

**23.** Following appendices have been enclosed for reference: -

(a)	Technical Details of Applicant	Appendix 'A'
(b)	Labour/manpower Requirement	Appendix 'B'
(c)	Material Requirement	Appendix 'C'
(d)	Rate of Recovery towards short supply of Manpower and Material	Appendix 'D'
(e)	Approved Material Brands	Appendix 'E'
(f)	Schedule of Quantities (Financial Bid)	Appendix 'F'
(g)	Estimate & Rate Analysis	Appendix 'G'
(h)	Sample Check List	Appendix 'H'
(j)	Complaint Register	Appendix 'J'

***Signature of the Tenderer with seal & date***

Appendix 'A'TECHNICAL DETAILS OF APPLICANT

Sl.	Description	Details	Page No.
(a)	Name of the firm/ Company :		
(b)	Address of the firm/ applicant with Telephone No. and E-mail		
(c)	Year of Establishment :		
(d)	Average Turnover of the company for the last 3 financial years (Enclose certificate/ audited Profit & Loss accounts) certified by CA		
(e)	PAN No., GST No., TAN No.		
(f)	Copy of the balance sheet of last 3 financial years.		
(g)	Status: Proprietorship/Partnership/ Pvt. Ltd. / Public Ltd.		
(h)	Profiles of the officer bearers of the agency with Telephone No. and E-mail		
(j)	Since when undertaking Housekeeping service (year):		
(k)	Total manpower employed in house-keeping service (Nos.)		
(l)	EPF/ESI/Service Tax certificates (Enclose copies)		
(m)	Has the applicant ever been required to suspend the project for a period of more than six months continuously after commencement of work? If so give the name of the project and reasons of suspension of project.		
(n)	Has the applicant, ever been debarred/blacklisted for competing in any organization at any time? If so, give details. (Attach Affidavit on Rs 100/- Non Judicial Stamp paper duly Notarized)		
(p)	Has the applicant ever been convicted by a court of law? If so give details of the case, if any.		
(q)	Details of any litigation in which the applicant is/was involved.		

---

**Signature of the Tenderer with seal & date**

( r )	List of Clients (please attach list of clients serviced and photocopies of work orders of Govt. / PSUs / Corporate bodies and certificates from existing clients regarding satisfactory work done).		
( s )	Details of gadgets/equipment/ tools owned and proposed to be used for House- keeping services in IIT Goa		
( t )	Whether ISO certified. If so enclose the copy of relevant certificate.		
( u )	EMD and Tender Fee DD Nos		
( v )	Any other information considered necessary but not included above		
( w )	Labour License No, Issuing authority and validity, if held (prior works)		

**Certified that the information given above (from Para (a) to (w) is true and correct to the best of my knowledge and belief.**

***Signature of the Tenderer with seal & date***

**LABOUR/MANPOWER REQUIREMENT**

S. No.	Description	Unit	Qty/Day	Qty/Month	Qty/Year
(a)	Supplying and Engaging Un-Skilled labour for cleaning of all Buildings, Roads within the Campus and Compounds, Guest Houses, Hostels, Classrooms, Offices, Labs, Play Fields, ,all the toilets floors and walls, shifting of materials, cleaning the sanitary and sewer line wherever blockage occurs, cleaning the roof top etc as per the direction of Officer-in-Charge. Also, Garbage disposal including its segregation & transportation at location specified by Competent Authority	Man days	35(Un-skilled)	910	10920
(b)	Engaging Multi-Tasking Staff (Non-Technical Semi- skilled) towards data entry, office maintenance, vender management, import/export management, secretarial assistance, outreach, public relations, file/paper movement internally & externally, scanning & photocopying, attending hospitality needs and any other work assigned time to time by institute authorities.	Man days	12(Semi-skilled)	312	3744
(c)	Supplying and engaging Supervisor (Non-Technical Semi- skilled) to supervise the labours, quality and quantity of the work and the job assigned time to time etc	Man days	1 (Semi-skilled)	26	312
(d)	Supplying and engaging Skilled Technician (Electrical)	Man days	1 (Skilled)	30	360

**Signature of the Tenderer with seal & date**

**MATERIAL REQUIRED TO BE SUPPLIED BY THE**  
**CONTRACTOR ONCE IN A MONTH**

Sr. No.	Description	Unit	Quantity per month	Qty to be supplied in a year
1	Phenol Concentrated/Germ Free	Ltrs	80	
2	Soap oil/ All Clean	Ltrs	40	
3	Liquid Toilet Cleaner	Ltrs	30	
4	Coconut Brooms	Nos	20	
5	Grass Brooms	Nos	20	
6	PVC Wiper	Nos	12	
7	Bleaching Powder	Kgs.	04	
8	Mop with stick	Nos	12	
9	Toilet Brush	Nos.	10	
10	Acid Floor Cleaner	Ltrs	10	
11	Urinal cubes	Pkts	20	
12	Dish washing bar (100 gms)	Nos	20	
13	Naphthalene balls	Kgs	04	
14	Mirror Cleaner (500 ml)	Ltrs	05	
15	Air Freshener	Nos.	40	
16	Floor Disinfectant (500 ml)	Bottles	20	
17	Hand Wash Liquid	Ltrs	20	
18	Scrub Pad	Nos.	20	
19	Plastic Garbage Bag (30x50)	Nos	100	
20	Plastic Garbage Bag (30x40)	Nos	100	
21	Soap hand wash	Nos.	20	
22	Waste Cloth (standard Size)	Nos	40	
23	Mosquito Repellent Spray	Nos.	4	
24	Drain Cleaner	Pkts	20	
25	Grass Oil (500 ml)	Bottles	2	
	Total			

**Signature of the Tenderer with seal & date**



**PENALTY CLAUSE: RATE OF RECOVERY TOWARDS SHORT SUPPLY OF  
MANPOWER AND MATERIAL**

<b>Sr No</b>	<b>Shortage/ Defaults</b>	<b>Penalty</b>	<b>Remarks</b>
1	Shortage in Housekeeping Staff (HKS)	Number of HKS x Daily wage rate x 2	
2	Shortage of Material	1.5 times the cost price	
3	Improperly Dressed Housekeeping Staff	Number of improperly Dressed HKS x Rs 200/-	
4	Using unbranded/Substandard material	Twice the quantity x rate	

***Signature of the Tenderer with seal & date***

APPROVED MATERIAL BRAND

<b>Sr. No.</b>	<b>Description</b>	<b>Brand</b>
1	Washing Powder	Nirma, Patanjali, Wheel
2	Naphthalene ball	Wonderfresh, Airwick, Odonil
3	Air Freshener	Wonderfresh, Airwick, Gordrej
4	Liquid toilet cleaner	Harpic, Mr. Muscle, Mr. Bright
5	Liquid cleaner (Colin)	Collin, Dr. Clean, Wonderfresh
6	Phenyl	Patanjali or equivalent
7	Room freshener 300 ml bottle	Wonderfresh, Airwick, Gordrej
8	Urinal cubes	Wonderfresh, Airwick, Gordrej
9	Liquid hand wash	Gordrej, Patanjali or equivalent

***Signature of the Tenderer with seal & date***

**SCHEDULE OF QUANTITY (FINANCIAL BID)**

<b>S. No.</b>	<b>Description</b>	<b>Unit</b>	<b>Amount Rs.</b>
<b>( 1 )</b>	<b><u>LABOUR PART</u></b>		
(a)	<p>(i) Supplying and Engaging Un-Skilled labour for cleaning of all Buildings, Roads within the Campus and Compounds, Guest House, Hostels, Offices, all the Toilets, Floors and Walls, Shifting of Materials, cleaning the Sanitary and Sever line where blocked, cleaning the Roof tops, Stair cases etc as per the direction of Officer-in- Charge <b>(35 Nos per day)</b>.</p> <p>(ii) Engaging MTS (Multi-Tasking Staff) <b>(12 No per day)</b></p> <p>(iii) Supplying and engaging Supervisor (Semi skilled) to supervise the labour, quality and quantity to ensure the work and the job assigned time to time etc <b>(01 No per day)</b>.</p> <p>(iv) Supplying and engaging Skilled Technician (Electrical) <b>(01 No per day)</b>.</p> <p><i>(Rate should be based on the current minimum wages as approved by the Ministry of Labour Commissioner Central, Area-B, EPF and ESI) + Bonus</i></p>	Per Month	In Figures: Rs. In Words: Rupees
<b>(2)</b>	<b><u>SERVICE CHARGES (%) on 1 (a)</u></b>	<b>Per Month</b>	<b>In Figures: Rs. In Words: Rupees</b>
<b>( 3 )</b>	<b><u>MATERIAL PART</u></b>		
(b)	Supplying materials for above-mentioned Tasks	Per Month	In Figures: Rs. In Words: Rupees
	<b>Total</b>	<b>Per Month</b>	<b>In Figures: Rs. In Words: Rupees</b>
	<b>Total</b>	<b>Per Year</b>	<b>In Figures: Rs. In Words: Rupees</b>

**Note**

(a) L-1 shall be worked out based on Service Charge Percentage and Monthly Material cost. Agency standing L-1 in Service Charge has to accept lowest quoted material cost.

(b) Financial Bid sample calculation may be seen from Appendix 'G'

(c) Service Charges quoted should be realistic and unrealistic bids will be liable to be cancelled.

***Signature of the Tenderer with seal & date***

**ESTIMATE AND RATE ANALYSIS**

<b>Part A</b>					
Item No.	Description	Rate	Unit	Qty (Days)	Amount
<b>Cost for 1-year labour/manpower</b>					
1	Un-skilled labour (35 in Nos)	525.00	Per Day	26	4,77,750.00
2	MTS (Multi-Tasking Staff) (12 in Nos)	593.00	Per Day	26	1,85,016.00
3	Semi-Skilled Supervisor (01 in Nos)	593.00	Per Day	26	15,418.00
4	Skilled Technician Electrical (01 in Nos)	695.00	Per Day	30	20,850.00
5	<b>Total (may vary based on number of workers employed)</b>				<b>6,99,034.00</b>
6	EPF on Item No. 5 @ 13% (including EDLI & Administrative Charges)				90,874.00
7	ESIC @ 3.25 % on Item No. 5				22,719.00
8	Total (Item 5 + Item 6+Item 7)				8,12,627.00
9	Cost of one month				8,12,627.00
10	Cost of 1 year (Item 9 X 12 months)				97,51,524.00
11	Bonus @8.33 of wages or Rs. 7000/- for the year rounding off to Rs. 6908/-				3,38,492.00
<b>Total of Part A (Rounded off)</b>					<b>1,00,90,016.00</b>
<b>Part B (Rates to be quoted wrt Appendix 'E')</b>					
SI No.	Description	Rate	Unit	Qty	Amount
1	Phenol Concentrated/Germ Free		Ltrs	80	
2	Soap oil/ All Clean		Ltrs	40	
3	Liquid Toilet Cleaner		Ltrs	30	
4	Coconut Brooms		Nos	20	
5	Grass Brooms		Nos	20	
6	PVC Wiper		Nos	12	
7	Bleaching Powder		Kgs.	04	
8	Mop with stick		Nos	12	
9	Toilet Brush		Nos.	10	
10	Acid Floor Cleaner		Ltrs	10	
11	Urinal cubes		Pkts	20	
12	Dish washing bar (100 gms)		Nos	20	
13	Naphthalene balls		Kgs	04	
14	Mirror Cleaner (500 ml)		Ltrs	05	
15	Air Freshener		Nos.	40	
16	Floor Disinfectant (500 ml)		Bottles	20	
17	Hand Wash Liquid		Ltrs	20	
18	Scrub Pad		Nos.	20	
19	Plastic Garbage Bag (30x50)		Nos	100	
20	Plastic Garbage Bag (30x40)		Nos	100	
21	Soap hand wash		Nos.	20	
22	Waste Cloth (standard Size)		Nos	40	
23	Mosquito Repellent Spray		Nos.	4	
24	Drain Cleaner		Pkts	20	
25	Grass Oil (500 ml)		Bottles	2	
	<b>Total</b>				

**Note: It is mandatory to fill rates and amount by the tender in Part B**

**Signature of the Tenderer with seal & date**

<b>PART C</b>		
<b>Sl</b>	<b>Details</b>	<b>Amount</b>
<b>(A)</b>	<b>Total of Part A</b>	<b>1,00,90,016.00</b>
<b>(B)</b>	<b>Total of Part B</b>	
<b>(C)</b>	<b>Contractor Profit/Service Charges % (Item A)</b>	
<b>(d)</b>	<b>Sub Total (Item A + B+C)</b>	
<b>(E)</b>	<b>GST %</b>	
<b>(F)</b>	<b>Grand Total (Item D+E)</b>	
	<b>In words Rs.</b>	

***Signature of the Tenderer with seal & date***

SAMPLE CHECK LIST: HOUSE KEEPING SERVICES

Name of House Keeper \_\_\_\_\_ Area \_\_\_\_\_ Dated: \_\_\_\_\_

<b>Admin Block</b>		Time		Dustbin Cleaning	Corridor Cleaning	Washroom Cleaning	Waterpoint Cleaning	Name & Sign	Remarks
		1 <sup>st</sup> Cleaning	2 <sup>nd</sup> Cleaning						
(a)	Room Nos								
(b)	Water Point								
(c)	Wash Rooms								
(d)	Corridor								
(e)	Surrounding Area								
(f)	Road Area								
(g)	Front Area								

*Signature of the Tenderer with seal & date*

COMPLAINT REGISTER

Ser	Date	Description of Work/Complaint	Location of work	Name of Requestors	Date of work done	Signature	Remarks

***Signature of the Tenderer with seal & date***