

Hall Management Centre
Indian Institute of Technology Kharagpur



TENDER DOCUMENT

(Ref. no. IIT/HMC/OS-S/CONT/1/2019 Date: March 27 2019)

FOR

Empanelment of agencies for carrying out sweeping/cleaning and allied services in the premises and compounds of the listed Halls of Residence at IIT Kharagpur on fixed service charge rate decided by the Institute

Chairman, HMC
Indian Institute of Technology Kharagpur

Tender Document

Name of the work

Empanelment of agencies for carrying out sweeping/ cleaning and allied services in the premises and compounds of the listed Halls of Residence at IIT Kharagpur on fixed service charge rate decided by the Institute.

Authenticity

This document consists of total 30 pages and all pages are numbered consecutively.

Chairman, HMC
Indian Institute of Technology Kharagpur

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HALL MANAGEMENT CENTRE INDIAN INSTITUTE OF TECHNOLOGY

No. IIT/HMC/OS-S/CONT/1/2019

DATE: 27th March, 2019

TENDER NOTICE

The Hall Management centre of the Institute proposes empanelment of contractors/ service providers for rendering sweeping/cleaning and allied services in the premises and compounds of the listed Halls of Residence at IIT Kharagpur in conformity to the specifications detailed in the schedules on fixed service charge rate decided by the Institute. The applicants should have the minimum pre-qualification criteria as mentioned in **Clause 5.0 of Section-III**.

The agencies shortlisted on the basis of the evaluation criteria, as mentioned in **Clause 7.0 of Section-III**, shall be empanelled initially for a period of one year, which can be extended maximum for two more years on yearly basis based on satisfactory performance. During this period, the work of providing sweeping/cleaning and allied services in different Halls of Residence shall be awarded as per criteria mentioned separately.

Interested agencies can download the tender document from the Institute website (www.iitkgp.ac.in). Tender submission fee: **Rs. 10000/-** should be submitted along with pre-qualification documents. Earnest Money Deposit (EMD): **Rs. 150,000/-** should be submitted along with pre-qualification documents.

Bid validity: 120 days

The last date of submission of tender is 18/04/2019 up to 2:30 PM.

The Chairman, HMC reserves the right to accept or reject any tender or part thereof without assigning any reason whatsoever.

Chairman, HMC
Indian Institute of Technology, Kharagpur

INFORMATION SHEET

Tender number:	IIT/HMC/OS-S/CONT/01/2019
Date:	27.03.2019
Availability of tender document	Tender document can be downloaded from the Institute's website (www.iitkgp.ac.in) and is also uploaded on CPP portal.
Tender submission fee	Rs. 10000/- (Rupees ten thousand only), through demand draft in favour of Chairman, HMC, IIT Kharagpur, payable at Kharagpur
Earnest Money Deposit (EMD)	Earnest money of Rs. 150000/- (Rupees One Lakh Fifty Thousand only) is to be deposited along with the tender documents in the form of Demand Draft favouring Chairman, HMC, IIT Kharagpur payable at Kharagpur.
Last date of submission of tender	18/04/2019 up to 2:30 PM
Bid Validity	120 days
Opening of tender	18/04/2019 at 4:00 PM in the Committee Room of the Institute, IIT Kharagpur
Contact person and address for enquiry and submission of sealed tender documents	Chairman Hall Management Centre Indian Institute of Technology Kharagpur Kharagpur-721 302, West Bengal
Contact phone number(s)	+91-3222-281101/02
E-mail address	chairman.hmc@adm.iitkgp.ac.in
Website	http://www.iitkgp.ac.in

SECTION - I

BRIEF DESCRIPTION OF THE SCOPE OF WORKS

1. Indian Institute of Technology Kharagpur (IIT Kharagpur) is a premier technological Institute in the country having 21 Halls of Residence, distributed over a sprawling campus, to accommodate more than 11200 students.
2. It is proposed to outsource the sweeping/ cleaning and allied services in the various Halls of Residence on a fixed service charge. For this purpose, the agencies willing to pre-qualify shall be short-listed on the basis of the eligibility and pre-qualification criteria. The agencies shall be ranked in the order of preference for empanelment for a period of one year, which can be extended for maximum two more years on yearly basis based on satisfactory performance.
3. In brief, the job function is to maintain the aesthetic look in the Hall premises by maintaining pleasant odor and cleanliness, by keeping the rooms, building and the surrounding area under contract neat, clean, and tidy every day, by keeping them in hygienic and sanitary conditions of high standard.
4. The guidelines of basic cleaning process are as under:

• Upkeep of toilets	6.00 am to 5.00 pm (continuously)
• Cleaning of verandahs/corridors	Minimum twice a day, more if required
• Cleaning of staircases	Minimum twice a day, more if required
• Cleaning of students' rooms	Twice a week, more if required
• Cleaning of front lobby, balcony	Thrice a day, more if required
• Cleaning of common room/ library/ /utility rooms/ common areas	Twice a day, more if required
• Cleaning of cycle shed/open fields etc.	Twice a day
• Cleaning of drains	Daily continuously
• Cleaning of glass panes common areas	Once a day
• Cleaning of roofs	Once a week
• Cleaning of Dining Halls	Minimum thrice a day, before/after breakfast, lunch, and dinner
• Cleaning of garden/surrounding areas	As and when asked for
• Cleaning of food waste outside kitchen/mess ^{*1}	Daily continuously
• Removal of garbage	Daily continuously
• Grass cutting and hedge pruning	As and when required
• Cleaning of approach road	Once a day

^{*1} Collection and disposal of waste g inside mess kitchen is not within the scope of work under the contract.

SECTION - II

GENERAL CONDITIONS OF THE CONTRACT

GENERAL CONDITIONS

- The tenderer submitting the tender would be deemed to have considered and accepted all the terms and conditions of contract. No verbal or written enquiry will be entertained in respect of acceptance or rejection of the tender.
- **The contract will be initially for a period of one year.** The HMC may extend the contract on mutual consent to such further period (maximum up to two more years on yearly basis), as it may deem proper, having regard to the quality and manner of the contractor's performance.
- The areas of cleaning indicated are purely approximate and likely to vary on either side up to any limit. The tenderer should visit the premises and assess himself/ herself for the areas to be cleaned.
- The contractor will be required to bring all tools, equipment, and labourers required for proper execution of the work, including fuel for operating the lawn mowers etc.
- The contractor shall abide by all laws and regulations and statutory obligations in force from time to time including all labour laws and shall indemnify the Hall Management Centre, IIT Kharagpur from any claims in this regard.
- The contractor will pay minimum wages in regards to his/her contractual workers engaged in sweeping/ cleaning and allied services at the rate of unskilled category. For supervisor the wage should be as per semi-skilled category. As and when the minimum wage is revised by Govt. notification it will be followed by the contractor with the approval of HMC.
- The contractor shall comply with all requirements under central, state and local bodies relating to tax, duties, levies etc. and shall be responsible for payment of all such taxes, duties, levies and other statutory payments to the respective authorities.
- If it is observed at any stage that the overall quality of the work is not satisfactory, initially warning will be served. If service/quality of work does not improve even after warning, the contract/work order as a whole may be terminated with one month's notice and the security deposit will be forfeited. The contractor will have no claim whatsoever on Hall Management Centre.

- Water and electricity would be provided by the Institute at individual hostel premises to undertake the maintenance and cleaning work.
- The quotation should be in conformity with minimum wages prescribed by the labour commissioner from time to time.

RESPONSIBILITIES OF THE CONTRACTOR/SERVICE PROVIDER

- The contractor/ service provider shall, unless otherwise provided in the contract, make his/her own arrangements for the engagement of all workers and the workers should be healthy and not suffering from any contagious diseases.
- The contractor shall deploy only female workers/supervisor for cleaning work inside the girls' hostel, unless otherwise instructed by HMC.
- It will be the responsibility of the contractor/service provider that the workers engaged by him/her for housekeeping services will be present in the Hall premises for the entire period of their duties (not applicable to rest hours).
- It will be the responsibility of the contractor/ service provider that the supervisor engaged by him/her will also be present in the Hall premises for the entire period of duties and report to the Warden/ Assistant Warden (Maintenance)/General Secretary (Maintenance) of the Halls of Residence at least once in a day.
- The contractor/service provider should be in constant touch of the Hall authority and will report to the Hall authority at least once in a month.
- The contractor/Service Provider will not allow or permit his/her/their workers to participate in any trade union activities or agitation within the Hall premises, violation of which may result in the termination of the contract immediately.
- No right, much less a legal right, shall vest in the contractor's workers to claim/have employment or otherwise seek absorption in the Hall Management Centre/IIT Kharagpur nor the contractor's workers shall have any right whatsoever to claim the benefits and/or emoluments that may be permissible or paid to the employees of the Hall Management Centre/IIT Kharagpur. The workers will remain the employees of the contractor and this should be the sole responsibility of the contractor to make it clear to their workers before deputing on work in the Halls of Residence.
- Contractor will be fully responsible for any accident involving workers engaged by him and contractor would pay claims made by the victims. Contractor shall indemnify the Hall Management Centre from any claim arising out of the accidents, disabilities of any

nature or death or arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor.

- The Contractor shall identify the personnel to be deployed exclusively for the cleaning of all the toilets in the area mentioned. The Contractor shall be responsible for cleaning as well as security of the toilet fixtures handed over at the time of commencement of the contract. In case of items/fixtures stolen from the toilets either penalties to recover the cost shall be imposed or the contractor shall have a choice to replace the fixtures of the same quality under approval from the Warden/Assistant Warden (Maintenance) of the Hall.
- It will be the sole responsibility of the contractor to abide by the provisions of the acts i.e., Employment of Children Act, Workmen Compensation Act, Employment of Labour/Contract Labour Act, Contract Labour Abolition & Regulation Act 1970, Minimum Wages Act, Employee Provident Fund Act and Employee State Insurance Act, and any other Act or Legislation brought from time to time, which may govern the nature of the contract as may be applicable from time to time as to the workers engaged by him/her for performance of this contract.
- The Contractor shall abide by all laws of the land including Labour Laws, Company Act, Tax Deduction liabilities, Welfare measure of its employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein, though any such onus shall be the exclusive responsibility of the contractor, and it shall not involve the Hall Management Centre/IIT Kharagpur in any way whatsoever.
- Any liability arising on the Halls of Residence/Hall Management Centre shall be deducted from the bills of the Contractor/ Security deposit and if the full amount is not recovered then the same will be recovered from the contractor. There would be no liability towards the workers of the contractor by the Hall/ Hall Management Centre/ IIT Kharagpur.
- The contractor is required to depute his authorized representative at the work site who shall receive the instructions from the Hall authority from time to time. All such instructions received by the authorized representative on behalf of the contractor shall be deemed to have been received by the contractor within the scope of the contract.
- The contractor shall be liable to pay compensation for any loss and damage caused to the property of the Hall or its staff members/visitors by the contractor or his workers.
- The Contractor shall be personally responsible for the conduct of his/her workers and in case of any complaint against any of his staff, the Contractor will be under obligation to change the worker concerned when instructed by authority. The Contractor shall observe

all the relevant laws and will be responsible for any prosecution or liability arising from breach of any of those laws. The Hall/Hall Management Centre will not and cannot hold any responsibility with regard to worker on the role of the Contractor whatsoever.

- The Contractor and his/her workers shall follow the rules and regulations of the Hall/ Hall Management Centre in force and instructions issued from time to time. Hall/ Hall Management Centre will be free to take action against the contractor for violating the same.
- The Security Deposit (EMD) shall be forfeited in the event of premature withdrawal by the contractor from the job assigned.
- If the contractor fails to provide the services under the contract, the agreement shall stand terminated without any notice and in such cases the contractor would be liable to compensate the Hall Management Centre for any loss caused to it due to non-fulfillment of the contractual obligations, in addition to forfeiture of Security Deposit (EMD).
- The Hall Management Centre reserves the right to terminate the contract without assigning any reason by giving a notice of one month. The contractor will also have to serve a notice of one month, if he/she wishes to terminate the contract.
- In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter the matter shall be referred to the competent authority of the Institute for arbitration, whose decision shall be final and binding on the parties.
- At any time during the period the contract, if it comes to the notice of the Hall Management Centre that the contractor has mislead this office by way of giving false/incorrect information, which has been material in award of the contract, the contract shall be liable for termination without any notice besides other legal action as per law.
- The contractor shall not appoint any Sub Contractor to carry out any obligation under the contract.

THE CONTRACTOR SHOULD PROVIDE THE FOLLOWING:

- **Materials (non-consumables)**

Housekeeping trolley, aluminum ladder, dry-wet vacuum cleaner machine, handy hand-held wall cleaner, pans, baskets, mop wringer bucket, garbage drums, mugs wheel barrows, trolley, vans, and gardening tools such as fannas, sickles, spades, shovel etc.

are to be provided by the contractor.

- **Materials (consumables)**

Consumables (cleaning materials) are to be supplied by the Hall.

- **Uniform**

All workers of the contractor shall wear uniform/ T-shirt of common colour while on duty. Contractor needs to provide two sets of uniform per worker so that the uniform may be cleaned on regular basis. The logo/ name of the service provider should be written on the uniforms. Putting of uniform while a worker duty is compulsory and it will be strictly monitored. A fine of Rs. 500/- (Rupees five hundred only) per worker per violation will be imposed and the same, on recommendation of the Warden, will be deducted from the bill of the contractor.

- **Identity card**

The contractor will issue Identity Card to its workers and supervisor(s) after getting them verified by the Hall authority/ Institute Security Section. It will also be strictly monitored and a fine of Rs. 500/- (Rupees five hundred only) per worker will be imposed and will be deducted from the bill, if any of his/her workers is found without the Identity Card.

- **Duty roaster**

The weekly duty roaster of the workers including the Supervisor(s) (floor wise) will have to be submitted by the contractor/service provider to the Warden (or his authorized representative like Manager/Supervisor of the respective Halls of residence) in advance for record and display of the same in a prominent place. The contractor needs to rotate his workers within the Hall time to time while making the duty roaster.

PENALTY

The contractor will be fined in case of violation of any of the following rules and other terms and conditions:

- Non-availability of Complaint Register at the security counter of the Hall/ discouraging the complainant would impose a fine of Rs.500/- on the contractor.
- Three or more complaints of unclean toilets/rooms/corridors/open spaces/garden etc. in a week would invite a fine of Rs.1000/- on the contractor.
- If the contractor, in spite of repeated written warnings by the Hall authority, cannot

improve upon the performance, a fine upto Rs.5000/- will be imposed.

- All workers (including supervisor) engaged by the contractor for the job have to give their attendance in the Biometric attendance machine provided by the Hall four times daily indicating start of duty hours, rest hours and the end of duty hours.
- In case of any shortfall of workers in the attendance provided by the contractor, the monthly payment will be proportionately deducted.
- As and when a fine is proposed, it will be informed within a maximum of 7 days to the representative of the contractor and fine will be imposed by Warden only. In case of any dispute, the same may be carried out in consultation with the Chairman/Co-ordinating Warden (Maintenance) in the Hall Management Centre.

INCOME TAX

IIT, KGP will deduct Income Tax at source (TDS) as per Income Tax Act and TDS on GST from the contractor's bill at the prevailing rates.

DISPUTES AND JURISDICTION

a. Settlement of Disputes

It is incumbent upon the bidder to avoid litigation and disputes during the tenure of the contract. However, if such disputes take place between the parties, efforts shall be made to settle at the level of IIT Kharagpur. The Bidder shall make request in writing to the Chairman, HMC for settlement of any dispute within 30 (thirty) days of arising of the cause of dispute failing which no dispute/claim shall be entertained by IIT Kharagpur. The decision of the Director, IIT Kharagpur will be final and binding on the parties. If differences still persist, the settlement of the dispute may be sought in the court of law in Kolkata jurisdiction.

b. Jurisdiction

The Court of Kolkata in the State of West Bengal only will have the jurisdiction to deal with and decide any legal matters or disputes what-so-ever arising out of this contract.

SECTION - III

INFORMATION AND INSTRUCTIONS TO APPLICANTS

1.0 General

- 1.1 Letter of transmittal and forms for pre-qualification and empanelment are to be attached (Section-IV).
- 1.2 All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particulars/ query is not applicable in the case of an applicant, it should be stated as 'Not Applicable'. **However, the applicants are cautioned that not giving complete information called for in the application forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the applicant being summarily disqualified.** Applications made by electronically sent and those (hard copies) received late will not be entertained.
- 1.3 The application should be typewritten. **The applicant's name, signature and official stamp should appear on each page of the application.**
- 1.4 Overwriting should be avoided. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. All pages of the pre-qualification document shall be signed, numbered and submitted with flags as a package with signed letter of transmittal.
- 1.5 References, information and certificates from the respective clients certifying suitability, technical know-how or capability of the applicant should be signed by a responsible person.
- 1.6 The applicant is advised to attach any additional information, which he thinks is necessary in regard to his capabilities to establish that the applicant is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. **No further information will be entertained after pre-qualification document is submitted, unless the Institute calls it for.**

- 1.7 Prospective applicants may seek clarification regarding the work and/ or the requirements for pre-qualification, in writing within a reasonable time. The Applicant can visit the HMC between 10.00 am to 1.00 pm on any working day before the last day of submission of tender. Any clarification given by the Institute will be hosted in the website of the Institute. No request for clarification will be considered after receiving the pre-qualification documents.

2. Method of Application

- 2.1 If an individual makes the application, it shall be signed by the proprietor above his full typewritten name and current address.
- 2.2 If the application is made by a proprietary firm, it shall be signed by the proprietor above his full typewritten name and the full name of his firm with its current address.
- 2.3 If the application is made by a firm in partnership, it shall be signed by all the partners of the firm above their full typewritten names and current address, or alternatively by a partner holding power of attorney for the firm. In such a case, a certified copy of the power of attorney shall accompany the application. A certified copy of the partnership deed and current address of all the partners of the firm shall also accompany the application.
- 2.4 If the application is made by a limited company or a corporation, it shall be signed by a duly authorized person holding power of attorney for signing the application. In such a case, a certified copy of the power of attorney shall accompany the application. Such limited company or corporation may be required to furnish satisfactory evidence of its existence before the pre- qualification application is filed.

3.0 Particulars of the Work:

The particulars of the work given in **SECTION-I** are provisional and must be considered only as advance information to assist the applicant.

4.0 Site Visit:

The applicant is advised to visit and examine the site of work (Halls of Residence) and obtain for himself, on his own responsibility, all information that may be necessary for preparing bid. The cost of visiting the site shall be at applicant's own expense.

5.0 Initial Criteria of Eligibility for Pre-Qualification:

- a. Experience in sweeping/ cleaning and allied business in Govt. Organization/PSU/Govt.-funded Educational Institute for a minimum period of five years as on the last date of submission of the tender.
- b. Experience of having successfully run the sweeping/ cleaning and allied services in students' hostels of IITs, IIMs, IISERs, NITs and Central-funded Universities/Institutes of higher learning during last 05 years ending as on the last date of submission will be preferred.
- c. The applicant's average annual financial turn-over (gross) in sweeping/ cleaning/ house-keeping services, duly audited by Chartered Accountants, should not be less than **60 Lakhs** during last preceding three financial years 2015-16, 2016-17, 2017-18. Year in which no turnover is shown, if any, would also be considered for working out the average.
- d. Solvency certificate minimum of **Rs. 20 Lakh** in the prescribed format is required from any scheduled bank. The submitted certificates should be issued not earlier than three months from the last date of tender submission.
- e. The bidder must have a minimum manpower of 20 deployed for services of similar nature as on the last date of tender submission. The bidder must submit the last three months' challans for contribution of EPFO and ESIC towards those employees, as proof.
- f. The service provider should have valid Trade License/Society Registration Number, GST Registration, Labour License and Registration Number, Permanent Account Number, EPF Registration Number, ESI registration Number, Proof for payment of last three years Income Tax and Proof of last three months' challan in support of the deposit of the contribution made both with the EPFO and ESIC. PAN/TAN, IT and GST clearance (copy of the certificates/returns) are to be submitted.
- g. A certificate (Affidavit) to be signed by MD / CEO of the company in the Court of a First Class Magistrate that they have not been debarred or blacklisted for any services, supplies or products dealing in, by any organizations or educational institute/ university or state/ central government and no criminal case/legal proceeding or industrial dispute is pending or contemplated against them.

6.0 SUBMISSION AND EVALUATION OF THE TENDER

6.1 Submission of Prequalification Documents:

The interested firms meeting the pre-qualification criteria are required to submit their Tender in sealed envelopes. The Tender should contain the following documents:

Prequalification-cum-technical information as in **SECTION-IV** along with all supporting documents along with Earnest Money Deposit (EMD) of Rs. 150,000/- and Tender Submission Fee for Rs. 10000/- in the form of Demand draft which should be kept in a separate envelope super-scribing **“EMD fees”** and **“TENDER Fees”**, respectively.

All the pages of the Tender document including the annexures and copy of certificates/document should be signed by the authorized person of the Firm along with seal of the firm.

Envelop should be super-scribed:

“Pre-qualification documents for empanelment of agencies for carrying out sweeping/ cleaning and allied services in the premises and compounds of the listed Halls of Residence at IIT Kharagpur on fixed service charge rate decided by the Institute.”

Submitted by: (Name, Address, E-mail and Telephone number of the firm)

Submitted to:

Chairman
Hall Management Centre
Indian Institute of Technology Kharagpur
Kharagpur-721 302, West Bengal.

- 6.2 The Bidder shall give an undertaking that he will comply with all conditions in the tender documents. For this purpose, the tender documents shall be completed in all respects and duly signed in ink and stamped on each page by authorised representative of the Bidder.**
- 6.3 Submitted tenders in form of original hard copies duly signed in ink on each page will be considered. No photocopied / certified copies of tenders shall be accepted; if submitted so, the tenders shall be rejected.**
- 6.4 Applicant can submit the tender documents by Registered post/ Courier/ Speed Post or submit the same in person, so as to reach the designated address by the time and date stipulated. No delay in the submission of the tender for any reason will be entertained. Any tender received by the Institute after the deadline shall not be accepted.**

6.5 Tender Fees and Earnest Money Deposit:

Tender fee is Rs. **10000/-**. The Tender document can be downloaded from the website of the Institute i.e., www.iitkgp.ac.in or from the CPP portal. The tender fee should be paid by way of demand draft in favour of **Chairman, HMC, IIT Kharagpur** payable at **Kharagpur**. The Demand Draft should be submitted along with the Prequalification-cum-technical information.

Earnest Money Deposit of Rs. **150,000/-** also be paid by way of Demand draft in favour of **Chairman, HMC, IIT Kharagpur**, payable at **Kharagpur** should be submitted along with the bid. The EMD amount will be returned to unsuccessful firms after finalization of the bid. In respect of the successful bidder the EMD will be returned after acceptance of the offer letter along with the performance security. No interest will be paid on the Earnest Money Deposit.

6.6 Acceptance of bids & withdrawals:

The right of final acceptance of the tender is entirely vested with the Chairman, HMC, IIT Kharagpur who reserves the right to accept or reject, any of the tenders in full or in parts without assigning any reason whatsoever. There is no obligation on the part of IIT, Kharagpur to communicate with rejected bidders. After acceptance of the tender, the bidder shall have no right to withdraw his tender. The tender acceptance authority may also reject all the tenders for reasons such as change in scope of work, lack of anticipated financial resources, court orders, accident, calamities etc. and other unforeseen circumstances.

6.7 Last date of submission of Prequalification documents: 18/04/2019 up to 2:30 PM

6.8 Date of Opening of Tender: 18/04/2019 at 4:00 PM at the Committee Room of the Institute

6.9 In case if the due date for any event related to this tender happens to be a holiday, the same will be held on the next working day. The timings will however remain unchanged. Please note that the Institute remains closed during Saturdays & Sundays.

Table 1: Technical / Pre- Qualification Evaluation Criteria

Sl. No	Particulars	Allocation of Marks	Maximum Marks
01	Experience in similar nature of work in Govt. Organization/PSU/Govt. funded Educational Institute (details as per Clause no. 5.a in SECTION-III)		30
	Less than 5 years continuous/ discontinuous	0	
	5 years or more but in discontinuous basis	10	
	5 years to 7 years continuous experience	15	
	> 7 years and upto 9 years continuous	18	
	> 9 years and upto 11 years continuous	21	
	> 11 years and upto 13 years continuous	24	
	> 13 years and upto 15 years continuous	27	
	> 15 years continuous	30	
02	Experience in similar nature of work in Govt. Organization/PSU/Govt. funded Educational Institute (details as per Clause no. 5.b in SECTION-III)		10
	Experience in students' hostels of IISERs, IITs, IIMs, NITs and Central funded Institutes of higher learning.	10	
	Experience in IISERs, IITs, IIMs, NITs and Central funded Institutes of higher learning (but not in students' hostel).	8	
	Experience in other Govt. Educational Institution including students' hostels	6	
	Experience in other Govt. organisations/ PSU	4	
03	Average annual financial turn-over of the firm (in the last 3 financial years) ended on 31st March 2018		20
	Minimum 60 lakhs	5	
	> Rs.60 Lakhs and upto Rs.90 Lakhs	8	
	> Rs.90 Lakhs and upto Rs.120 Lakhs	11	
	> Rs.120 Lakhs and upto Rs.150 Lakhs	14	
	> Rs.150 Lakhs and upto Rs.180 Lakhs	17	
	Above Rs. 180 Lakhs	20	
04	Solvency		30
	Minimum Rs. 20 Lakhs	05	
	> Rs.20 Lakhs and upto Rs.40 Lakhs	10	
	> Rs.40 Lakhs and upto Rs.60 Lakhs	15	
	> Rs.60 Lakhs and upto Rs.80 Lakhs	20	
	> Rs.80 Lakhs and upto Rs.1 crore	25	
	Above Rs. 1 crore	30	
05	Number of full time contractual staff in similar services on the pay-roll of company (towards whom company remits PF & ESI)		10
	Minimum 20 Staff	2	
	>20 and upto 50 Staff	4	
	>50 and upto 80 Staff	6	
	>80 and upto 110 Staff	8	
	>110 Staff	10	
	Total technical score		100

7.0 EVALUATION CRITERIA:

The Tender will be evaluated by Tender evaluation committee constituted by the Competent Authority, IIT Kharagpur. The detailed evaluation method for Prequalification-cum-Technical bid is specified below. The Total weightage will be 100 in Prequalification-cum-Technical part.

Technical bids of the firms, which meet the prequalification criteria, would be taken up for detailed evaluation.

Each firm meeting the pre-qualification criteria would be evaluated and given score out of 100 marks as mentioned in **Table 1**.

In case of non-fulfillment of minimum pre-qualification criteria (mentioned in **Clause 5.0 of SECTION-III**) in each category of the technical bid, the bid of the respective bidder shall be rejected.

The empanelment for sweeping/ cleaning and allied services at various Hall of Residence will be made for those firms **who secure at least 60 marks out of 100 marks** in the Technical Bids.

However, the empanelment does not automatically make any right of the bidder for getting the contract/ work order for providing sweeping/ cleaning and allied services in any Hall of Residence at IIT Kharagpur.

The agencies shall remain empanelled initially for a period of one year, during which they may be awarded the contract for providing sweeping/ cleaning and allied services in respect of the Halls of Residences falling vacant during this period. The period of empanelment may be extended by the authority for two more years on yearly basis based on satisfactory performance.

7.1 Tie-Breaking Clause

In case two or more bidders score equal marks in their total technical score then empanelment will be made based on their total marks (Sl. No. 1+2 of Table 1). If the tie remains further, then the tie-breaking will be done by considering marks obtained / the value of the average annual turnover (Sl. No. 3 of Table 1). Subsequently solvency marks/value (Sl. No. 4 of Table 1) will be considered, if still required for tie-breaking.

8.0 Award of Contract:

The merit list will be prepared among the Empanelled Agencies based on their technical scores as per evaluation criteria mentioned above. The offer for providing sweeping/ cleaning and allied services zone-wise as provided below:

- (i) Highest Rank holder will initially be given an opportunity to choose maximum three (3) numbers of Halls (**listed in Table 2**), one from each category (S/M/L).

- (ii) The above methodology for allocation of other Halls will be followed accordingly for subsequent rank holder(s).

However Competent Authority reserves the following rights.

- a) The performance of cleaning contractor in an allocated Hall will be reviewed every semester by the evaluation committee to be formed by the Competent Authority. Based on the performance, the Competent Authority may terminate the contract by giving one-month notice. The said Hall will be allocated from the Remaining Empanelled agencies according to the rank/merit.
- b) Empanelled agencies, which decline to run the cleaning services in any of the Halls of Residence for any reason whatsoever, may be dropped from the list of the empanelled agencies.
- c) Competent authority may allocate any Hall/ Halls to a service provider from list of any empanelled agencies.
- d) Competent authority may amend the scope of contract.
- e) Competent authority may modify the service charge rate of the contract at any point of time.

9.0 Letter of Transmittal

The applicant should submit the letter of transmittal attached with pre-qualification document.

10.0 Service Charge

A fixed service charge rate of 9% (over the total payment made for wage and contribution towards EPF and ESI of the workers and supervisor(s) engaged in a Hall of Residence) will be offered to the service providers for sweeping/ cleaning and allied services. The service charge rate has been fixed by the Institute, and only bidders willing to provide service at this fixed rate will be empanelled. A declaration (**Form-G**) in this regard is to be attached by the bidder in the tender document.

Chairman, HMC
Indian Institute of Technology Kharagpur

Table 2: List of Halls where sweeping/cleaning and allied services, within the scope of this tender, are needed to be provided:

Place of Work	Type	Category ^{*2}	Tentative no of workers ^{*1}	No of supervisors
L B S Hall	Boys hostel	L	40	2
MMM Hall	Boys hostel	L	40	2
BR Ambedkar Hall	Boys hostel	L	30	2
R P Hall	Boys hostel	M	21	1
Azad Hall	Boys hostel	M	20	1
R K Hall	Boys hostel	M	20	1
Nehru Hall	Boys hostel	M	17	1
Patel Hall	Boys hostel	M	17	1
V S Hall	Boys hostel	M	13	1
SN/IG Hall	Girls hostel	M	16	1
MT Hall	Girls hostel	M	15	1
M S Hall	Boys hostel	M	16	1
LLR Hall	Boys hostel	M	14	1
R L B Hall	Girls hostel	M	13	1
JCB Hall	Boys hostel	M	12	1
HJB Hall	Boys hostel	S	11	1
B C Roy Hall	Boys hostel	S	9	1
S A M Hall	Girls hostel	S	7	1
Sister Nivedita Hall	Girls hostel	S	17	1
Gokhale Hall	Girls hostel	S	6	1*
ZH Hall	Married students' hostel	S	5	0*

*** Note:**

^{*1} The actual number of workers may change from time to time depending upon the students' strength and the nature of work specific to the Hall.

^{*2} [S → small Hall, workers: upto 12; M→ medium, workers: >12 upto 30; L→ large Hall, workers: >30]

SECTION - IV

PRE-QUALIFICATION-CUM-TECHNICAL INFORMATION

LETTER OF TRANSMITTAL

[to be submitted in the organizational letter-head]

From
(Full Address of the Applicant)

To
Chairman, HMC
Indian Institute of Technology Kharagpur

SUBJECT: Submission of pre-qualification application for empanelment of agencies for carrying out sweeping/ cleaning and allied services in the premises and compounds of the listed Halls of Residence at IIT Kharagpur on fixed service charge rate decided by the Institute.

Date:

Sir,

Having examined the details given in the Tender Document **Ref. No. IIT/HMC/OS-S/CONT/01/2019 dated 27/03/2019** for empanelment of agencies for carrying out sweeping/ cleaning and allied services in the premises and compounds of the listed Halls of Residence at IIT Kharagpur on fixed service charge rate decided by the Institute published in the CPP Portal and Institute website, we hereby submit the Pre-qualification documents.

1. We hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct.
2. We have furnished all information and details necessary for pre-qualification and have no further pertinent information to supply.
3. We undertake that, if any information or document is found to be false or forged, my application/empanelment is liable to be rejected / cancelled by the HMC, IIT-Kharagpur at any point of time.

Enclosures: nos.

Date of submission:

Signature of Applicant

Name of the Organization

(Company seal)

FORM 'A'**Details of Organization/Service Provider**
[to be submitted in the organizational letter-head]

Sl No	Description	Information
1	Name of the Firm	
2	Year of Establishment	
3	Complete Address	
4	Contact number and e-mail id.	
5	Name & Designation of the contact person with mobile number and e-mail id.	
6	Trade License Number / Society Regn. Number (Copy should be enclosed)	
7	Labour License Number / Registration Number (Copy should be enclosed)	
8	Permanent Account Number (Copy should be enclosed)	
9	EPF Registration Number (Copy should be enclosed)	
10	ESI Registration Number (Copy should be enclosed)	
11	Proof for payment of Income Tax (for last three years) (Copy of the IT Return for last three years ending on March 2018 to be enclosed)	Enclosed/ Not enclosed
12	Copy of the last three months challan (say, for December 2018 to February 2019 paid in January to March 2019) in support of the deposit of the contribution made both with the ESIC, and the EPFO to be enclosed	Enclosed/ Not enclosed
13	Bid validity	120 days

Declaration: I hereby certify that the information furnished in this document is complete and correct to the best of our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will be black listed and will not be allowed to have any dealing with the Hall Management Centre, IIT Kharagpur in future.

Date:

Signature of the tenderer with seal

FORM 'B'**Technical Data Sheet**

Sl. No	Particulars	Data / value, applicable to the firm	Marking convention
01	Experience in similar nature of work in Govt. Organization/PSU/Govt. funded educational Institute (details as per clause no. 5a in SECT-III)	in years (continuous / discontinuous)	Annexure B-01
	Less than 5 years continuous/ discontinuous		
	5 years or more but in discontinuous basis		
	5 years to 7 years continuous experience		
	> 7 years and upto 9 years continuous		
	> 9 years and upto 11 years continuous		
	> 11 years and upto 13 years continuous		
	> 13 years and upto 15 years continuous		
	> 15 years continuous		
02	Experience in similar nature of work in Govt. Organization o/ PSU/ Govt. funded educational Institute (Clause no. 5.b in SECTION-III) [Use FORM 'D' for details] Yes/ No		Annexure B-02
	Experience in students' hostels of IISERs, IITs, IIMs, NITs and Central funded Institutes of higher learning.		
	Experience in IISERs, IITs, IIMs, NITs and Central funded Institutes of higher learning (but not in students' hostel).		
	Experience in other Govt. Educational Institution including students' hostels		
	Experience in other Govt. organisations/ PSU		
03	Average Annual financial turn-over (gross) of the Firm (in the last 3 financial years) ended on 31st March 2018 [Use FORM 'C' for details] in Lakhs		Annexure B-03
	Minimum 60 lakhs		
	> Rs.60 Lakhs and upto Rs.90 Lakhs		
	> Rs.90 Lakhs and upto Rs.120 Lakhs		
	> Rs.120 Lakhs and upto Rs.150 Lakhs		
	> Rs.150 Lakhs and upto Rs.180 Lakhs		
	Above Rs. 180 Lakhs		
04	Solvency [Use FORM 'E' for details] in Lakhs		Annexure B-04
	Minimum Rs. 20 Lakhs		
	> Rs.20 Lakhs and upto Rs.40 Lakhs		
	> Rs.40 Lakhs and upto Rs.60 Lakhs		
	> Rs.60 Lakhs and upto Rs.80 Lakhs		
	> Rs.80 Lakhs and upto Rs.1 crore		
	Above Rs. 1 crore		
05	Number of full time contractual staff [Copy of the last three months challan in support of the deposit of the contribution made both with ESIC, and EPFO]		Annexure B-05
	>20 and upto 50 Staff		
	>50 and upto 80 Staff		
	>80 and upto 110 Staff		
	>110 Staff		

Declaration: I hereby certify that the information furnished herewith is correct to the best of our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will not be allowed to have any dealing with the HMC, IIT Kharagpur in future.

Date:

Signature of the tenderer with seal

FORM 'C'**FINANCIAL INFORMATION**

- I. Financial Analysis - Details to be furnished duly supported by figures in **Balance Sheet / Profit and Loss Account** for 3 (three) years ended on 31st March 2018 in Lakhs and certified by the Chartered Accountant, as submitted by the applicant to the Income-Tax Department (Copies to be attached).

Sl. No	Details	Financial year		
		(1)	(2)	(3)
		2017-18	2016-17	2015-16
i)	Gross annual turnover in sweeping/ cleaning and allied services			
ii)	Profit / Loss [Rs. Lakhs]			

- II. Financial arrangements for carrying out the proposed works.*

*Note: Attach additional sheets, if necessary

(Signature of applicant)

FORM 'D'

Details of all Works of Similar Nature Completed during the Last Five Years or more as on the last date of submission*

Sl. No.	Name of work / contract and location	Owner or sponsoring organization	Nature of sponsoring organization (Govt/PSU/Private)	Scope of work including capacity	Date of commencement as per contract	End date of the contract	Stipulated period	Name, address and telephone of the officer to whom reference may be made.	Remarks

*** Necessary supporting documents must be attached**

(Signature of applicant)

Solvency Certificate*

[Format for Solvency Certificate]

* It should be issued not earlier than three months from the last date of tender submission

To
The Chairman
Hall Management Centre
Indian Institute of Technology, Kharagpur
Kharagpur- 721302
West Bengal

Solvency Certificate

This is to certify that to the best of our knowledge and information, M/s..... (address)
..... a customer of our bank is respectable and be treated as good for an engagement up to a sum of
Rs..... (Solvency amount) only as on..... (Date of Certificate).

This Certificate has been issued without any risk and responsibility on the part of the Bank or any of its officers. This certificate is issued at the specific request of the customer.

Yours faithfully,

For..... Bank

Bank Officer with designation and seal

FORM 'F'

Declaration for Compliance in connection with the deployment of out-sourced contractual staff/service provider staff

1. The contractor shall fix wage periods in respect of which wages shall be payable.
2. No wage period shall exceed one month.
3. All wages shall be paid directly to the bank accounts of the respective workers within a date.
4. A notice showing the wage period and the disbursement date of wage to the bank shall be displayed, at the place of work and copy sent by contractor to the principal employer under acknowledgement.
5. Every contractor shall obtain the signature or thumb-impression of the worker concerned against the entries relating to him/her or the Register of Wages and the entries shall be authenticated by the initials of the contractor or his authorized representative.
6. Every contractor shall maintain, in respect of each of such registered establishment where he/she employs contract labourer, a register in Form XIII ('Register of Workmen Employed by the Contractor').
7. Every contractor shall issue an employment card in Form XIV to each worker within three days of the employment of the worker.
8. Every contractor shall in respect of each work on which he/she engages contract labourers maintain (i) a master roll in Form XVI; and (ii) a register of wages in Form XVII.
9. No female contract labourer shall be employed by any contractor before 6.00 a.m. or after 7.00 p.m. - excepting in girls Halls.
10. Challan for contribution towards EPFO and ESIC in respect of each labourer is to be submitted on a monthly basis, based on which and the attendance record of the engaged labourers his bill for a particular month will be released.

This is to certify that the firm would comply with the above clauses (1 to 10) in connection with the deployment of outsourced contractual staff/service providers' staff

(Signature of Applicant)
Name and Company's seal

Declaration for Accepting Fixed Service Charge Rate

To
The Chairman
Hall Management Centre
Indian Institute of Technology, Kharagpur
Kharagpur- 721302
West Bengal

This is to certify that we are willing to provide sweeping/ cleaning and allied services in Halls of Residence at IIT Kharagpur (**Reference Your Tender No. IIT/HMC/OS-S/CONT/01/2019 dated 27/03/2019**) against a service charge rate of 9% (nine percent) which has been fixed by your Institute *as per clause no. 10.0 in SECTION-III of the tender document.*

Date:

(Signature of Applicant)
Name and Company's seal