The Hall Management centre of the Institute proposes empanelment of Contractors/ Service Providers for rendering Sweeping/Cleaning/Gardening and allied services in the premises and compound of the listed Halls of Residence at IIT Kharagpur in conformity to the specifications detailed in the schedules. The Tender documents can either be obtained in person from the office of the Hall Management Centre or can be downloaded from the website of the Institute (https://www.iitkgp.ac.in). On obtaining prior permission from the Chairman, Hall Management Centre of the Institute, a prospective tenderer, for the purpose of having an idea of the work estimate, may visit the work areas in the Halls of Residence at IIT Kharagpur.

The agencies that fulfill the following requirements shall be eligible to apply:

a) Registration under Labour Laws, Registration under Societies Act, Employees Provident Fund (EPF), Employees State Insurance(ESI);

b) Must have valid Work Order to substantiate the fact of having a minimum 3-years experience in contractual housekeeping business in hostels of reputed higher educational institutions along with satisfactory completion certificate; for the duration 2012-2015.

c) Must have valid document of having a minimum turnover of not less than Rs. 25.00 Lakh per year in contractual housekeeping business with relevant documents as proof for remitting EPF & ESI contribution on a proportional basis per month.

d) Must have valid Solvency Certificate for an amount not less than Rs. 20.00 Lakh.

Contractors/Service Providers, whose services of Sweeping/Cleaning/Gardening etc. in the hostel(s) at IIT Kharagpur were terminated earlier, will not be eligible to participate in this tendering process.

The offers/bids including Technical Bid and Commercial Bid will be evaluated by a Committee as would be constituted by the competent authority of the Institute. The aforesaid Committee will be the only authorized body to examine all the documents in the Technical Bids and take decision on all related matters including eligibility/suitability etc. The Technical Bids will be opened first as per the schedule detailed below:

Schedule for opening of Technical Bid subsequent meeting: 11th June, 2015 at 4 pm
Venue: Committee Room at the Institute Main Building.

Schedule for opening of Commercial Bid will be announced through Notice Board of the Hall Management Centre after evaluation of the Technical Bids and declaration of the list of Tenderers qualified in the Technical Bid.
THERE MUST NOT BE ANY PRICE INDICATION IN THE TECHNICAL BID. TECHNICAL BID WITH ANY PRICE INDICATION WILL BE SUMMARILY REJECTED.

The Committee will first sort out the acceptable technical bids and the commercial bid of thus acceptable bidders only will be opened.

COMMERCIAL BIDS OF AGENCIES, WHOSE TECHNICAL BIDS WILL BE FOUND UNACCEPTABLE, WILL NOT BE OPENED AND WILL BE TREATED OUT OF THE PROCESS.

On a subsequent date Shortlisted Technical Bidders will be intimated of the schedule for opening of their commercial bids. The final selection of the Agencies/Service Providers will be based on a weighted criteria system to be devised by the Committee after taking judicious assessment of all pertinent aspects, especially to those for providing maximum service to the student community in the Halls of Residences of the Institute. The decision of the Institute authority will be final in awarding the contracts.

**PRESENCE OF THE TENDERER OR HIS AUTHORISED REPRESENTATIVE AT THE TIME OF OPENING OF THE TECHNICAL BID AND THE SUBSEQUENT MEETING TO BE HELD ON THE SAME DAY IS INSISTED.**

**IT IS ALSO INSISTED THAT PRIOR TO SUBMISSION OF THEIR BIDS/OFFERS, ALL THE BIDDERS/PROSPECTIVE TENDERERS MUST GO THROUGH ALL THE CONTENTS IN THE SUBSEQUENT PAGES.**

**THE RIGHT TO SUSPEND THE FULL TENDER PROCESS OR PART OF THE PROCESS, TO ACCEPT OR REJECT ANY OR ALL THE TENDERS AT ANY STAGE OF THE PROCESS AND/OR TO MODIFY THE PROCESS OR ANY PART THEREOF AT ANY TIME, WITHOUT ASSIGNING ANY REASON THERETO IS RESERVED BY THE HALL MANAGEMENT CENTRE, IIT KHARAGPUR WITHOUT ANY OBLIGATION OR LIABILITY WHATSOEVER.**

**CANVASSING IN ANY FORM FOR FAVOURING ANY BIDDER WILL RESULT IN REJECTION OF THE BID.**

Chairman
Hall Management Centre
For and on behalf of IIT Kharagpur
Following are the procedure for submission of Tender and other Important conditions to be fulfilled by
the Tenderer

The pages containing the said procedure for submission of tender and other important conditions are to
be signed by the tenderer and to be submitted along with their technical bids towards their
acknowledgement that they have gone through all the contents in these pages and in the schedules as
well and they are agreeing to comply.

**TWO BID SYSTEM:** The offers/bids are to be submitted under a two bid system, namely (i) Technical Bid
and (ii) Commercial Bid. The Technical Bid must contain all the details as specified in the schedules along
with the terms and conditions whereas Commercial Bid must indicate rate only. THERE MUST NOT BE
ANY COST INDICATION IN THE TECHNICAL BID.

**SEALING & MARKING OF BID:** The tender should be submitted in a proper manner with index for easy
identification i.e.:

<table>
<thead>
<tr>
<th>Envelope Number</th>
<th>To be Superscribed as</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Tender Fee + E M D</td>
</tr>
<tr>
<td>B</td>
<td>Technical Bid</td>
</tr>
<tr>
<td>C</td>
<td>Commercial Bid</td>
</tr>
</tbody>
</table>

Envelope – A (Duly sealed): Should contain the Demand Drafts towards Tender Fee and EMD.

Envelope – B (Duly sealed): Should contain the documents as listed under Technical Bid below.

Envelope – C (Duly sealed): Should contain the document as listed under Commercial Bid below.

All the above three envelopes must be sealed and should clearly be marked on top of envelope about
type of envelope (i.e., A, B or C), details of contents in envelope, name of agency submitting the bid.

These three envelopes mentioned above must be put in a bigger envelope and shall be addressed to:
“Chairman, HMC, IIT Kharagpur, Kharagpur, Paschim Medinipore, West Bengal, PIN – 721 302”.

The bigger envelope must be sealed and bear the following identifications:
   a) “Job contract for Sweeping/Cleaning/ Gardening etc. in various Halls of Residence at IIT
   Kharagpur”.
   b) Bid Reference Number: ________________ Date: __________, and
   c) Name and Address of the Bidder. (on bottom left of the envelope)

If the outer envelope is not sealed and marked as above, the Institute will assume no responsibility
for the misplacement or premature opening of Bid.
SUBMISSION OF TENDER: The tender can be personally dropped in the box to be kept in the Hall Management Centre on all working days (except Saturday, Sunday & Holidays) between 10.00 am and 1.00 pm in the forenoon and 3.00 pm and 5.00 pm in the afternoon session of 9th June, 2015. The tender can also be sent by post to “The Chairman, Hall Management Centre, IIT Kharagpur, Kharagpur, Paschim Medinipore, West Bengal, PIN – 721 302. Tender shall not be received after expiry of the time as specified on the 1st page of the tender notice.

TENDER FEE: Rs.5,000/- (Rupees five thousand only) in the form of a Demand Draft drawn in favour of “Chairman, HMC, IIT Kharagpur” and payable at any nationalized bank at Kharagpur. Photocopy / Fax copy of the demand draft will not be accepted. THE TENDER FEE IS NOT REFUNDABLE.

EARNEST MONEY DEPOSIT (EMD): Rs.75,000/- (Rupees seventy five thousand only) in the form of a Demand Draft drawn in favour of “Chairman, HMC, IIT Kharagpur” and payable at any nationalized bank at Kharagpur. Photocopy / Fax copy of the demand draft will not be accepted.

Any tender, without Tender fee and EMD, would be considered as “DISQUALIFIED” and hence would be REJECTED.

RETURN OF EMD:

- The EMD of the unsuccessful bidders will be returned to them without any interest on receipt of written request from them within thirty days after awarding the contract to the successful bidders.
- The EMD of the successful Bidder will be kept as Security Money and will be returned to them without any interest after completion of the contract successfully.

AUTHORITY TO SIGN: The tenderer will have to sign in full and write their postal communication address at the indicate places on all the documents that they would submit along with their bid. If the tenderer is a partnership firm, all the partners of the firm or the partner holding the power of attorney for the firm will have to sign at the indicated places on all the documents.

A certified copy of the power of attorney, a certified copy of the partnership deed and current address of all the partners of the firm should also to be submitted along with the bid. In case of limited company or a corporation or a society, the documents will have to be signed by a duly authorized person holding the power of attorney for signing the documents, accompanied by copies of the power of attorney and the memorandum of Articles of Association/Society duly attested by a Notary Public.

COMPLIANCE/CONFIRMATION: Compliance or Confirmation report with reference to the Basic Technical details, terms and conditions and requirements for providing the service and scope of work should also be included in the technical bid.

OPENING OF TENDER: The offers/bids will be opened by a Committee, as would be constituted by the competent authority, at a pre-defined place, time and date in the presence of all such tenderers and / or their authorized representative.

REJECTION OF TENDER: In the event of the following, the Technical Bid of a tenderer will not be considered at all and will in fact be summarily rejected and all the documents excepting the Tender Fee will be returned on a subsequent date as would be found suitable by the Committee –
a) If the Demand Draft towards payment of Tender Fee and/or EMD are not put separately in the bigger envelope as instructed; and/or
b) If it is to be presumed that the Demand Draft towards Tender Fee and/or EMD are kept inside the sealed envelope containing Technical Bid/Commercial Bid, and/or
c) If the Demand Draft towards Tender Fee and/or EMD are not valid and acceptable, and/or
d) If without breaking seal of the other envelopes it cannot be detected which envelope contains Technical Bid, and/or
e) If the indication of rate is found understandable in any way from any paper other than Commercial Bid.
On verifying each and every point as mentioned above, the technical bid will be opened to examine all the documents and to decide on all related aspects as per Institute’s specification and requirements.

TECHNICAL BID: The following documents are to be submitted with the Technical Bid.

1) Details of Organization as per format enclosed herewith (vide Page #8). Filled in form must be kept on top of the documents with the Technical Bid.
2) The entire tender notice (Section - I, pages #3-7) duly signed on each page of the same.
3) Copies of the valid Trade Licence and Society Registration, as would be applicable.
4) Copy of the valid Labour License.
5) Copies of the Registration made with the Employees Provident Fund Organization (EPFO) and the Employees State Insurance Corporation (ESIC).
6) List of workers, engaged under the employment of the tenderer along with their EPF Universal Account Number (UAN) and ESI registration number mentioned against each, is to be submitted on the letter head.
7) Copy of the last month challan (for March, 2015 paid in April, 2015 in support of the deposit of the contribution made to both the ESIC, and the EPFO.
8) Copy of the statement of returns submitted with the ESIC and EPFO for the year 2014 – 15.
9) Copy of the PAN Card.
12) Original Certificate on Bank’s letter head towards Solvency for an amount not less than 20.00 Lakh.
13) Satisfactory completion certificate along with a copy of the valid Work Order to substantiate the fact of having experience of carrying out contractual housekeeping services on continuous basis for atleast three full years in hostels of reputed higher educational institutions.
14) List of Clients with detailed addresses, Names of the contact person of the clients with their valid Mobile Numbers and email addresses is to be submitted on the letter head of the tenderer.

IMPORTANT NOTES FOR QUALIFICATION IN THE TECHNICAL BID:

1. The tenderer must submit above documents duly attested by them with signature and seal of the firm on each page of every document. In the event of non receipt of any of the above documents with the Technical Bid, it will be presumed that the tenderer could not fulfill that particular criteria and hence the tenderer will be disqualified from the process. Any paper relating to the above documents may not be received during the Technical Bid meeting. Further, any separate correspondence in the matter may also not be entertained.
2. During evaluation of the Technical Bid, the Committee as would be constituted for the purpose will scrutinize the documents mentioned above and may forward any or all the documents to the concerned authorities for verification and authentication. In case of any document(s), as submitted by the tenderer, found/reported to be fake, the tenderer will be out of the tendering process besides any legal action that may be initiated against the tenderer, as per rules. Further,
the Committee may visit the sites of the tenderer to inspect sites at present contract(s) to receive on the spot information regarding the quality of services provided, etc.

3. Besides, scrutinizing the documents submitted with the Technical Bid, the tenderer will be interviewed by the Committee to assess the eligibility, capability, and suitability of the tenderer. As such, the presence of the tenderer or any authorized representative of the tenderer in the Technical Bid meeting is strongly insisted.

4. The existing Contractors/Service Providers engaged for rendering Sweeping/Cleaning service in the students’ hostel at IIT Kharagpur, will be assessed based on the performance report from the respective hostel(s) for their qualifying in the technical bid besides verification of the required documents as asked for submission with the technical bid and also the prescribed Tender Fee and EMD.

The sealed envelopes containing Commercial Bids of the tenderers will not be opened if their Technical Bids are found NOT ACCEPTABLE by the Committee. In such cases, the EMDs will be returned to them. TENDER FEE IS NOT REFUNDABLE.

ELIGIBLE BIDDERS:

- The invitation for Bids is open to all firms/organizations/agencies of repute who fulfill the following requirements:
  a) Registration under Labour Laws, Registration under Societies Act, Employees Provident Fund (EPF), Employees State Insurance (ESI);
  b) Must have valid Work Order to substantiate the fact of having a minimum 3-years experience in contractual housekeeping business, in hostels of reputed higher educational institutions along with satisfactory completion certificate;
  c) Must have valid document of having a minimum turnover of not less than Rs.25.00 Lakh per year in contractual housekeeping business with relevant documents as proof for remitting EPF & ESI contribution on a proportional basis per month.
  d) Must have valid Solvency Certificate for an amount not less than Rs.20.00 Lakh.

- To fulfill the eligibility criteria, the Bidder MUST also submit the documents as mentioned at Sl No.1 to 14 under the head – TECHNICAL BID.

COMMERCIAL BID:

- The Commercial Bid should be submitted as per the format endorsed with the tender document (vide Page #14) on the Letter Head of the Firm/Agency.
- The Commercial Bid should be based on the Minimum Wages Act, 1948 and the rates of wages should be in accordance with the approved rates of the Ministry of Labour & Employment, Government of India effective from 1st January, 2015, or any change in rate made thereafter.
- The Commercial Bid will also include other minimum requirements like EPF, ESI, other obligation, if any etc. as applicable under labour laws. Any offer/bid not in compliance with Minimum Wages Act and any other labour laws will be treated as INVALID.

ALTERNATIVE PROPOSAL BY BIDDER: The Bidder shall submit offers that comply with the requirements of the bidding documents including the specification of the works. Alternative proposal will not be considered.

BID VALIDITY:

- The Bid shall remain valid for the period not less than 120 days after the last date of bid submission.
A bid submitted for a bid validity of shorter period may be rejected as non responsive.

**LATE BID:** Any bid received by the Hall Management Centre after dead line as prescribed in the tender notice will be treated as late bid and will not be considered.

**ACCEPTANCE AND REJECTION:** The right to shortlist/reject any or all the tenders and/or to accept the whole or any part of the tenders without assigning any reason whatsoever will be vested upon the Committee as would be constituted for the purpose. Contractors/Service Providers, whose services of Sweeping/Cleaning/Gardening etc. in the hostel(s) at IIT Kharagpur were prematurely terminated earlier will not be eligible to participate in this tendering process.

**FINAL SELECTION AND AWARD CRITERIA:**

- Final selection will be based on a weighted criteria system to be devised by the Committee as would be constituted for the purpose.
- IT WILL BE PREROGATIVE OF THE SAID COMMITTEE, IF REQUIRED, TO MAKE NEGOTIATION AND TO WORK OUT SPLITTING OF THE JOB AMONGST THE SUCCESSFUL BIDDERS ON PARALLEL RATE CONTRACT WITH A VIEW TO CATER MAXIMUM SERVICE TO THE STUDENT COMMUNITY OF THE INSTITUTE.
- The decision of the Institute authority will be final in awarding the contract.

**DISPUTE AND JURISDICTION :** Any legal disputes, arising out of any breach of contract pertaining to the whole process of this tender, shall be settled in the court of competent jurisdiction in the district of Paschim Medinipore, West Bengal.

**ACKNOWLEDGEMENT:** It is hereby acknowledged that we have gone through all the schedules as well as the conditions mentioned above (in pages #3-7) and we agree to abide by these.

Date: 
Signature of the Tenderer along with official Seal

Place:
## Hall Management Centre
### Indian Institute of Technology Kharagpur

Details of Organisation/Service Provider
[ to be submitted with the Technical Bid ]

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Description</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the Firm</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Complete Address with contact number and email id.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Name &amp; Designation of the contact person with mobile number and email id.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Labour License Number / Registration Number (Copy should be enclosed)</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Trade License Number / Society Registration Number (Copy should be enclosed)</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Permanent Account Number (Copy should be enclosed)</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>EPF Registration Number (Copy should be enclosed)</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>ESI Registration Number (Copy should be enclosed)</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Proof for payment of Income Tax (last three years)</td>
<td>Copy of the IT Return for last three years to be enclosed financial year (2013-14), (2012-13), (2011-12)</td>
</tr>
<tr>
<td>10</td>
<td>Bidder Solvency (original certificate for an amount as mentioned earlier is to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Turn over per annum for last three years.</td>
<td>Fin. Year</td>
</tr>
<tr>
<td></td>
<td>Copy of audited statement of accounts to be submitted (Rupees to be shown in Lakh)</td>
<td>Turn over (Rs. In lakhs)</td>
</tr>
<tr>
<td>12</td>
<td>Experience of providing such service in hostel of academic institution (to be submitted as Annexure)</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Experience of providing such service in non academic establishment (to be submitted as Annexure)</td>
<td></td>
</tr>
</tbody>
</table>

**Declaration:** I/We hereby certify that the information furnished in this document is complete and correct to the best of my/our knowledge. I/We understand that in case any deviation is found in the above statements, at any stage, the company will be blacklisted 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
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 for a period of one year.** The HMC may extend the contract to such further period (maximum upto one more year), as it may deem proper, having regard to the quality and manner of the contractor’s performance on mutual consent.

- 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 for the areas to be cleaned.

- The Contractor will be required to bring all tools, materials, and labours 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 from any claims in this regard.

- The Contractor shall comply with all requirements under central and local sale taxes laws and shall be responsible for payment of all taxes and other statutory payments to the respective authorities.

- If it is observed at any stage that the quality of the work is not satisfactory, the contract/work order as a whole may be terminated and the Security Deposit will be forfeited. The Contractor will have no claim whatsoever on Hall Management Centre.

- Water and electricity would be provided free of cost 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.
**SCOPE OF WORK:**

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.

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 guidelines of basic cleaning process are as under:

<table>
<thead>
<tr>
<th>Task</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upkeep of toilets</td>
<td>6.00 am to 7.00 pm (continuous)</td>
</tr>
<tr>
<td>Cleaning of verandahs/corridors</td>
<td>minimum twice a day, more if required</td>
</tr>
<tr>
<td>Cleaning of staircases</td>
<td>minimum twice a day, more if required</td>
</tr>
<tr>
<td>Cleaning of student’s room</td>
<td>twice a week, more if required</td>
</tr>
<tr>
<td>Cleaning of front lobby, balcony</td>
<td>thrice a day, more if required</td>
</tr>
<tr>
<td>Cleaning of Common Room/Library/ Music Room/Utility Room/Common areas</td>
<td>twice a day, more if required</td>
</tr>
<tr>
<td>Cleaning of Cycle Shed/open fields etc.</td>
<td>twice a day</td>
</tr>
<tr>
<td>Cleaning of drains</td>
<td>daily continuous.</td>
</tr>
<tr>
<td>Cleaning of Glass panes common area</td>
<td>once a day</td>
</tr>
<tr>
<td>Cleaning of Roof</td>
<td>once a week</td>
</tr>
<tr>
<td>Cleaning of Dining Hall</td>
<td>minimum thrice a day before/after breakfast, lunch, and dinner</td>
</tr>
<tr>
<td>Cleaning of Garden/surrounding areas</td>
<td>as and when asked for</td>
</tr>
<tr>
<td>Cleaning of food waste</td>
<td>daily continuous</td>
</tr>
<tr>
<td>Removal of garbage</td>
<td>daily continuous</td>
</tr>
<tr>
<td>Grass cutting</td>
<td>as and when required</td>
</tr>
<tr>
<td>Hedge tree pruning</td>
<td>as and when required</td>
</tr>
</tbody>
</table>

**COLLECTION AND DISPOSAL OF WASTE GENERATED INSIDE MESS KITCHEN IS NOT WITHIN THE PURVIEW OF THE SCOPE OF WORK UNDER THE CONTRACT.**
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 worker/Supervisor for cleaning work in the girls’ hostel.

- 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.

- 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 in 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 workers to claim/have employment or otherwise seek absorption in the Hall Management Centre/IIT Kharagpur nor the contractor 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 damages caused to the property of the Hall or its staff members/visitors by the contractor of 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 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 losses caused to it due to non fulfillment of the contractual obligations in addition to forfeiture of Security Deposit.

The Hall Management Centre reserves the right to terminate the contract without assigning any reason by giving a notice of two months. The Contractor will also have to serve a notice of two months, 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 there after 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 to 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, belcha etc.

- **UNIFORM** – All workers of the Contractor shall wear uniform/ T-shirt of common clour while on duty. The logo/name of the service provider should be written on the uniform. It will 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 the workers is found without Apron.

- **IDENTITY CARD** – The Contractor will issue Identity Card to its workers and supervisor after getting them verified by the hall authority. 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 the workers is found without Identity Card.

- **MATERIALS [CONSUMABLE]** – To be supplied by the Hall.

**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/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. 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 of Rs.4000/- will be imposed.
- 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 2 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.

**LETTER OF ACCEPTANCE**

I/We have read the General terms and conditions of the contract given above and agree to abide by them.

Place: 
Signature of the Tenderer with official seal

Date: 

[to be typed on the letter head of the firm]
TENDER DOCUMENT FOR PROVIDING CLEANING SERVICES IN THE HALLS OF RESIDENCE

COMMERCIAL BID

1. Name of the Firm/Agency:

2. Address with contract number:

3. Trade License/Society Regn. Number:

4. Labour License Number:

5. PAN Number:

6. EPF Regn. Number:

7. ESI Regn Number:

8. Details of EMD: Rs.
   Drawn on Bank ____________________ DD No. __________ Date _______________

9. A) Service charge quoted:

   Percentage of Service Charge on minimum wage and statutory obligations such as EPF, ESI, etc. _______

Declaration: I/We hereby certify that the information furnished in this document is complete and correct to the best of my/our knowledge. I/We understand that in case of 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 tendered with seal
The following points must be implemented by the contractor/service provider in connection with the deployment of out-sourced staff/service provider staff. The tenderer must accept the following points mentioned in Schedule - E and a signed copy of the compliance must be submitted with the tender document as Schedule - E.

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 payments of wages shall be made preferably through direct bank transfer. If payment is made at the work premises it has to be on a working day and payment time and date are to be notified in advance.
4. All wages shall be paid in current coins or currency or in both.
5. A notice showing the wage period and the place and time of disbursement of wage shall be displayed, at the place of work and copy sent by contractor to the principal employer under acknowledgement.
6. 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.
7. The authorized representative of the principal employer shall record under his/her signature a certificate at the end of the entries in the register of wages or the Register of Wages-cum-Muster Roll as the case may be in following form: “Certified that the amount shown in column No ______ has been paid to the workmen concerned in my presence on ______ at ______.”
8. Every contractor shall maintain in respect of such registered establishment where he/she employs contract labour a register in Form XIII.
9. Every contractor shall issue an employment card in From XIV to each worker within three days of the employment of the worker.
10. Every contractor shall in respect of each work on which he/she engages contract labour maintain (i) a muster roll in Form XVI; and (ii) a register of wages in From XVII.
11. No female contract labour shall be employed by any contractor before 6.00 a.m. or after 7.00 p.m. for this purpose of housekeeping services.
12. ESI, EPF payment document in respect of each labour is to be submitted on monthly basis.
List of Hall where Sweeping/Cleaning/Gardening and allied services, within the scope of this tender, need to be provided:

<table>
<thead>
<tr>
<th>Place of Work</th>
<th>Type</th>
<th>Tentative no of workers that may be engaged *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Azad Hall</td>
<td>Boys hostel</td>
<td>22</td>
</tr>
<tr>
<td>Nehru Hall</td>
<td>Boys hostel</td>
<td>17</td>
</tr>
<tr>
<td>Patel Hall</td>
<td>Boys hostel</td>
<td>16</td>
</tr>
<tr>
<td>MMM Hall</td>
<td>Boys hostel</td>
<td>40</td>
</tr>
<tr>
<td>LLR Hall</td>
<td>Boys hostel</td>
<td>14</td>
</tr>
<tr>
<td>HJB Hall</td>
<td>Boys hostel</td>
<td>11</td>
</tr>
<tr>
<td>JCB Hall</td>
<td>Boys hostel</td>
<td>13</td>
</tr>
<tr>
<td>V S Hall</td>
<td>Boys hostel</td>
<td>16</td>
</tr>
<tr>
<td>M S Hall</td>
<td>Boys hostel</td>
<td>16</td>
</tr>
<tr>
<td>R K Hall</td>
<td>Boys hostel</td>
<td>20</td>
</tr>
<tr>
<td>R P Hall</td>
<td>Boys hostel</td>
<td>23</td>
</tr>
<tr>
<td>B C Roy Hall</td>
<td>Boys hostel</td>
<td>10</td>
</tr>
<tr>
<td>S A M Hall</td>
<td>Girls hostel</td>
<td>7</td>
</tr>
<tr>
<td>L B S Hall</td>
<td>Boys hostel</td>
<td>44</td>
</tr>
<tr>
<td>SN/IG Hall</td>
<td>Girls hostel</td>
<td>20</td>
</tr>
<tr>
<td>MT Hall</td>
<td>Girls hostel</td>
<td>17</td>
</tr>
<tr>
<td>R L B Hall</td>
<td>Girls hostel</td>
<td>17</td>
</tr>
<tr>
<td>Gokhale Hall</td>
<td>Girls hostel</td>
<td>6</td>
</tr>
<tr>
<td>BR Ambedkar Hall</td>
<td>Boys hostel</td>
<td>13</td>
</tr>
<tr>
<td>Nivedita Hall</td>
<td>Girls hostel</td>
<td>7</td>
</tr>
<tr>
<td>ZH Hall</td>
<td>Married students’ hostel</td>
<td>5</td>
</tr>
</tbody>
</table>

*Note: 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.*