

**INDRAPRASTHA INSTITUTE OF INFORMATION TECHNOLOGY, DELHI**  
**(IIIT-DELHI) A State University established by the GNCTD**



INDRAPRASTHA INSTITUTE *of*  
INFORMATION TECHNOLOGY **DELHI**

**NOTICE INVITING TENDER FOR**  
**PROVISION OF FACILITY MANAGEMENT SERVICES**  
**AT IIITD CAMPUS AT OKHLA, PHASE III, NEW DELHI**

**Tender No- 04/2022 Date: 4th Feb 2022**

## TABLE OF CONTENT

S.no	Section/ Annexure	Content	Page No
1	Section-1	<a href="#">About IIT-Delhi</a>	3
2	Section-2	<a href="#">Schedule for invitation of tender</a>	3
3	Section-3	<a href="#">Procedure for submitting tender with eligibility criteria</a>	6-9
4	Section -4	<a href="#">Bid Evaluation</a>	9
5	Section -5	<a href="#">Terms and Condition</a>	10
6	Section -6	<a href="#">General Terms &amp; Condition</a>	11-21
7	Annexure-I	<a href="#">Bidder Profile</a>	22-23
8	Annexure-II	<a href="#">Details of EMD</a>	24
9	Annexure-IIA	<a href="#">Exempted Bid Security Declaration Form for MSME/NSIC only</a>	25
10	Annexure-III	<a href="#">Annual Turnover Declaration sheet</a>	26
11	Annexure-IV	<a href="#">Undertaking – Years of Experience</a>	27-28
12	Annexure-V	<a href="#">List of Clients</a>	29
13	Annexure-VI	<a href="#">Undertaking for Acceptance of Tender Terms &amp; Conditions</a>	30-31
14	Annexure-VII	<a href="#">Qualifications and experience of manpower</a>	32-33
15	Annexure-VIII	<a href="#">Suggested Minimum Manpower Required</a>	34-35
16	Annexure-IX	<a href="#">Scope of work</a>	36-56
17	Annexure-X	<a href="#">Existing equipment's list under AMC</a>	57
18	Annexure-XI	<a href="#">Area Details</a>	58
19	Annexure-XII	<a href="#">Service Level Arrangements (SLAs)</a>	59-60
20	Annexure-XIII	<a href="#">Form of Agreement</a>	61
21	Annexure-XIV	<a href="#">Form of bank guarantee for performance security</a>	62-63
22	Annexure-XV	<a href="#">Declaration by the tenderer</a>	64
23	Annexure-XVI	<a href="#">Technical bids documents - Eligibility Criteria</a>	65-68
24	Annexure-XVII	<a href="#">Minimum List Of Consumables, Tools and Tackles, Equipment to be provided by Bidder</a>	69-74
25	Annexure-XVIII	<a href="#">Financial/Price Bid in the Separate envelope-B</a>	75-77

## Section-1: About IIIT-Delhi

IIIT-Delhi invites tender under two bid system from established, well reputed, professional and experienced agencies for Provision of Facility Management Services in Indraprastha Institute of Information Technology Delhi, Okhla Phase III, New Delhi – for a period of three years extendable on yearly basis, depending on the performance which will be evaluated based on the feedback from customers upto **maximum period of 4 years**.

The IIITD Campus built over a 22.4-acre piece of land has a built-up area of around 11ac Sqm. It comprises urban residential University Campus with high rise buildings upto 37m height and State of the Art facilities used for professional IT Research and Development based Education in IT and ECE. a present strength of approximately 2500-3000 students, 120 faculty and staff on campus.

All amendments/information with respect to this tender will be uploaded on the website <https://www.iiitd.ac.in/tenders> and all Tenderers are, therefore, advised to visit the website regularly for updates.

The system is based on a two-bid system where the technical bid and financial bid shall be submitted separately.

## Section-2- Schedule for invitation of tender:

<b>Name of Institute</b>	<b>IIIT-Delhi, New Delhi</b>
Name of Work:	Provision of Facility Management Services at IIITD Campus Okhla Phase-III New Delhi-110020
Tender No	04/2022
Date of Start and downloading the tender (Tender document available from <a href="http://www.iiitd.ac.in">www.iiitd.ac.in</a> )	4 <sup>th</sup> Feb 2022
Technical Bid Submission end date (Last date and time) for receipt of bids	<b>28<sup>th</sup> Feb 2022</b> at 1500 Hrs. (tender deposit in the Tender Box kept in 2nd Floor of Academic Block of the Institute)
Date and time of bid opening of Technical Bids	<b>28<sup>th</sup> Feb 2022 at 1530 Hrs</b>
Financial bids of only those bidders, who qualify for bidding will be opened.	Only those tenderers who have submitted the required documents as prescribed in the tender document will be considered for opening of Financial Bid. The date and time for the same will be decided later.
Address for communication & submission of tender documents and opening of technical bid	Registrar, IIIT-DELHI, Okhla Industrial Area, Phase III, New Delhi 110020

Tender Fee/cost	Rs.5000/- + 18% GST = Rs.5900/- (Rupees Five thousand Nine hundred only) in the form of a demand draft/ pay order in favor of <b>IIIT-Delhi Collections</b> which is non-refundable. NEFT Transfer A/c details are as under: Bank - HDFC Bank LTD , Okhla Industrial Area Phase –III New Delhi 110020 Beneficiary's Name - <b>IIIT Delhi Collections</b> Account No - 20741110000035 IFSC code- HDFC0002074 In case of on-line payment of Tender Fees - UTR No. (For Tender Fee)
Earnest Money Deposit (EMD)	<b>Rs.12,00,000/-</b> in the form of Demand Draft/ Pay Order/ Insurance Surety Bonds in favour of " <b>IIIT Delhi Collections</b> " payable at New Delhi -110020 (except for those who are exempted by NSIC certifications (with Proof)) failing bid shall be treated as invalid and shall be liable for rejection.
Performance Guarantee	To be submitted by L1 bidder The bidder whose bid is accepted will be required to furnish Performance Guarantee of 3% (Three percent) of the accepted tendered amount in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract. This guarantee shall be in the form of DD / FDR/Insurance Surety Bonds in favour of IIIT Delhi Collections payable at New Delhi-110020 . <b>Bank Guarantee</b> of any scheduled bank drawn in favour of <b>IIIT-Delhi</b> .
Date for start of full service	Within Fifteen (15) days of the Award of Contract, as per scope of work.
Pre- bid meeting	A pre bid meeting will be held as on <b>15<sup>th</sup> Feb 2022</b> at 2.30 PM - Any doubts or queries of the potential bidders will be addressed during the meeting. <b>Venue: To be held via Video Conferencing (VC)</b> <b>–Link shall be shared via email with the prospective Bidders/website.</b>
Clarification/Queries, if any, can be addressed to	email ID: admin-project@iiitd.ac.in phone no- 01126907563/564/565

**Note: This tender document contains 77 pages (total no. of pages including Annexures) and Tenderers are requested to sign on all the pages.**

1. The bidder must read the prescribed terms & conditions and accept the same to proceed further to submit the bids.
2. After downloading/getting the tender schedules, the Bidder should go through them carefully and then submit the documents as asked. Incomplete information may lead the bid to be summarily rejected.
3. Bidders must unconditionally accept all terms and conditions stipulated in the original/downloaded tender document and submit/upload the entire signed and stamped document.
5. All documents submitted should be self-attested with the seal of the bidder.
6. All pages of the bid including all enclosures should be numbered (except printed leaflets/catalogue) and must be duly filled in, signed and stamped by the bidder or his authorized representative. Offers received without signature and seal on all pages are liable to be rejected.
7. The evaluation of the bid, as explained in detail later, will give equal weightage to technical bid and equal weightage to financial bid.
8. Site visit before bidding is essential and no extras can be considered on account of lack of knowledge of the site conditions.
9. The FMS services shall be 24x7 being a residential campus including all gazetted holidays and any day/time as called for/directed by the Engineer In Charge.
10. Only one representative (authorized of company) per agency, will be allowed to witness the opening of bids. Financial bids of only the technical qualified bidders will be opened as per the schedule.

## SECTION- 3

### **PROCEDURE FOR SUBMITTING TENDERS IN TWO ENVELOPE SYSTEM (TECHNICAL & FINANCIAL BID)**

#### **A. TECHNICAL BID: ENVELOPE A**

The following documents along-with supporting documents, may be submitted in Original form so as to reach IIIT-D, Okhla Ind. Area, Phase-III, New Delhi-110020, before the last date and time of the closing of the bid and time indicated in the tender: -

Original/downloaded tender document duly filled in, signed and stamped by the Bidder or his authorized representative and duly witnessed with name address & contact number of witness.

The bid criteria as mentioned in the below must be fulfilled and supported by relevant documents as indicated below.

- i. Covering letter indicating the index/list of enclosures.
- ii. Bidder should be a Public Limited / Private Limited company established under the Companies Act / Registered Partnership Firm. **Bids from Proprietorship / Unregistered Partnership Firm / Joint Venture or Consortium are not eligible.**
- iii. Company existing at least for the past 7 (Seven) years from the date of publication of the advertisement- A copy of the Certificate of Registration is to be enclosed
- iv. Bidders **must** have a main / Branch office within Delhi /NCR.
- v. Tender document fee/cost- Rs.5000/- + 18% GST = **Rs 5,900/-** in the form of a demand draft/ pay order in favor of **IIIT-Delhi Collections** which is non-refundable.
- vi. Information of the Bidding Bidder duly signed by the bidder or authorized representative of the bidder as per the Performa and format given in [Annexure-I](#)- Properly filled and duly signed and stamped.
- vii. Earnest Money Deposit (EMD) - **Rs.12,00,000/-** in the form of Demand Draft/ Pay Order/ Insurance Surety Bonds in favour of “**IIIT Delhi Collections**” payable at New Delhi, along with properly filled, signed and stamped in original along with declaration [Annexure-II](#). (except for those who are exempted by NSIC certifications (with Proof)) failing bid shall be treated as invalid and shall be liable for rejection. ([Annexure-IIA](#))
- viii. Declaration as per [Annexure-III](#) along with attested Copies of Income Tax Return and acknowledgment of the income tax department for the last three years, Certificate from Chartered Accountant regarding annual turnover of minimum **Rs.12 Crores** for each of the last 3 years i.e. **2017-18, 2018-19 & 2019-20.**

- ix. Undertaking of at least 7 years of Experience in the field of **Facility Management Services** shall be given in [Annexure-IV](#) and on official letter head of Bidder, duly signed and stamped by Bidder.

Three similar completed works with annual costing not less than the amount equal to **Rs. 2,40,00,000/-**;

**or**

Two similar completed works with annual costing not less than the amount equal to **Rs. 3,60,00,000/-**;

**or**

One similar completed work with annual costing not less than the amount equal to **Rs.4,80,00,000/-**

Similar works means Facility Management services (Technical and Housekeeping) for running operation and maintenance of the Academic Institutes /Institutes/Autonomous Bodies/Universities/Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or Public Sector Banks or Local Bodies/Municipalities/Reputed Pvt companies/Corporate/ MNC's in the last 7 years from 1/4/2014.

The value of executed work shall be brought to current costing level by enhancing the actual value of work at a simple rate of 7% per annum calculated from date of completion to last date of submission of technical bid from last 7 financial years i.e. starting from 1/4/2014.

Experience certificates must be attached for the vendors from Govt Department of level not below XEN, from Pvt sector from GM/VP of the organization. A certificate from the authorized official of the concerned organization.

Proof of successful execution of work along-with certified copies of the Award of Work and Completion certificate and Agreement executed for providing identical/similar Services in the last seven years with contact number and email (As given in [Annexure IV & V](#))

- x. Experience of providing Facility Management Services in at least one in Academic Central/ State Government University Campus ([Annexure IV & V](#)) At least One similar completed work in Academic -Central/ State Government University Campus/ Autonomous Bodies with annual contract value of not less than of **Rs 2,40,00,000/-** A certificate from the authorized official of the concerned organization.
- xi. List of present clients with whom annual billing for similar services shall not be less than as mentioned in eligibility criteria in the last seven years.- [Annexure-V](#)
- xii. Solvency certificate - The firm should produce a solvency certificate from any Nationalized /Scheduled Bank for an amount of from banker(s) for the value not less than **Rs 2,40,00,000/-** obtained not earlier than six months from the last date of the submission of tender.

- xiii. The Agency should be having valid ESI, EPF, PAN, GSTIN, valid Registration number & valid License No. under Contract Labour (R&A) Act, 1970
- xiv. The Bidder must have minimum quality certification of ISO 9001: 2015
- xv. The Bidder should have a minimum strength of 2,000 workers under its payroll.
- xvi. Undertaking to accept Terms and Conditions of the Tender document and to comply with them as per [Annexure-VI](#) on a letterhead duly signed and stamped by authorized signatories. L1 of the bid will submit the same on award on Non-Judicial stamp paper of Rs. 50/- duly notarized and signed by the Bidder or authorized representative of the Bidder.
- xvii. Undertaking to provide manpower as per the desired category, qualification, experience & and terms and conditions and conforming to all legal requirements, insurance / labour laws/licenses completely indemnifying IITD against any legal /claims /damages due to the contractor manpower. [Annexure-VII](#)
- xviii. Only those who hold valid registration with the Labour Department shall be eligible to bid and if found successful the workmen shall need to get registered with the labour department. Photocopy of license duly signed and stamped by Bidder.
- xix. Brief about the training organization and training- Information about training programs/tie up for the training of employees for Facility Management Services, along with records of recent past training conducted.
- xx. All the annexures should be submitted in the enclosed format ([Annexure- XVI](#)) along with necessary supporting documents duly numbered and signed by an authorized signatory. Applications with insufficient/incomplete documents are liable to be rejected.
- xxi. **It must be noted that the no price should be indicated in the technical bid.**
- xxii. The bidder will be required to make a short presentation to the expert committee on the plan it has for providing facilities management services to IIT Delhi after being prequalified for the works.  
**Bidders who do not fulfill any of the criteria mentioned at S. No. i to xxii or fail to submit documents, complete in all respects, shall not be considered for technical evaluation.**  
**Even though the applicants meet the above criteria, they are subject to be disqualified if we find that they do not meet any of the criteria and are incomplete.**
- Made misleading or false representation in the form, statement and attachments submitted in and
  - or
  - Have a record of poor performance such as abandoning the work, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures, etc.



- Have been found to have been black listed in any other works.  
**The above will apply during the contract period also”.**
- In case of false information, the EMD will be forfeited and agency blacklisted for tendering for next 5 years in the Institute.

**B. PRICE /FINANCIAL BID: - ENVELOPE B**

**Minimum required manpower is given in [Annexure VIII](#) . Institute reserves the right to increase /decrease the manpower at its discretion /as per the requirements with 24 hours’ notice period. Without any variation in the management fee percentage at the any point of time during the contract period.**

**The bidder must visit the campus prior to bidding and ascertain the manpower essential for the required services. In case the bidder feels it is necessary to deploy additional manpower to meet SLAs, the same can be included in the bid, however at no cost compromise in SLAs or scope of work will be accepted.**

**The price bids must be submitted in the prescribed format as per ([Annexure-XVIII](#)) and nowhere else. (PLEASE NOTE THAT NO PRICES SHALL BE INDICATED IN THE TECHNICAL BID ENVELOPE A)**

1. The price bid is to be quoted strictly as per the format given in [Annexure-XVIII](#). There should be no cutting or overwriting.
2. If the price bid is not quoted as per the format in [Annexure-XVIII](#), the bid is liable to be rejected or the evaluation committee may make its own judgment regarding the total monthly cost of the price bid quoted by the bidder.

**Section -4 BID Evaluation:**

- a. For the purpose of selection of the bidder, a two bid system evaluation process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid & Financial Bid. Evaluation will be done strictly on Eligibility Criteria as mentioned in this tender.
- b. The bids shall be shortlisted and tender shall be awarded to the bidder obtaining the lowest shortlisted price bid,

## **Section -5**

### **TERMS AND CONDITIONS**

Period of Contract	This contract shall be valid for an initial period of one year. The contract will be valid initially for three years from the date of engagement of the bidder subject to review every year and based on feedback of the customers upto maximum of 4 years at the sole discretion of the Institute.
Price	Quoted rates shall be valid for the entire period of the Contract. However, the increase of minimum wages as per the Govt. Notification shall be applicable. In case of those categories which are not covered under Minimum Wages notifications,
Replacement of Staff	Only on instructions of the competent authorities any staff/employee may be required to be replaced immediately from the site without assigning any reason whatsoever. Any staff/employee may be required to be replaced immediately from the site without assigning any reason whatsoever.
Payment	Payment shall be made on monthly basis within fifteen (15) days from the date of receipt of bill duly certified & recommended by designated officer in charge.
Workmen Employed	The Bidder shall be responsible for following all labor laws and statutory requirements, insurances pertaining to its employees. The bidder shall Indemnify IIT-D against any Claim on this account. It must retain sufficient reserves of manpower to cater for situations like leave, weekly offs, medical problems, holidays or any other exigencies etc.
Performance	The performance of the services will be continuously evaluated by the designated committee/user groups nominated by the Director.
Delay in Payment	Even in case of delay in monthly payments, the bidder should make payment to its manpower by the 7th of the following month & for consumables without holding /affecting the work.
Arbitration	Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996, within thirty (30) days (or such longer period as may be mutually agreed upon from the date that either party notifies in writing that such dispute or disagreement exists.
Restrictions	Smoking cigarette, bidi, chewing tobacco, pan, Gutkha or any other banned item is strictly prohibited inside the Institute's premises. Non-Compliance may lead to suitable penalty /termination of contract, to be decided by the Institute. All latest guidelines for prevention of spread of Covid 19 pandemic must be followed
Attendance register	Bidder shall be responsible to provide and maintain Biometric/Mobile Application based attendance & manual records of daily attendance of the staff deployed by it. However, the Institute reserves the right to inspect all the records & verify attendance as and when required /any time as deemed fit.
Certification of bills	Every bill forwarded for payment shall need to be certified by the nominated officer of the Institute.

## **Section -6**

### **A. GENERAL TERMS & CONDITIONS**

1. In the event of non-commencement or unsatisfactory performance of the work contract, the Institute reserves the right to cancel the contract agreement or to withhold the payment. In such an eventuality Institute (IIIT-D) further reserves the right to get the work done from some other agencies at the cost of bidding. The Bidder will also be black listed in the Institute for a period of 5 years from participating in such type of tender and his earnest money/security deposit will also be forfeited.
2. It shall be presumed that the terms & conditions mentioned in the tender document including amendments/ corrigendum if any have been read, understood and duly accepted by the bidder. The bidder shall have no right to modify/ alter/ amend/ delete any terms/ conditions mentioned in the tender document.
3. The tender is not transferable or assignable under any circumstances.
4. Only the original/downloaded complete tender form must be signed & stamped, and uploaded.
5. Each page of the tender should be signed by the bidder/ Bidder or his authorized signatory and duly witnessed with the seal of the firm.
6. Furnishing of wrong information and false documents will make the bidder ineligible for bidding and liable to be debarred/blacklisted from participation in Tender enquiries/Open Tenders/Annual Rate Contracts by the Institute and /or other Delhi Government's departments. The EMD amount will also be forfeited.
7. The bidder will have to furnish documents in support of the information given in the tender. Original documents shall be checked for verification as and when required.
8. In case of any attempt for cartelization by a bidder with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted and bid security will be forfeited.
9. If any required information /documents are not submitted, then the bid of the concerned bidder will be rejected and shall not be considered. No representation in this regard will be entertained.
10. The bidders are expected to be present at the time of opening of bid; however, the bids will be processed even when no bidder /representative is present as per declared schedule.
11. The decision of the Institute regarding approval of bids shall be final and binding on all bidders.

12. A prospective bidder requiring any clarification of the Bidding Document shall contact the Institute through e-mail- [admin-project@iiitd.ac.in](mailto:admin-project@iiitd.ac.in)
13. Any person who is in Govt. Service anywhere or an employee of the Institute should not be made a partner to the contract by the bidder directly or indirectly in any manner whatsoever.
14. The individual signing the tender document/ bids or any document forming part of the bid on behalf of bidder, shall be responsible to produce a proper power of attorney duly executed in his favor stating that he/she has authority to bid on behalf of such other person of the bidder as the case may be in all matters pertaining to the contract including the arbitration clauses. In case the bidder, so signing, fails to provide the said power of attorney the Institute may, without prejudice to other civil and criminal remedies, cancel the bid and hold the signatory liable to all costs and damages. In the case of registered or unregistered partnership firms, all the partners should sign the bids. In case of change of any person signing the agreement on behalf of a limited company or firm, he/she will produce a letter of authority /resolution passed by the company empowering him/her to sign the agreement on behalf of the Bidder/ company or firm.
15. The personnel, whose services are provided by the bidder, shall at all times and for all purposes be the employees of the Bidder (Bidding bidder) and on no account personnel so appointed and recruited by the bidder (Bidder) will have any claim for appointment, continuous recruitment or regularization etc. against the Institute.
16. In every case in which by virtue of the Workmen's Compensation Act, the Institute is obliged to pay compensation to such a person employed by the Bidder (bidder) in execution of the work, Institute will be entitled to recover from the Bidder (bidder) the amount of compensation so paid.
17. The bidder shall be responsible for verifying the antecedents of its staff/employees working in IIIT-D, by police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any authority. The list containing the names/addresses of the personnel appointed by the bidder shall be made available to the Institute with their bio-data within 15 days from the date of deputation. The same shall also be provided in the form of a CD giving out photographs and details of the staff within one month of commencement of work.
18. The bidder shall obtain a license under Contract Labor(R&A) Act,1970 and also submit an attested copy of such license to the institute. The bidder shall abide by all necessary provisions other Labor laws /Acts viz, ESI /Bonus/workman compensation
19. Only those who hold valid registration with the Labour Department shall be eligible to bid and if found successful the bidder (workmen) shall need to get registered with the Labour Department.

20. The bidder shall have necessary licenses/ authorizations for providing Facility Management Services and/or obtain the same at its costs and expenses as and when required.
21. The successful bidder shall be required to file a copy of every contract appointment with a detailed bank account to which wages of the workmen were to be credited by the successful bidder with the District Level Grievance Redresser machinery headed by the Deputy Commissioner (Revenue).
22. The Bidder, himself, shall be responsible for any type of statutory/ mandatory claims or penalties in light of the default with reference to the above provisions.
23. In case any person engaged by the Bidder is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the bidder will have to replace such person with a suitable substitute at the direction of the competent authority at short notice.
24. The Institute shall not provide any sort of accommodation to the staff or person deployed by the bidding bidder and no cooking/lodging will be allowed in the premises of the Institute at any time.
25. The deployed staff shall wear the prescribed neat and clean uniform according to season affixing thereon the agency badge.
26. All safety accessories and measures as required for the execution of the work shall be provided to the workers by the FMS Bidder at its own cost as helmet, rubber gloves, boots, safety belt etc. This also shall include the Covid protocol requirements of gloves, mask, sanitizers, PPE , first and kits etc for safety of the workers.
27. The bidder shall not engage any staff below the age of 18 years. All the staff deployed by the bidder shall be medically fit and their antecedent be verified prior to the deployment in the Institute.
28. If any complaint of misbehavior and misconduct comes into the knowledge of the Institute then all such responsibility shall be of the bidder and any loss owing to negligence or mishandling by the staff, the Bidder/ Bidder shall himself be responsible to make good for the losses so suffered by the Institute.
29. The Bidder shall not, at any stage, cause or permit any sort of nuisance in the premises of the Institute or do anything which may cause unnecessary disturbance or inconvenience to others working there as well as to the general public in the Institute premises and near to it.
30. No escalation of rates quoted will be allowed during the period of contract except due to revision of minimum wages or revised statutory provision. The bidder will honor the Fall Clause in case it also gets business in any other establishment.

31. The bidder shall not engage any subcontractor or sublet/transfer the contract to any other bidder/person in any manner.
32. The bidder providing Facility Management Services should ensure the following: -
  - a) That a daily report of its staff on duty and about their performance is furnished & maintained.
  - b) That its staff does not smoke/drink/abuse drugs at the place of work.
  - c) That any specific work related to Maintenance assigned to it by the Principal Employer or any officer authorized by him is carried out by him diligently and well in time.
  - d) The Principal Employer may also ensure that the salary wages shall be distributed in full as per Minimum Wages Act by the Bidder/ Bidder to the deployed staff by 7<sup>th</sup> of the month.
  - e) All ESI and PF payments are timely deposited with the authorities. The gratuity payments shall be the responsibility of the vendor.
33. Tax deduction at source shall be governed by the prevailing Rules.
34. In case the bidder fails to execute the job after signing the agreement /deed or leave the job before completion of the period of contract at their own accord, the Director, IIITD shall have the right to forfeit the last payment due, irrespective of the duration of the contract.
35. The Institute (IIIT-D) reserves the right to:
  - A. Amend the scope and value of any contract under this project.
  - B. Reject or accept any application without assigning any reasons thereof and
  - C. Reject all applications and cancel the Tender.
  - D. The Institute/Employer/Consultant shall neither be liable for any such actions nor be under any obligation to inform the Applicants.

**B. PENALTY CLAUSES**

- 1) In case the bidder fails to commence the work as stipulated in the agreement, after 2 weeks delay, Institute reserves the right to cancel the contract and withhold the agreement and forfeit the EMD as applicable and get this job to be carried out at the cost of the Bidder. The defaulting Bidder/ Bidder will be blacklisted from participating in any tender of IIIT-D for next three years.
- 2) During the execution of the contract, in case there is a shortfall from the committed number of manpower, the Institute will deduct wages payable for the day for the missing manpower.
- 3) For any other breach of contract, Designated committee or Authority or any person nominated by or on behalf of the Institute shall be entitled to impose a penalty up to Rs. 1000/- for each event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee. The total penalty per month will be limited to Rs 5000. Some of the instances in which a penalty would be imposed are enumerated below. (But these are not exhaustive and penalties may be

imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).

- a) If the personnel working are not found in proper uniform and displaying their photo identity card.
- b) If the personnel found indulging in smoking/drinking/sleeping during duty hours.
- c) Penalty will also be imposed if the behavior of personnel(s) found is discourteous to anyone in the institute.
- d) If any person found performing duty by submitting a fake name and address, the services of such person shall be terminated and the bidder will be held responsible for such lapse.
- e) If any personnel found on duty other than those mentioned in the approved list is supplied by the agencies to the Institute's authorities.
- f) In the case of any loss/theft of IIT-D property, the committee of IIT-D will consider the circumstances leading to the loss and if the responsibility is fixed on the bidder, the Institute will make good the losses by deducting the cost of loss from the next month's bill in one or more installments.

**C. BID SECURITY (EMD):**

- 1) Each tender must be accompanied by Bid Security of **Rs 12,00,000/- (Rupees Twelve Lac only)** in the form of Demand Draft/ Pay Order/ Insurance Surety Bonds in favour of "**IIT-Delhi Collections**" payable at New Delhi -110020 and the original Bid Security sent to Indraprastha Institute of Information Technology-Delhi, Okhla Industrial Area, Ph-3, New Delhi – 110020 so as to reach before the closing of the bid.
- 2) The Bid Security shall be valid and remain deposited with the Institute for the period of forty-five days beyond the final bid validity period.
- 3) In case of non-submission of Bid Security, the tender would be rejected without assigning any reason whatsoever
- 4) No interest shall be payable by the Institute on the Bid Security.
- 5) Bid Security shall be refunded immediately to the unsuccessful bidder on finalization of the tender and to the successful bidder on commencement of work.
- 6) The Bid Security is liable to be forfeited if the bidder withdraws or impairs or derogates the bid in any respect within the period of validity of this offer.

**D. PERFORMANCE GUARANTEE**

The bidder whose bid is accepted will be required to furnish Performance Guarantee of 3% (Three percent) of the accepted tendered amount in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract. This guarantee shall be in the form of DD / FDR/ Insurance Surety Bonds in favour of **IIT Delhi Collections** payable at New Delhi-110020 . Bank Guarantee of any scheduled bank drawn in favour of IIT-Delhi. The Performa will be provided at the time of award of work.

**E. SUPERVISION & QUALITY CONTROL**

- 1) Institute management shall have the right to terminate the contract/reduce the scope of the services rendered by the bidder, with one month notice, if services provided are not of the requisite standard.
- 2) Institute will have unfettered right to inspect the premise, process of **Housekeeping and other operations** at any time and the bidder will cooperate with the Institute. Institute will have overriding supervising power to give instructions and it must be complied with.

**F. LIABILITIES OF SERVICE PROVIDER**

- 1) Manpower engaged by Bidder will be trained, young, smart and well-mannered with proper uniform and as per the qualifications, experience and age as specified in [Annexure - VII](#).
- 2) The Bidder shall make available CV of the employees in hard copy and/or soft copy giving out the details of all the employees deployed in IIIT-D.
- 3) The shift of the staff would be rotated periodically and a roaster would be maintained.
- 4) The staff would be changed with proper handling & taking over every month / week as per roster to avoid possible contacts/collusion for better operational point of view.

The bidder shall pay its employees' wages into their respective bank account through ECS (mandatory requirement). The ECS statement of monthly **salary** payment duly verified by bank officials would have to be submitted before 7<sup>th</sup> of the following month.

- 5) All liabilities such as wages, ESI, PF, Bonus and other statutory requirements of the staff on duty will be borne by the bidder. Bidder will submit the proof of PF & ESI payments with ECS statement for salary payment with the monthly bill.
- 6) The bidder shall be responsible to provide trained manpower in Facility Management Services.
- 7) IIIT-D names a worker as unfit/ inefficient, he /she should be removed from the work and a reliever is provided immediately.
- 8) Providing emergency services as needed on a twenty-four (24) hour, seven (7) days a week basis. The response time for attending to any breakdown/ maintenance call shall be immediate and in no case it should exceed one hour QRT should be made available as and when called for any emergencies.
- 9) Developing and implementing comprehensive facility operation and preventative maintenance plans.
- 10) Nobody will be appointed without approval from IIITD.



- 11) Weekly, fortnightly and monthly training of all the personnel deployed must be organized as per training program and intimated to IIIT-D.
- 12) Working hours of outsourced employees would normally be eight (8) hours (excluding tea and lunch break). A biometric machine will be installed for all the personnel deployed for the services
- 13) During winters staff will be equipped with woolen jackets, pullovers (Sweaters), coats , gloves & boots as per need.
- 14) The service provider shall also provide female staff as per Institute need to cater to female occupants.
- 15) A trained fire supervisor should be included in the team heading the fire technicians.
- 16) A disaster response and management system should be put in place to deal with any calamity.
- 17) The Covid protocol should be followed by each and every team member and deployment of teams should include only double vaccinated personnel following of covid appropriate behavior.
- 18) Periodic audit of the stores and items should be carried out and quarterly report of stock shared with IIITD or as and when called for.
- 19) The operation manual should be followed and any works shall be carried out in coordination with the project and operation officers of the department with plans.
- 20) The Agency/ Firm shall give the Maintenance services on all days of the month including gazette holidays i.e. round the period of contract as work specified in NIT. There will be no separate payment for three National Holidays i.e. Republic Day, Independence Day and Gandhi Jayanti and the same is to be included in the monthly charge claimed in tender by the Agency/ Firm for the minimum deployment not exceeding 1/3 of the total deployed strength.
- 21) The bidder/tenderer shall submit an undertaking on its letterhead (in [Annexure-XV](#)), duly signed and stamped, that none of the staff, faculty members, relatives, etc. of the Indraprastha Institute of Information Technology-Delhi are related directly or indirectly to any employees, Directors, or Key Managerial Personnel, etc. of the bidder/tenderer. In the event of the IIIT-D coming to know or pointing about the same, the bidder/tenderer undertakes to deposit a sum of Rs.5,00,000/- (Rs. five Lakh only) as a penalty with the Institute.

Such bidders/tenderers shall be liable to be blacklisted and announced on the website of IIIT-D.-

## **G. CONTRACT PERIOD**

- 1) The contract will be valid initially for three years from the date of engagement of the bidder subject to review every year and based on feedback of the customers upto maximum of 4 years .
- 2) After the completion of the assigned responsibilities across the tenure of the contract, Institute, at his sole discretion and mutual consent, may extend the contract on year to year basis (maximum upto for a period of four years one same terms and conditions) based on satisfactory performance of the bidder during the previous year(s) and successful meeting and exceeding of the SLAs.
- 3) In an exceptionally deserving case Institute, at his sole discretion and mutual consent, may consider further extension of the period of contact for which independent assessment of performance could be sought.
- 4) Institute will decide the commencement of the service which will be duly notified at the time of Award of Tender.

## **H. PAYMENT TERMS**

- 1) Given the fact that the contractor is under legal obligation to pay due wages as the requirements of law, the successful bidder shall be expected to make payment to the workmen under Electronic Fund Transfer System. The contractor shall pay for all legal charges/contributions to statutory authorities. Besides that, the contractor shall be obliged to satisfy the empowered officer about continued labor law compliance as and when required by the empowered officer.
- 2) The payment to the service provider shall be made as per actual and not exceed quoted price (supported by ECS statement duly verified by bank official). The deployment of manpower may vary as per need basis and would be assessed on a dynamic basis. Monthly assessment and review shall be made. Bank statements shall be made available to IITD by the 7th of every month.
- 3) The Bidder shall raise the bill by the first week of next month. The payment shall be made within Fifteen (15) days of submission of bill. Disputed amount or amount on which clarification is required may be held up till the time matter is sorted out. However, the rest shall be released by the due date.
- 4) Payment from the Institute shall be made by electronic fund transfer to the supplier's account by NEFT or RTGS for which purpose the bidder is expected to submit their complete bank details.
- 5) While considering the attendance and availability of the staff, their working hours will be considered for evaluation and non – compliance with the mentioned hours of work. In case of any non-compliance a penalty will be imposed. Penalty would be in terms of part of the salary / payment, which would be deducted and reflected in the month's payment.

- 6) Payment of bill for deployed manpower must be submitted with following documents for further processing of the bill:
  - a. ECS statement
  - b. Monthly Statement of EPF payment
  - c. Reimbursement of the bonus component will be provided (subject to maximum as quoted in the price bid format) after submission of proof of credit in the bank account of employee
- 7) The payment to the contractor shall be released only after verification of the contracted service through a checking mechanism enforced by Designate Inspection Committee or Authority or any person nominated by or on behalf of the Institute to assess the performance of the bidder, both in terms of quantity and quality.

**I. FORCE MAJEURE**

- 1) "Force Majeure" shall mean any event beyond the reasonable control of the Institute or the Bidder/ Bidder, as the case may be, and which is unavoidable. notwithstanding the best efforts of the party affected.
- 2) If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances thereof within fourteen (14) days after the occurrence of such event.
- 3) No delay or non-performance by either party hereto caused by the occurrence of any event of Force Majeure shall
  - a. constitute a default or breach of the Contract
  - b. give rise to any claim for damages or additional cost or expense occasioned thereby
  - c. If and to the extent that such delay or nonperformance is caused by the occurrence of an event of Force Majeure.
- 4) Notwithstanding clause (iii) above, Force Majeure shall not apply to any obligation of the Institute to make payments to the Bidder herein.

**J. RISK PURCHASE:-**

In the event of the Bidder/ Supplier's failure to supply the ordered services as per the contract the Institute reserves the right to procure the services from any other source at the Bidder's risk and cost and the difference in cost shall be borne by the Bidder. Such cost shall be recovered from the bill of the bidder. Further, IIITD shall retain the right to take any other action(s) as deemed fit.

**K. JURISDICTION:-**

Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of a suit, any and all actions and proceeding arising out of or relative to the contract (including any arbitration in terms thereof) shall lie only in the Court of Competent Civil jurisdiction in

this behalf at Delhi/New Delhi and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other Courts.

**L. FALL CLAUSE:-**

If at any time during the contract period, it is noticed or brought to the knowledge of the Institute that the contractor/bidder has reduced/proposed to reduce the rates for such outsourcing of Facility Management Services as are covered under this tender enquiry, to any organization (including any department of Govt. of NCT Delhi) at rate lower than the rates quoted under this contract, he shall forthwith reduce the rates payable under this tender for such services after the coming into force of such reduction, the rate of services shall stand correspondingly reduced. The Institute shall make payments based on such reduced rates only.

**M. ARBITRATION**

- 1) Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996, within thirty (30) days (or such longer period as may be mutually agreed upon) from the date that either party notifies in writing that such dispute or disagreement exists.
- 2) All disputes and differences arising out of, or in any way, concerning this agreement (except those, the decision whereof is otherwise, hereinbefore provided for) shall be referred for sole arbitration by any person to be nominated by the Director, IIT-D. The venue of Arbitration shall be New Delhi, India. The award of the arbitrator so appointed shall be final and binding on both the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction.
- 3) Indian laws shall govern this contract.
- 4) The existence of any dispute(s) or difference(s) or the initiation or continuance of the arbitration proceedings shall not permit the Parties to postpone or delay the performance by the parties of their respective obligations pursuant to this Contract.

**N. NOTICES**

Any notice, request, or consent sought pursuant to the tender shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by speed post, email, or facsimile to such Party i.e. the Institute or Bidder.

**O. TERMINATION**

The Institute may terminate the Contract, by not less than thirty (30) days' written notice of termination to the Bidder, to be given after the occurrence of any of the events specified in paragraphs (i) to (iii) of this Clause and sixty (60) days' in the case of the event referred to in (iv) below :

- a. If the Bidder fails to meet the performance obligations under the Contract.
- b. If the Bidder becomes insolvent or bankrupt;

- c. If the Bidder, in the judgment of the Institute, has engaged in corrupt or fraudulent practices in competing or in executing the Contract.
- d. If as a result of Force Majeure, the Bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

**For the purpose of this clause:**

- a. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution.
- b. "Fraudulent Practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the Purchaser.

**P. EXCLUSIVE RIGHT OF THE DIRECTOR, IIIT-D**

The Director, Indraprastha Institute of Information Technology (IIIT-D), has full and exclusive right to accept or reject any bid or tender and / or withdraw the work order without assigning any reasons whatsoever.

**Chief Engineer/Registrar**

**IIIT-D, New Delhi**

**Signature of the Bidder/ Bidder with stamp**

Witnesses:-

1.

2.

## &lt;&lt; Organization Letter head &gt;&gt;

**Information of the Bidding Bidder duly signed by the bidder or authorized representative of the bidder as per the Performa.**

1. Names, address of firm/Agency  
with telephone number
2. Address of Local Office at New Delhi/NCR  
with Telephone no
3. Date of Establishment :
4. Registration No. of the Firm/ Agency :  
Enclose certified copies of documents as an evidence –
5. Name of Directors :
6. Authorised Signatory  
(please enclose authority letter/power of attorney  
Name, Designation, Address, email :  
Telephone No. of  
Authorized person of Firm :  
Agency to deal with :  
Please specify as to whether :)
7. Bidder is a sole proprietor Partnership firm.  
Name :  
Address and Telephone No :  
Directors/partners should specified :
8. Copy of PAN card issued by  
Income Tax Institute :  
Copy of previous Financial :  
Year's Income Tax Return. :
9. Provident Fund Account No/NPS :
10. GST Registration No. :
11. E.S.I.C Registration No :
12. License number under Contract Labor (R&A) Act. :

13. Business Name and constitution of the firm. Is the firm registered under
- i) The Indian Companies Act, 1956
  - ii) The Indian Partnership Act, 1932
  - iii) Any act, if not, who are the owners. (Please give full Names and Address)
14. For partnership firms state whether they are registered or not registered under Indian Partnership Act. 1932.
- a) Should the answer to this question by a partnership firm be in the affirmative please state further:
    - i. Whether by the partnership agreement authority to refer disputes.
    - ii. Concerning the business of the partnership to arbitration has been conferred on the Partner who has signed the tender.
15. Details of Bank Account of the bidder.
- i) Name of the Bank
  - ii) Address of the Branch
  - iii) Phone number
  - iv) IFS Code No.
  - v) Bank Account No.
  - vi) Type of Account
16. Certification if any
17. Any other information
18. Declaration by the bidder:

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

We further certify that our organization has not been Black Listed/ Delisted or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years.

**(Signature of the Tenderer) Name:**

**Seal of the Company**

**Annexure- II**

**<< Organization Letter head >>  
DETAILS OF EARNEST MONEY DEPOSIT**

Bid Security (EMD) as required by this tender is being submitted in the form of DD in favour of **IIIT Delhi Collections** /Bank Guarantee in favour the **IIITD at Delhi**, and duly discharged in his favor in advance.

1. Details of Bid Security attached (DD/Pay Order/FDR/ Insurance Surety Bonds, Bank Guarantee) :
2. DD No. \_\_\_\_\_ Dated \_\_\_\_\_
3. Drawn on (Bank) \_\_\_\_\_
4. Address of Branch \_\_\_\_\_
5. Amount \_\_\_\_\_

**(Signature of the Tenderer) Name:**

**Seal of the Company**



**“Exempted Bid Security Declaration Form”**

Date: \_\_\_\_\_ Tender No. \_\_\_\_\_

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid;
- or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: \_\_\_\_\_ (signature of person whose name and capacity are shown)

Name: (complete name of person signing he Bid Security Declaration)

Duly authorized to sign the bid for an on behalf of (complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (date of signing)

Corporate Seal

**Total Annual Turnover Declaration sheet**

We, \_\_\_\_\_ hereby certify that total Annual Turnover (the agency should have an annual turnover of minimum Rs.12 Crores for each of the last 3 years i.e. 2017-18, 2018-19 & 2019-20)

S. No	Year	Annual Turnover (In Figures)	Annual Turnover (In Words)
1	2017-18		
2	2018-19		
3	2019-20		

(Copies of Balance Sheet and ITR duly certified by **Chartered Accountant enclosed with this certificate**)

**(Signature of the Tenderer) Name:**

**Seal of the Company**

**UNDERTAKING – YEARS OF EXPERIENCE**

**(Please note the undertaking as per Eligibility Criteria mentioned in NIT)**

Undertaking on the letter head of Rs.100/- (Rupees one hundred only) as per format prescribed

**Name of the Service** \_\_\_\_\_

I/ We M/s \_\_\_\_\_ hereby declare that:

1. Our bidder has been in business for a period of ----- years in Facility Management Services for which the quotations/ tender are submitted.
2. Our bidder meets following criteria (attach experience certificate):-

Three similar completed works costing not less than the amount equal to **Rs. 2,40,00,000/-;**

**or**

Two similar completed works costing not less than the amount equal to **Rs. 3,60,00,000/-;**

**or**

One similar completed work costing not less than the amount equal to **Rs.4,80,00,000/- .**

Similar works means Facility Management services for running operation and maintenance of the Academic Institutes /Institutes/Autonomous Bodies/Universities/Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or Public Sector Banks or Local Bodies/Municipalities in the last 7 years from 1/4/2014.

Experience certificates must be attached for the vendors from Govt Department of level not below XEN, from Pvt sector from GM/VP of the organization.

**N.B.:**

- a) If the span of the completed work is more than a year, average value for one year shall be considered as experience.
  - b) For any ongoing work for which the contract is more than multiple years (work not completed yet), experience certificate for the completed years of work may be considered subject to average value for one year should match the specified value.
  - c) Period of work should be minimum one year period. Less than one year experience shall not be considered.
3. We have served in similar works i.e. provided electromechanical and soft services in govt./institutes/or private corporate sector with over 500 users (employees, students, etc.) in the last seven years as stated in relevant annexure.
  4. We will be able to arrange for the required manpower, material, machine and other resources for the establishment of service as per the tender term within **15** days of award of tender (A/T)/Letter of intent (LOI).
  5. We declare that we have necessary infrastructure/tie up for the maintenance of the equipment being used and enough manpower to cater to any additional need of Client on short notice (any increase in required manpower, duly paid), if any such need arises in the tenure of the contract.

EXPERIENCE CERTIFICATE /PERFORMANCE REPORT OF WORKS REFERRED TO IN  
ANNEXURE “IV & V ”

1. Name of work/project & location
2. Work Order / Agreement no.
3. Estimated cost
4. Tendered cost
5. Date of start
6. Date of completion
  - a. Stipulated date of completion
  - b. Actual date of completion
7. Amount of compensation levied for delayed completion, if any
8. Amount of reduced rate items, if any
9. Performance Report:
  - a. Quality of work Outstanding / Very Good / Good / Poor
  - b. Technical Proficiency Outstanding / Very Good / Good / Poor
  - c. Resourcefulness Outstanding / Very Good / Good / Poor
  - d. General Behaviour Outstanding / Very Good / Good / Poor

Dated:

Signature of client  
Govt Department of level not below  
XEN, from Pvt sector from  
GM/VP of the organisation.

## &lt;&lt; Organization Letterhead &gt;&gt;

**LIST OF CLIENTS****List clients with similar services in the last seven years.**

S.No	Name of the client	Date of start	Date of Completion	Area (in sq m) being serviced, and number of users	Scope of Works	Number of manpower employed	Approx annual contract value providing similar for services	Reference of Authorized official on clients side with contact number & email id
1								
2								
3								
4								
5								
6								

**Note: Keep adding in the similar manner if the list is longer**

**NOTE:**

1. Clients mean the clients presently (on the last day of bid submission) being served by a service provider or were serviced in the last three years.
2. Supporting documents in the form of award of work/completion certificate should be submitted.
3. Please highlight the clients for which the total tenure of services is more than 3 years continuously. Certificate of continuity of services with all the clients where E & M Maintenance & H/K Services have been provided for 3 or more years continuously should also be attached/proof of award of work/completion certificate in continuity to be attached.
4. If no proof of award of work, completion of work is submitted, the evaluation committee may make its own judgment and the Bidder/ Bidder may be rated poorly on this count in technical evaluation.

**<< Organization Letterhead >>**

**Undertaking for Acceptance of Tender Terms & Conditions**

I/ We M/s \_\_\_\_\_ hereby declare that:

1. I/we am/are bidder engaged in the business of providing Facility Management Services have examined the above mentioned tender document including amendment/corrigendum (if any)the receipt of which is hereby confirmed.
2. I/ we do hereby offer to provide Facility Management Services at the prices and rates mentioned in the price bid.
3. I/we do hereby agree to abide by the minimum wages act of Delhi Govt.
4. I/we have quoted rates inclusive of all statutory taxes, charges & compliances i.e. EPF, ESI etc. as applicable.
5. I/ we agree to abide by my/our offer for a period of 180 days from the date of opening of the tender.
6. I/ we have carefully read and understood all the Terms and Conditions of the Tender and shall abide by them.
7. I/we agree for all clauses and payment terms and conditions of this tender enquiry. In case any condition put forth by us is against the terms and conditions of tender, the same shall be treated as having no affect whatsoever and that the tender terms and conditions shall only prevail upon such conditions, if any.
8. I/ we have necessary licenses/ authorizations for providing the Facility Management Services and/or obtain the same at my/our costs and expenses as and when required.
9. I/ we also declare that in case of change constitution of our firm or for any other change, merger, dissolution, insolvency etc. the same shall be immediately brought to the notice of client, in such case continuing partner, successor or administrator or permitted assign shall be responsible for discharging all the liabilities under this contract/ tender.
10. The tender document has been downloaded from the official website i.e. [www.iiitd.ac.in](http://www.iiitd.ac.in) for bidding purposes is a true copy of the original.
11. Our firm or any other firm with similar type of operation with same or some/one of the partners/proprietors being same as of the tendering firm has not been black listed in the past 3

years by any Government/ private institution except as per the following details:-(If there is any case please attach the details of the same)

12. I/we also certify that that there is no vigilance/ CBI case/arbitration pending against the firm/ supplier/ or any other firm with similar type of operation with same or some/one of the proprietors being same as of the tendering firm except as per the following details:-  
(If there is any case please attach the details of the same)
13. I/we also certify that there is no pending case for payment/ civil liability pending against us in any of the courts except as per the following details:-

**Signature of the Bidder**

**(Name & Address with stamp)**

**<< Organization Letterhead >>  
Size, Qualifications, and experience of manpower**

Information about the total size of manpower employed by you. Please also provide educational qualification levels for the different categories of manpower, and any other relevant information for assessing their quality.

S.no	Category	Category of Employees	Qualifications
<b>1</b>	<b>Manager Supervisors</b>		
i	Graduate and above	Facility Manager for CMS	Graduation in business management / B.Tech (ME/Elect.) + 5 yrs overall exp .
ii	Skilled	Supervisor for help desk CMS	Graduation+ 5 yrs exp.
iii	Skilled	Technical Supervisor	10 <sup>th</sup> + Tech. Diploma (Elect.) / 12 <sup>th</sup> + ITI (electrician/relevant) + 5yrs exp in Electrical Engineering.
iv	Skilled	HVAC Supervisor	10 <sup>th</sup> + Tech. Diploma (Elect. /ME) / 12 <sup>th</sup> + ITI (RAC/relevant)+ 5yrs exp in HVAC/ MEP
v	Skilled	Fire Supervisor	10 <sup>th</sup> + Tech. Diploma (Fire & safety or equivalent) /12 <sup>th</sup> + ITI (relevant)+ 3yrs exp. in fire & safety and assistance in fire fighting
vi	Skilled	STP/Plumbing Supervisor	10 <sup>th</sup> + Tech. Diploma (MEP) / 12 <sup>th</sup> + ITI (relevant)+ 3yrs exp. / 12 <sup>th</sup> + 5yrs relevant exp.
<b>2</b>	<b>Electro Mechanical</b>		
i	Skilled	MST	10th/12th + ITI (electrician/relevant) / 3yrs relevant exp.
ii	Skilled	DG Operators	10 <sup>th</sup> /12th + ITI (electrician/relevant) / 3yrs relevant exp.
iii	Skilled	HVAC Operators	10th/12th + ITI (relevant) / 3yrs relevant exp.
iv	Skilled	Plumbers	10th/12th + ITI (relevant) / 3yrs relevant exp.
v	Semi-skilled	STP Operator	10th + relevant exp. / 5yrs relevant exp.
vi	Semi-skilled	Mason/Painter	10th + relevant exp. / 5yrs relevant exp.
vii	Semi-skilled	Carpenter	10th + relevant exp. / 5yrs relevant exp.



viii	Graduate and above	BMS	Graduation / 12th + Technical diploma (any) + relevant exp.
ix	Skilled	Fire Technicians	12th / Tech. Diploma (Fire & safety or equivalent) / ITI (relevant)+ Exp. in fire & safety
x	Semi-skilled	Tech/mason/painter/welder/carpenter Assistant	10th + relevant exp. / 5yrs relevant exp.
<b>3</b>	<b>Housekeeping/ Horticulture staff</b>		
i	Skilled	HK Supervisor (Male/Female)	12th + 3yrs relevant exp./ 10th + 5yrs relevant exp.
ii	Un-Skilled	HK Boy/Maid	Relevant experience
iii	Semi-Skilled	Guest House Attendant	10th + 3yrs relevant exp. / 5yrs relevant exp.
iv	Un-Skilled	Horticulture staff	Relevant experience
v	Semi-Skilled	Pantry Boys	10th + 3yrs relevant exp. / 5yrs relevant exp.

**Signature of the Bidder**

**(Name & Address with stamp)**

### Suggested Minimum Manpower Required

**Three categories of manpower are required:**

The suggested manpower can be increased or decreased by the institute on need basis

**1. Manager / Supervisor:**

- Building Manager – 1 No,
- Supervisor- 1 No
- Technical Supervisor – 1 No.,
- AC Supervisor- 01 No,
- Fire Supervisor: 01 no,
- Plumbing cum STP Supervisor- 1 no
- Soft services supervisor – 5 Nos.

**2. Electromechanical Staff –**

Skilled Technicians- 41 nos. This manpower should comprise of

- Multi skilled technicians- 06 Nos
- DG Operators-03Nos
- HVAC Plant operators-06 Nos
- Plumbers-06 Nos
- STP operators- 06 Nos,
- Mason/Painter-02 Nos
- Carpenter-02 Nos
- BMS operators-04 Nos
- Fire Technicians-03 Nos
- Technical/mason/painter/welder/carpenter Assistant (semiskilled)-03,

Some multi-skilled technicians should be able to do IT work including telephones. Plumbers besides having skills in plumbing jobs should be able to manage firefighting equipment, water softening plants etc.

**Following operation & maintenance staff to be deployed in 3 shifts**

- a) DG operator
- b) MST
- c) Plumber
- d) STP operators
- e) AC plant operator
- f) BMS staff (helpdesk)capable of managing complaint management software and BMS system.
- g) Fire Technician for fire alarm and fighting system

3. **Soft Services –**
- i. Housekeeping Staff: 83 Nos including  
HK Boys: 56 Nos  
HK Maid: 27 Nos
  - ii. Pantry boys -03 Nos,
  - iii. Guest House Attendant -03 Nos,.
  - iv. Gardeners- 18 Nos  
(i.e. a total of 107 people.)

**(Note: Please ensure that additional manpower at no cost may be made available to cater for any daily absenteeism. At no time the housekeeping manpower will be short on account of absenteeism.)**

**Notes:**

- The manpower numbers indicated are the minimum which will have to be deployed. In case the bidder feels it is necessary to deploy additional manpower to meet SLAs, the same can be included in the bid.
- IIIT-D working hours will be from 9 am to 6 pm from Monday to Friday. The electromechanical services will have to be provided on a 24/7 basis for the substation, DG, chiller, plumbing UPS etc. The above mentioned manpower will be appropriately apportioned to work in the shifts. They will also attend critical complaints of the residents, students residing in the hostels. Similarly, a few staff of soft services will be deployed on staggered hours for the staff working late hours.
- The service provider ensures that every person who has been deployed gets weekly off.

**Signature of the Bidder**

**(Name & Address with stamp)**

### **SCOPE OF WORK**

The following minimum scope of work is required at the locations / area as mentioned in the area details. Final scope of work would be jointly finalized by the selected service provider and IIITD.

- Running, Operation & Maintenance of utilities, services, equipment
- Housekeeping (Includes cleaning of roads, terraces, and solar panels)
- Pest Control
- Horticulture
- STP Running operations and maintenance complete
- Liaison with local authorities for approval/ renewal of statutory labour licences/permissions/compliances for operations of the services.

#### **A. Operations & Maintenance Services – Broad Outline:**

This scope of work essentially indicates Running Operations & Maintenance services pertaining to upkeep & smooth working of the equipment. Required Preventive Maintenance will be carried out for the equipment at the institute as per benchmarked maintenance practices / OEM manuals.

##### **i. General Scope**

To Provide and maintain proper & efficient engineering services in the premises by deploying a sufficient number of trained, experienced and competent technical personnel.

Carry out day to day activities required in Operations and routine maintenance that includes Operations and monitoring of Utility services equipment, logging of all related parameters pertaining to the equipment, assessing the data and initiating necessary actions depending on the analysis of data/records.

Carry out preventive maintenance services at specified intervals as per the OEM service / operations manuals. **(See Detailed Scope of Work)**

Coordinating with AMC contractors for Break down maintenance & follow up as required. Continuous efforts will be made to minimize the downtime of equipment.

##### **ii. Materials, Consumables & Spares**

All the consumable material such as material required for cleaning of equipment and machinery, minor repairs of doors windows, furniture, plumbing etc, other than major items such as Diesel and lubricating oil. Spares/parts needed for major repairs and maintenance will be provided by the Institute. Scheduled servicing of major machinery/equipment (e.g. lifts, gensets, chiller plants) of the Institute will be covered under the respective AMCs.

All tools are to be provided by the service provider.

##### **iii. Annual Maintenance Contracts**

Institute will have AMC s for all major equipment ([Annexure-X](#)) . Coordination & monitoring required for management and execution of the Annual Maintenance contractors will be done

by the bidder, Efforts & suggestions will be made to reduce the AMC costs through alternate arrangements.

#### **iv. Equipment**

All equipment will be maintained at optimum operating levels. All scheduled maintenance required for the upkeep of the equipment will be carried out. Tools & tackles required for the services will be supplied by the bidder.

### **DETAILED SCOPE OF WORK**

#### **a. Operations & Technical Support**

- 24/7 manning for the Engineering services,
- continuous monitoring of calls and Complaints,
- work allocation to shift technicians and follow up on work progress.
- Generation of reports for Maintenance, maintaining & analyzing equipment operation, logs for equipment.
- Implementing Preventive maintenance as per schedules & Manuals.
- Coordination & Monitoring of AMC.

#### **b. Power Generation and Electrical Distribution System**

- **Maintenance of transformers** – Checking of oil level, temperature and topping up. Operation of tap changers if required.
- **LT Panels, Distribution Boards** - Checking of connections, vacuum cleaning of panels, Visual inspection, Insulation testing, testing of relays & contactors, cleaning of contacts.
- **Distribution Boards** – Routine checking and tightening of all panel internals, cable connections, checking & replacement of switches, sockets contactors, relays, cleaning of contacts for proper & trouble free function. Switching ON/OFF of power panels, lighting panels, capacitor banks, Emergency systems as required. Minor repairs of equipment like geysers, kettles and such other equipment.
- **Diesel Generator Sets** – Operating the DG Set as per requirement and logging all parameters, routine checking in all respects, operation in case of power failures and recording relevant data. Cleaning and changing of Air filters, oil filters, Exhaust system checking & cleaning, governor checking & checking of battery condition & topping up of electrolyte, cleaning of radiator & topping of coolant will be carried out.
- Major overhaul of DG sets & major breakdowns are not covered under this scope of work. AMC for the same will be arranged with OEM Contractor.
- Lighting panels & fixtures – Troubleshooting & Replacement faulty tubes/bulbs, fans, switches, sockets MCBs, Fuses etc. and other electrical accessories wherever possible.
- **Checking of UPS-** panels, battery condition, checking initiating necessary actions with AMC provider in case of the breakdown.

### c. HVAC

- Record required parameters and log sheets for the chiller & HVAC system. Round the clock Operation of Chillers, pumps, cooling towers. Carrying out preventive maintenance as scheduled will be done if not covered under AMC contractor for major breakdowns & monitoring.
- Major overhaul & Break down Maintenance of chillers will be coordinated with OEM Contractor.
- Air Handling Units, Fan Coil Units, Ventilation system – Routine services like air filter cleaning, motor greasing, belt tightening & replacement, motor & alignment, cleaning of cooling coils as scheduled.
- Checking and replacement of faulty valves, gaskets, drain line clearing.
- Major Breakdowns will be coordinated with AMC Contractor.
- Maintain comfort air temperature 26+-2 deg

### d. Mechanical Services

- Plumbing - Checking availability of water and refilling as per requirements from pumping station and minimize loss of water informing concerned authorities for further action.
- Water Pumps & Hydro Pneumatic System – Operations and minor service of pumps like greasing, checking alignment, tightening & replacement of gland packing, cleaning strainers.
- All Drainage System – Checking and clearing drains choke ups. Replacement of washers, taps & other fittings.
- Minor repairs to all Plumbing accessories.
- Carpentry - Oiling hinges, locks , handle , Repairing creaky doors, repairs of the floor springs, door closers, minor wood work and polishing/painting jobs & lamination, fixing of paintings. Repair of the furniture and chairs.

### e. Firefighting Equipment

- **Fire Hydrant and accessories:** Operation and maintenance of fire fighting system, including but not limited to Operations of fire Hydrant hoses in case of emergency, testing of the same at regular intervals for proper functioning. Minor repairs to the system. Checking of Hose reel system, maintaining required pressure in wet rise system, maintaining diesel stock at Diesel Pump, maintaining records of tests. Maintain logbook of test/operations. Overhead water tanks to be kept filled.
- **Portable Fire Extinguishers** - Checking & ensuring all fire extinguishers are in working condition and initiate necessary actions for refilling etc & recording related data.
- Regular cleaning of smoke detectors to avoid false alarms; check & clean mimic panels & related systems for proper operations. Coordination with OEM in case of major Breakdowns/problems.
- Ensure proper pressure in the fire hydrant system

**f. Planned Preventive Maintenance**

- A comprehensive Planned Preventative Maintenance (PPM) program must be maintained at all times. Outstanding PPM's must be addressed with IIIT on a monthly basis. The Planned Schedule must be submitted to IIIT at least 3 weeks in advance to ensure all actions required have been identified. All PPM work is subject to approval from IIIT-Delhi.

**g. Other Equipment**

- Break down Maintenance / major repairs of other equipment like Security equipment, Card Readers, PA system; Office Equipment like Fax machines, Xerox Machines, Projectors, Communication systems will be coordinated through AMC contractors.

**h. Other Services**

- Tracking and submitting inventory reports of all consumables on a monthly basis / as and when required.
- Tracking and submitting all utilities consumptions and costs on a monthly basis.

**B. HOUSEKEEPING SERVICES**

**a. The housekeeping services will be provided from 7 to 4 pm**

- Standard Cleaning Services and Procedures as defined below. For these services all consumables (like brooms, cleaning cloth/sponges/wipes, mops, cleaning chemicals, etc.) will be provided by the vendor.
- Toilet paper, paper towels, and soaps for toilets will be provided by the vendor.
- Fixtures that remain in toilets, e.g., cleaning brushes for the w/c, will also be placed in the toilets by the vendor.
- Vendors have to use standard and widely used brands which will be approved by the Institute for cleaning chemicals/material.
- The agency shall ensure procurement and availability of the following toiletries at all times as per consumption in the toilets/wash rooms etc: Liquid Soap, Paper Napkins, Urinal Screen, Air Fresheners (Spray/Block), Toilet Paper Rolls etc.

**b. Sweep Clean**

- Sweep clean all floor areas including- The floor cleaning inside academic and lecture hall area will be undertaken by using by "Walk Behind Battery/Electric operated Scrubber machines (03 Nos)
- Damp Mopping of Tiles, Vitrified floors, Kota / marble floors, staircases, elevators floor, sidewalls and podium entrance areas.
- Floors shall be free of dirt, mud, sand, footprints, liquid spills, and other debris.

- Chairs, trash receptacles, and easily movable items shall be moved to clean underneath.
- During inclement weather, the frequency may be higher than once per day. When completed the floor and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water.
- After sweeping all floors, areas would be machine scrub cleaned.
- Sweep Clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use conditions.

**c. Vacuuming**

- Vacuuming all rugs and carpets runners and carpet protectors so that they are free of dirt, mud etc.
- Appropriate type of vacuum cleaner would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.
- Any chairs, trash receptacles, and easily moveable items, shall be moved to vacuum underneath, and then replaced in the original position.

**d. Washroom Cleaning**

- Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non- abrasive cleaners and disinfectants.
- All surfaces shall be free of grime, soap mud and smudges. Cleaning of mirrors, glass windows, etc.
- Replacement of paper towels, toilet paper, soap dispenser in all bathrooms shall be performed.

**e. Trash Removal**

- Emptying all waste paper baskets, ashtrays (if applicable) from all floor areas, and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning items where they were located.
- All waste from waste paper baskets will be collected and deposited in the building's waste containers.
- Dry, wet, plastic ,E-waste & Bio-medical waste garbage would be segregated and dumped into designated vats /areas within the premises.

**f. Glass Surface Cleaning**

- All glass at entrance doors of the premises would be cleaned using a damp and dry method.
- Glass tabletops, cabin doors, cabin partitions and glass accessories would also be cleaned.
- Removal of grease marks or fingerprints glass counters and partitions. This cleaning is done using approved all-purpose cleaner and lint free cloth or paper towels.

**g. Spot Carpet Cleaning**



- Spot clean carpets whenever necessary to remove spots, using appropriate products.

#### **h. Damp & Dry Cleaning**

- Wipe clean all White boards of meeting rooms, Conference rooms, workstations, etc. – Wipe clean all table tops of workstations, cubicles and other furniture and fixtures.

#### **i. Deep Cleaning**

- Stairways, Surrounding Common Areas, Terraces, generator rooms, AHU Rooms, Car parking, etc.
- Ceilings, Walls, Partitions, Toilets and Washrooms, etc.

#### **j. Structural Glazing, Window Glass and chajja Cleaning**

- Interior & Exterior glass will be cleaned on both sides, throughout the building. Safety devices to be used for cleaning at the heights
- **The façade cleaning will be undertaken using safety equipment by a specialized agency of the service provider. Safety /insurance of the workers etc must be ensured by the FMS agency. Special insurance provisions must be kept for critical work staff viz R&M of structural glazing, works at heights /tanks –underground/overhead.**
- Exterior façade cleaning of the glasses every month of all blocks.
- Dusting window- sills and blinds.
- Removal of dust from chajjas outside each window in all academic, library and R&D blocks, Faculty Residences, hostels once in a month.
- **All Mechanical Motorized Cradle, hydraulic telescopic for double/triple height staircase/scaffolding/ safety belts /Spiderman etc. for above or other scope of works under FMS shall be provided by the FMS agency for the works.**

#### **k. Sanitizing**

- Office Desk paper bins would be cleaned and sanitized
- All washroom dustbins would be thoroughly cleaned and sanitized. – All telephone instruments would be sanitized using disinfectants.
- Waste Bins from Pantry and cafeteria areas would also be thoroughly cleaned and sanitized with disinfectants.
- Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfect.
- All items related to Computers (Monitor, CPU, Keyboard, Mouse etc.) are to be cleaned thoroughly and sanitized.
- All wooden partitions, wooden paneling, doors etc. are to be cleaned with detergent and disinfectant.

#### **l. Sweep Cleaning**

- Sweep Cleaning external common areas like terrace, parking areas, pathways, walkways, compound wall sides, etc.

**m. Dusting & Wiping**

- Dusting & wiping light fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks.

**n. Polishing**

- Mansion Polish of furniture and other wooden fixtures where applicable
- Applying Metal polishes to accessories or door handles, hand railings, lift walls, etc. where applicable.

**o. Scrubbing**

- Scrubbing of all floor areas with scrubbing machines.

**p. Fire exit stairs & main stairs**

- Fire exit stairs will be swept, mopped and dusted once a day.
- Wall skirting, windows ledges and window glass (from inside) will be cleaned on a daily basis.
- Handrails will be buffed on a daily basis.
- Fire exit doors will be wiped and cleaned daily.
- Fire extinguishers will be dusted on a daily basis.
- Ensuring that Fire exit routes are clear without stacking of any material

**q. Common Areas**

- Entrances, car parks, paving, paths, roads within the campus, grounds and the outside Premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.
- Regular cleaning of Solar hot water panels
- Cleaning of Terrace
- Empty all waste bins and replace them in their original locations.
- Clearing and cleaning -desilting of all storm water drains and sewage pipes including jetting and suction as required once every six months. .
- Litter picking, cleaning of signage to be carried out at regular intervals.
- All hard paved areas to be cleaned periodically through appropriate mechanized machinery

**r. Solar Hot water system panels cleaning and maintenance**

- All solar panels for water heating will be cleaned regularly and properly maintained.

**s. Inspections**

- Supervisors should monitor activities of their staff to ensure that housekeeping is acceptable.
- Supervisors should develop an inspection checklist that is tailored to the individual work area. The checklist should be available to FM through a monitoring software with evidence.
- All deficiencies noted during the inspection should be documented in sufficient detail to allow the use of the checklist as a cleanup guide.
- During inspections, any safety related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the facility manager who in turn, will notify IIT-Delhi.

### Frequency of Cleaning:

#### A. CLEANING OF CLASSROOMS, LABS, OFFICES AND OTHER INTERNAL AREAS:

S.NO	Area	Activity	Frequency
1	Institute classroom/ labs/common rooms/ office /Admin rooms/meeting room/ record rooms/ faculty rooms / other general rooms all floors.	Damp & dry mopping, sweeping	Once a day
		Spit /other stains removal, buffing polishing /cleaning mirror polish floors	As required
2	Tables, chairs, cupboards, benches and other furniture items & computer/ other Labs Office's chair/Sofas/Computers/	Dry cleaning, stain removing, of all soft furnishing	Once a day
3	White/Black/Green/Glass Boards	Damp mopping or cleaning	Daily once
4	Dustbins and outer institute open spaces/grounds and gates	Emptying bins, cleaning corridors and outer bins	Twice a day
5	Windows and door, window and door glasses, glass walls, shutters and window Panes	Cleaning, stain removing	Once a week
6	Fans, lights fixtures etc. cleaning	Cleaning, stain removing, servicing as required	Fortnightly
7	Internal walls and roof area.	Dusting, Cobweb cleaning, stain removing	Fortnightly
8	Terrace area, rain water outlets.	Sweeping, debris/leaves etc removing blockage, cobweb cleaning. deweeding	Quarterly
9	Mechanized Cleaning using Scrubber Machine, Vacuum Cleaners, High Pressure jet Machi		Weekly once

**B. CLEANING OF HOSTEL, CORRIDORS, OPEN AREA NEAR HOSTEL:**

Sr. No.	Area	Activity	Frequency
1	Hostel rooms/corridors	Damp & dry mopping, sweeping	Common areas : Once per day Rooms: Every alternate days/ As required
		Spit stains removal	As required
2	Hostel toilets	Damp Mopping, sweeping Pressure cleaning, Stain removing disinfections	3 times a day
3.	Guard Rooms, STP and Pump Rooms	Damp & dry mopping, sweeping, Spit stains removal	Once a day
4.	Open area near hostels	dry mopping, sweeping	Once a day

**C. CLEANING OF PASSAGES & OUTER CORRIDORS:**

Sr. No.	Area	Activity	Frequency
1	Staircases & Railing cleaning	Damp & Dry Mopping Sweeping	Once a Day
		Spit/shoe stains removal	As required
2	Main Gates & Porch Area	Damp & Dry Mopping, Sweeping	Once a day
		Spit/shoe stains removal	As required
3	Fans, Tube-lights etc. cleaning	Dry Cleaning, stain removing	Fortnightly
4	Walls and roof area	Dusting, Cob-Web Cleaning	Fortnightly
5	Door frames & Window sills cleaning	Mopping cleaning stain removing	Once a week
6	Man-height column,	Side-walls cleaning	Dusting, dry cleaning
7	Outskirt area	Sweeping, Brooming	Alternate Day
		Removing of stagnant water	As & When required.
8	Dust bins	Emptying and cleaning of bins	Twice a day
9	Mechanized cleaning using Scrubber machine, Vacuum Cleaners, High Pressure jet Machines.		Weekly Once

#### D. CLEANING OF TOILETS/URINALS:

Sr. No.	Area	Activity	Frequency
1	Floor area	Damp Mopping, sweeping	Twice a day
		Pressure cleaning, Stain removing disinfestations	Once a week
2	Urinals, partitions, W.C. pots, commodes etc. cleaning	Manually	Every hour
		Pressure cleaning, Stain removing, disinfestations	Twice a week
3	Doors, Window channel etc. cleaning	Dry cleaning, stain Removing	Once a week
		Wet cleaning	Once a week
4	Switch Boards, & Instruments cleaning	Dry cleaning, stain Removing	Once a week
5	Electrical instruments like Exhaust Fans, Tube-lights etc. cleaning	Dry cleaning, stain removing	Fortnightly
6	Internal area	Manually	Twice a day
7	Side - Walls Cleaning up to man height	Pressure cleaning, Stain removing disinfestations	Fortnightly
8	Dust bins	Emptying and cleaning of bins	Twice a day
9	Mirror/Wash Basin	Cleaning, stain removing	Once per day
10	Mechanized cleaning using Scrubber machine, Vacuum Cleaning of soft furniture, High Pressure jet Machine cleaning sewer lines ,storm water lines.		Weekly Once

**E. CLEANING OF OPEN AREA:**

Sr. No.	Area	Activity	Frequency
1	Campus Area	Sweeping and brooming	Once a day
2	Playground Area /Amphitheater	Sweeping and brooming	Once a day
3	Lawn area	Sweeping and brooming	Once a day
		Removal of fallen leaves, dead plants, broken branches etc.	Once a day
		Watering	Once a day
		Control of Weeds, humps and hollows provided inside lawns	Once a week
		Pesticides, soil spreading, compost and fertilizing	As per requirement
		Washing, cleaning and maintenance of indoor and outdoor decorative plants and flower pots.	Once a week
		Trimming, racking, spiking and top dressing	Once in a fortnight.
	Water cooler tanks	Deep Cleaning and removal of dirt	Monthly

**F. CLEANING OF TANKS:**

Sr. No.	Area	Activity	Frequency
1	Terrace Tank	Emptying, Deep Cleaning and removal of dirt use mechanical equipment without any chemical brushing. and maintaining the log book to be got the sign by Engineer In-charge.	Quarterly
2	Underground Tank	Deep Cleaning and removal of dirt	6 monthly

**C. PEST CONTROL**

The Service Provider is required to manage the Pest Control using permitted chemicals (Environment friendly, Green building and approved by the Institute) to be supplied by the FMS, to ensure, as a minimum, the following:

- a) Routine inspection service daily

- b) Twice a month pest control activity by a specialized agency employed by bidder.
- c) Weekly fumigation of the Cafeteria area
- d) **Temephos granules in all unwanted water stagnant areas and fogging for control mosquito-vector borne disease control on weekly basis and all other measures as called for same for same in liaison with local authorities (SDMC etc)**
- e) **Anti-Termite treatment on quarterly basis on ground/floor/walls as directed**
- f) **All steps to maintain hygienic conditions as periodic cleaning of public areas etc to prevent spread of Covid 19 virus/its mutants. Sanitizers, Chemicals as Sodium Hypochlorite, sprays, etc as per WHO/Govt Guidelines to be procured for maintenance.**

- The service shall be inclusive of all pests including wood destroying insects;
- Organic program shall maintain pheromone impregnated lure traps, (discreetly placed throughout common areas and food serving eating areas).
- These traps shall be monitored constantly for complete control of pest throughout the office; must record and track
- Non chemical insect baits shall be injected into wall voids and areas likely to harbour insects for maximum preventive protection, allowing for immediate occupation of treating areas, causing no problems to electronic office equipment;
- Rodent control measures including mechanical and adhesive monitoring traps shall be maintained in sub-floor areas and where appropriate required throughout building.
- Provide a list of non-toxic chemicals used to perform the service Public areas should be sprayed with environmentally safe anti – bacterial compounds.
- Drainage chambers should be treated with pesticide and anti-bacterial compounds after 7 pm.
- Public areas of premises should be fogged with appropriate insect killer to eliminate mosquitoes during the mosquitoes breeding season.

#### **D. HORTICULTURE / LANDSCAPING**

Maintenance of complete landscaping area including Lawns, maintenance of Potted plants (Outdoors and Indoors), Trees, shrubs, Hedges, Creepers, Ground cover. Seasonal plants to maintain the aesthetics of the landscape as and when required.

The maintenance includes timely cutting, pruning, watering, manure, spray of insecticide and Pesticides, Removal of weeds from all locations wherever.

Proper dose of Fertilization, Cleaning of Landscape Areas, and Plantation of Seasonal flowers as and when required.

Seasonal plants includes - seasonal plants in beds and pots. Will be to maintain the aesthetics of the landscape floral and beautiful. The choice and quantity of plants will be done by service provider in consultation with IIT-Delhi

To carry out the maintenance work the following material will be provided by IIT-Delhi.

- Chemicals

- Manure
- Insecticides and Pesticides.
- Good Earth, Soil etc.
- Replacement of casualties.

The Gardeners provided by the service provider for the services shall be supervised by a qualified Horticulturist as and when required. Service Provider will provide certificate / documentary evidence of the Horticulturist's credentials.

Service Providers should take permission from IIIT before planting any fresh plants in Institute premises.

**a) Grassed Areas**

This section shall include but not be limited to the following: -

- All grassed areas shall be maintained in a neat, tidy and usable condition appropriate to the designated use/ location;
- All grassed areas shall be kept free of weeds, moss or extraneous growth;
- All grassed areas shall be kept in healthy growth at a reasonable length;
- Following grass cutting operations, all adjoining surfaces shall be free of any arising cuttings etc.
- All landscaped grassed areas shall be kept neatly cut to the edge of the borders, fence lines, building lines, path edges, hedge bases, tree bases etc.;
- All grassed areas shall be kept free of large accumulations of litter and foreign matter such as stones, animal feces, bricks and glass.

**b) Horticultural Works**

This section shall include but shall not be limited to the following: -

- All horticultural works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance
- All trees, perennial plants and shrubs shall be maintained so that they are in healthy growth;
- Trees and shrubs shall be kept to an acceptable height and form and are to be pruned in accordance with good horticultural practice;
- Plants or shrubs shall not obstruct or encroach pedestrian or vehicular traffic routes;
- All rose beds, shrubberies, herbaceous borders, hedgerows, other garden areas etc. shall be clear of litter, weeds, leaves, suckers, dead flower heads, rubbish, animal feces and other debris, and remain in a neat and tidy condition at all times;
- All plants/ trees and shrubs etc., which have or appear to be dying, should be removed and replaced as soon as possible following removal of dead plant(s) by a suitable replacement.
- Maintain all potted in offices all Plants and Flowers

This section shall include but not be limited to the following: -

- All office planting works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance;



- All plant specimens shall be maintained so that they are in healthy growth;
- All plant specimens shall be kept to an acceptable height and form and shall be pruned in accordance with good horticultural practice;
- A fully detailed asset register detailing all plant specimens shall be kept by the Service Provider detailing type, location, condition and frequency of visit for all plants on display at each location;
- All pots/ containers shall be cleaned and replaced where necessary;
- All plant specimens, which have or appear to be dying, shall be removed and replaced as soon as possible following removal of dead plant(s) by a suitable replacement.
- The plant and flowers chosen shall be of a kind that is known not to cause any allergic reactions.
- The agency will provide ALL REQUIRED LOG BOOKS FOR ALL required purposes,

**c) Vermi-Compost Pit and Composting machine**

- **The Institute has two vermi-compost pits and a mini composter. These pits will be maintained by the horticulture staff and the manure generated will be used for the institute.**

**E. Running Operations Maintenance of STP**

1. The campus is zero discharge and is provided with 04 Nos (2 Nos 65 KLD + 2 Nos 90 KLD ) Sewage treatment plants at Okhla Phase III New Delhi.
2. The details of STP and other parameters is as per ISO standards .
3. The scope of work includes: -
  - a. 24X7 running operation and maintenance of **four** STP plants-Regular checking of parameters required for smooth operations of the plants. All measures to operate plants satisfactorily.
  - b. The plants will be operated by trained operators supervised by a Qualified Supervisor, who will maintain necessary log books on a daily basis, records of internal and external testing, submit periodic reports etc.
  - c. Regular dosing of chemicals in the system
  - d. Regular backwash and rinsing of Multi Grade filter , activated carbon filter
  - e. Regular cleaning of bar screen
  - f. Checking parameters like color odour pH etc for smooth operations and take immediate action for corrective measures in case of deterioration in any parameter
  - g. Visit technical expert/s once in a month to review performance of the plant. An Engineer from the Head office of the agency would visit the site, monitor and manage the activities at site to provide necessary technical backup to the site from Head office or otherwise. He will visit the site to oversee the entire operations and initiate any major R&M works as required.
  - h. own maintenance calls- Unlimited break down calls on as required basis. The breakdown calls will cover 24X7- breakdown calls within 24 hours of the time of complaint.

- i. Schedule maintenance calls- At least 4 (four) scheduled calls as per the program for regular preventive maintenance.
- j. A complaint escalation matrix is to be provided by the vendor.
- k. The vendor shall ensure Testing of STP treated water samples as per ISO standards once in a monthly from approved laboratory and report to be submitted by 05th of every month.
- l. To coordinate with the maintenance team of IIITD for any repairs and spares requirements.
- m. Undertake regular preventive maintenance of all mechanical equipment as pumps, valves etc. and take corrective action whenever required for smooth operations.
- n. All tools (04 sets) required for day-to-day running and vendors will provide maintenance of the plant.
- o. All printed log books required for the plants will be provided by the vendor.
- p. The treated water to be supplied for Horticulture and other specified uses.
- q. Record hourly data of the operations. Maintaining all sorts of records as per requirements viz sheets of system performance, chemical consumption records, electrical consumption records, daily inlet outlet discharge quantities.
- r. The Vendor shall fulfill the requirements of various law enforcing agencies / local authorities, such as Pollution Control Board etc.
- s. Manpower deployment:-  
 Operator: Minimum One per set of 65+90 KLD plant per shift of 08hrs for 24x7 running operations maintenance.  
 Supervisor: One in general shift  
 The vendor will be responsible for the safety of their deputed staff during performance of duty at site.
- t. In case, any of the staff is not found up to the mark and not able to do work properly, he will have to be changed as per IIITD instructions.
- u. The agency shall not engage any staff below the age of 18 years. All the staff deployed by the agency shall be medically fit and their antecedent be verified prior to the deployment in the Institute. The agency shall be responsible for the health and wellbeing of his staff. All precautions and care to be taken to prevent spread of Covid pandemic amongst the workers and occupants of the campus by ensuring Covid Appropriate Behavior and following all directions and guidelines issued by the Institute and the Govt. Authorities.
- v. The agency shall render all assistance in obtaining approvals as required from local authorities for plant operations.
- w. The Contractors will attend all Minor Electrical breakdowns. Major breakdowns/replacements /servicing/repairs in pumps panels motors shall be done by the Client by the Contractor /any other agency separately.
- x. Client will provide sewage water, electricity on continuous basis,
- y. All the materials/chemicals to be used for the operation of STP plants should be of the best quality. All chemicals shall be provided for in the contract value and no extra shall be payable, However all replaceable spare/parts shall be extra as per actuals.
- z. The vendor shall ensure necessary training to supervisors to enhance plant performance and efficiency.

- aa. The supervisor shall maintain the duty roster and The staff should wear photo-identity-cards.

**F. Management of Hostels & Transit Accommodation/Guest Rooms**

- All the housekeeping activities to be performed for the hostels and transit accommodation /guest rooms (16Nos furnished and 16 nos unfurnished
- Attend all complaints in the hostel
- Provide attendant/cook for the guest house when guests are staying/as directed by the officer in charge.

**G. GENERAL REQUIREMENTS**

**a. Helpdesk Management**

- The Helpdesk Services pertain to the Facilities Management, problems on Help-Desk and resolving the problems to closure, which occur on a day to day basis. Service Providers will be required to manage Help-Desk at IIIT wherein the problems will be logged either on telephone, in person or through email. Helpdesk will classify all such calls and forward / allocate to the concerned departments, its Engineers / Technicians, Supervisor or any concerned operational staff for resolution. For each type of problem, the response time would be defined and service providers will adhere to it. The agency shall be capable of handling GPS based /other complaint management app/software.
- This helpdesk will receive, log and track all calls related to the end users in the facility. For calls / services it is not directly responsible, these would be informed and escalated to the concerned IIIT personnel as decided and communicated to the helpdesk from time to time.
- While a standard Help-Desk needs to be manned on a 24/7 basis by qualified computer literate Help- Desk Operators.
- Helpdesk will be allotted a dedicated Telephone Extension No#420/566. by IIIT An email ID will be provided for Help-Desk by IIIT
- Any problem logged in Help Desk either telephonically or through mail will be registered by Help-Desk operator in a Complaint Register and allotted a Unique No. on that date.
- Work orders will be made by Help-Desk operator and handed over to respective attendant to attend to the problem
- Any Complaint Lodged in Helpdesk will be responded to depending on nature of the problem but not later than as referred in SLA and resolved within 2 hours (routine Complaint) of logging the complaint.
- Once the call is closed the respective attendant will get the signatures of the complainant on the work order. Helpdesk to counter check before closure of any problems assigned.
- Resolution of the problem will be reconfirmed by the Help-Desk operator with the complainant and then closed in the Register.

- At the end of each day, the unattended and pending problems will be carried forward to the next day and a report of such problems will be prepared and forwarded to the respective authorities in IIIT
- b. Escalations**
- All Routine Problems, help-Desk related problems, Operations related problems, will be handled by the service provider without any intervention of IIITD
  - If any call is not resolved within the agreed timelines, it will be escalated to the concerned as per the escalation matrix.
- c. Materials, Consumables & Spares**
- The Service Provider will maintain inventories and follow up with suppliers for regular supplies of such material. Where material is to be provided by IIITD, requests will be raised in advance with prior necessary approvals from IIIT.
  - In case of AMCs, the spares required will be governed by the nature of the AM contract.
  - **Service provider would always keep minimum nos. of equipment (in working conditions) at site that are needed for housekeeping and horticulture , STP and other activities.**
  - **Mechanical motorised Cradle, hydraulic telescopic staircase/scaffolding/safety belts /spiderman etc shall be provided by the agency for the works.**
- d. Personnel**
- The Contractor would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards as laid down by IIIT and the industry norms.
  - All staff would be in a neat, clean and well-groomed appearance
  - All staff carry proper ID cards as provided by the service provider.
  - **The staff will ensure wearing respective work masks, safety gloves and belts as and when required These shall be provided by the FMS agency to its. All legal & statutory compliances would be the responsibility of the service provider**
  - Continuous training of the employees would also be the responsibility of the service provider. Attendance of all staff at site to be recorded on daily basis and a report of the same should be provided to IIIT on regular basis. **The same will be overseen by the FM Manager and Institute representative . Billing/ HR activities etc shall be done at agency office and not at site and prior verification got done from both before issue of GST bill.**
- e. Safety guidelines**
- Service provider must know and follow their duties related to safety for all personnel. These guidelines are applicable as well as sub-contractors deployed by them at the site.
  - All Service Provider workmen should be provided with a uniform and shall work within IIITD premises in their prescribed uniform.

- The service provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by IIIT-D.
- The service provider shall provide prior information to IIIT-Delhi representatives about any hazardous material being brought on the site and shall ensure security storage of such material.
- The housekeeping standards employed by the service provider and his subcontractors must be good in all respects.
- The service provider must leave work areas in a clean, tidy and safe condition at the end of each working period.
- No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by IIITD.
- The service provider must provide consumables, tools and equipment based on applicable regulations / codes / guidelines.
- The service provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs in IIITD premises.
- All workmen of the service provider or their subcontractors must have valid identification cards verified by IIIT-Delhi Security Department & shall display at all times during duty hours.

**f. Background Check**

- **Background check for all employees deployed at IIIT is mandatory. None should be deployed at IIIT with proper police verification / character certificate from the company in regard to the personnel brought at site . Initial probation period of 7 days must be kept for all new workers .**

**g. Dos' for deployed staff**

- Maintain personal hygiene by wearing clean clothes, gloves, shoes etc. Be well groomed with short & tidy hair, trimmed nails etc.
- Keep spare uniforms available to change at short notice.
- Be always polite and courteous to staff, students and guests of IIIT-Delhi. Answer telephone calls politely.
- All safety and security rules regulations of IIIT-Delhi and Covid19 protocol to be strictly adhered to by the staff.

**h. Don'ts' for deployed staff**

- Misbehavior with any IIIT staff, student, Guest, other Contract personnel of any magnitude. Impoliteness, loud talking, inappropriate language, inappropriate gestures, any indiscipline Group gatherings, disturbance, misconduct
- Involvement in any kind of activity at IIIT-Delhi with malafide intentions (including theft), either directly or as a support to any third party

**i. Screening**

- Service Provider will depute any personnel at IIIT-Delhi only after screening and approval by IIIT authorities. Any change in any personnel will be at an intimation of at least 1 week to IIIT-Delhi. The new personnel will also be screened and approved by IIIT-Delhi.
  - If any personnel needs to be changed by a Service Provider due to some emergency which is beyond the Service Provider control, even then the new personnel will be screened and approved by IIIT first.
  - In case of rejection of any personnel by IIIT, Service Provider will provide an option till the personnel is approved by IIIT.
  - If a Service Provider continues to provide sub-standard personnel which are not approved by IIIT and the work suffers, IIIT will impose penalties as defined ahead.
- j. Management, Coordination Reporting and Meetings.**
- Service Provider will be responsible for managing the services as described in the scope of work, Liaison with IIIT and AMC Providers, reporting to IIIT, providing Value-Adds to IIIT and escalations.
  - Service Providers have to do daily meetings, weekly meetings, and monthly review on the 10th working day of every month. Quarterly review meeting to appraise IIIT about the FM activities and value-adds.
- k. Managing the Services**
- Service Provider will take ownership of all the Services as described in this Scope of Work and will work as an independent Unit. IIIT's intervention should be only on major issues and not on routine/ operational issues.
  - Service Provider will ensure that the Checklists are adhered to with utmost care and regularity.
  - **Service providers shall provide complete app based software on the complaint management system with clear indication of location and issues open/closed on day to day basis with access to the authorised representative of the Institute. Provide smartphones to all agency supervisors to maintain the communication with all stakeholders. The SIM with nos in series for the same will be provided by the Institute. Monthly payment for the same made by the agency.**
  - **Provide E-vehicle /E-scooter to move around the campus for quick response and complaint management.**
  - Service providers will ensure that the problems are responded and resolved as per the Time frames decided for each type of problem.
  - Service Provider will prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of commencement of agreement.
  - Service Provider Site in charge will brief IIIT representatives on operational proceedings on a day to day basis.

- The Facility Manager shall develop a Continuity of Business Plan for all the premises in coordination with IIIT within three (3) months of signing of the agreement.
- Provide multi-skilled and trained staff.
- The staff should be trained on all the services mentioned in the tender document.
- There should be adequate off-site backup, trained, to ensure 100% service delivery.
- The Service Provider will liaise with external parties (government bodies) if required on behalf of IIIT-Delhi.
- The Service Provider shall ensure that all statutory compliances (PF, ESIC, Minimum wages, contract labour act, etc.) as applicable are adhered to for any person employed by them directly or indirectly. IIIT reserves the right to terminate the agreement in case there is any willful flouting of the law.
- Service providers shall provide complete app based software on the checklist.
- The Service Provider shall co-ordinate the procurement of all consumables / material.

**l. Statutory Compliance**

- The Service Provide shall comply with all the statutory acts, and shall on regular basis submit proof of compliance to IIIT
- Support in obtaining renewals for clearances from various authorities,

**m. Liaison with IIIT**

- Service Provider will coordinate with IIIT's Vendors for carrying out maintenance of equipment under AMC or warranty.
- Service provider will maintain a record of all the equipment at IIIT, keep record of the Vendors details, keep track of the dates of AMC / Warranty validity and inform IIIT when the validity is within 2 months of completion.
- Service provider will also perform Escalations within Vendors in case problems are not responded or resolved as per the Contracts.
- Service providers will prepare the records of routine service visits to be provided by AMC providers and tracking to be done for actual visits, on a weekly basis.
- Service Provider will coordinate with the fuel vendor for ensuring the smooth supply to maintain the Re- order Point.

**n. Service Provider will track all the expenses of IIIT for stores and HSD Fuel.**

- Supplier will maintain record of Fuel consumption of DG set, Stock Register of fuel in adherence with Excise Rules and Regulations, payments issued to Oil Companies and status with the purchase function of IIIT.
- Keep the Inventory status of all spares required for the maintenance of the facility and update on daily basis / as and when required.

**o. Preparation of Stock report on consumables at IIIT**

- Service Provider will prepare Purchase requests for spare parts, Electrical and Mechanical items, plumbing, AC spares and DG spares and will coordinate for approvals with IIIT.

**p. Liability**

- The Service Provider shall indemnify and hold IIITD harmless from and against all claims, demands, suits, proceedings, damages, costs, expenses and liabilities, including without limitation, reasonable legal fees brought against or incurred by either of them for
  - Injury to persons, including death;  
and/or
  - Loss or damage to any property;  
and/or
  - Any other liability resulting from any acts or omissions of the indemnifying Party in the performance of this Contract.
  - Service Provider shall maintain in force and upon request give evidence of adequate insurance covering its potential liability

**q. Liaison with local and state authorities**

- The Service Provider will coordinate with state and local authorities for the work being done by it, as needed.
- **Value Engineering for better services and Cost Reduction**
- Service Providers will use the expertise it has to suggest ways and means of improving the services and reducing cost.

**r. Reporting**

- Service Provider will submit the Daily, Weekly, Monthly, Quarterly, Half-Yearly and Annual Reports as per the formats discussed and decided between IIIT and Service Provider. These Formats will be submitted by Service Provider within 1 week of commencement of Services at IIIT and will be finalized within one week from submission.

**s. Tank Cleaning**

- Terrace Tank Cleaning- 32 nos.- Quarterly schedule
- Six Monthly Tank Cleaning:
  - a) Underground Tanks (dining block)- 04 nos.
  - b) Underground Tanks (Faculty Res block)- 04 nos.



**Annexure- X****EXISTING EQUIPMENTS LIST UNDER AMC**

<b>S. No.</b>	<b>Equipment particulars</b>
1	HVAC Systems with water cooled screw chillers(4 Nos), HWG (3 Nos) , AHU , FCU Tower AC, BMS System, HVAC pumps, VFD, VAV, Booster Pumps, Fresh air unit, toilet exhaust fan
i	DG set (3 nos) with AMF panel
ii	Transformers (1600kva x 3 Nos) and HT Panels
iii	Building main electrical panels
iv	UPS (100 KVA with 30 Mins battery backup -3 Nos.)
v	Tower AC, Packaged Units, Split /Window AC's
vi	Water Coolers and RO Systems
vii	BMS system (For HVAC, UPS, FAS, TRANSFORMER BREAKER – DG and DG pumps)
viii	Kone Lifts (28nos.)
ix	Solar Hot Water System (Girls and Boys Hostel , Residence Block)
x	Heat Pump ( 4 Nos) for Hostel H1 and G1
xi	CCTV and Access System .
xii	Fire Alarm Panel & PA system
xiii	Energy monitoring- Cloud Server Hosting
xiii	Urinals (576 Nos )

## Annexure XI

## Area Details

S. No.	Area	Floor/Count/length	Area	Stairs	Toilets			Meeting Rooms	Remarks
			(sqm)		Ladies	Gents	Handicap		
1	New Faculty Residence	G+11	25% of 9570	2	-	4	-	-	Only common area
2	Faculty Residence	G+11	25% of 5230	2	-	1	-	-	
3	R & D Block	G+7	19579	3	16	16	16	10	-
4	Library Block	G+3	1974	2	4	4	4	3	-
5	Service Block	G+2	730.88	1	-	1	-	-	-
6	Lecture Hall/ Academic Block	G+5	5896	4	13	13	5	3	-
7	Lecture Hall Complex	G+5	15222	4	12	12	12	-	-
8	Dining Block	G+3	3753	3	6	6	4	-	-
9	Girls Hostel	G+4	2990	4	10	-	-	1	-
10	G-1 Hostel	G+5	1400	1	6	-	-	-	-
11	G-2 Hostel	G+5	1400	1	6	-	-	-	-
12	Boys Hostel	G+6	5780	5	-	21	-	1	-
13	B-1 Hostel	G+6	1620	1	-	7	-	-	-
14	Hostel H1 + Married Accommodation	(G + 10)	6814	3	20	-	-	2	-
					22				
15	Hostel H2	(G + 10)	6819	3	22	-	-	2	-
16	Sports Block	G+3	5208	3	3	3	1		-
17	Guard Rooms	05 Nos.	47	-	-	2	-	-	-
	<b>Total Area</b>		<b>83000</b>	42	109	82	41	20	0
	Roads and parking	2300m	35850						

<< Organization Letter head >>  
Service Level Arrangements (SLAs)

**Chart 1:** Severity Levels and time allowed for attending to the problems under each level of severity.

Severity Level	Impact of Severity	Response Time	Recovery Time	Timeline of status report to university/institute authority
Severity 1	Severity Impact on the operation of the Institute- Unable to operate	Immediate – on logging of the problem	Within 60 mins	Every hours
Severity 2	Institute’s operation are degraded but able to operate(with back-up measures)	If Problem is logged before 1700 hours to be attended on the same day; and if logged after 1700 hours to discuss with the authorities of the institute whether to be attended the same day or next day	Within 4-8 hours	Once a day or as desired by the authority of the institute
Severity 3	Low impact on institute’s operations though detrimental, but not an immediate area concern	Problem to be attended to within same or next day after it’s logging.	Within 24 hours	Once in two working days
Severity 4	Zero impact on institute’s operations- Required for improving or for value addition to services	Problem to be attended to during course of preventive breakdown maintenance(as and when).	Within 30 days	Once in 10 days

Recovery time includes interim measures. However, final resolution may involve procurement of spares and mobilizing of third party OEM/vendors.

**Chart 2:** Broad description of problems to be addressed under each level of severity

Problem Type/Level	Problem Reported/Type of request
Severity 1:	<ul style="list-style-type: none"> <li>● Power Shutdown</li> <li>● All the DGs shut down</li> <li>● Main server room – Power or AC Shutdown</li> <li>● All elevators of residential or hostel or academic block are non-functional</li> <li>● Shut down of Fire fighting / detection systems</li> <li>● HVAC shut down</li> <li>● Stock of diesel – NIL</li> <li>● Water supply to the institute shut down</li> <li>● Complete shutdown of UPS</li> </ul>
Severity 2	<ul style="list-style-type: none"> <li>● Critical damage to Building Structure/Façade</li> <li>● Serious problems with fire fighting / detection, HVAC and electric supply systems (not amounting to shut down)</li> <li>● Water Supply shut down to any of the building</li> <li>● Chocking of Sewerage / drainage</li> <li>● Serious issues with Campus cleanliness/security</li> <li>● 50% Elevators of residential or hostel or academic block are Non-functional. UPS / LAN problem in Faculty room/ Library</li> <li>● Fan coil unit not operating</li> </ul>
Severity 3	<ul style="list-style-type: none"> <li>● Minor lapses in security, Parking problems/conflicts</li> <li>● Partial blockage in drainage/sewerage/water supply systems.</li> <li>● Building Maintenance issues</li> <li>● Issus with Common Areas &amp; Amenities, Minor problems in MVAC/electrical / fire fighting &amp; detection systems / Lighting/ UPS point.</li> </ul>
Severity 4	<ul style="list-style-type: none"> <li>● Civil Infrastructure works, House Keeping &amp; Security Services</li> <li>● Infrastructure works</li> <li>● Material shifting</li> </ul>

**FORM OF AGREEMENT**

THIS AGREEMENT is made on the \_\_\_\_\_ day (Month) (2022) Between the Registrar, IIIT-Delhi (hereinafter called “the Institute” which expression shall, unless excluded by or repugnant to the context be deemed to include his successors in office and assigns) of the one part AND

(Name and address of the contractor) through Shri \_\_\_\_\_, authorized representative (hereinafter called “the contractor” which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for providing FMS services to the \_\_\_\_\_ (Name of the Institute) for providing safety, monitoring and surveillance of the Institute.

**NOW THIS AGREEMENT WITNESSETH as follows: -**

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
  - a. Letter of acceptance of award of contract;
  - b. Terms and Conditions;
  - c. Notice inviting Tender;
  - d. Scope of work;
  - e. Addendums, if any; and
  - f. Any other documents forming part of the contract.
3. In consideration of the payments to be made by the Institute to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Institute to execute and the FMS services w.e.f \_\_\_\_\_ as per the provisions of this Agreement and the tender document.
4. The Institute hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per this Agreement and tender document, the contract price of Rs. \_\_\_\_\_ ( \_\_\_\_\_ Rupees in words).
5. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions there from as may be made under the provisions of the contract at the times in manner prescribed by the contract.
6. The Contractor will produce the ESI & EPF deposited challan in the institute every month for personnel deployed in the institute.
7. The Contractor will also produce the proof of deposited Tax to the concerned institute.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

**For and on behalf of the Contractor**

Signature of the authorized official

Name of the official

Stamp/Seal of the Contractor

Name on behalf of the Contractor

in the presence of Witness

Name

Address

**For and on behalf of the IIIT-D**

Signature of Registrar, IIIT-Delhi

in the presence of Witness

Name

Address



8. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the contractor.
9. The neglect or forbearance of the Institute in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Institute for the payment hereof shall in no way relieve the Bank of their liability under this deed.
10. The expressions “the Institute”, “the Bank,” and “the Contractor” hereinbefore used shall include their respective successors and assigns.

IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the day of (Month) \_\_\_\_\_(year) being herewith duly authorized.  
 For and on behalf of the Bank.

Signature of authorized Bank official

Name

Designation

I.D. No.

Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named \_\_\_\_\_-in the presence of:

Witness-1.

Signature

Name

Address

Witness-2.

Signature

Name

Address

**DECLARATION BY THE TENDERER**

The bidder/tenderer shall submit an undertaking on its letterhead, duly signed and stamped, that none of the staff, faculty members, relatives, etc. of the Indraprastha Institute of Information Technology-Delhi are related directly or indirectly to any employees, Directors, or Key Managerial Personnel, etc. of the bidder/tenderer. In the event of the IIIT-D coming to know or pointed about the same, the bidder/tenderer undertakes to deposit a sum of Rs.5,00,000/- (Rs. five Lakh only) as a penalty with the Institute.

Such bidders/tenderers shall be liable to be blacklisted and announced on the website of IIIT-D.

(Signature of the Bidder)

Name and of the Bidder

\_\_\_\_\_

Address

Telephone No. \_\_\_\_\_



## Technical BID

Sl .	Eligibility Criteria	Compliance by the bidder	Documents to be enclosed as proof	Documents enclosed by the bidder	Remarks , if any
1	Company registered under the Companies Act	Public Limited / Private Limited	To enclose certificate to this effect along with copy of Memorandum & Articles of Association		
2	Company existing at least for the past 7 (Seven) years from the date of publication of the advertisement	Yes / No _____ Years	A copy of the Certificate of Registration is to be enclosed		
3	Bidders <b>must</b> have a Main / Branch office in New Delhi/NCR on the date of application	Yes / No Location: _____	A copy of address proof to be submitted		
4	Tender Fee/cost of <b>Rs.5900/-</b> (Rupees Five thousand Nine hundred only)	Yes / No	In the form of a demand draft/ pay order/ Insurance Surety Bonds in favor of <b>IIT-Delhi Collections</b> which is non-refundable.		
5	Bidder Profile-	Yes / No	One self-attested recent passport size photograph of the Authorized person of the firm/bidder, with name, designation, address and office telephone numbers. <a href="#">Annexure-I</a>		
6	Bid Security (EMD) of <b>Rs. 12,00,000/-</b> (Rupees Twelve lacs only)	Yes / No	In the form of demand draft/ pay order/ Insurance Surety Bonds issued by any scheduled commercial bank in favour of <b>IIT-Delhi Collections (Details may be furnished in <a href="#">Annexure-II</a> )</b> (except for those who are exempted by NSIC certifications (with Proof)) failing bid shall be treated as invalid and shall be liable for rejection		

7	Minimum average annual turnover of Rs.12 Crores ( Twelve crores) crores for the past 3 financial years (FY 2018, 2019 & 2020) Please Indicate	Yes / No FY 2017-18= Rs._____ FY 2018-19= Rs._____ FY 2019-20= Rs._____	With attested Copies of Income Tax Return and acknowledgment of the income tax department for the last three years, Certificate from Chartered Accountant . <b>(Details may be furnished in <a href="#">Annexure-III</a> )</b>		
8	Experience in the field of <b>Facility Management Services</b>  Three similar completed works with annual costing not less than the amount equal to Rs. <b>2,40,00,000/-;</b> <b>or</b> Two similar completed works with annual costing not less than the amount equal to <b>Rs. 3,60,00,000/-;</b> <b>or</b> One similar completed work with annual costing not less than the amount equal to <b>Rs.4,80,00,000/-</b>	Yes / No	Enclose proof of work order and completion certificate from clients. Undertaking on the letter head of Rs.100/- (Rupees one hundred only) as per format prescribed in <a href="#">Annexure-IV</a> ).		
9	At least One similar completed work in Academic Central/ State Government University Campus with annual contract value of not less than <b>Rs2,40,00,000/- in the last 7years.</b>	Yes / No	Enclose proof of work order and completion certificate from clients. A certificate from the authorized official of the concerned organization.		
10	Solvency certificate from a scheduled Bank for <b>Rs.2.40 Cr.</b> obtained not earlier than six months from the last date of the submission of tender.	Yes / No	Enclose a copy of the solvency certificate from any Nationalized / Scheduled Bank for an amount of from banker(s)		
11	The Bidder must have minimum quality certification of ISO 9001: 2015	Yes / No	Certificate copies should be submitted, and it should be valid till the date of publication of tender.		

12	The Bidder should have a minimum strength of 2,000 workers under its payroll.	Yes/No	Copy of latest Electronic Challan Cum Return of EPF to be enclosed Alternatively, a certificate from the Bidder's statutory auditor certifying the number of workers on the Bidders payroll (as on date of tender) shall also be considered as valid supporting document. However, the Bidder shall submit the summary sheet of ECR/ Payment confirmation receipt. OMC may carry out verification of the same if required		
13	Self-attested copy of the PAN card issued by the Income Tax Dept. with a copy of Income-Tax Return of the last financial year.	Yes / No	Enclose a copy of PAN card and Income Tax return duly certified by a Chartered Accountant		
14	Self-attested copy of GST Registration No.	Yes / No	Enclose a copy of the registration certificate		
15	Self-attested copy of valid Registration number of the firm/bidder.	Yes / No	Enclose a copy of the registration certificate		
16	Self-attested copy of valid Provident Fund Registration number.	Yes / No	Enclose a copy of the registration certificate		
17	Self-attested copy of valid ESI Registration No.	Yes / No	Enclose a copy of the registration certificate		
18	Self-attested copy of valid License No. under Contract Labour (R&A) Act, 1970.	Yes / No	Enclose a copy of the registration certificate		
18	Undertaking for Acceptance of Tender Terms & Conditions	Yes / No	(Details may be furnished in <a href="#">Annexure-VI</a> )		
19	Qualifications, and experience of manpower - <a href="#">Annexure-VII</a>	Yes / No			
20	Suggested Minimum manpower Required ( <a href="#">Annexure-VIII</a> )	Yes / No			
21	Scope of Work ( <a href="#">Annexure-IX</a> )	Yes / No			

22	Existing Equipment list under AMC ( <a href="#">Annexure-X</a> )	Yes / No			
23	Aera Details of the campus ( <a href="#">Annexure-XI</a> )	Yes / No			
24	Service Level Arrangements (SLAs) ( <a href="#">Annexure-XII</a> )	Yes / No			
25	Form of Agreement ( <a href="#">Annexure-XIII</a> )	Yes / No			
26	Form of Bank Guarantee for Performance Security ( <a href="#">Annexure-XIV</a> )	Yes / No			
27	Declaration by the tenderer ( <a href="#">Annexure-XV</a> )	Yes / No			
28	Technical Bids ( <a href="#">Annexure-XVI</a> )	Yes / No			
29	List of Consumables, Tools and Tackles, Equipment to be provided by Bidder ( <a href="#">Annexure-XVII</a> )	Yes / No			
30	<b>Financial Bid (<a href="#">Annexure-XVIII</a>) in the Separate envelope (Financial /price bid Envelop- B</b>	Yes / No			
31	Brief about the training organization and training-Information about training programs/tie up for the training of employees for Facility Management Services, along with records of recent past training conducted.	Yes / No			
32	Any other documents, as required.	Yes / No			

IITD reserves the right to accept or reject one or all tenders in part or whole without assigning any reasons thereof.

**(Signature of the Bidder)**  
**Name and of the Bidder**

**Annexure -XVII**

**Minimum List of Consumables, Tools and Tackles, Equipment to be provided by Bidder.  
Housekeeping Consumables – Following minimum consumables are to be provided every month on actual procurement bill basis: -(Rate list of consumable to be provided by the bidder)**

<b>S.no.</b>	<b>Description</b>
1	Taski R - 1
2	Taski R - 2
3	Taski R - 3
4	Taski R - 4
5	Taski R - 5
6	Taski R - 6
7	Taski R - 9
8	Taski D - 7
9	Taski Spiral
10	Taski Spiral (HD)
11	Taski Terranova
12	Snapback Polish
13	Hand Liquid Soap
14	Hand Liquid Soap (Foam)
15	Suma Multi
16	Suma Tab
17	Taski TR - 101
18	Taski TR - 103
19	Window Squeezi
20	Window Washer
21	Toilet cleaner for flushing

22	Broom Soft
23	Broom Hard
24	Brasso (500ml)
25	Bamboo Brush with Handle
26	Buffing Pad Red
27	Buffing Pad White
28	Broom Ring (Iron)
29	Check Duster Blue
30	Check Duster Red
31	Cobweb Brush
32	Carpet Brush
33	Channel Brush
34	Caddy for Washroom
35	Dust Control (Blue) Set
36	Dust Control (Blue) Refill
37	Dust Pan
38	Dettol Antiseptic 500ml
39	Dettol Soap
40	Floor Mops
41	Microfiber Duster
42	Feather Brush
43	Gum Boots
44	Hand Brush

45	Hard Broom Stick
46	Hit Black
47	Rubber Hand Gloves
48	Mr. Tall Brush (Hard Brush)
49	Manson Polish
50	Mask and sanitizer for workers
51	Naphthalene Balls
52	Nylon Juna
53	Nirma Surf
54	Old Dhoti
55	Odonil Freshener
56	Phenyle White
57	Plastic Mug
58	Pressure Pump / Butch
59	Plastic Bucket 16 Ltr.
60	Prill 450 Ml
61	Robin Bleach
62	Scotch Brite
63	Spray Bottle
64	Scrubbing Patti (Iron)
65	Steel Wool

66	Steel Scrubber
67	Urinal Cubes Spl.
68	Glass cleaning blade
69	Vim Powder
70	Vim Bar Soap
71	Yellow Duster Spl.
72	Wiper For Floor Spl. 18"
73	W/C Brush (Hockey Style)
74	Wire Brush
75	Wiper (Kitchen)
76	Garbage Bag Big
77	Garbage Bag Small
78	C- Fold Towel
79	Toilet Roll
80	Room Freshener Premium/Odonil
81	Hand Gloves (RR)
82	Urinal Screen V-Screen
83	Suma Inox D-7.1
84	Non Woven Shoe Cover
85	Sodium hypochlorite
86	Spray Machine – Minimum 2 Nos

**Electrical/Plumbing /Carpentry /Civil Tools:**

S. No	Material Name
1	Safety Helmet
2	Brush, 3" size
3	Brush, 4" size
4	Anti mosquito fogging machine with chemicals for spray etc.

**Electrical Tools:**

S.no	Description
1	Screw driver set (taparia)
2	Screw Driver (+_)
3	Combination pliers
4	Nose pliers
5	Line Tester
6	Tong Tester
7	Multimeter
8	Earth tester
9	Crimping Tool 16 mm to 300mm
10	Lux meter
11	Laser Gun
12	D- spanner set
13	Ring Spanner set
14	Ratchet set

5	Electrically driven cradles with safety equipment for facade cleaning and repairs as and when required
6	Hydraulic ladder for upto 40ft height rooms as and when required.
7	Ledger Prop Cup lock scaffolding arrangement as and when required
8	Safety Shoes
9	Tower hanging kit (200m rope)

15	Goti set
16	Meggar
17	HT Hand Gloves
18	LT Hand Gloves
19	Drill Machine-
20	Hammer Drill Machine
21	Electrical Grinder
22	Air Blower
23	Allen Key
24	Tool Bag
25	Grease Gun
26	Portable Welding Machine- Compact with protection glasses and welding rods as required
27	TIG welding arrangement
28	Thermometer Gun for HVAC
<b>Carpentry Tools</b>	
1	Hammer-300 gm

2	Wooden Saw-20 in
3	Hex Saw
4	Farmer Chisel 1 to 1.5 in
5	Planner 14 inch
6	Jumbo pliers (Small)
7	Drill Machine with duster
8	Measuring Tape 5M and 30M
9	Rectangle Screw Driver (+ /-) 14 in
10	Hammer Machine
11	Silicon Gun
12	Wood core cutter set
13	Spirit leveler
14	File (4 in)
15	Tool Bag
16	Round File

<b>Plumbing Tools</b>	
1	Monkey Pliers
2	Screw driver set
3	Hammer 1 kg
4	Combination Plier
5	Hex Saw
6	Chisel 12 inch
7	Screw driver 9inch, 12inches
8	Slide Wrench 6 and 10 inch

9	Pipe Wrench, 14 inch and 18 inches
<b>HVAC Tools</b>	
1	Temperature meter
2	Screw driver set
3	Combination Player
4	Anemometer
5	Hammer
6	Chisel 6 “, 8”,12’,
7	Ring Spanner set
8	D- spanner set
9	Multimeter
10	Slide Ranch 10”,12”
11	Pipe Ranch 10”
12	Serco meter
13	Laser Temperature Gun
14	Pipe spring bender 5/8
15	Brazing set for AC copper pipe
16	Allen Key set
17	Tube cutter big



<b>Housekeeping Machine &amp; Tools</b>	
1.	Walk Behind Scrubbers – Godrej/Forbes- 03
1	Scrubbing machine single disk-03
2	Industrial Vacuum Cleaner-02
3	Hand scrubbing Machine-03
4	Caddy-24
5	Ride On Battery rechargeable unit-02
6	Telescopic Rod 25 ft
7	Glass wiper
8	Gum Boots
9	High Jet Spray Machine-02
<b>Horticulture Machine and Tools</b>	
1	Electric /Battery Lawn Mower -04
2	Manual Lawn mower-02
3	Petrol Operated Brush Cutter-04

<b>Civil /Painter tools</b>	
1	Hammer- 02 (Ghann-01)
2	Brick Trowel- 04
3	Margin Trowel- 02
4	Gauging Trowel- 02
5	Angle Trowel- 02
6	Wooden Float- 02
7	Metal Float- 02
8	Plumb Bob- 02

4	Khurpi
5	Drati
6	Daw
7	Scissor-06
8	Gulab Cutter
9	Hedge cutter Manual-06
10	Spray Machine
11	Kassi with handle
12	Water Can
13	Tasla
14	Panji, small and big
15	Wedding Khurpi
16	Electric/battery/petrol Hedge cutter-02
17	Hand Electric saw

9	Right angled scale-02
10	Aluminium Channel-5m
11	Measuring Tape- 5m, 30m
12	Battering Ram (Durmut)-02

**Annexure XVIII**

**Financial/Price Bid**

Please provide in this table the categories of manpower you plan to use at IIT Delhi. The manpower must be grouped in three categories given above – manager/supervisor, Electromechanical, and Soft Services. You can, within these categories, further sub-categorize if you want (e.g. shift engineer, operator, electrician, carpenter, gardener, cleaner, etc.) to use at IITD, and for each category their general qualifications, the number you plan to use, their salary, and the total cost. After listing the manpower cost, list the cost of consumables, and any other charges by the bidder (if any). The total cost should be clearly stated in the last line.

S.no	Category	Graduate and above	Skilled	Graduate and above	Skilled	Semi-skilled	Un-skilled
	Description	Facility Manager	Supervisor/ Technical Supervisor/ HVAC Supervisor/ Fire Supervisor/ STP/Plumbing Supervisor	BMS Operator	HK Supervisor - (Male / Females) / MST/ DG Operator/ HVAC Operator/ Fire Tech/ Plumbers	STP Operators /Carpenter/Mason/ Assistant /Guest House Attendant/ Pantry Boys/	HK Boys & Maids / Gardener
A	Basic (Min Wage)						
B	Special Allowance	22,000	7,500				
A+B=C	Total -						
D	Provident Fund @ ___%						
E	ESIC @ ___%						
F	Bonus 8.33% Max on 7000						
G	Leave Wages @ ___%						
<b>C to G= H</b>	<b>Total - Cost</b>						

S. no	Category of Employees	Qualifications	Nos to be deployed (Please give building wise breakup in separate above annexure) Following is the current deployment	Salary Per month Please provide detailed break up of costing with Min wage structure in a separate format to above enclosure	Bidders in ___%	Total cost (Incl Bidder charge)
<b>1</b>	<b>Manager Supervisors</b>					
i	Facility Manager		1			
ii	Supervisor		1			
iii	Technical Supervisor		1			
iv	HVAC Supervisor		1			
v	Fire Supervisor		1			
vi	STP/Plumbing Supervisor		1			
<b>2</b>	<b>Electro Mechanical</b>					
i	MST		6			
ii	DG Operators		3			
iii	HVAC Operators		6			
iv	Plumbers		6			
v	STP Operators		6			
vi	Mason/Painter		2			
vii	Carpenter		2			
viii	BMS		4			
ix	Fire Technicians		3			
x	Assistant – Tech/mason/painter/welder/carpenter		3			
<b>3</b>	<b>Housekeeping- Soft Services</b>					
i	HK Supervisor (Male/Female )		5			
ii	HK Boys		56			
iii	HK Maids		27			
iv	Guest House Attendant		3			
v	Horticulture staff		18			
vi	Pantry Boys		3			
<b>A</b>	<b>Total (1+2+3)</b>					
<b>B</b>	Cost of HK Consumables ( <a href="#">Annexure XVII</a> )		Per month			
<b>C</b>	Cost of STP Consumables items		Per month			
<b>D</b>	Pest Control charges- (Twice per month)		Per month			

E	<u>Tank Cleaning Charges</u> - As per scope		Per month			
F	Façade & Structural/Aluminum Cleaning Charges- As per scope		Per month			
G	Monthly Equipment charges		Per month			
<b>H</b>	<b>Total Amount (A to G)</b>					
I	Agency charges in ___%					
J	Gross Total charges per month					
K	GST ___%					
<b>L</b>	<b>Total Amount (J+K) for one month</b>					
M	Gross Total charges per annum					

Total with GST per month  
Total with GST per annum

**Note:**

1. Salary must include ESI & PF as applicable.
2. Bidder Charges should include Bonus, Uniform allowance etc.
3. Wages should not be less than minimum wages as per GNCTD regulations.