

**IIMN/EMES/2022-23/01 DATED 23-09-2022**



**INDIAN INSTITUTE OF MANAGEMENT NAGPUR**  
Plot No-01, Sector-20, MIHAN Notified area, Dahegaon  
Khapri (Rly), Nagpur.441108

**E-Tender Notice**

**Name of work: Tender for providing Facilities Management & Allied services at IIM Nagpur Campus. (Retender)**

**(Tender Reference No.: IIMN/EMES/2022-23/01 dated 23-09-2022)**

Issue by  
INDIAN INSTITUTE OF MANAGEMENT NAGPUR  
[www.iimnagpur.ac.in/tender](http://www.iimnagpur.ac.in/tender)  
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**Last Date of Submission: 13-10-2022 up to 5.00 PM**

## Chapter- 1

## Notice Inviting Tenders and Schedule of Events

Tender No. IIMN/EMES/2022-23/01 Date: 23-09-2022

Online bids are invited under Single-stage (Two bid system) from professional agencies for the work mentioned below:

**Name of work: Tender for providing Facilities Management & Allied services at IIM Nagpur MIHAN Campus. (Retender)**

Bid Downloading Schedule: Tender documents can be downloaded from eProcurement portal - [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders) as per the schedule given in CRITICAL DATE SHEET as under:

Bid Publishing Date	23-09-2022
Bid Document Download Start Date	23-09-2022
Pre-bid meeting	<b>04-10-2022 on 11.00 A.M at IIM Nagpur (Plot No-01, Sector-20, MIHAN Notified area, Dahegaon Khapri (Rly), Nagpur.441108)</b>
Re-Tendering/Corrigendum (If any)	05-10-2022
Bid Submission Start Date	07-10-2022
Bid Document Download End Date	13-10-2022
Bid Submission End Date	<b>13-10-2022 up to 5.00 PM</b>
Part -I: PRE-QUALIFICATION Bid Opening Date	14-10-2022 on 11.30 AM
Technical Presentations for PQ bidders	Will be intimated later
Part-II Financial Bid Opening Date	Will be intimated later

**1.1 Bid Submission:**

Bids shall be submitted online only at [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders)  
Tenderer who has downloaded the tender from [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders) **shall not tamper/modify the tender form including downloaded price bid template in any manner.** In case if the same is found to be tampered/modified in any manner, the tender will be completely rejected, and EMD would be forfeited, and tenderer is liable to be banned from doing business with IIMN.

The link for the tender uploaded on the IIM Nagpur website will also be available on the e-Procurement CPP Portal.

Intending tenderers are **advised to visit** IIMN website [www.iimnagpur.ac.in](http://www.iimnagpur.ac.in) and [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders) **regularly till closing date of submission** of tender for any corrigendum / addendum/ amendment.

**1.2 Tender Fee – Not applicable****1.3 Earnest Money deposit EMD:**

EMD Payment: Rs. 4,00,000/- (Rupees: Four lacs Only) to be paid online on or before the tender closing date and time (through Tenderwizard Portal). All applicable bank charges shall be borne by the bidder. The EMD can also be paid through Bank Guarantee (BG) from any scheduled Indian bank, in which case the scanned copy of BG is to be uploaded on the portal and the physical copy is to be submitted at IIM Nagpur before the last date of bid submission. If EMD is not received from any bidder as detailed above, the tender of that bidder will be liable for rejection. (Exemption on EMD for MSME/NSIC registered units on submission of copies of valid relevant registration documents of current period). EMD of all unsuccessful bidders will be returned after the completion of tender process and award of contract. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee. In case of successful tenderer, the EMD (if any) may be adjusted towards performance security deposit on request. DD from Nationalized Bank will be acceptable

No hard copies of the bid or any documents will be accepted in any form except BG.

**Submission of Tender**

The tender shall be submitted online

Part-I-PQ/ Technical bid	All documentary proofs in support of meeting the pre-qualification criteria as specified in Part-I for Stage 1 PQ
	Part I Stage –2 Technical Evaluation
Part-II-Price Bid	Price bid as per Price Bid format

The offers submitted by Fax/email shall not be considered. No correspondence will be entertained in this matter.

**E-tendering guidelines to bidders:**

1	Tender No	IIMN/EMES/2022-23/01
2	E Tender processing fees payable to KEONICS through e payment mode using credit/debit/Net banking mode	Rs.5000/-+ GST

- Vendors must have Class 2/3 Digital Signature Certificate to participate in the tender (To obtain DSC, please contact KEONICS help desk)  
Phone: 08040482113  
Email id: [dsc@antaressystems.com](mailto:dsc@antaressystems.com)  
Note: If Vendors already have Digital Signature Certificate then it is not needed to buy the digital signature again.
- Bidders should register themselves in the website [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders). To activate the user ID and password, kindly pay the Registration fee of Rs. 2,000 plus GST by paying online payment through credit card/Debit card /Net banking in the website.
- Tenders –Pre-qualification bid and Financial bid should be submitted only through e-Tender portal and obtain the Tender Acknowledgement Token as proof of successful submission.
- Tender will not be accepted after the date and time fixed for receipt of tenders as set in Tender notice or subsequent extensions if any.
- Relevant documents in proof have to be uploaded wherever required.

**Help Desk:**

To get in touch with one of our customer service representatives, please refer the help desk numbers provided on the homepage or call the following number: Bangalore: 080 40482000

- [prabhuswamy@etenderwizard.com](mailto:prabhuswamy@etenderwizard.com) [avinashk901@etenderwizard.com](mailto:avinashk901@etenderwizard.com)

Communication Address

**KEONICS Help Desk**

No. 24, 3<sup>rd</sup> stage, 4<sup>th</sup> Block,  
Basaveshwaranagar,  
Bangalore – 560079  
Fax : 080 4048211

## Chapter – 2

### Background and Broad Scope of Work

#### 2.1 About the Institute

Indian Institute of Management Nagpur is an institution of national importance under the Indian Institutes of Management Act 2017. Indian Institute of Management Nagpur started its journey in the year 2015 under the mentorship of Indian Institute of Management Ahmedabad. The Institute's first batch of Post Graduate Programme (PGP) in Management commenced on the 23rd of July 2015. IIM Nagpur has recently moved to its own campus (of approx. 135 acres) at MIHAN, Nagpur. IIM Nagpur, being a new generation IIM, aims to create value-driven leaders, global managers, and entrepreneurs with strong conceptual foundations and analytical approach to help them be the best in whichever field they choose. The aim is to innovatively address the needs of a modern India, and connecting aspirations and realities to attain benchmarks that are respected internationally. IIM Nagpur is gradually increasing its portfolio of activities to fulfil these objectives. A key aspect of IIM Nagpur's mission is to make an impact on the practice of management. Towards this goal, IIM Nagpur is focused on engaging and collaborating with organizations from the corporate sector, public sector undertakings and government organizations. Our objective is to enable managers and executives improve their knowledge, skills and capabilities to be equipped to perform effectively in their current roles and to take up greater challenges as they move through various stages in their careers.

The Institute is looking for an agency to provide Housekeeping & Allied Services required for IIM Nagpur. The Institute has adopted highest quality standards for all its activities and the bidder is required to render services meeting stringent standards and high quality.

Before attempting to fill the tender document, the bidder should visit the Campus of the Institute to familiarize himself/herself with the various elements of services that are required to be rendered and to understand the quality levels of service that are required to be rendered. It would be deemed that the bidder has visited the campus and understood the requirement before filling the tender.

#### 2.2 Broad Scope of Work-Housekeeping:

2.2.1 Complete upkeep (Housekeeping works) in following area:

- All Institutional Buildings
- Student Hostel Buildings
- Amenities service area
- Residential area (only common area & outside of the houses to be considered)
- Other Open Area, lawn, roads, pavements, Open court yard, Entrance, Amphitheatre,

Parking, Pathway, Covered canopy area, Academic vista & grounds

The scope of work can increase in terms of manning the 24 x 7 help centre and other services related to facilities management for smooth running of Institute functions

**Area Excluded are EEP Block & H4 block Internal Area**

### 2.3 Broad Scope of Work- Technical Services

Providing day to day maintenance (Technical) services in following area: All Institutional & Residential building as per Annexure A & B

The scope of work can increase in terms of manning the 24 x 7 help Centre and other services related to facilities management for smooth running of Institute functions

The Contractor shall, unless specifically excluded in the Contract, shall perform all such work and services not specifically mentioned in the Contract, but that can be reasonably inferred from the Contract as being required for attaining Completion of the Works/ Facilities as if such works and/or items were expressly mentioned in the Contract

#### Architectural Character of the campus:

Structure: R.C.C Frame structure

Flush door with laminate for all buildings.

Powder coating fire door for all buildings

Internal partition toughened glass.

#### Basic Finishes

Sr.no	Description	Finish	Remark
1	<b>Hostel block (H1, H2 &amp; H3)</b>		
	Rooms	600 x 600 MM vitrified tiles	
	Room Balcony	600 x 600 MM anti-skid vitrified tiles	
	Corridor floor	Granite stone	
	Corridor wall dado	600 x 600 MM vitrified tiles	
	Toilet block floor & dado	600 x 600 MM vitrified tiles	
	Staircase	Granite stone	From G.F to F.F
	Staircase	Kota stone	From F.F to 6 <sup>th</sup> floor
	Room ceiling	Gypsum Board	6 <sup>th</sup> floor
	Balcony walls	Texture paint	
	Room walls	Plastered & Paint	
	Railing in Balcony & Staircase	M.S railing	
	Lift Lobby & dado	Granite stone	

	External finish	Texture paint	
2	<b>Admin block &amp; Faculty block</b>		
	Corridor, cabins, lounge	1200 x 1200 mm vitrified tiles	
	Toilet block	600 x 600 mm vitrified tiles	
	Staircase	Kota stone	
	Room ceiling	Gypsum Board	
	Cabins	Floor-1200 x 1200 mm vitrified tiles, Glass Window & False ceiling	
	Meeting rooms, Board room	Carpet tiles	
	Meeting rooms, Board room	Wall fabric panelling	
	Open terrace	Terracotta tiles	
	Entrance & Lift Lobby	Engineered stone	
	External finish	Terracotta tiles + Glass	
3	<b>Student, faculty dining</b>		
	Dining area - internal	1200 x 1200 mm vitrified tiles	
	Toilet block	600 x 600 mm vitrified tiles	
	Alfresco dining front & rear,	600 x 600 mm antiskid vitrified tiles	
	Staircase	Kota stone	
	Foyer	Engineered stone	
	False ceiling	Metal tiles & Baffle ceiling	
	External finish	Terracotta tiles & Glass	
4	<b>Academic block (North &amp; south)</b>		
	Corridor, foyer, office, terrace, lounge	1200 x 1200 mm vitrified tiles	
	Corridor wall	Wooden panelling	
	Toilet block	600 x 600 mm vitrified tiles	
	Entrance, lift lobby, stepped sitting &	Engineered stone	
	Staircase	Kota stone	
	Classrooms	Vinyl flooring	
	Classrooms	Wall fabric panelling	
	Ceiling	Acoustic Tiles & Baffle ceiling	
	Seminar rooms/meeting rooms	Carpet tiles	
	Library	Engineered stone	
	External finish	Terracotta tiles + Glass	
5	<b>Multipurpose Hall</b>		
	service corridor	600 x 600 mm vitrified tiles	
	Toilet block	600 x 600 mm vitrified tiles	
	Staircase	Kota stone	

	pre function, foyer, lift lobby floor & wall	Granite stone	
	Hall Area	Carpet tiles	
	External finish	Terracotta tiles & Glass	
<b>6</b>	<b>Sports complex</b>		
	Office,	1200 x 1200 mm vitrified tiles	
	Toilet block	600 x 600 mm vitrified tiles	
	Connecting corridor & ground floor shaded area	600 x 600 mm antiskid vitrified tiles	
	Entrance lobby, corridor & lift lobby	Engineered stone	
	Staircase	Kota stone	
	Table Tennis & Gym	vinyl flooring	
	Yoga & Meditation hall	Laminated wooden flooring	
	Badminton court	Hardwood floor	
	External finish	Texture paint & Glass	
<b>7</b>	<b>Estate block &amp; service block</b>		
	office area, corridor	1200 x 1200 mm vitrified tiles	
	common room	600 x 600 mm antiskid vitrified tiles	
	Toilet block	600 x 600 mm vitrified tiles	
<b>8</b>	<b>INFED</b>		
	Lift Lobby, Classroom lounge	Engineered Stone	
	Toilet Floor & wall	600 x 600 Vitrified Tile	
	Classrooms	Vinyl flooring	
	Staircase	Kota stone	

**Outer Open Area**

Roads- Asphalt &amp; Tremix

Internal Pathway- Shot blast + Leather Kota &amp; Honed Kota

Entrance Plaza- Dressed Kota cobble, Rough Dholpur-Beige Cobbles &amp; Kadappa cobble

Paved Plazas &amp; Boulevard – Leather Sadarhalli &amp; shot blast + leather kadappa

Entrance Plaza &amp; drop-off –Dressed Kadappa cobble &amp; Kota cobble

Parking – Concrete paver

Parking &amp; Firepath greens- HDPE grass pavers

External finish of Institutional building – Terracotta tiles

Hostel block &amp; other buildings – Texture paint

Faculty &amp; staff residence common Area-Granite stone

Stilt parking of staff residence- Antiskid vitrified tiles.



## Chapter-3

Part I: Stage- 1 Pre-Qualification Bid

The following documents are to be furnished by the tenderers as part of the Technical Bid tender document based on which the Pre-Qualification of the Technical Tenders will be carried out.

Sr.no	Description	Document to be uploaded
	Only those bidders which meet the following minimum criteria will be considered for Technical evaluation	
1	The bidder should be in business of providing Facilities management services for a minimum period of SEVEN years as on 31.03.2022 The right to accept similar works of the vendor will rest with IIMN.	Please upload relevant document as a proof that the firm is in business for the period mentioned
2	The bidder should have satisfactorily completed contracts/assignments in the field of Facilities management services during last 5 years with at least (a) One client for a value more than Rupees Two crore per year OR (b) Two clients for a value more than Rupees one crores per year per client.	Please upload client's Completion certificates
3	The average annual turnover of the firm in last three consecutive financial years as on 31.03.2021 (For FY 2018-19, 2019-2020 & 2020-2021) shall be minimum Rs: 6 crores	Please upload Chartered Accountant's Certificate and audited balance sheet
4	The bidder must be a profit-making organization (At least any three FY) in last four consecutive financial years as on 31.03.2021 (FY 2017-18, 2018-19, 2019-20 & 2020-21	Please upload Chartered Accountant's certificate for profit after tax (PAT).
5	The bidder must have minimum employee strength of <b>300 people (on his own Pay Roll)</b> . (Copy of valid registration and licences with concerned Labour Authorities and valid ESI & PF registration to be upload. Copy of up to date remittances to ESI & PF Authorities to be also upload.)	Please upload relevant documents Last 3 months EPF ECR attach with Payment Challan.
6	Other Desirable conditions i. PAN & GSTIN ii. EMD online payment receipt / DD iii. Copy of valid ISO Certificate 9001:2015, ISO 14001:2015 & ISO 45001:2018 iv. Copy of License under the Contract Labour (Registration & Abolition) Act, 1970 minimum 60 labour covered v. Annex –C vi. Annex-D On company letterhead	Please upload scanned copies

**Stage 2 of Technical Evaluation:**

The shortlisted bidders will be called to meet technical evaluation committee and make a presentation of their proposal (Technical bid) at IIMN

The bidders are requested to prepare their own technical proposal. The technical bid shall contain all the relevant information which forms part of the technical bid. The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of solution being proposed by the bidder.

Technical evaluation will depend on the information provided herein. Technical bid score, out of 50, will be arrived based on the following Parameters/Attributes/Dimensions:

Ser No	Description/ Parameter/ Attributes	Marking scheme	Min. Marks	Max. Marks
1	The bidder should be in business of providing Facilities management services for a minimum period of SEVEN years as on 31.03.2022	07 Years = 01 marks 01 mark for each additional year subject to a maximum of 5 marks	01	05
2	The bidder should have a national presence. For purpose of assessing national presence, following criteria will be used: Bidder must have presence in at least THREE Indian states by virtue of a client being serviced (Work completion certificate, Copy of Agreement need to be submitted as a proof of National presence)	01 States= 01 Marks 01 mark for each additional States subject to a maximum Of 5 marks	01	05
3	The average annual turnover of the firm in last three consecutive financial years as on 31.03.2021 (For 2018-19, 2019-2020 & 2020-2021) shall be minimum Rs: 6 crore	6 Crores = 01 marks above 6 crores to 10 Crores = 3 marks More than 10 Crores = 05 marks subject to a maximum of 5 Marks.	01	05
4	The bidder should have minimum ONE running contract in the field of front office management, housekeeping, property upkeep and general maintenance services in institutes of national importance such as IIMs, IITs etc. or Universities/ Reputed Colleges/ Training Academies or Centres in: <ul style="list-style-type: none"> <li>- Government (Central/ State)</li> <li>- Autonomous bodies</li> <li>- PSUs</li> <li>- Large corporate offices/houses</li> </ul>	01 Contract = 01 marks 02 to 03 Contracts = 2.5 Marks 04 to 05 Contracts = 5 marks More than 05 to 7 contracts = 7 marks More than 7 contracts = 10 marks	01	10

	(having annual turnover of 500 Crores or more). Please attached proof of Running contract work order/agreement copy			
5	<p>Presentation to IIM Nagpur (Offline/<u>online mode</u> over Zoom video call). (<u>Dates shall be intimated separately after opening of the Technical bids and Stage 1 pre-qualification of Technical Tenders</u>).</p> <p>The presentation by the bidders need to cover the following aspects for evaluation assessment by IIM Nagpur:</p> <p>a) Client list, retention record and size/distribution of contracts completed/underexecution</p> <p>b) Number of employees on payroll</p> <p>c) Client satisfaction certificates</p> <p>d) Systems and processes followed for recruiting and training the employees</p> <p>e) Comprehensive operational plan (with all details) given in the technical bid for delivering housekeeping services to IIM Nagpur</p> <p>f) Brands of materials (Quantity, unit etc.) proposed (as per Annexure)</p> <p>g) Manpower proposed (numbers, designation, experience, qualification etc.) (as per Annexure)</p> <p>h) Reporting and Review Systems proposed</p> <p>i) Machinery/equipment planned to be stationed at IIM Nagpur at bidder's cost (as per Annexure)</p> <p>j) Transition/takeover plan for Technical &amp; Housekeeping services</p> <p>k) Complaint redressal system proposed</p> <p>l) Relevant quality additive enhancements in housekeeping services that are proposed over and above standard bill of material given as in the price bid document</p>	A maximum of 25 marks based on presentation	-	25
	<b>Total</b>	<b>Maximum Marks – 50</b>		<b>50</b>

	<b>Minimum Qualifying Marks - 25</b>	
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**Note: Financial/ Price bids** of only those bidders who meet the Minimum Qualifying Marks (25 marks in total) or above shall qualify for the financial/ price bid evaluation stage.

The final scores for technical bids will be based on the following method:

$$\text{Normalized technical Bid Score} = \frac{\text{Marks obtained in technical bid} \times 70}{\text{Highest marks of technical bid}}$$

**(70% weightage given for the Technical Marks obtained).**

For Example: If the technical scores of the qualified bidders is as follows:

Bidder	Marks of technical evaluation out of 50
A	43
B	36
C	38

Then, the Normalized score for the technical bids will be as follow:

Bidder	Technical Score (X) (rounded off to nearest 2 decimal places)
A	70
B	58.60
C	61.88

## Chapter-4 General conditions of contract

### 4.1 Introduction:

The essence of this contract is to provide day to day Housekeeping and Technical Maintenance services. The Institute has adopted HIGHEST quality standards for all its activities and the bidder is required to render services meeting stringent standards.

Before attempting to fill the tender document, the bidder should visit the Institute to familiarise himself with the various elements of services that are required to be rendered and to understand the quality levels of service that are required to be rendered.

### 4.2 Definitions:

Unless repugnant to the subject or context of usage, the following expressions used herein shall carry the meaning hereunder respectively assigned to them, namely;

4.2.1 The expression "Owner" and/or "Institute" occurring in the tender document shall mean Indian Institute of Management, Nagpur and shall include its successors and assigns.

4.2.2 The expression "Bidder" shall mean the Tenderer who submits the tender for the work/services and shall include the successors and permitted assigns of the Tenderer.

4.2.3 The expression "Contractor" shall mean the Tenderer selected by the owner for the performance of the subject work/services and shall include the successors and permitted assigns of the Contractor.

4.2.4 "Officer-in-Charge" shall mean any officer of the Institute authorized to act as the Officer-in-Charge for the work/services or any specified part thereof.

4.2.5 "Work" and "Scope of work" shall mean the totality of the work / services and supply of materials by expression or implication envisaged in the contract and shall include all material, equipment and labour required for commencement, performance, provision or completion thereof. Unless specified in detailed Bill of Quantities.

4.2.6 "IIMN" shall mean Indian Institute of Management, Nagpur

4.2.7 "Contract" shall mean the contract for the work / services and shall include the tender document, the General Conditions of Contract, the Letter of Acceptance, and the accepted Rates (Bill of Quantities in Price bid).

**4.3 Essential technical requirement: `**

4.3.1 The bidder must have all statutory registrations like PAN, GST, PF, ESIC etc. as applicable from time to time with respect to this contract.

4.3.2 Notwithstanding anything stated in the tender document, IIMN reserves the right to assess the bidder's capability and capacity to perform the contract, should the circumstances warrant such an assessment in the overall interest of IIMN and the decision of IIMN in this regard shall be final and binding.

**4.4 Power, water and other facilities:**

4.4.1 IIMN shall provide the Contractor the facilities, specified below for use exclusively for the providing services pursuant to the contract, namely:

(a) Office space with space for stores along with intercom telephone facility (Telephone will be on actual chargeable basis)

(b) Water : Free of Cost

(c) Electricity : Free of Cost

4.4.2 The contractor will arrange for other facilities, utilities, equipment and inputs required for providing the services mentioned in the contract.

4.4.3 The Contractor shall be responsible for and shall ensure the proper utilization of the facilities, equipment, furniture and utilities provided by IIMN without any manner of abuse or excess use and will undertake day-to-day repair & maintenance of all equipment and items supplied by IIMN and also keep the office provided absolutely tidy and free from any damage. For any loss or damages to the premises, fittings, fixtures and equipment, recovery at market rates would be effected from the Contractor's bills and the material/item repaired or replaced at his cost. The decision of Officer in Charge IIMN about the recovery would be final.

**4.5 Conditions of works / services:**

4.5.1 Work / services shall be carried out by the Contractor as per the conditions of contract.

4.5.2 The Contractor shall engage fully trained and adequately experience workmen / Staff and arrange to provide refresher training course for them as and when required and as per the direction of Owner.

4.5.3 Entry into IIMN by any Contractor's personnel will be subject to issue of Gate Passes to such personnel for the purpose. Gate Passes shall be for a fixed period and shall be issued at the joint request of the Contractor and the personnel of the Contractor with respect to whom gate passes are sought, in the format prescribed by IIMN in this behalf to be jointly signed by the Contractor and the concerned personnel.

4.5.4 Issue of Gate Passes shall be subject to the approval of Officer-in-Charge and such approval shall be subject to the Contractor furnishing to the Officer-in-Charge, copy of letter of appointment issued by the Contractor to each person with respect to whom the Gate Passes is sought, signed in acceptance by the persons to whom the letter of appointment is given.

4.5.5 The Gate Pass may be withdrawn without assigning any reason.

4.5.6 The Gate Passes issued to the Contractor's personnel shall not ordinarily exceed the number which will be communicated to him by the owner from time to time except to meet emergent, casual or temporary requirements.

**4.6 Intimation to contractor:**

4.6.1 IIMN shall inform the contractor of its requirement regarding housekeeping / technical services for the planned events and in urgent and exceptional cases 24 hours in advance. All intimation [written / verbal] will be given to the contractor or his representatives at IIMN.

**4.7 Contract Period:**

The initial period of contract will be ONE year with a provision to extend the contract for further period of FOUR years on EVERY TWO years' basis subject to satisfactory performance, on the same terms and conditions at the absolute discretion of IIMN.

The contract shall be in force for the period stipulated in the contract, and on the expiry thereof, it will be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the Contractor will not have any right either contractual or equitable to demand any fresh contract for another term or to continue the same in preference to anyone else. Notwithstanding anything contained in other clauses of the tender document, the contract will automatically terminate if and to the extent that the continuation of the contract or any part thereof become illegal or legally impermissible for any cause.

**4.8 Payment of bills:**

4.8.1 Payment shall be made every month on the basis of the bills having been prepared by the Contractor in duplicate at accepted "BILL OF QUANTITIES". It is desired that copies of the documents (as may be required by IIMN) are enclosed to ensure that the Contractor has duly complied with his contractual and statutory obligations be enclosed along with the bill. All bills should be submitted on printed forms, duly signed and pre-receipted in **duplicate**

4.8.2 Income Tax deduction and other statutory deductions will be made from "monthly" bills of the Contractor as per rules and regulations in force under the Income Tax Act.

4.8.4 Payments will be made within 21 days of submission of monthly bills provided the bills are complete and duly authenticated by the specified Officer(s) of the Owner.

4.8.5 Payments will be made by e – payment/NEFT/RTGS

**4.9 Escalation / De-escalation:**

Item Prices/ Item Rates quoted will be firm during the first year of the contract.

After the first year, item rates will be escalated at the rate of PERCENT every year (To be quoted in % by the Bidder for 2nd,3rd,4th, & 5th year in Price Bid)

4.9.1 Payment to workmen by the contractor: The bidder has to work out his quoted rates based on the minimum wage declared by the central government. The latest minimum rates of wages showing the basic rates and Variable Dearness Allowance payable w.e.f 01-04-2022 shall be as under (Sweeping & Cleaning)

Area	Basic Wages (Rs)	V.D.A (Rs)	Total
A	523	140	663

The rates of Minimum wages for employees employed in MAINTENANCE OF Building are as under

Category	Basic Wages (Rs)	V.D.A (Rs)	Total
Unskilled	523	140	663
Semi-Skilled	579	155	734
Skilled	637	169	806
Highly skilled	693	183	876

4.9.2 Revision of Payment to workmen by the contractor

**Any timely escalation OR de-escalation in minimum wages declared by the Central Govt. shall be implemented by the contractor. Generally, every six months' central govt. declares VDA and hence the contractor has to revise the payment to workmen accordingly.**

4.9.3 Payment by IIMN to the contractor:

The rates fixed for the year at the time of contract will remain same throughout the year. Bidders are requested to consider the escalation in minimum wages and revisions in VDA during the year at the time of quoting the rates and escalation percentages. The revised rates as per the quoted escalation percentage will be effective for each year as per the Price Bid and agreement. **IIMN will not pay any additional charges for revisions in VDA, however, the contractor will have to pay to the manpower deployed as per Minimum Wages Act and as per revisions in VDA as and when applicable.**

**4.10 Earnest money:**

Tenders uploaded without earnest money will not be considered. The earnest money of the unsuccessful bidders will be refunded without any interest after the award of the contract. The earnest money of the bidder is liable to be forfeited if the bidder prematurely withdraws his bid or the successful bidder fails to take up the job or fails to deposit the



initial security deposit. (exemption on EMD fee for MSME/NSIC registered units on submission of copies of valid relevant registration documents of current period)

The bidders who seek exemption from Tender fee/EMD as per clause no. (1.2&1.3) above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a Performance security before the deadline defined in the request for bids document, will be suspended for the period of five years or as decided by the competent authority from being eligible to submit bids for contracts with IIMN

**4.11 Security deposit:**

4.11.1 The security deposit consists of three elements

- a) Earnest money deposit to be paid as mentioned in Clause no. 1.3 on NIT.
- b) Initial security deposit @ 2.5% of the Contract Value (First year amount) to be paid on award of work but before commencement of work. ISD amount is inclusive of EMD.
- c) Successful bidder has to submit Performance Security Deposit (PSD) @ 3% of the annual contract value. It should be deposited within two weeks from the date of award of contract in the form of DD/pay order/Bank guarantee from a scheduled commercial bank in favour of "**Indian Institute of Management Nagpur**". If any amount remains liable to be recovered by IIMN from the bidder or in the event of termination of contract by IIMN on account of breach of any terms and conditions of the contract by the bidder, the PSD shall be invoked by IIMN. IF THE contractor FAILS TO SUBMIT PSD, IT WILL BE DEDUCTED FROM THE FIRST RUNNING ACCOUNT BILL OF THE contractor. INTEREST WILL NOT BE APPLICABLE ON PSD AMOUNT. PSD amount will be released after three months from the date of on completion of contract.

4.11.2 Release of final payments and retention monies (if any) outstanding on expiry or Completion of the contract including extended period shall be subject to the Contractor furnishing satisfactory proof of re-deployment or retrenchment, as the case may be, of employees who were deployed by the Contractor pursuant to the contracts to work within the premises of IIMN.

4.11.3 Security deposits amount shall be considered based on First Years' Annual contract amount.

4.11.4 Release of Initial Security Deposit shall be on completion of 60 months of contract period or when the contract is not extended (whichever is earlier).

4.11.5 No interest will be paid on any deposit.

**4.12 Taxes, labour laws and other regulations:**

- 4.12.1 The Contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
- 4.12.2 The Contractor shall accept and bear full and exclusive liability for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything done or service rendered pursuant thereto.
- 4.12.3 The Contractor shall fully comply with all applicable laws, rules and regulations relating to P.F. Act, ESI Act, Bonus Act, Minimum Wages Act, Contract Labour Act, Workmen's compensation Act, C.L. (R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Central, States, Municipal and local governmental agency or authority.
- 4.12.4 The Contractor shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions / obligations. The Contractor shall be responsible for making records pertaining to payment of wages act and also for depositing the P.F. and ESI contributions, with the authorities concerned.
- 4.12.5 The Contractor shall be responsible and liable for all the claims of his employees.
- 4.12.6 The Contractor shall obtain licence under the Contract Labour (R&A] Act from the office of the Assistant Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill will be cleared only on submission of the said licence. The Contractor would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime Register, First Aid Box, Display of Notices, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.
- 4.12.7 The Contractor shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work.

**4.13 Inspection and testing by IIMN:**

- 4.13.1 The Owner shall be entitled to inspect and/or test by itself or through any of its representative or an independent agency any premises of the Contractor and materials stored therein for use pursuant to the Contract and/or any ingredient to be used for the services pursuant to the Contract.
- 4.13.2 If any material, item or component intended to be used for the work/ services is found to be unsatisfactory (in which matter the decision of the Owner or his authorised representative shall be final) the Contractor shall not use such material, and shall keep the

Owner indemnified from and against any claim of infection, poisoning or illness arising from any defective material provided by the Contractor.

**4.14 Compliance of statutory obligations:**

The bidder will be required to comply with all statutory obligations from time to time applicable to this contract. In the event of violation of any contractual or statutory obligations by the bidder, the bidder shall be fully and solely responsible for the same. Further, in the event of any action, claim, damages, suit initiated against IIMN by any individual, agency or government authority due to acts of the bidder, the bidder shall be liable to make good / compensate such claims or damages to the IIMN. As a result of the acts of the bidder, if IIMN is required to pay any damages to any individual, agency or government authority, the bidder would be required to reimburse to IIMN such amount along with other expenses incurred by IIMN or IIMN reserves the right to recover such amount from the payment(s) due to the bidder while settling its bills.

**4.15 Interpretation:**

4.15.1 The Special Conditions of Contract shall be read in conjunction with all other documents forming this contract. Notwithstanding the sub-divisions of the documents into these separate sections, every part of it shall deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.

**4.16 Vacation of premises:**

4.16.1 The Contractor shall give vacant possession of the facilities/premises made available to the Contractor by IIMN and return all furniture, fixture, equipment and other items made available by IIMN in good condition after the contractual period is over or if the contract is earlier terminated. Handing over of the vacant possession of the premises and equipment etc. shall be affected within 7 days of the completion of the period of contract or termination of the contract. If the Contractor fails to do so, the Owner shall be free to take possession of the premises by opening lock(s), if necessary, and make out an inventory of all furniture material and equipment and shall be free to deduct from the Contractor's bill(s) or security deposit, any item found to be missing at the replacement cost of the material/equipment, furniture etc. given to the Contractor by the Owner.

**4.17 Assignment & sub-contracting:**

The successful bidder shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of unavoidable circumstances, the successful bidder shall be able to do it with approval of the IIMN of premises. However, the job shall be sublet only to the party approved by IIMN officials

**4.18 Rejection of tender (s):**

IIMN reserves the right to, at any time and in its absolute discretion the following

- Accept or reject any or all bids
- To permit any bidder to resubmit its shortfall documents

- To negotiate the price with L-1 bidder
- To suspend, discontinue, modify and/or terminate the Tendering process at any time without assigning any reason whatsoever

**4.19 Quantum of work:**

This contract is basically an item rate contract. The quantities mentioned in price bid are approximate only and may vary in the actual course of execution. The bidder is therefore, advised to quote very carefully. No claim for compensation from the bidder shall be entertained due to any variation in quantities (irrespective of the quantum of variation) OR deletion of any item. The rates fixed for a particular period shall remain same throughout that duration. Actual executed quantities for respective items shall be measured and paid.

**4.20 Services for special occasion:**

4.20.1 If at any time during the existence of the contract the Owner desires to utilise the services of the Contractor for any special occasion (Events) or otherwise, the Contractor will arrange the same at the rates to be mutually agreed upon (provided the items are outside the rates of items already included in the tender).

4.20.2 Similarly, in case the Owner desires to include any new items in the contract for services the same will be negotiated with the Contractor.

**4.21 Prices, Taxes, Duties:**

The Bidder should quote firm prices/ rates inclusive of all Taxes like Duties, Levies, Personal Tax, Corporate Tax, worker welfare cess, Labour welfare Cess etc. and all other expenditure required to be incurred by him/her for providing required work etc. during the contract period as indicated under his contract and afterward no variation on any account unless otherwise specifically mentioned will be allowed. (The contractor will indemnify IIMN against all statutory liabilities present and future, arising out this contract.). **Only GST as applicable shall be paid extra over and above the quoted rates.**

**4.22 Bid validity:**

E-submitted bid submitted by bidder shall remain valid for a period of 6 (Six) Months from the date of opening of price bid. The EMD shall be forfeited if a bidder withdraws his bid during the period of bid validity as specified in the bid form.

**4.23 Conditional tenders:**

Conditional bids or Bids based on the process / basic schemes other than mentioned and / or not conforming to the technical specifications / requirements of the Bidding documents will not be considered

**4.24 Contract agreement:**

The successful Bidder shall be required to execute a contract Agreement with IIMN on the non-judicial stamp paper of Rs. 500/- (Rupees Five hundred only). The cost of stamp paper shall be borne by successful Bidder.

IIMN reserves the right to amend the terms & conditions of contract after Mutual discussions and shall only be in writing

**4.25 Work at Risk and Cost:**

The Institute reserves the right to get the whole or part of the work / services executed by some other agency at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of whole or part of the work/ services is not satisfactory.

**4.26 Insurance:**

The Successful bidder (Contractor) shall take third party insurance to cover any accident or accidents of any nature, for an amount 25 lakh for work/services against damage/loss/injury to property or persons or loss of life during the complete period of the contract. A copy of the Insurance Policy will be handed over by the contractor to the Estate Office of the Institute before Starting Date of the work as specified in the contract. In case the Contractor fails to take the insurance policy, the Institute would arrange for the same at the cost of the Contractor, alternatively, the Institute may stop payment of bills to the Contractor till Insurance is arranged by the Contractor or terminate the contract at the risk and cost of the Contractor. In case of any mishap, the liability for the same will be borne by the Contractor & not involve IIM Nagpur

**4.27 Indemnity:**

The Contractor shall indemnify and keep indemnified the Institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen Compensation Act, Sales, Royalty, Excise Duty etc. and shall keep the Institute indemnified against all penalties and liabilities of every kind for breach of any such statute ordinance or law/regulations or by laws. The Contractor shall not employ child labour.

**4.28 Compliance with the Owners Rules & Regulations:**

The Contractor shall comply with all norms stipulated by the IIMN such as Gate Passes, security, maintenance of cleanliness, discipline & decency at and around the worksite, safety precautions and safety regulations. The Contractor has to follows rules & regulations imposed by the government like social distancing, hygiene, etc

**4.29 Arbitration:**

If any dispute, difference, controversies or claims of any kind whatsoever shall arise between IIMN and the successful bidder, they shall seek to resolve any such dispute or difference by amicable mutual consultation and deliberation in good faith within 21 days from the date of intimation of such dispute, difference, controversies or claims by referring it to the Director of IIMN by the successful bidder. If IIMN and successful bidder fail to resolve such dispute or difference, controversy, or claim by mutual consultation, then either Party may give the other, If any dispute, difference, controversies or claims of any kind whatsoever shall arise between IIMN and the successful bidder, they shall seek to resolve any such dispute or difference by amicable mutual consultation and deliberation in

good faith within 21 days from the date of intimation of such dispute, difference, controversies or claims by referring it to the Director of IIMN by the successful bidder. If IIMN and successful bidder fail to resolve such dispute or difference, controversy, or claim by mutual consultation, then either Party may give the other, a formal notice in writing that the dispute, difference, controversy or claim exist specifying its nature, the point(s) in issue and its intention to refer such disputes, differences, controversies, or claims to arbitration under the Arbitration and Conciliation Act, 1996. The sole arbitrator shall be appointed by Director IIMN having requisite technical expertise to adjudicate such nature of disputes. The decision of sole arbitrator shall be binding on both the parties. Arbitration shall be held in Nagpur, India and the arbitration proceedings shall be conducted in the English language. The arbitrator will be requested to give their award in 60 days' time. The award shall be a reasoned award and the same shall be final and binding on the Parties. The award shall be entered in the courts at Nagpur and such courts may order enforcement of the award against the Parties and their respective successors and permitted assignees. The costs and expenses of the arbitration shall be borne by equally by both the parties. The courts in Nagpur shall have the exclusive jurisdiction.

**4.30 Authorization:**

Bidder signing the tender form or any other documents forming part of the contract on behalf of the Bidder shall be deemed to warranty that he has authority to bind the Bidder. If subsequently comes to light that the person so signed had no authority to do so, IIMN may without prejudice to any other civil & criminal remedies cancel the tender and hold the bidder liable for all costs, charges and damages.

**4.31 Safety & Security:**

Contractor shall abide by the safety code provisions from time to time by the government/statutory authorities pertaining to this contract. Contractor shall fully comply with the government guideline issued time to time like monitoring temp of their employee, using Mask, using sanitizer etc.

**4.32 Error in Tender submission**

IIMN does not take any responsibility for the tender being wrongly submitted in the tender wizard portal and malfunction of the system at bidder's end or not received in the portal by the stipulated date and time

**4.33 Award of similar type of work/services on same rates**

Upon mutual consent, IIMN may award similar type of work in the campus for which the rates shall be valid up to the contract period

**4.34 Precedence Clause:**

In case of any ambiguity in interpretation:

4.34.1 The Price bid will supersede the Technical Bid and Pre Qualification bid

4.34.2 Technical Bid will supersede the Pre-Qualification Bid.

4.34.3 Asst. Manager (A&C), IIM Nagpur decision on interpretation of the entire contract terms and conditions will be final and binding to all.

**4.35 Defect liability period :** 03 months from the date of completion of the contract

**4.36. Method of Measurement:**

Priority -1 = Actual Nos./area/Shift/units of various items to be measured and paid.

**4.37. Liquidated damage:**

For non-performance with respect to quality standards or time or both, IIMN may deduct appropriate amount from the bills of the contractor. The amount will be decided by Officer Facilities based on the gravity of the non-performance

**4.38 Exit clause:**

**4.38.1 Termination due to contractor's Default**

If the contractor is in default under any of the provisions of this Contract, including but not limited to:

- a) failure to proceed with all or any part of the Contract or Contract Work with due diligence,
- b) failure to execute all or any part of the Contract or to perform any other obligations in accordance with the Contract.
- c) refusal or neglect to make good defective Work or after being instructed to do so by IIMN.
- d) going into liquidation (other than a voluntary liquidation for the purpose of reconstruction) or having a receiver appointed for all or part of its undertaking.
- e) delay in executing the Contract
- f) abandoning the Contract
- g) assigning or subletting any part of the Contract Scope of Work without the prior written approval of IIMN;
- h) failure to comply with any Applicable Law;

then, and in any such event and without prejudice to any other rights or remedies that IIMN may have, IIMN may issue contractor written notice describing the default. If contractor does not commence remedy of the default within (10) Ten days after receipt of the notice, IIMN may terminate all or any part of the Contract Work under this Contract and may then complete or have others complete all such terminated Work at the contractor's sole risk and cost.

In case of such termination, contractor shall not be entitled to receive further payment, until the terminated Work is completed and accepted by IIMN. If the costs incurred by IIMN, including costs incurred in performing additional services to complete the Contract Scope of Work and IIMN's overheads in this regard, exceed the unpaid balance of the Contract Price, the contractor shall reimburse IIMN such excess within (10) ten days after receipt of an invoice thereof.

The rights and remedies provided in this article are in addition to the rights and remedies provided to IIMN by law, equity, or under any other Article in this Contract.



Such termination will not relieve the contractor of its responsibility to its labourers, suppliers or any other creditors, including IIMN.

#### 4.38.2 Termination for Convenience

IIMN may, at its opinion, terminate for convenience the Contract Scope of Work in whole or in part, at any time by written notice to contractor. Such notice shall specify the extent to which the performance of Work is terminated and the effective date of such termination. Upon receipt of such notice, contractor shall:

- a) Immediately discontinue the Contract Scope of Work on the effective date or date of receipt of notice from IIMN, whichever is the latest and to the extent specified in the notice and place no further orders or sub-Contracts for services, other than as may be required for completion of such portion of the Contract Scope of Work that is not terminated;
- b) Promptly obtain cancellation upon terms satisfactory to IIMN of all purchase orders, sub-Contracts, rentals, or any other agreements existing for the performance of the terminated Work or assign those agreements to IIMN as instructed;
- c) Assist IIMN in the maintenance, protection, and disposition of Work in progress, plant, tools, equipment, property, and Goods acquired by contractor or furnished by contractor under this Contract.
- d) Complete performance of the Contract Scope of Work that is not terminated contractor for any damages, including loss of anticipated profits. As its sole right and remedy, contractor shall be paid for
  - a) The Work, which has been satisfactorily performed till date of such termination. contractor shall have the responsibility to submit the Scope of Work that had carried out prior to the termination date with sufficient documentation within 7 days from date of the receipt of the termination notice. All such Scope of Work shall be properly protected and handed over to IIMN.
  - b) All amounts due and not previously paid to contractor for Contract Scope of Work completed in accordance with the Contract prior to such notice of termination, and for Work thereafter completed as specified in such notice
  - c) The termination of the Contract shall not relieve the contractor of any continuing rights, obligations and liabilities under the Contract.

#### 4.38.3 – Termination from contractor ‘side

The contractor can also terminate the contract giving Three months’ notice period to IIMN

#### 4.39 Dispute Resolution:

If any dispute, difference, controversies or claims of any kind whatsoever shall arise between IIMN and the successful bidder, they shall seek to resolve any such dispute or difference by amicable mutual consultation and deliberation in good faith within 21 days from the date of intimation of such dispute, difference, controversies, or claims by referring it to the Director of IIMN.



If IIMN and successful bidder fail to resolve such dispute or difference, controversy, or claim by mutual consultation, then either Party may give the other, a formal notice in writing that the dispute, difference, controversy or claim exist specifying its nature, the point(s) in issue and its intention to refer such disputes, differences, controversies, or claims to arbitration under the Arbitration and Conciliation Act, 1996. The sole arbitrator shall be appointed by Director IIMN having requisite technical expertise to adjudicate such nature of disputes. The decision of sole arbitrator shall be binding on both the parties.

Arbitration shall be held in Nagpur, India and the arbitration proceedings shall be conducted in the English language. The arbitrator will be requested to give their award in 60 days' time. The award shall be a reasoned award and the same shall be final and binding on the Parties. The award shall be entered in the courts at Nagpur and such courts may order enforcement of the award against the Parties and their respective successors and permitted assignees. The costs and expenses of the arbitration shall be borne equally by both the parties. The courts in Nagpur shall have the exclusive jurisdiction.

#### 4.40 Force majeure:

If the whole of any part of the performance by the Parties of any part of their respective obligations hereunder is prevented or delayed by causes, circumstances or events beyond the control of the Parties including delays due to but not limited to floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government, custom barriers, or other causes of like character beyond the control of the Parties, then to the extent the Parties shall be prevented or delayed from performing all or any part of its obligations hereunder by reason thereof despite due diligence and reasonable efforts to do so notwithstanding such causes, circumstances or events, the Parties shall be excused from performance hereunder for so long as such causes, circumstances or events shall continue to prevent or delay such performance. However, there will not be any additional cost implications towards IIMN for such delay in performance, and the successful bidder agrees to complete scope of service & meet his obligations under contract for the cost agreed in LOI/ service order.

#### 4.41 Contact details for any clarification

Email: [sr\\_officertech@iimnagpur.ac.in](mailto:sr_officertech@iimnagpur.ac.in) [adminoffice@iimnagpur.ac.in](mailto:adminoffice@iimnagpur.ac.in)

Phone no :08527555133/07767018721

Address: IIM Nagpur

Plot No-01, Sector-20, MIHAN (Non Sez), Dahegaon  
Khapri (Rly), Nagpur.441108

## Chapter-5

### Part II: Price Bid

Price Bid of only technically qualified bidders shall be opened at later date in presence of authorized representatives of bidders & IIMN Officers. Technically qualified bidders shall be intimated by web notification and or auto generated email through e-procurement. The date, time and location of opening the price bid shall be communicated to the eligible bidders through web-notification at [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders)

- The bidders have to e-submit the price bid only as per the price schedule format/template available on [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders) . Any other format for e-submission of price bid shall be out rightly rejected without any further reference to the bidders.
- In case if the price bid is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with IIMN.
- Do not quote price in the Technical Bid i.e. in Part-I or elsewhere which would lead to bid getting disqualified without any further reference to the bidders.
- **The prices must include all the applicable taxes and duties, fees and any other charges except GST.** GST component if applicable to be shown separately and will be paid extra, if applicable.
- IIMN reserves the right to negotiate the quoted price with the successful bidder.
- The quoted rates shall remain firm throughout the first year of the contract and no revision is permissible for any reason.

#### **Special Note on price Bid quantities**

Minimum guaranteed quantity is NOT APPLICABLE in this tender; payment will be made based on actual executed quantities.

No claim for compensation from the Contractor shall be entertained due to any variation in quantities (irrespective of the quantum of variation) of the various items or deletion of any item(s). The rates fixed for a year shall be firm during entire year. Escalation for the next year shall be as quoted in the price bid.

## Chapter-6

### Special Terms & Conditions

#### CONDITIONS OF WORK:

6.1 Efficiency, promptness, quality service, good behaviour and politeness of the Contractor and his staff are the essence of the contract. **The Contractor is required to supervise the operations at all working hours and his manager or supervisor shall personally supervise operations in the premises.**

6.2 The Contractor shall engage fully trained and adequately experienced technical Staff and arrange to provide refresher training course for them as and when required and as directed. All staff and workers to maintain good hygiene like clean uniform, properly polished shoes, nails trimmed, hairs properly cut, etc.

6.3 The attendance record **biometric** shall be produced for verification on demand by the IIM, NAGPUR at any other point of time. The contractor has to **procure biometric attendance machine at his own cost and maintain the same during contract period** for attendance of the concerned workers deployed by the contractor. This monthly record of biometric attendance should be enclosed along with the monthly bill of the contractor.

6.4 The contractor should ensure payment of minimum wages to his workmen on or before **7th** of every succeeding **month through Nationalised Bank only**. The record of the same should be enclosed along with monthly bill of the contractor to the Institute.

6.5 All the technical staff shall be medically fit. They should be free from all infectious diseases. The Contractor shall get his employees medically examined once in 12 months and obtain fitness certificates.

#### 6.6 UNIFORM SET:

Sr. no	Description	Make	Approx. Quantity per Annum
1	Uniform with Cap	Good quality as approved by IIMN	2 sets
2	Shoes		
	Price bid: Section 100	Good quality Shoes as approved by IIMN	1
	Price bid section 200	Safety Shoes - Liberty or Allen Cooper or Hi tech as approved by IIMN	1
3	Rainwear		
	Price bid section 100 & 200 : Raincoat to team working in open area, Umbrella & Gum boot as per site requirement	Good quality as approved by IIMN	1
4	Safety Helmet		
	Price bid section 200: As per site requirement	Karam or as approved by IIMN	05 Nos

1. Each and every staff appointed by the contractor should have police verification certificate.
2. The workmen/staff appointed by the contractor shall be residing within Nagpur area.
3. The contractor shall make payment of wages to all its employees under this contract through A/C payee cheque only or Bank Transfer.
4. The Contractor's personnel shall not indulge in entertaining their guests/outside in the IIMN premises, and shall not loiter in the IIMN premises and shall not normally move out of their specified area of operation.
5. No residential accommodation, transport, medical or any other type of facility will be provided by the INSTITUTE to the Contractor's workers and it will be sole responsibility of the contractor to provide the same to his workers
6. No claim for compensation from the Contractor shall be entertained due to any variation in quantities (irrespective of the quantum of variation) of the various items or deletion of any item(s).
7. **For housekeeping services: In most of the cases it would be general shift. But it may be used for second shift during events or whenever required. Please note that 8 hours will be considered as one shift.**  
**Hostel housekeeping has to be done 7-days a week. Hence the bidder is required to deploy the appropriate no. of labourers to take into weekly off for all.**
8. Mobile phone carrying with the Technicians on site are compulsory. Bill of mobile phone will be paid by the contractor. No reimbursement will be made by IIMN.
9. Holidays: In a year holidays would be counted as (i) 26 January, (ii) 15 August, (iii) 2 October, (iv) Labour day, (v) Diwali,
10. The contractor shall provide all workmen and staff proper uniforms with identity card as mutually agreed between successful bidder and IIMN. Rain wear and winter wear also shall be providing by the contractor to all workmen. The contractor shall pay to all their staff - wages for regular & extra duties, EL, PF, ESI, bonus, etc. as per statutory rules and regulation from time to time. While quoting the rates the bidder shall consider all these expenses to be covered.
11. **Contractor to provide all necessary documents to each staff (i.e. Appointment letter, offer letter, salary slips, PF slips, Experience Letter, Reliving letter etc.)**
12. Any Power failure complaint and emergency complaint must be attended on top priority and closed at earliest.
13. Contractor to make his own arrangement for the refreshment of his staff like tea, coffee, snacks, lunch, dinner. IIMN will not make any reimbursement for that.
14. Contractor to maintained minimum tools & machine as mention in Annex –II & III
15. Minimum manpower requirement for technical services mentioned in Annexure- VIII
16. Contractor has to carry out all activities under Swachh Bharat Abhiyan time to time and any other activities as per directives of the Engineer in charge

## Chapter-7 Detailed Scope of Work

### 7.01 General Specifications: Housekeeping

#### 7.01.01 Background

The following facilities / spaces would be required to be kept clean and presentable:

- Admin & faculty Buildings, Academic north & South block, Classrooms, meeting rooms, offices corridors, Hostel blocks, student & Faculty dining, Sport block, Health centre, MPH, INFED, Visitor centre, Estate block, services block and other civil structures
- Toilets block
- Canopy Area of Admin & Faculty block
- Canopy area of Academic vista
- Identity Signage
- Amphitheatre
- Parking, Pathway & Roads
- Residential area (only common area & outside of the houses to be considered)

The agency would be required to keep trained personnel in proper uniforms at each location for the following jobs. It is suggested that in order to maintain basic minimum standards of cleanliness, the following would need to be undertaken:

**Note: Please refer Annexure I to V for details**

#### Annexure I

(List of Consumables to be supply <b>Monthly</b> . It is an indicative list. The agency is free to improve the list in terms of quality products from time to time)				
Sr.no	Description	Qty.	unit	Brand Name
1	Naphthalene ball			<u>Khushboo/sunny</u> any other reputed Brand
2	Hand Liquid soap			FEM/DAGA/Life boy
3	Urinal Skin			Taski/ any other reputed Brand
4	Odonil			ODONIL/ any other reputed Brand
5	Sunny Cube			Sunny cube/khushboo
6	R1			TASKI/Buzil Rossari (Eco friendly)/ any other reputed Brand
7	R2			TASKI/ Buzil Rossari (Eco friendly)/ any other reputed Brand
8	R3			TASKI/ Buzil Rossari (Eco friendly)/ any other reputed Brand
9	R5			TASKI/ Buzil Rossari (Eco friendly) /any other reputed Brand

10	R4			TASKI/Buzil Rossari (Eco friendly)/ any other reputed Brand
11	R6			TASKI/ Buzil Rossari (Eco friendly) /any other reputed Brand
12	R9			TASKI/ Buzil Rossari (Eco friendly) /any other reputed Brand
13	Acid			Any reputed Brand
14	Dettol 1x 500ml			Dettol
15	Nirma			Nirma
16	Room freshener			As approved by IIMN
17	Scotch bright			3M/Hexo/Silki
18	Spray Gun refill			Taski /any other reputed Brand
19	Hard Broom			Any reputed Brand
20	Soft Broom			Local
21	Small wiper			BRW /any other reputed Brand
22	Check Duster			Any reputed Brand
23	Floor Duster			Any reputed Brand
24	Glass Duster			Any reputed Brand
25	Dry Mop Refill			Sun bright /any other reputed Brand
26	Wet mop Refill			Sun bright /any other reputed Brand
27	Wiper (Bath room)			BRW /any other reputed Brand
28	Nylon scrubber			local
29	Garbage bag black			Kuber /any other reputed Brand
30	Garbage bag white			Kuber /any other reputed Brand
31	Dust bin Liner bags			Kuber /any other reputed Brand
32	Toilet roll			Royal /any other reputed Brand
33	Bamboo stick			local
34	Hit Spray			Godrej/ any other reputed Brand
35	Fragrance Refill			As approved By IIMN
36	Hand Gloves			Any reputed Brand
37	Scrubbing pad			3M /any other reputed Brand
38	TR 101			Taski/ Any reputed Brand
39	TR 103			Taski/ Any reputed Brand
40	D7			Taski/ Any reputed Brand
41	Spiral			Taski/ Any reputed Brand
42	Micro fiber duster			Taski/ultra clean
43	Red pad Brush			Taski/ultra clean
44	Phynoil			reputed Brand

List of Consumables to be supply **Monthly/Quarterly**. It is an indicative list. The agency is free to improve the list in terms of quality products from time to time)

<b>Sr.no</b>	<b>Description</b>	<b>Qty.</b>	<b>unit</b>	<b>Brand Name</b>
1	Wiper big			BRW/GALA
2	Sponge			Prakash/Cello
3	Dry Mop set (stick n frame)			Sun bright/ any other reputed Brand
4	Wet mop Stick			Sun bright/Taski
5	Wet mop Clamp			Sun bright /any other reputed Brand
6	Dry mop Clamp			Sun bright/ any other reputed Brand
7	Combi Glass washer & squeeze 18"			Gala/ any other reputed Brand
8	Scraper			Any reputed Brand
9	Nylon Brush			Gala/ any other reputed Brand
10	WC Brush			Sumit/Gala
11	Hand Brush			Gala/ any other reputed Brand
12	Dust Pan			Parkash/cello
13	Mug			Parkash/cello
14	Carpet brush			Gala/ any other reputed Brand
15	T brush			Gala / any other reputed Brand
16	Cobweb brush			NGM/ any other reputed Brand
17	Toilet chokages Pump			Any reputed Brand
18	Bucket			Parkash/cello

**Annexure II**

**List of equipment to be deputed at site. It is an indicative list. The agency is free to improve the list in terms of quality products from time to time. (To Be Procured by Successful Tenderer, on its own cost):**

Sr.	Description	Indicative Required Quantity
1	Back pack vacuum cleaner	2
2	Vacuum cleaner Wet & Dry	2
3	Jet pressure Machine	1
4	Single disc Scrubbing machine	2
5	Auto scrubber machine	2
6	Telescopic pole for Glass cleaning & Cobweb removal – 4 meters & 10 meters	02 + 02
7	Telescopic Ladder up to 40 to 50 feet height	1
8	Ladders (Two small 10 Ft height + one large)	3
9	Scissor Lift	1
10	Tri-cycles/Battery operated vehicle	2
11	Different sizes of wire for clearing drain-lines	02 pairs (20 no's)
12	Glass cleaning Kit	2
13	Trikam + Khurpi + pavda etc.	3 in no's each
14	Mop Trolley 34 lit double bucket	10 No's
15	Caddy	10 No's
16	Caution board Cleaning in progress	5 No's
17	Manual sweeper Flipper	03 no's
18	Heavy Duty Ride on Sweepers machine.	01 Nos

**Note: - Above mentioned are the minimum requirements, Other tools may require as per work requirement. Contractor to arrange the required tools without any extra cost.**



**Annexure III****Detailed specifications for Item no. 101**

<b>Sr.</b>	<b>Description / Activity</b>	<b>Frequency</b>
1	Cleaning, sweeping, mopping, dusting of all offices, Hostel rooms, classrooms, Meeting rooms, staircase, Entrance, lift lobby corridors & other area	All Seven days of week
2	Scrubbing, Deep Cleaning	As and when required
3	Cleaning -Glazing /panes, Doors, Windows and Venetian blinds, removal of cobwebs, wall Paneling	weekly
4	Cleaning-Furniture, fixtures, Switch boards, telephone instruments & picture frames etc.	Daily Once
5	Cleaning of Dining Hall, Lounge	Two times a day
6	Cleaning of All Classroom	Two times a day
7	Clearance of Dust bins from hostel rooms, offices, Open areas & Other area	Seven days in a week
8	Terrace cleaning	Every week during monsoon season & Once in three months for the remaining period
9	Cleaning of plates, e.g. logo,nameplatess	Fortnightly
10	Water cooler cleaning	As and when required
11	Toilet cleaning	All Seven days of week
12	Carpet cleaning by soft brush followed by vacuum cleaner.	As and when required
13	Liquid soap near all wash basins in all toilets of Hostel and Other buildings	Should always be filled up
14	Air freshener ODONIL or equivalent in all toilets of hostel and other buildings	Should always be in place
15	Drainage blockage removal, Removal of chokages.	As and when required
16	AHU rooms, Toilet shafts	Weekly
17	Washing of room door foot mats & toilet door mats	Weekly

**Scope & Process of Work:** Inside the building- Toilets

Sr.	Location	Description of activity	Frequency
1	Walls, floor and ceiling	Litter and loosed debris picking up.	Two times in a day
		Mopping Using small double bucket and mopping system.	
		Sanitizing using cleaning and sanitizing chemical and color-coded mops and tools used only for toilets.	
2	Sanitary ware, Water taps –	Dusting using duster Cobweb and C shape brushes.	Daily two times
		Wet wiping and sanitizing using cleaning and sanitizing chemical	
		Use SS maintainer for polishing and regular maintenance of steel faucets etc.	
3	Toilet bowls, Urinals, wash basins	Flush the toilet thoroughly with water.	Daily two times
		Apply toilet bowl cleaner and scrub wherever required for stain removal. Leave it for 10 min.	
		Flush the toilet again with sufficient water to remove the chemicals applied completely.	
4	Furnishing, electrical equipment, exhaust fans	Dusting using duster Cobweb and C shape brushes.	One time in a day
		Wet wiping and sanitizing using cleaning and sanitizing chemical	
		Use SS maintainer for polishing and regular maintenance of steel faucets etc.	
5	Mirrors and other glass surfaces	Dusting using duster Cobweb and C shape brushes.	Daily two times
		Thorough cleaning using glass cleaner conc. and manual window cleaning kit.	
6	Consumables	All cleaning chemicals to be provided by the contractor	As required

**Detailed Specifications for price bid Item no. 102 open area**

Sr.	Location	Description of activity	Frequency
1	Pavement Blocks/ Asphalted / Tremix road Pathway / Entrance Plaza	Loose debris and litter picking	Daily Once
		Mechanized Sweeping (using a walk behind sweeper)	
		Mechanized scrub cleaning (Using Single disc machine, Heavy duty (degreaser) and vacuuming using a wet and dry vacuum cleaner.	
		Dusting (Using Cob web and C shape brush) Scrub cleaning of all the stains and wet wiping (Using general purpose cleaner) or thorough cleaning using manual window cleaning kit.	
2	Canopy (Facia, Roof, ceiling & columns)	Regular cleaning like dusting using Cob web and C shape brushes	Daily Once
		Wet & dry wiping using manual window cleaning kit (Using general purpose cleaner) and telescopic poles of required height	
3	External Façade & Canopy cleaning	By using necessary stain removal chemical, brush and other materials which required for carrying out the work-complete (All building Expect EEP & H4 block)	Regular interval of 3 months
4	Over Head Tank	Cleaning of All overhead Water Tanks	Quarterly (As and when required. Upon demand )
5	Drainage	Drainage blockage removal	As and when required.
		De silting of drains	
6	IIM Square	Cleaning of IIM square road by blower machine	Weekly on Sunday
7	IIMN Campus	External statue & other architecture items	Weekly
8	Residential Area	Stilt parking, Pavement, Road, Open area, Stairs & lift lobby (faculty residence, Type-A and Type B qtr.) Once in a Day.	Seven days in a week
	External open area	Wild vegetation (grass) cutting	As and when required.
4	Cleaning of Dustbins	Clearing and cleaning of the dust bins replacing of liners.	Weekly
		Disposal of garbage at a designated place.	

Wet & dry wiping using general purpose cleaner and manual cleaning kit if required.
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**Periodical Activities:**

Ser No.	Description of activity	Frequency (Indicative)
1	Cleaning of Internal Glass panels	Daily
2	Cleaning of plates e.g. logo, name plates	Fortnightly
3	Cleaning of Carpet by vacuum cleaners & washing of carpet	Fortnightly
4	Removing cobwebs by vacuum cleaners.	Daily
5	Washing of skirting & dado.	Daily
6	Removing stain from floor & paneling surfaces.	Daily
7	Cleaning of External Facade	Quarterly
8	Dusting of grooves, soffits & Messes of wooden paneling & Partitions	Daily
9	Cleaning push plates, kicking plates, fittings & fixtures of doors & windows	Daily
10	Cleaning of AHUs, shafts, terraces, drive ways, Sliding windows, plinth protection	Weekly
11	Washing of door mats & Toilet mat	Weekly
12	Floor Polishing	Monthly
13	Brushing of sofa seats, tapestry of chairs & furnishings	Weekly
14	Cleaning of pedestals of furniture items	Weekly
15	Cleaning of waste paper buckets, mugs & containers	Daily
16	Cleaning of cabinets, counters, shelves, cupboards & Wardrobes	Weekly
17	Cleaning of stair halls.	Fortnightly
18	Cleaning of PVC vinyl sheet of flooring	Weekly
19	Cleaning of Niches & Crevices.	Weekly
20	Cleaning of switch Box plates, display boards, photos	Monthly
21	Cleaning of soot carbon deposit, birds dropping	Weekly
22	Disposal of rubbish & waste	Fortnightly
23	Inspecting planning & scheduling recording of activities	Monthly
24	Cleaning of gutters, catch pits & garbage pits	Fortnightly
25	Periodical pest control for all hostel rooms, Toilet blocks, Offices, passage, classrooms, meeting rooms, board room, Director office, server room, Pantry, Lounge, Dining hall, Sport block, service block, Estate block, store rooms etc. covered under this contract	Quarterly

## Annexure IV

## Built up Area Break up for Item no. 101 &amp; 201,202

Sr. No	Name of Building	Floors	Built-Up Area Break Up (SQ.M)
1	Academic block		
i	North	G+1	3144.00
ii	South	G+1	3124.00
2	Admin block	G+2	2808.00
3	Faculty block	G+2	3769.00
4	Multipurpose hall	Stilt parking + G	1636.00
5	Sport complex	G+2	1735.00
6	Student & faculty Dining block	G+2	1845.00
8	INFED	G	1065.00
9	Health center	G	271.00
10	Visitor center	G	117.00
11	Estate block	G	525.00
12	Service block	G	1110.00
13	Service block(res.)	G	256.00
14	H1 Hostel	G+5	5095.00
15	H2 Hostel	G+5	5095.00
16	H3 Hostel	G+5	5095.00
17	Director Residence FR1	G+1	767.92
	<b>Total built-up Area</b>		<b>37458.0 Sq. M</b>

## Open Area Break up for Item no. 102

Sr. No	Description	Area in Sq. M
A	Total Open Area of campus including Entrance, Roads, cycle track, Pathway, Open ground, Academic vista, Admin & faculty entrance, amphitheatre, Parking & Residential common area (staircase, lift lobby, lift entrance, Terrace)	82515
	<b>Total Open Area</b>	<b>82515.00 Sq. m</b>

## Annexure V

## Details of washroom

Sr.no	Building	Details of washroom			
		No of wash basins	No of urinals	No of w/c	No of baths
<b>1</b>	<b>Admin block</b>				
	G.F & F.F & S. F	23	9	23	-
<b>2</b>	<b>Faculty block</b>				
	G.F & F.F & S. F	21	9	21	-
<b>3</b>	<b>Academic block North</b>				
	G.F & F.F	25	23	27	-
<b>4</b>	<b>Academic block North</b>				
	G.F & F.F	24	22	26	-
<b>5</b>	<b>Multipurpose hall</b>				
	G. F	9	3	9	-
<b>6</b>	<b>Sport complex</b>				
	G.F & F. F	6	4	10	8
<b>7</b>	<b>Student &amp; faculty Dining</b>				
	G.F & F. F	21	10	21	-
<b>8</b>	<b>INFED</b>				
	G.F	7	3	7	-
<b>9</b>	<b>Health centre</b>				
	G. F	2	2	2	-
<b>10</b>	<b>Visitor centre</b>				
	G.F	2	1	2	-
<b>11</b>	<b>Estate block</b>				
	G.F	7	5	7	4
<b>12</b>	<b>Service block</b>				

	G.F	1	1	1	-
<b>13</b>	<b>Hostel block H1</b>				
	GF + 5 floor (5+7+6)	30	42	36	36
<b>14</b>	<b>Hostel block H2</b>				
	GF + 5 floor (5+7+6+6)	30	42	36	36
<b>15</b>	<b>Hostel block H3</b>				
	GF + 5 floor (5+7+6+6)	30	42	36	36

# The details of washroom mentioned in above tables are for reference.

**External Facades Area (The is Approximate and for reference)**

Sr .no	Description	Length in M	Appx. Height in M
1	<b>Admin block</b>		
	Front	26.80	13.50
	Entrance	57.90	13.50
	Back Side	57.90	13.50
	Lounge side	10.32	13.50
2	<b>Faculty block</b>		
	Front	46.54	13.5
	Lounge side	10.32	13.50
	Entrance	57.90	13.50
	Back side	27.85	13.5
		27.20	13.50
3	<b>Academic Block 1</b>		
	A	65.00	11.50
	B	32.91	11.50
	C	64.0	11.50
	D	32.91	11.50
4	<b>Academic Block 2</b>		
	A	65.00	11.50
	B	32.91	11.50
	C	64.0	11.50
	D	32.91	11.50
5	<b>MPH</b>		
	Entrance	44.80	11.40
	Parking entrance	33.80	15.0
	South side	33.60	10.74
6	<b>Visitor center</b>		
		9.08	4.30
		11.17	4.30

		9.05	4.30
		11.20	4.30
7	<b>Estate block</b>		
		40.70	4.30
		13.85	4.30
		7.86	4.30
8	<b>Dining Block</b>		
	Academic side	56.20	9.90
	Hostel Side	56.20	9.90

**Carpet area**

Sr. No	Description	Area in Sq.m	Total Area In Sq.m
1	Admin Block		
	Ground floor		
	a) Meeting Room	49.21	96.64
	b) Conference room	47.43	
	First Floor		
	a) Director office	46.59	293.84
	b) Meeting room	24.25	
	c) Meeting room	42.75	
	d) Board room	137.37	
	e) Chairman office	42.88	
2	Faculty block		
	Ground floor		
	a) Meeting room	45.74	239.55
	b) Meeting room	31.50	
	c) Meeting room	29.16	
	First floor		
	d) Meeting room	16.65	
	e) Meeting room	21.24	
	f) Meeting room	26.75	
	Second floor		
	g) Meeting Room	16.83	
	h) Meeting Room	21.42	
	i) Meeting Room	30.26	
3	Academic Block- North		



	Ground floor a) Seminar room- 3 Nos b) Meeting room- 2 Nos First floor c) Seminar room- 3 Nos d) Meeting room- 3 Nos	76.84 33.37 76.84 60.23	247.28
4	Academic Block- South		
	Ground floor e) Seminar room- 3 Nos f) Meeting room- 2 Nos First floor g) Seminar room- 3 Nos h) Meeting room- 3 Nos	76.84 33.37 76.84 60.23	247.28
5	Convention Centre	637.81	637.81

**Annexure VI**

Detailed specifications for Item no. 103	
Sr.	Description
1	Collection of all the garbage shall be in ECO FRIENDLY GREEN OR BLACK POLYTHENE GARBAGE BAG at all locations.
2	No garbage shall be left open in any case.
3	Door to door Garbage collection /waste from all locations/ Buildings be organized on daily basis, segregated and disposed off at the designated location(s) under the arrangements of Vendor at his own cost
4	The GARBAGE trolley shall be covered with while transporting the garbage.
5	Dealing with any MADC/NMC official, their norms etc. is in contractor's scope.
6	In addition to garbage, Tree branches, leaves the TROLLY shall also be used for construction debris, shifting of furniture etc. any type of work as required by IIMN

**Annexure - J**

MAINTENANCE of the Un utilized open area of IIMN campus: **TOTAL AREA- 311619 SQMT** (Once in Year/As an when required)

- Wild growth, shrubs bushes, wild vegetation Once in a year of the entire area cutting as specified to 06 inches' height level from ground and dispose at the place identified by IIMN within the campus in a proper manner

- The service provider should engage minimum 03 working bush cutter / Required labour every day for 8 hours to complete the above work and required labour to dispose the grass. The disposal of grass should be done on alternative days
- The already engaged labour for routine maintenance work at IIMN should not be used for above work.
- IIMN may decide any further requirement of cutting during the contract period on payment of pro rata basis
- Required Machinery like JCB, Truck, Dumpers & Tools, Tackles will be arranging by contractor.

#### Annexure-A

##### Terms and conditions regarding Technical services (item no. 201)-Annex-A

A	Special instruction for Electrical maintenance services - Item no. 201.1 to 201.3
1	The scope of area is all buildings. (Please refer to Annexure V for built up area)
2	<b>Consumable materials will be provided by IIMN during office time only. (Technical services only) like switch, Socket, Light, wire etc. other electrical items</b>
3	IIMN will NOT provide any supporting items like ladders, necessary tools / tackles, Air blower equipment which contractor needs to bring at the site and keep at safe place.
4	Contractors should not deploy child labour and non-technical person for this work. Person deployed at site must have ITI electrician (if ITI Wireman must be min 4 years' experience in 3 phase distribution system) qualification with at least 5-year experience of relevant field. Helper to electrician should have basic electrical knowledge. Preferred age group 20 – 40 Years for both i.e. Technician as well as helper with good physical fitness.
5	Safety of the person working at site is contractor's responsibility (Fully). Contractor has to obtain all-risk policy for the person working at site.
6	Person at work must wear proper dress code with identity card as mutually agreed between successful bidder and IIMN. Rain wear and winter wear also shall be provided by the contractor to all workmen.
7	Mobile phone carrying with the Technicians on site are compulsory. Bill of mobile phone will be paid by the contractor. No reimbursement will be made by IIMN
8	IIMN will provide office space with internal phone and material storage facility to the contractor
9	Contractor has to comply with all the labour laws like Min. wage, Fare wage, extra duty wages, Bonus, ESI, PF etc. with number of PF,ESI
10	Contractor is directly responsible for any violation of labour laws / safety laws or other statutory and mandatory laws and responds to such queries / notices / instructions etc. from the concerned authority.
11	Filling up electrical data sheet on day to day basis.

12	On Duty Electrician shall always carry Measuring instruments like Clamp meter, Multi meter etc.
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<b>B</b>	<b>Scope of work</b>
2	To check & repair the electrical points like light point, fan point including regulator, plug point etc. or any kind of electrical items.
3	To check and repair/replace tube light fitting, bulb, fan, halogen light, CFL, LED lights fitting etc. or any kind of electrical items
4	To check circuit failure/ tripping and small wiring work and rectify the problem
5	Attending Electrical breakdown / fault
6	Regular Maintenance / checkup of Electrical Installation
7	Other work as directed by IIMN Officers/Supervisors/Engineers
8	Noting of energy meter reading of all Institute buildings on each last day of the month and submission of the same to the IIMN office
9	Regular Maintenance / checkup & cleaning of Electrical Installation which includes Switch-board, MCB DB, All LT Distribution Electrical Panels.
10	Temporary wiring will be provided for any function or EVENTS of the Institute or student related activities like get together, small party etc.
11	New Installation of light fixtures, fans, plug point, exhaust fans .
12	Operation of the water pumping station which includes the operation of bore wells (1 no's), submersible pumps, pumps, minor repairing work, electrical starters, Valves, etc. situated at various locations. In essence complete water supply operation is under this contract.
13	Extension of the any present electrical installation.
17	Maintenance of the outer light network
18	Maintained of earth pits and measurement of earth pit resistance and maintain the records
19	Supervision of water softening plant for its proper and continues operation.
<b>C</b>	<b>Scope does not include following services:</b>
1	Telephone wire, point or any related work
2	Internet/data wiring , point and related work
<b>D</b>	<b>SPECIAL NOTE</b>
1	IIMN will provide space for small office cum material storage with internal telephone facility
2	Stock maintaining at your office with updating of ledger is must and at any time IIMN authorized person ask for the material stock (No software will be provided by IIMN)

3	Old and replaced items should be put at maintenance scrap store and before putting to the scrap store it should be signed and justified by the contractor's authorized person
4	IIMN will not be responsible for any theft and loss of material from your store room. storage of material should be in lockable storage space only.
5	Firm must have electrical work permit / license

**Annexure-B****Terms and conditions regarding General maintenance services 202-Annex-B**

<b>A</b>	<b>Special instruction for General Maintenance services - Item no. 202.1 to 202.4</b>
1	The scope of area is all buildings. (Please refer to Annexure V for built up area).
2	<b>Consumable materials will be provided by IIMN during office time only.(Technical services only)</b>
3	Contractor has to provide any supporting items like ladders, necessary tools / tackles, tile cutter, wood cutter, measure taps, all tools and tackles related to plumber, carpenter, mason and helpers and equipment which contractor needs to bring at the site and keep at safe place.
4	Contractors should not deploy the child labour and non-technical person for this work.
5	Safety of the person working at site is contractor's responsibility (Fully). Contractor has to obtain all-risk policy for the person working at site.
6	Person at work must wear proper dress code with identity card as mutually agreed between successful bidder and IIMN. Rain wear and winter wear also shall be provide by the contractor to all workmen.
9	Contractor has to comply with all the labour laws like Min. wage, Fare wage, Fare wage for extra duties, Bonus, ESI, PF etc. with number of PF,ESI etc. all such statutory payment from time to time.
10	Contractor is directly responsible for any violation of labour laws / safety laws or other statutory and mandatory laws and responds to such queries / notices / instructions etc. from the concerned authority.
11	<b>Working shall be considered as:</b> Monday to Saturday and normally Sunday will be considered as holiday except for EVENTS or special functions OR emergency works as required. In a year three national holidays would be counted as 26 January, 15 August and 2 October. Since this is a technical work the technicians and helpers may be required to work after office hours or holidays also depending upon requirement from time to time.
11	Filling up maintenance data sheet on day to day basis.
12	On Duty technicians shall always carry Measuring instruments like measuring tapes etc.

**B Scope of work**

1	General repairing of door shutters, window shutters, cupboards of room, ventilators including hanger rod and coat hook, shelves, mirrors, notice board, paper stand and replacement of door/ cupboard/ window shutters whenever required including making of shutters, hanger rod and any other carpentry works assigned by the Engineer in charge for all boys and girls Hostel buildings, all Institute buildings and all staff quarters etc. complete
2	General repairing of water supply line, excavation of damaged pipe lines, repairing of leakages in W.C, bath, flushing cistern, wash basin, stop cock, bib cocks, wheel valve. Replacement of showers ,stop cocks, water pipes, wash basin brackets, replacement of bends, tees single/double junction of soil/vent/waste pipe if any & other plumbing work assigned by engineer In charge for All Hostel block, All Institute buildings & staff quarters.
3	Preparation of cement mortar for repairing of floors/ tile joints/ cracks, removing of damaged door frames/ W.C. pans, cement grouting, replacement of broken tiles of various staff quarters. Transporting of cement, metal, sand, bricks from maintenance store to various place of work on the Institute campus. Dismantling of old brick/ concrete work if any, erecting of scaffolding if required and any other work assigned by the Engineer in charge for all boys and girls Hostel buildings, all Institute buildings and all staff quarters etc. complete.
4	IIMN will provide space for small office cum material storage with internal telephone facility
5	Stock maintaining at your office with updating of ledger is must and at any time IIMN authorized person ask for the material stock
6	Old and replaced items should be put at maintenance scrap store and before putting to the scrap store it should be signed and justified by the contractor's authorized person
7	IIMN will not be responsible for any theft and loss of material from your store room. storage of material should be in lockable storage space only.
8	The service to be provided in for Six days a week and in general shift in majority of the cases. However, if needed the service shall be provided after officer hours and / or holidays also. The rates to be quoted is per shift only considering all these expenses.
9	Mobile phone carrying with the Technicians on site are compulsory. Bill of mobile phone will be paid by the contractor. No reimbursement will be made by IIMN.

**Special instruction for Managing facilities desk.- Item no. 203.1 to 203.10**

	<b>Supervisor</b>
1	Check & ensure that entire area of the building is clean and well maintained
2	Inspect the work done by HK staff
3	Prepare HK staff schedule
4	Opening of rooms for cleaning.

5	Maintaining stock record of consumable.
6	Shifting of furniture
7	Upkeep of open area
8	Any other duties assigned by the Institute.
	<b>Multitasking staff</b>
1	Physical Maintenance of records of the Section i.e., office related work like stock verification, document filing etc.
2	Carrying of files and other papers within the building.
3	Assisting in routine office work like diary, dispatch (including on computer entries) etc.
4	Any other work assigned by the superior authority.
5	Delivering of courier inside and outside of Institute
6	Managing of tea/coffee machine.
	<b>Audio Visual Technician</b>
1	To remain present in Academic block as per instruction of the PGP office
2	Operation of complete audio and video setup of classrooms.
3	Visiting Faculty seating arrangement
4	Classroom setting arrangement.
5	Managing of tea/coffee machine (Tea/coffee kettles to be placed daily two times.)
6	To ensure that all the faculty offices and classrooms are locked
7	Photocopying, filing work, Cleaning of classroom if required etc.
8	Any other work assigned by the PGP office.
	<b>Nursing Assistant</b>
1	To remain present in the health center from 10. 00 A.M to 6. 00 P.M
2	To remain present in the health center from 10. 00 A.M to 6. 00 P.M
3	To inform the IIMN Physician accordingly, start any first aid if required, as directed by the physician.
4	To keep the record of the health of all students and staff.
5	To keep records of medicines, machines, furniture, stationery, and other materials required by the IIMN health center and a stock register.
6	To coordinate with IIMN officials to arrange health check-up camp/any other health promotional activity on campus
7	Help in maintaining cleanness and hygiene at the health center and the campus
	<b>Security Supervisor</b>
1	He will be responsible for checking, reporting, and maintaining the presence of all the personnel at their respective places
2	He will brief all the guards before they take on their respective duties.
3	He will accompany the patrolling party from time to time to assess the situation
4	He will ensure the timely training of the security guards in firefighting, efficient checking of the vehicles and personnel, escorting valuables, parking space

	management, etc.
5	He will monitor and operate the CCTV cameras and associated equipment in the CCTV Control Room. Managing associated alarms and call monitoring
6	He will ensure the safety and security of people and property within public areas and other facilities via surveillance of the CCTV network
7	Operators are mainly responsible for operating and maintaining surveillance equipment, watching both live and recorded video surveillance footage, reporting incidents or behaviours, and contacting the authorities when necessary
8	Ensure that the CCTV control room is always clean and tidy
	<b>BMS operator</b>
1	Assists in the day-to-day monitoring and maintaining of BMS systems
2	Performs system checks, monitors and responds appropriately to alarms, and interprets trending data
3	Assists with monitoring special controlled temperature and humidity vaults
4	Assists in documenting changes or modifications to the BMS systems, including programming or set point changes
5	Assists in coordinating technical, maintenance, and operations personnel to troubleshoot operating problems
6	Assists in performing scheduled and unscheduled preventative maintenance, inspections, site surveys, and service requests, including replacement and modifications of control or instrumentation equipment as directed
7	Monitor the repairs of the BMS-controlled systems carried out by the service provider throughout the site
8	Carry out routine checks for correct operation and troubleshooting and minor repairs of all control equipment as directed by site management and Daily/Weekly Servicing Plan
9	Monitor the operation of the HVAC, Fire systems & CCTV using the BMS to monitor performance
10	Adjust variables and provide adjustments as required to ensure systems are operating correctly within parameters
11	Monitor and record values of HVAC and other systems controlled by the BMS to build up a database of records to provide data for energy efficiency improvement
12	Personally, accountable for ensuring all work is carried out in a safe and environmentally responsible manner

**Chapter – 9**

**Bid Evaluation System**

Stage-1: Those who qualify in Part-I - PQ will be eligible for opening of Technical evaluation

Stage-2: Opening of Part-II - Price bids will be opened for the bidders who qualify in Technical Evaluation.

**A. Technical bid and price bid together will be used to choose “techno-commercially” lowest bidder. Technical Bid will be assessed for 70 marks and Price Bid will be assessed for 30 marks.**

**B. Technical bid score, out of 50, will be as mentioned in Chapter-3**

**Step -1:** Bidders getting less than 25 marks out of 50 in the technical bid will not be considered for the price bid.

**Step - 2 (for techno-commercial evaluation):** Bidders getting highest technical score will be considered as 50. This will become technical score = X

Methodology for arriving at the Price of Bidders:

Total Amount Quoted for Year 1 = a

Escalation in % quoted by Bidder for further years on annual basis =

For 2<sup>nd</sup> year = g<sub>2</sub>

For 3<sup>rd</sup> year = g<sub>3</sub>

For 4<sup>th</sup> year = g<sub>4</sub>

For 5<sup>th</sup> year = g<sub>5</sub>

Year 1 = a = Price = As quoted in the Bid

Year 2 = b = {a+(a\*g<sub>2</sub>)/100}

Year 3 = c = {b+(b\*g<sub>3</sub>)/100}

Year 4 = d = {c+(c\*g<sub>4</sub>)/100}

Year 5 = e = {d+(d\*g<sub>5</sub>)/100}



For arriving at Net Present Value, the discount rate will be considered as 10%

$$\text{Total NPV} = f = \{a + (b/1.1) + (c/1.21) + (d/1.331) + (e/1.4641)\}$$

This value of “f” will be considered in for arriving at PRICE BID score “Y”.

**Price bid score “Y shall be out of 30**

$$Y = \text{Score of Price bid} = \frac{30 * (\text{Price quoted by lowest agency} = f \text{ as mentioned above})}{(\text{Price quoted by an agency})}$$

Formula to calculate total score of an agency:

$$\text{Total Score out of 100} = X + Y$$

The bidder getting the highest composite techno-commercial score (X+Y) will be awarded the contract.

The bidder getting highest score shall be considered for award of the contract but at the sole discretion of Director IIMN.

IIMN reserves the right to negotiate the rates with highest Techno-Commercial Scorer

The decision of Director IIMN will be final and binding to all for interpretation of any ambiguity

## CHAPTER-10

## Annexure-VII

## Minimum Shifts required/ Manpower Deployment for Housekeeping services

Sr.no	Particulars	Manpower required in 8 hrs. shift
	<b>Section 100- Facilities Management Services</b>	
<b>101 &amp; 102</b>	<b>Building &amp; Open Area</b>	
i)	Manager operations	
ii)	Supervisor	
iii)	Housekeepers	
<b>108</b>	<b>lawns area cleaning (Once in Week)</b>	
	Housekeepers	

## Annexure-VIII

## Minimum Shifts required/ Manpower Deployment for Technical services

Sr.no	Particulars	Number of manpower required in 8 hrs. shift
	<b>Technical Services</b>	
<b>201</b>	Providing General Electrical Maintenance Services. This item is for other than routine main. activities mentioned in item no 201	
	Electrician / Wireman	1
	Operator	1
	Helper	1
<b>202</b>	Providing General Maintenance Services like Carpentry, Plumbing and Civil repair. This item is for other than routine main. activities mentioned in 202	
	Plumber	1
	Gardner	1
	Carpenter	1
	Helper	1
<b>203</b>	<b>Managing facilities desk activities mentioned in 101 &amp; 102</b>	
	<b>supervisor</b>	
	Security supervisor	1

Supervisor	2
Multitasking Staff	2
Audio Visual Technician for Academic block	5
Office Assistant	1
Cook	1
Nursing Staff	1
Helper	1
Driver	1
BMS operator	1

### Tentative Shift Timings for Staff

Designation	Timings
Electrician/wireman	9.30 A.M to 5.30 P.M
Audio visual Helper	8.00 A.M to 4.00 P.M & 2.00 P.M to 10.00 P.M
CCTV & BMS Technician	9.00 A.M to 5.00 P.M
Helper	9.00 A.M to 5.00 P.M
Plumber, Gardner, Carpenter, Helper	9.30 A.M to 5.30 P.M
Supervisor	8.00 A.M to 4.00 P.M
Multitasking staff	9.00 A.M to 5.00 P.M

### Desired Minimum Qualifications for Staff.

**Electrician/Technician:** - ITI & Should have similar work experience in 3-Phase wiring of minimum 7 Years. Experience in HT, LT and Transformers etc.

**Plumber& Carpenter:** ITI plus 3 years OR no qualification but with minimum FIVE years' field experience

**Helpers:** for general maintenance: Un skilled no experience

**Annexure-IX**

Technical Services: List of equipment to be deputed at site. It is an indicative list. The agency is free to improve the list in terms of quality products from time to time)

1	For Carpenter Chisel 1'1/2", Chisel 1/2", Claw Hammer Big & small, 3-meter Measurement tape, Utility Knife, Hand saw, Level bottle, Screw Driver two side & Big 18", Nail set, Carpenter Square, drilling machine with bit (size 3/8" to 1 1/2'), Tool Box 24"x27", Safety Helmet, Safety Belt and Safety Goggles	One set per carpenter
2	For Plumber 18" Pipe wrench (Vandari Pana), 10" Pipe wrench (Vandari Pana), Adjustable Wrench (Popat pakkad), Screw Driver, Hammer, Chisel 1'1/2", Chisel 1/2", Hammer Big & small, drilling machine with bit (size 3/8" to 1 1/2'), Grinder Machine, Hexo Blade, Tool Box 24"x27", 3-meter Measurement tape, Safety Helmet, Safety Belt, Safety Goggles and Gloves	One set per Plumber
3	Cable crimping tool (1.5 sq.mm to 25 sq.mm ) Cable crimping tool (25 sq.mm to 400 sq.mm ), Multimeter, Clamp Meter ,Insulation tester (5KV), Earth Resistance Meter, Electrical Tool Bag, Nose Player, Allen Key Set, Spanner Set, Drill Machine (With hammer Facility) with drill bits, Grinding Machine, Hole saw cutter, Blower, HRC Fuse Puller, Tester, Adjustable Spanner, Temperature Meter (Digital), Pressure gauge (0 to 500 kg/cm <sup>2</sup> ), Vacuum Pressure Gauge, Pipe Wrench, Screw Spanner Set	Electrical & Allied works

**Note: - Above mentioned are the minimum requirements, Other tools may require as per work requirement. Contractor to arrange the required tools without any extra cost.**

## Annexure C

**PARTICULARS OF BIDDER**

Sr.no	Description	
<b>1</b>	Name of the bidder	
<b>a</b>	Trade Name (in Block letters)	
<b>b</b>	Status of the Bidder (Proprietorship/Partnership/LLP/Limited Co.) In Block letters)	
<b>c</b>	Name of Proprietor/Partners/CEO/Directors (In Block letters)	
<b>d</b>	Year of Establishment	
<b>2</b>	Postal Address	
<b>3</b>	Telephone No.	
<b>4</b>	E-mail / Website address (if available)	
<b>5</b>	Online payment details and amount	
<b>a</b>	EMD	
<b>b</b>	MSME/NSIC Regn. No. (If applicable) (upload self-attested photocopy)	
<b>6</b>	Name of the Banker, Branch Name (In Block letters) (For e-payment purpose)	
<b>i</b>	A/C No	
<b>ii</b>	IFSC code	
<b>7</b>	PAN (upload self-attested photocopy)	
<b>8</b>	GSTIN (GST Registration No.) (upload self- attested photocopy)	
<b>9</b>	Any other Relevant Information e.g. Number of Years of Experience in similar line of business	

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this tender/quotation/NIT as stipulated in the tender notice No. IIMN/EMES/2022-23/01 dated 23-09-2022 Accordingly, I/ we accept the terms and conditions and hereby offer the rates for "Providing Facilities Management & Allied services at IIM Nagpur Campus. (Retender) as per Price Bid

Signature \_\_\_\_\_

Name of the bidder \_\_\_\_\_

Date \_\_\_\_\_

Official seal of bidder \_\_\_\_\_

**Annexure - D**  
**TENDER ACCEPTANCE LETTER**  
(To be given on Company Letter Head)

Date:

To,  
IIM Nagpur,  
MIHAN Campus,  
Plot no-1, Sector 20  
Mihan Notified Area  
Dahegaon, Nagpur-441108

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Dear Sir,

I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders)

Name of Tender / Work: \_\_\_\_\_  
as per your advertisement, given in the above-mentioned website(s).

1. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The corrigendum(s) issued from time to time by your IIMN too have also been taken into consideration, while submitting this acceptance letter.
3. We have not tamper/modify downloaded price bid template from [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders) in any manner.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking and there has been no litigation with any Government department on account of this services.
5. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

**Annexure-E**

Assignment completed in last Seven years as on March 31,2022 contracts/assignments in the Field of Housekeeping services

Sr.no	Name of Institute/firm	Area in Sq. m	Work order no	Value of order	Date of completion	Upload the certificate from the Competent Authority /User	Contact details of the Competent Authority /User

**Important:** Only certificates issued by the clients on their letter head with date of issue and containing requisite details will be considered. Copies of work orders, bills, and the like will not be considered

**Annexure-F**

Sr.no	Description	Financial year			
		2017-18	2018-19	2019-2020	2020-2021
1	Bidder Annual turnover for last three financial year				
2	Profit and loss				

Note: To be certified by the chartered accountant

## Annexure-G

## Building wise Detailed Break up of Manpower

Sr. No	Name of Building	Floors	Built Up Area Break Up (SQ.M)	Manpower
1	Academic block			
i	Academic block 1	G+1	3144.00	
ii	Academic block 2	G+1	3124.00	
2	Admin block	G+2	2808.00	
3	Faculty block	G+2	3769.00	
4	Multipurpose hall	G	1636.00	
5	Sport complex	G+1	1735.00	
6	Student & faculty Dining block	G+1	1845.00	
7	INFED	G	1065.00	
8	Health center	G	271.00	
9	Visitor center	G	117.00	
10	Estate block	G	525.00	
11	Service block	G	1110.00	
12	Service block(res.)	G	256.00	
13	H1 Hostel	G+5	5095.00	
14	H2 Hostel	G+5	5095.00	
15	H3 Hostel	G+5	5095.00	
16	Director Residence	G+1	767.92	
16	Open Area (Excluding lawn , Ground area & un utilized campus area)		82515	



## Annexure-H

## Per day Break-up of Wages for one Unskilled, Semi-skilled &amp; Skilled worker

Sr.no	Description	Unskilled Worker (Rs. Per day)	Semi-Skilled Worker/ Supervisor (Rs. Per day)	Skilled Worker/ (Rs. Per day)
1	Basic + VDA (Minimum wages)			
2	PF (BASIC) + Admin. Charge 13.00 %			
3	ESIC 3.25%			
4	Leave Wages @ 6.73% on Basic +VDA			
5	BONUS @ 8.33 %			
6	Sub-total (1+2+3+4+5) Rs.			
7	Contractors Service Charges on sub-total (6) including uniform, gum boots, I-card, T&P, equipment's overheads, if any.	Total wages per day to be filled in technical Section of Price bid		
8	Total wages per day (6+7) Rs			

Upload latest copy of Govt. of India orders for rates of minimum wages, EPF and ESIC as applicable.

Signature \_\_\_\_\_

Name of the bidder \_\_\_\_\_

Date \_\_\_\_\_

Official seal of bidder \_\_\_\_\_

**Annexure-I****BIDDER'S QUERIES**

SL. NO	BIDDING DOCUMENT			SUBJECT	BIDDER'S QUERY	OWNER'S REPLY
	PART / VOL.	PAGE NO.	CLAUSE NO.			

**NOTE:**

Bidder's Queries may be sent by e-mail to [sr\\_officertech@iimnagpur.ac.in.](mailto:sr_officertech@iimnagpur.ac.in) / [adminoffice@iimnagpur.ac.in](mailto:adminoffice@iimnagpur.ac.in)

**SIGNATURE OF BIDDER** : \_\_\_\_\_

**NAME OF BIDDER** : \_\_\_\_\_

**COMPANY SEAL** : \_\_\_\_\_