



IIT PALAKKAD

COVER-2: TECHNICAL BID

E- Tender No. IITPKD/HOS/2022-23/01

Date of Publication: 02-05-2022

Date/Time of Closing: 23-05-2022, 1500 hours

Date of Pre-bid Meeting: 13 -05-2022, 10AM

**NAME OF THE WORK: RENDERING HOUSE KEEPING SERVICES TO
HOSTEL BUILDINGS OF IIT PALAKKAD**

The Technical Bids of ONLY those bidders who satisfy the Eligibility Criteria.
prescribed in the tender document will be opened.

Date and Time of opening of Technical and Financial Bids (Covers 2 and 3) will be intimated
later to the eligible bidders.

DEAN STUDENTS

SIGNATURE OF THE BIDDER
NAME & SEAL

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TECHNICAL BID

INVITATION FOR BIDS

E- Tender No. IITPKD/HOS/2022-23/01

Indian Institute of Technology Palakkad (hereinafter called “IITPKD”) invites ONLINE Bids under Three Stage Tendering (Cover-1: Eligibility Bid, cover -2: Technical Bid and Cover-3: Financial Bid) for the following works from the contractors who satisfy the eligibility criteria given below.

PARTICULARS OF WORK

Particulars of Work

1.	Name of work	Rendering Housekeeping Services to various Hostel buildings of IIT Palakkad
2.	Estimate Cost put to Tender	Rs.26,94,612/- (Rupees Twenty Six LakhsNinety Four Thousand Six Hundred and TwelveOnly)
3.	Earnest Money Deposit (EMD)	Rs.54,000/- (Rupees Fifty Four Thousand Only)
4.	Performance Security	3% of the Work order / contract value
4.	Duration of the Contract	ONE YEAR (Based on the performance, the contract may be extended not exceeding 12 months as a separate contract)
5.	Validity of the tender	90 days from the date of opening of eligibility bid.
6.	Date of Pre-bid Meeting	13-05-2022 at 10AM Online meeting link will be published separately for those who wish to attend the meeting online.
7.	Last Date for Submission of e-Tender (Cover 1, Cover 2 and Cover 3)	23-05-2022 at 1500 hrs
8.	Date of Opening of the Eligibility document (Cover 1)	23-05-2022 at 1530 hrs
9.	Date of Powerpoint presentation by the applicant	Will be intimated later through E-Wizard Portal
10.	Date of opening of the financial bid	Will be intimated later to eligible Contractors through E-wizard portal.

I / We undertake and confirm that eligible similar work(s) has/have not been executed through another contract or on a back-to-back basis. Further that, if such a violation comes to the notice of the department, then I/ We shall be debarred for tendering in IIT Palakkad in future forever. Also, if such a violation comes to the notice of the department before the date of start of work, the Dean Students shall be free to forfeit the entire amount of Performance Security. I/We are also aware that the information and instructions for bidders posted on the website shall form part of the bid documents.

Signature of the Contractor / Bidder: -----

Name and full address of the Contractor/ Bidder: -----

Contact No: ----- / Email id: -----

1. SCOPE OF WORK

1.1. The agency shall **provide the Housekeeping services to Hostel Buildings of IIT Palakkad (Temporary and Nila Campuses).**

1.2. The general scope of work for housekeeping services for buildings, road, pathways as detailed below and as per the task detailed in the cleaning schedule.

ANNEXURE IA

1.3 LIST OF BUILDINGS AND CLEANING SCHEDULE

IIT Palakkad, Temporary Campus

Sl. No.	Buildings	Major Tasks	Schedule
1	Hostel Block 1	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico.	Daily
		Deep cleaning of rooms and washrooms, walls, floors, sanitary fittings etc, (attached) doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
		Paved areas	Daily
		Cleaning of surrounding open area	Once in a week
2	Hostel Block 2	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico, paved open areas	Daily
		Deep cleaning of rooms and washrooms, walls, floors, sanitary fittings etc, (attached) doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
		Cleaning of surrounding open area	Once in a week
3	Hostel Block 3	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico, attached toilet, paved open areas.	Daily
		Deep cleaning of rooms and washrooms, walls, floors, sanitary fittings etc, (attached) doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
		cleaning of open area between buildings	Once in a week

4	Hostel Block 4	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico, attached toilet, paved open areas.	Daily
		Deep cleaning of rooms and washrooms, walls, floors, sanitary fittings etc, (attached) doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
		cleaning of open area between buildings	Once in a week
5	Hostel Block 5	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico, attached toilet, paved open areas.	Daily
		Deep cleaning of rooms and washrooms, walls, floors, sanitary fittings etc, (attached) doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
		Cleaning of open area between buildings	Once in a week
6	Sorting and Cleaning of wastepaper basket, Disposing of accumulated garbage/refuse materials from hostel at designated place	Within Ahalia Campus	Once in every Three Days for non-food waste Food waste to be sorted out and disposed of daily

1.4 LIST OF BUILDINGS AND CLEANING SCHEDULE

Nila Campus, IIT Palakkad, Kanjikode

Sl. No.	Buildings	Major Tasks	Schedule
1	Brindavani	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico, open to sky.	Daily
		Regular cleaning of Common washrooms, walls, floors, sanitary fittings etc (Common) with phenyl and other disinfectants.	Twice in a Day
		Deep cleaning of rooms and washrooms, doors, windows, cupboards, study table and chairs.	Twice during every vacation and whenever required, on the date as directed by Nodal Officer
2	Bhageshri (Boys Hostel)	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico.	Daily
		Regular cleaning of common washrooms, walls, floors, sanitary fittings etc (Common) with phenyl and other disinfectants,	Twice in a Day
		Deep cleaning of rooms and attached washed rooms, walls, floors, sanitary fittings etc and cleaning and removal of dust of doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
3	Tilang A (Girls Hostel)	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico.	Daily
		Regular cleaning of Common washrooms, walls, floors, sanitary fittings etc., (Common) with phenyl and other disinfectants.	Twice in a Day
		Deep cleaning of rooms and washrooms, doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer

4	Tilang B (Boys Hostel)	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico.	Daily
		Regular cleaning of common washrooms, walls, floors, sanitary fittings etc (Common) with phenyl and other disinfectants.	Twice in a Day
		Deep cleaning of rooms and washrooms, doors, windows, cupboards, study table and chairs, rooms	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
5	Pathway	Cleaning and removal of dust	Once in a Week
6	Sorting of waste for Bio degradable / Non degradable and disposing of accumulated garbage/refuse waste materials from all hostel buildings in Nila campus	Outside IIT Palakkad premises	Non-food waste once in every Seven days Food waste to be sorted out and disposed of daily

1.5 Regular and deep cleaning /dusting of all doors, windows, mirrors, ventilators, pelmets, equipment and other office equipment/ Furniture as per schedule given in Annexures IA and IB.

1.6 Cleaning staff should use modern equipment formechanised cleaning and mopping.

1.7 The Housekeeping service shall be provided on all days (0800 hours to 1700 hours including lunch break from 1300 to 1400 hours). The house keeping service shall be provided including Sundays and Institute Holidays by making alternative weekly off arrangements without any extra claim.

1.8 Disposal of Degradable / Non-Degradablewaste: Contractor shall provide arrangements to for disposal of waste as below

1.9.1 Nila and Main Campuses

Sorting biodegradable from bins/buckets and dispose of food waste in the compost unit daily. Sorting of non-degradable garbage (Hostel Buildings) to be deposited daily in the cage kept for the purpose inside the campus. The deposited non degradable waste shall be disposed of from the campus every week irrespective of the quantity as directed by the Nodal officer. The contractor for house keeping services shall make necessaryarrangement for this purpose. The cost for disposal of waste shall be borne by the contractor and nothing extra shall be payable on this account. Disposal of non- degradable garbage inside the campus is prohibited.

1.9.2 Temporary Campus (Ahalia Integrated Campus, Kozhipara)

Sorting of biodegradable and dispose of food waste in the compost unit daily. Sorting of non-degradable garbage (Hostel Buildings etc) to be deposited daily inside the campus at designated locations approved by the Nodal officer. The non-degradable waste shall be disposed of from the campus every week irrespective of the quantity as directed by the Nodal officer. The cost for disposal of waste shall be borne by the contractor and nothing extra shall be payable on this account. Disposal of non- degradable garbage inside the temporary campus shall be with prior approval of Nodal officer. In the event of any restrictions of depositing the waste inside the campus, the same has to be deposited outside the campus by the housekeeping contractor without any extra claim.

1.9.3 Disposal of packing materials

The wooden pieces, carton boxes, thermocol etc. in Hostel building including its premises inside the campus need to be collected and to be stacked at the designated location within the campus as instructed by the Nodal officer.

1.10. The scope of work include

1.10.1 Regular and deep cleaning of walls, ceiling, open and closed verandahs, Corridor, steps, portico Door mats, staircases, switch boards, including cobwebs as per task given in the schedule Annexure

1.10.2 Immediate removal and disposal of dead animals, rats, snakes, dry leaves within the buildings. Removal of honeycomb of wild bees from buildings. Roof tops, mumty tops, chajja tops of buildings will be checked for vegetation growth and loose leaves etc and shall be cleaned once every three months. Roof/terrace tanks found with any dead animals irrespective of cleaning schedule immediate cleaning to be performed by the contractor. Shifting of furniture/equipment etc. as and when required by IIT Palakkad within the premises building to building and within buildings as instructed by the Nodal officer.

1.10.3. Cleaning of toilets. **WCs, Wash Basins and Urinals in toilets in Hostel Buildings**, Diluted acid/other cleaning materials **as approved by IIT Palakkad** shall be used by the employees of the contractor for cleaning of WCs and urinals. Naphthalene balls shall be used in the urinal, odonil /air fresheners shall be placed in toilets and soap filled in liquid soap dispensers in the toilets as on daily required basis. The monthly requirements of cleaning materials and accessories required to be procured one month in advance and stored in the area specified by IIT Palakkad inside Nila campus/ Temporary Campus under the control of their supervisor, and weekly statement of consumption shall be submitted to the Nodal Officer. Initially the contractor shall deposit two months requirement of materials upon receipt of Work Order for commencing the work and one month stock to be deposited by 25th of every month during the entire period of contract. In case of failing to keep any material, at the time when it is required, the institute will procure based on the urgency and the same financial implements will be levied from the contractor. The material for cleaning shall be kept under custody of the contractor/supervisor located within the complex of IIT Palakkad and shall be issued to cleaning staff on a day-to-day basis. For cleaning WCs, Wash basins in toilets, soft cloth and diluted acid should be used; hard brush and concentrated acid shall not be used. (Cleaning schedule is given in Annexure I, IA and IB)

1.10.4 Payment for Materials: The cost of materials shall be reimbursed upon submission of purchase vouchers on actual bill basis without claim for transportation charges. The bill for cost of materials shall be submitted separately. **The tentative list of material and tools to be procured by contractor and materials and tools that will be reimbursed by IITPKD is given in Annexure- IC. The list is to be assessed by the Service Provider/Contractor and got it approved by the**

Nodal Officer appointed by the Dean Students immediately after award of work and as and when list of items prepared for recouping. The contractor should procure the material as per the list of brands approved by the Nodal officer. The equipment and material to be provided by the contractor at own expense is given separately in Annexure ID.

1.11. Contractor shall arrange own transportation for movement of Staff and cleaning materials and grooming of employees and providing uniforms for the employees inside the IIT Palakkad campuses. They must compulsorily wear uniform when they are on duty.

1.12 Sanitation/Cleaning: Sanitization to be taken care by the agency with deployed manpower as instructed by the Nodal officer from time to time. The material for special sanitization for any disease/pandemic control will be provided by the Institute.

2. POWERPOINT PRESENTATION

2.1 The bidders who qualify as per the above eligibility criteria will be invited to explain their respective proposals, the process adopted, overall plan, schedule, quality control, quality assurance and other salient points in a PowerPoint presentation not exceeding 15 minutes before a committee constituted for the evaluation of the tenders. The presentation shall include all the salient features as listed below.

- i. Overall plan for the proposed Housekeeping services for the **Scope of Work indicated in the bid document and previous experience in handling Housekeeping jobs.**
- ii. Methodology and cleaning schedule proposed to be adopted for the House Keeping Services.
- iii. Details of the manpower proposed to be allocated (skilled and unskilled) to the house keeping work with a proportionate number of male and female workers. The details should be given campus wise.
- iv. The presentation should contain a detailed explanation of the proposed use of cleaning materials and methodology.
- v. Hard copies of the presentation should be submitted at the time of presentation and will form a part of the Tender Document.
- vi. The presentation should contain detailed collection and execution of solid waste disposal of the Institute.

3. BID EVALUATION PROCEDURE

3.1. The applications received shall be evaluated for eligibility to take part in the further tendering process. The applications will be evaluated for conformity to the Eligibility criteria prescribed in Eligibility bid and only those who satisfy the eligibility criteria will be considered for further evaluation.

3.2. The successful agency will be selected based on Combined Quality-cum-Cost Based System (CQCCBS).

3.3. Under CQCCBS, the technical proposals will be allotted weightage of 40% and the financial proposals will be allotted weightages of 60%.

3.4. The technical bids, and the Power point presentation by the Agency will be evaluated by a committee constituted for the purpose for a maximum of 100 marks as detailed below:

- a. Details of Skilled & Unskilled Personnel proposed to be deployed
- b. Detailed methodology & Cleaning Schedule

c. Previous experience in housekeeping services

3.5. The financial bids of only those agencies who secure a qualifying mark of 70 in the technical bid evaluation will be opened on a date to be intimated later.

3.6. The details given in the PowerPoint Presentation of the successful bidder will form part of the Tender Document.

3.7. Bid with the lowest quoted amount (L1) will be assigned a financial score of 100 and other bids will be assigned scores that are inversely proportional to their quoted amount.

3.8. The total score, both technical and financial shall be obtained by weighing the quality and cost scores and adding them up.

The calculation for arriving at the total combined score (Quality and Cost) is given below.

Marks obtained by a Bidder for the technical bid	= M
Amount quoted by the lowest bidder	= L1
Amount quoted by a Bidder	= L
Points for Financial proposal of the bidder	= (L1/L)×100 =F
Combined technical and financial score (H) of the bidder	= M×0.4+ F×0.6 =H

3.9. The combined technical and cost scores of all the bidders will be calculated as above and the bidder who secures the highest combined score H will be selected as the successful agency.

3.10. The contract will be awarded to the successful bidder at his/her quoted /negotiated amount.

3.11. The agency whose bid is accepted shall sign a written agreement with the IITPKD, Palakkad

3.12. The tender accepting authority of IITPKD reserves the right to reject any bid or all the bids without assigning any reason.

3.13. The Indian Institute of Technology Palakkad reserves the right to restrict the list of eligible agencies to any number that is deemed suitable.

3.14. The combined technical and cost scores of all the bidders will be calculated as above and the bidder who secures the highest combined score H will be selected as the successful agency. The successful agency is called for negotiation and signing the contract. In case the selected agency withdraws, or fails to comply with the aforesaid requirements, IITPKD reserves the right to consider the next best agency, or take any other measure as may be deemed fit in the sole discretion of the IITPKD, including annulment of the selection process.

4. CURRENCY OF BID AND PAYMENT

4.1. The Bidder shall submit the price bid/offer in Indian Rupees (INR) and payments under this contract will be made in INR only.

5. PERIOD OF CONTRACT

5.1. The contract shall be initially for a period of 12 Months or part of which may be extended for a further period of One Year at the same Terms and Conditions of the Contract including the Rates depending upon the performance of the Contractors and on Mutual Consent.

The students are likely to be shifted from the temporary campus to the hostels in Permanent campus after a few months. In such a situation the monthly charges for the housekeeping services will be decided on a pro rata basis taking the hostel floor area (to be cleaned) into the account on mutual agreement.

6. PERIOD OF VALIDITY OF THE BIDS

6.1. The bids shall remain valid and open for acceptance for a period of **90 days** from the date of opening of the eligibility bid.

7. RECEIPT, OPENING AND EVALUATION OF BIDS

7.1. The **Eligibility Bids received** on the prescribed date and time as mentioned in the Bid document in ONLINE mode and examined for **conformity to the Eligibility criteria prescribed in eligibility bid and shortlist those bidders who satisfy the eligibility criteria for opening of technical bid.**

7.2. The Technical and Financial Bids **of ONLY those Bidders who qualify as per the evaluation procedures, will be opened on a scheduled date and time, which will be intimated later.**

7.3. Prior to the detailed evaluation, IITPKD will determine whether each bid is complete and is substantially responsive to the Tender Document. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions and specifications of the Tender Document without material deviations, exceptions, objections, conditionality or reservations.

7.4. If a bid is not substantially responsive, it shall be rejected by IITPKD and cannot subsequently be made responsive by the bidder by correction of the non-conformity.

7.5. IITPKD's determination of bid responsiveness will be based on the contents of the bid itself and any written clarifications submitted by the Bidder.

7.6. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity, or between subtotals and the total price, *the unit or subtotal price shall prevail*, and the total price shall be corrected. If there is a discrepancy between words and figures, *the amount in words shall prevail*. If a Bidder does not accept the correction of errors, the bid will be rejected and its EMD may be forfeited.

7.7. IITPKD may waive off any minor non-conformity or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

8. CLARIFICATION IN THE BIDS SUBMITTED

8.1. During the bid evaluation, IITPKD may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be through email or ONLINE mode, and no change in the price or substance of the bid shall be sought, offered or permitted.

9. MODIFICATION AND WITHDRAWAL OF BIDS

9.1. The Bidder may modify or withdraw the bid after submission only through ONLINE mode, within the period of deadline for submission of bids.

9.2. No bids can be modified subsequent to the deadline for submission of Bids.

9.3. No bids can be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period. Withdrawal of a bid during this interval may result in debarring the bidder, for three years in bidding for housekeeping services in IIT Palakkad.

10. IITPKD's RIGHT TO ACCEPT/REJECT ANY OR ALL BIDS

10.1. IITPKD, is not bound to accept the lowest or any bid and may at any time, by notice, terminate the entire tendering process, without assigning any reason.

10.2. IITPKD, may terminate the contract, if it is found that the agency is blacklisted on previous occasions by any of the Departments/Institutions/Local Bodies/Municipalities/Public Sector Undertakings, etc.

10.3. IITPKD, may reject the bids in the event they are accepted, but the successful bidder fails to furnish the Performance Security or fails to execute the Contract Agreement.

10.4. IITPKD reserves the right to accept/reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award, without thereby incurring any liability to the Bidders.

10.5. IITPKD reserves the right to negotiate with the eligible lowest Bidder.

11. AWARD OF CONTRACT

11.1. The combined technical and cost scores of all the bidders will be calculated as above given in para 3 above and the bidder who secures the highest combined score H will be selected as the successful agency. The successful agency is called for negotiation and signing the contract. In case the selected agency withdraws, or fails to comply with the aforesaid requirements, IITPKD reserves the right to consider the next best agency, or take any other measure as may be deemed fit in the sole discretion of the IITPKD, including annulment of the selection process.

11.2. The bidder whose bid is accepted will be required to execute a Contract Agreement within **THIRTY DAYS** from the date of issue of Letter of acceptance/Work Order, failing which the Letter of Intent/Work Order issued shall be treated as cancelled. The bidder has to furnish Non-Judicial stamp paper of Rs. 500/- to execute the Contract Agreement.

11.3. The bidder who is accepted shall be required to furnish a **Performance Security** within **FIFTEEN DAYS** of receipt of Letter of Acceptance/Work Order for **3% (of the contract value)** in the form of an Account Payee DD/Fixed Deposit Receipt/Bank Guarantee from a nationalised bank in an appropriate format (**Annexure-IV**) in favour of **Indian Institute of Technology Palakkad payable at Palakkad**. The Award letter will be issued on submission of the prescribed Performance Security. The performance security shall remain valid for a period of **SIXTY DAYS** beyond the date of completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall also be extended by the contractor accordingly.

11.4. The Performance Security shall automatically become null and void once all the obligations of the agency under the contract have been fulfilled, including, but not limited to, any obligations during the period of contract and any extensions to the period. The Performance Security shall be returned to the agency under contract not later than **FIFTEEN DAYS** after its expiration.

11.5. Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the Performance security in which event IITPKD may make the award to the next lowest evaluated bid submitted by a qualified Bidder or call for new bids at its sole discretion.

11.6 **Date of commencement:** The date of commencement of **the work shall be reckoned from SEVEN DAYS from the date of issue of Award letter/Work order**. Award letters will be issued on submission of prescribed PG.

12. TERMS OF PAYMENT

12.1. No advance payment will be made during the Contract Period under any circumstances.

12.2. Monthly bills shall be submitted in duplicate to the Institute through the Nodal Officer, **Payment will be processed on monthly basis as per the accepted amount in the financial bid (cover 3) and applied to the over all percentage above/below quoted by the bidder for item no. 1 and for other items will be paid as per the rates given in the Schedule of Quantity (Annexure-II) and applied to the overall percentage above/below quoted by the bidder against actual execution.**

12.3. The Contractor shall pay the Salary to the Personnel deployed on or before 5th of every Month for the preceding Month. Contractor shall ensure that the payment of employees is done directly to the individual's bank account or by Cheque and the proof of payment shall be submitted to the Nodal Officer **concerned**. The rates quoted shall be inclusive of all operating expenses and nothing extra shall be payable on any account. No deduction from the salary for providing uniforms to the employees employed by the contractor for the house keeping services is allowed.

12.4. Payment will be made once a month through RTGS/NEFT. The Contractor(s) shall furnish the details such as Bank Account No, Account Name, IFSC Code, Bank address etc. along with the bid/bill. At the time of payment of bills, the **Income Tax** shall be deducted as per the extant Government rules and guidelines. Any Government Orders released during the Contract period, with regard to the taxes shall be automatically applicable to the Contractor either retrospectively or prospectively, as the case may be.

12.5. The Contractor shall submit following documents with bill for making payment:

- i. Salary statement of the Employees (employed by him/them)**
- ii. Proof of EPF, ESI/Insurance, Gratuity, Bonus etc.**
- iii. Proof of Salary paid to the employees**
- iv. Attendance Sheets**

13. CONTRACT DOCUMENTS

13.1. All documents forming part of the Contract and all parts of these documents are intended to be correlative, complementary and mutually explanatory. The Contract shall be read as a whole.

13.2. The order of precedence of the Contract documents shall be as follows:

- i. Work Order
- ii. Contract Agreement
- iii. All other Forms
- iv. Bidder's Bid
- v. Tender Document

14. TERMINATION OF THE CONTRACT

14.1. The Institute, without prejudice to any other remedy, terminate the Contract in whole or in parts in the event of the following:

14.2. If the Contractor fails to comply with the Scope of Work within the period specified in the Contract or any extension thereof granted by the Institute.

14.3. If the Contractor fails to perform any other obligation(s) under the contract.

14.4. The Contract can be terminated by giving **THIRTY DAYS** notice in advance, in writing, by either side without assigning any reasons.

14.5. IITPKD reserves the right to terminate the contract if the Contractor(s) defaults on any of the time limits specified or any adverse reports are filed by the Nodal Officer.

14.6. If the penalty for inadequate performance as given in Para 18 below exceeds 5% of the Contract value.

15. FORCE MAJEURE

15.1. If the contractor is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure (civil disturbance, riots, strikes, tempest, acts of God etc.), then it shall notify IITPKD in writing of the occurrence of such event

and the circumstances of the event of Force Majeure within **THREE DAYS** after the occurrence of such event.

15.2. The contractor, when affected by the event of Force Majeure, shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its performance of the contract and to fulfil its obligations under the contract, but without prejudice to IITPKD's right to terminate the Contract.

15.3. No delay or non-performance by the Contractor caused by the occurrence of any event of Force Majeure shall:

15.3.1. Constitute a default or breach of the Contract.

15.3.2. Give rise to any claim for damages or additional cost or expense occasioned by the delay or non-performance.

15.3.3. If the performance of the Contract is substantially prevented, hindered or delayed for a single period of more than **FIFTEEN DAYS** or an aggregate period of more than **THIRTY DAYS** on account of one or more events of Force Majeure, IITPKD shall have the right to terminate the Contract by giving a notice to the Supplier.

16. INDEMNITY

16.1. The Contract shall be governed by and interpreted in accordance with the prevailing laws of India. The laws will include all national, provincial, municipal, state or other laws that affect the performance of the Contract and are binding upon the Contractor(s).

16.2. The Contractor(s) shall indemnify and hold harmless the Institute from and against any and/or all losses, liabilities and costs (including losses, liabilities and costs incurred in defending a claim alleging such a liability).

17. DISPUTE RESOLUTION

17.1. Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Dean Students.

17.2. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Palakkad only.

17.3. Any dispute or claim arising out of/relating to this Contract or the breach, termination or the invalidity thereof, shall be settled by the Hon'ble Courts of Justice at Palakkad/High Court of Kerala.

18. PENALTIES

18.1. Penalty for inadequate performance on the part of contractor in Housekeeping services as per the Cleaning Schedule given in Annexures IA and IB

Sl. No.	Type of lapse in performance	Penalty (INR)
----------------	-------------------------------------	----------------------

1	Lapse in cleaning washroom (common washroom)	1000/- per day per floor where common washroom is provided
2	Lapse in cleaning office room	200/- per day per room
3	Lapse in cleaning common area like veranda, portico, staircases, entrance lobby	300/- per day per floor
4	Lapse in cleaning the doors and windows, door window glass cleaning, cleaning open duct for AC lines	1000/- for every default in the cleaning schedule per building
5	Lapse in cleaning open terrace of buildings	1000/- for every default in the cleaning schedule.
6	Lapse in cleaning washroom (attached with room in Hostel Buildings)	100/- per toilet (per default in cleaning schedule)
7	Lapse in cleaning furniture, equipment in offices in hostel buildings	1000/- for every default in the cleaning schedule per building
8	Failure to ensure proper behaviour and discipline of his workers at IIT Palakkad	400/- per person in addition to taking civil and criminal proceedings as per law
9	Failure in sanitization in all buildings	1000/- for every default in the sanitization schedule per building
10	Violation of COVID 19 protocol	As per GOI/ GoK policy

The amount of penalty will be deducted from the bill amount due to the contractor. The penalty will be levied based on a complaint recorded through email of non-attending the task given in the cleaning schedule.

19. COMPLAINT MANAGEMENT SYSTEM, LEVY OF PENALTY FOR HOUSEKEEPING SERVICES

Receipt and closure of complaints:

1. Registration system followed by IIT Palakkad through Support Portal
2. The complaint shall be passed on by the Nodal officer to the respective supervisor/Housekeeping Management through whatsapp/email.
3. The complaint shall be attended to within one hour and the action taken should be posted to the nodal officer through whatsapp/Email.
4. An Oversight Committee, appointed by the Institute, will periodically observe all the sites and if the service is not satisfactory, penalty will be imposed on the agency as per the contract rules & regulations
5. The contractor shall submit a checklist to the nodal officer for all housekeeping activities.

1. SCOPE OF WORK

1.1. The agency shall **provide the Housekeeping services to Hostel Buildings of IIT Palakkad (Temporary and Nila Campuses).**

1.2. The general scope of work for housekeeping services for buildings, road, pathways as detailed below and as per the task detailed in the cleaning schedule.

1.3 Annexure IA (table given below)

1.4 Annexure IB (table given below)

1.5 Regular and deep Cleaning /dusting of all doors, windows, mirrors, ventilators, pelmets, equipment and other office equipment/ Furniture as per schedule given in Annexures IA and IB.

1.6 Cleaning staff should use modern equipment for mechanised cleaning and mopping.

1.7 The Housekeeping service shall be provided on all days (0800 hours to 1700 hours including lunch break from 1300 to 1400 hours). The house keeping service shall be provided including Sundays and Institute Holidays by making alternative weekly off arrangements without any extra claim.

1.8 Disposal of Degradable / Non-Degradablewaste:Contractor shall provide arrangements to for disposal of waste as below

1.9.1 Nila and Main Campuses

Sorting biodegradable from bins/buckets and dispose of food waste in the compost unit daily. Sorting of non-degradable garbage (Hostel Buildings) to be deposited daily in the cage kept for the purpose inside the campus. The deposited non degradable waste shall be disposed of from the campus every week irrespective of the quantity as directed by the Nodal officer. The contractor for house keeping services shall make a tie up arrangement for this purpose. The cost for disposal of waste shall be borne by the contractor and nothing extra shall be payable on this account. Disposal of non- degradable garbage inside the campus is prohibited.

1.9.2 Temporary Campus (Ahalia Integrated Campus, Kozhipara)

Sorting of biodegradable and dispose of food waste in the compost unit daily. Sorting of non-degradable garbage (Hostel Buildings etc) to be deposited daily inside the campus at designated locations approved by the Nodal officer. The non degradable waste shall be disposed of from the campus every week irrespective of the quantity as directed by the Nodal officer. The cost for disposal of waste shall be borne by the contractor and nothing extra shall be payable on this account. Disposal of non- degradable garbage inside the temporary campus shall be with prior approval of Nodal officer. In the event of any restrictions of depositing the waste inside the campus, the same has to be deposited outside the campus by the housekeeping contractor without any extra claim.

1.9.3 Disposal of packing materials

The wooden pieces, carton boxes, thermocol etc. in Hostel building including its premises inside the campus need to be collected and to be stacked at the designated location within the campus as instructed by the Nodal officer.

1.10. The scope of work include

1.10.1 Regular and deep cleaning of walls, ceiling, open and closed verandahs, Corridor, steps, portico Door mats, staircases, switch boards, including cobwebs as per task given in the schedule Annexure

1.10.2 Immediate removal and disposal of dead animals, rats, snakes, dry leaves within the buildings. Removal of honeycomb of wild bees from buildings. Roof tops, mumty tops, chajja tops of buildings will be checked for vegetation growth and loose leaves etc and shall be cleaned once every three months. Roof/terrace tanks found with any dead animals irrespective of cleaning schedule immediate cleaning to be performed by the contractor. Shifting of furniture/equipment etc. as and when required by IIT Palakkad within the premises building to building and within buildings as instructed by the Nodal officer.

1.10.3. Cleaning of toilets. **WCs, Wash Basins and Urinals in toilets in Hostel Buildings**, Diluted acid/other cleaning materials **as approved by IIT Palakkad** shall be used by the employees of the contractor for cleaning of WCs and urinals. Naphthalene balls shall be used in the urinal, odonil /air fresheners shall be placed in toilets and soap filled in liquid soap dispensers in the toilets as on daily required basis. The monthly requirements of cleaning materials and accessories required to be procured one month in advance and stored in the area specified by IIT Palakkad inside Nila campus/ Temporary Campus under the control of their supervisor, and weekly statement of consumption shall be submitted to the Nodal Officer. Initially the contractor shall deposit two months requirement of materials upon receipt of Work Order for commencing the work and one month stock to be deposited by 25th of every month during the entire period of contract. In case of failing to keep any material, at the time when it is required, the institute will procure based on the urgency and the same financial implements will be levied from the contractor. The material for cleaning shall be kept under custody of the contractor/supervisor located within the complex of IIT Palakkad and shall be issued to cleaning staff on a day-to-day basis. For cleaning WCs, Wash basins in toilets, soft cloth and diluted acid should be used; hard brush and concentrated acid shall not be used. (Cleaning schedule is given in Annexure I, IA and IB)

1.10.4 Payment for Materials: The cost of materials shall be reimbursed upon submission of purchase vouchers on actual bill basis without claim for transportation charges. The bill for cost of materials shall be submitted separately. **The tentative list of material and tools to be procured by contractor and materials and tools that will be reimbursed by IITPKD is given in Annexure-IC. The list is to be assessed by the Service Provider/Contractor and got it approved by the Nodal Officer appointed by the Dean Students immediately after award of work and as and when list of items prepared for recouping. The contractor should procure the material as per the list of brands approved by the Nodal officer. The equipment and material to be provided by the contractor at own expense is given separately in Annexure ID.**

1.11. Contractor shall arrange own transportation for movement of Staff and cleaning materials and grooming of employees and providing uniforms for the employees inside the IIT Palakkad campuses. They must compulsorily wear uniform when they are on duty.

1.12 Sanitation/Cleaning: Sanitization to be taken care by the agency with deployed manpower as instructed by the Nodal officer from time to time. The material for special sanitization for any disease/pandemic control will be provided by the Institute.

LIST OF BUILDINGS AND CLEANING SCHEDULE**IIT Palakkad, Temporary Campus**

Sl. No.	Buildings	Major Tasks	Schedule
1	Hostel Block 1	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico.	Daily
		Deep cleaning of rooms and washrooms, walls, floors, sanitary fittings etc , (attached) doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
		Paved areas	Daily
		Cleaning of surrounding open area	Once in a week
2	Hostel Block 2	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico, paved open areas	Daily
		Deep cleaning of rooms and washrooms, walls, floors, sanitary fittings etc , (attached) doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
		Cleaning of surrounding open area	Once in a week
3	Hostel Block 3	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico, attached toilet, paved open areas .	Daily
		Deep cleaning of rooms and washrooms, walls, floors, sanitary fittings etc , (attached) doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
		Cleaning of open area between buildings	Once in a week
4	Hostel Block 4	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico, attached toilet, paved open areas .	Daily
		Deep cleaning of rooms and washrooms, walls, floors, sanitary fittings etc , (attached) doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
		Cleaning of open area between buildings	Once in a week

5	Hostel Block 5	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico, attached toilet, paved open areas .	Daily
		Deep cleaning of rooms and washrooms, walls, floors, sanitary fittings etc. , (attached) doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
		Cleaning of open area between buildings	Once in a week
6	Sorting and Cleaning of wastepaper basket , Disposing of accumulated garbage/refuse materials from hostel at designated place	Within Ahalia Campus	Once in every Three Days for non-food waste Food waste to be sorted out and disposed of daily

Area of the Buildings at IIT Palakkad Temporary (Ahalia) Campus

Approximate Floor Area occupied by IIT Palakkad

SI No	Building Name	Corridor Area in Sq.m	Courtyard Area in Sq.m	Hostel Rooms area in Sq.M.
1	HOSTEL -1			
	GROUND FLOOR	339	210	1868.57
	FIRST FLOOR	324		
	SECOND FLOOR	324		
2	HOSTEL- 2			
	GROUND FLOOR	338	222	2190.1
	FIRST FLOOR	290		
	SECOND FLOOR	52		
3	HOSTEL-3			
	GROUND FLOOR	831		6901
	FIRST FLOOR	708		
	SECOND FLOOR	491		
4	HOSTEL-4			
	BASEMENT FLOOR	102		2040
	GROUND FLOOR	102		
	FIRST FLOOR	102		
	SECOND FLOOR	102		
5	HOSTEL -5			
	GROUND FLOOR	34		1049
	FIRST FLOOR	71		
	SECOND FLOOR	71		
TOTAL		4281	432	14048.67

ANNEXURE-IB

LIST OF BUILDINGS AND CLEANING SCHEDULE

Nilā Campus, IIT Palakkad, Kanjikode

Sl. No.	Buildings	Major Tasks	Schedule
1	Brindavani	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico, open to sky.	Daily
		Regular cleaning of Common washrooms, walls, floors, sanitary fittings etc (Common) with phenyl and other disinfectants.	Twice in a Day
		Deep cleaning of rooms and washrooms, doors, windows, cupboards, study table and chairs.	Twice during every vacation and whenever required, on the date as directed by Nodal Officer
2	Bhageshri (Boys Hostel)	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico.	Daily
		Regular cleaning of common washrooms, walls, floors, sanitary fittings etc (Common) with phenyl and other disinfectants,	Twice in a Day
		Deep cleaning of rooms and attached washed rooms, walls, floors, sanitary fittings etc and cleaning and removal of dust of doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
3	Tilang A (Girls Hostel)	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico.	Daily
		Regular cleaning of Common washrooms, walls, floors, sanitary fittings etc., (Common) with phenyl and other disinfectants.	Twice in a Day
		Deep cleaning of rooms and washrooms, doors, windows, cupboards, study table and chairs.	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
4	Tilang B (Boys Hostel)	Sweeping and regular cleaning of common areas like staircases, steps, corridors, portico.	Daily

		Regular cleaning of washrooms, walls, floors, sanitary fittings etc (Common) with phenyl and other disinfectants.	Twice in a Day
		Deep cleaning of rooms and washrooms, doors, windows, cupboards, study table and chairs, rooms	Twice during every Vacation and whenever required, on the date as directed by Nodal Officer
5	Pathway	Cleaning and removal of dust	Once in a Week
6	Sorting of waste for Bio degradable / Non degradable and disposing of accumulated garbage/refuse waste materials from all hostel buildings in Nila campus	Outside IIT Palakkad premises	Non-food waste once in every Seven days Food waste to be sorted out and disposed of daily

**Area of IIT Palakkad Nila Campus Premises
Approximate Floor Area**

SI No	Building Name	Corridor Area in Sq.m	Courtyard Area in Sq.m	Hostel Rooms area in Sq.M.
1	BAGHESHRI			
	GROUND FLOOR	164	39	784
	FIRST FLOOR	126	128	
	SECOND FLOOR	126		
2	TILANG-A			
	BASEMENT FLOOR	190	180	1209
	GROUND FLOOR	406	305	
	FIRST FLOOR	406		
3	TILANG-B			
	BASEMENT FLOOR	190	180	1536
	GROUND FLOOR	406	305	
	FIRST FLOOR	406		
4	BRINDAVANI			
	BASEMENT FLOOR	235	197	1477
	GROUND FLOOR	554		
	FIRST FLOOR	375		
	TOTAL	3584	1334	5006

TENTATIVE LIST OF MATERIALS

Tentative list of material to be purchased (Refer Clause No.1.10 under Scope of Work) for both campuses. The list may be assessed by the Service Provider/Contractor and get it approved by the Nodal Officer immediately after award of Work and as and when the list of items is prepared for recouping.

Sl. No.	Details of Chemicals/Material	Sl. No.	Details of Chemicals/Material
1	Scented Phenyl (Green Phenyl)	26	Naphthalene Balls 100 gm packet
2	R-6 (T Cleaner)	27	Klinol premium Floor
3	Hand Wash Liquid (Taski soft care enhance or equivalent in price and quality)	28	Floor cleaner Spiral TASKI-DL or equivalent in price and quality
4	R7 (Glass cleaner)	29	Liquid Soap
5	D-7 (Steel Polish)	30	Cleaning Powder
6	Hard Broom	31	Hit Spray
7	Soft Brooms	32	Room Freshener spray 300 ml (British clean or equivalent in price and quality)
8	Glass Dusters	33	Bleaching Powder
9	Checked cloth	34	D-7 Lift partition cleaner
10	Hand Gloves	35	Hapric or Domex Toilet cleaner
11	Masks for staff	36	odonil (packets)
12	Sani Cubes (packet of 12 Nos)	37	Wiper Big size
13	Wet Mop Refill	38	Wooden Stick for Mop
14	Toilet Buch	39	T Brush Big size
15	Steel Scrubber	40	Mori Brush (Steel)
16	Antibiotic liquid (Dettol/Savlon)	41	Bamboo stick 5 feet long
17	VIM Power Liquid or equivalent in quality and price	42	Baygon spray or equivalent in quality and price
18	Cock up pump	43	Ceramic cleaner
19	Toilet Brush	44	Dust pans
20	Acid 1 litre pack	45	Plastic drums
21	Termiguard 500 ml spray	46	Plastic Mugs
22	Urinal Choke-up Powder	47	Scrubber Iron and Plastic
23	Dry Mop with stick	48	Soap small
24	R-9 Bathroom Cleaner	49	Garbage bags (Jumbo size)
25	Sodium bi carbonate	50	Urinal screen mat with fragrance having 28 days life. Taski fresh or equivalent

Note: Ladder/Vacuum Cleaner available with Institute in respective campus can be used.

LIST OF EQUIPMENTS TO BE PROVIDED BY THE CONTRACTOR

The following materials to be provided by the contractor after awarding of the contract.

- 1. Pump of required capacity for cleaning for water tanks - 2 Nos each campus**
- 2. Waste trolley - 3 Nos for each campus**
- 3. High pressure jet pump - 2 Nos for each campus**
- 4. Safety signs to be used during cleaning operation - As per site requirement.**
- 5. Floor Mopping machines**

Signature of Contractor

SCHEDULE OF QUANTITY(TO BE SUBMITTED ONLY THROUGH ONLINE MODE IN APPROPRIATE
FORMAT)

Sl. No.	Description of Work	Unit	Qty	Unit Rate (Including service charges and GST)	Total Amount (Rs)
1	Rendering House Keeping Services to Hostel Buildings of IIT Palakkad as per the scope of work given in the tender document, as per terms and conditions stipulated in the tender document, technical presentation including removal of Solid waste disposal in Temporary Campus and Nila Campus	Lump sum for one year	1	2,24,551	26,94,612/-
	Total amount in Rupees				26,94,612/-

Note:

- Contractor shall provide uniformed/trained personnel and use its best endeavour to provide complete sanitation (whenever required or as per instruction from the competent authority of the Institute) and housekeeping services to the Institute for providing a neat and clean environment. Rates quoted shall include all statutory obligations of the contractor under Minimum Wages Act, Contract Labour (R&A) Act, Weekly-off replacement charges, Cost of uniform for the personnel deployed, all kinds of taxes, Service charges, usage of gadgets.
- Cleaning Materials shall be brought by the Contractor on a Monthly basis, from reputed outlets in Palakkad or Coimbatore. Payment will be made as per actuals upon submission of bills, which shall be certified by the Nodal Officer. No additional cost will be provided by the Institute for the transportation of the materials from the outlet to the Institute.
- Contractor shall keep the future increments in the Minimum Wages in mind while submitting the quote. If the minimum wages are revised by the Government of India, the incremental wages, if applicable, shall be provided by the Contractor. In case of any revision in Variable Dearness Allowance (VDA), the same shall be paid by the Contractor, keeping the Institute informed of the same.
- Rate shall be inclusive of all the above special conditions and other conditions mentioned in the tender documents, labour charge, material cost, equipment, ESI, EPF, bonus and other taxes and levies etc.
- Minimum wages shall be fixed as per the Central / State Government norms (whichever is higher to be paid). Housekeeping operatives shall be considered as unskilled category and Head Housekeeping operative shall be considered as Skilled category in the minimum wages notifications of cleaning/sweeping and construction workers respectively.