



अखिल भारतीय आयुर्वेद संस्थान
ALL INDIA INSTITUTE OF AYURVEDA (AIIA)
(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)

(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

Notice Inviting Tender for
“Housekeeping and Facility Management Services”
at

All India Institute of Ayurveda, Satellite Institute, Goa

e-mail Id central-store@aiia.gov.in

Ext. No: 01125960401/02 (2206/1301)

F. No. A/12/2022-AIIA

Date: / 10/2023

Tender document can be downloaded from following websites:

www.aiia.gov.in

www.eprocure.gov.in/epublish/app

Address To:

Director

All India Institute of Ayurveda(AIIA)

Gautampuri, Sarita Vihar, New Delhi-110076

F. No A/12/2022-AII

Dated .10.2023.

All India Institute of Ayurveda (AIIA) New Delhi, an autonomous body, under the Ministry of Ayush, Government of India has its satellite Institute at Manohar International Airport Road, Village Dhargal, Taluka-Pernem, Goa. The Director, AIIA invites tenders for Housekeeping/ Facility Management Service for the satellite Institute located at Goa, under two bid system Technical Bid (Part-I) & Financial Bid (Part-II) Interested Agencies/ Firms meeting the eligibility criteria as per tender document may submit their Bids complete in all respect.

TENDER SCHEDULE/ BID-DATA SHEET:

Date of Issue/Publishing	:-	16/10/2023 at 15:00hr
Start date and time of submission of Bid	:-	16/10/2023 at 19:00hr
Last Date and Time for receipt of queries	:-	20/10/2023 at 11:00hr
Last Date and Time for submission of Bids	:-	31/10/2023 at 12:00hr
Date and Time of Opening of Technical Bids (Cover-I)	:-	31/10/2023 at 12:30hr
Opening of Financial Bid	:-	Will be communicated in due course
Pre-Bid Meeting (For any query related to tender)	:-	18/10/2023 at 15:00hr Online meeting link: meet.google.com/hzi-vkkw-hfh
Presentation	:-	01/11/2023 at 15:00 hrs, Meeting link will be share after opening to technical bids
Number of Covers	:-	Two
Estimated Value of works		Rupees Eight crores (Rs. 8.0 Cr)
EMD (Earnest Money Deposit)	:-	2% of estimated bid value Rs. 16,00,000/-
Performance Security	:-	5% of bid estimated value of work
Contact detail	:-	As mentioned on cover page
Bid Validity	:-	180 days from the date of opening
For site visit	:-	Any working day during the bid submission period

Note: -

- (i) Bids submitted with incomplete information or information not in conformity with the Bid Documents will summarily be rejected. While submitting the Bids, the Bidders must exercise utmost care to fill up the bid in all respect as per the specified terms and conditions.
- (ii) The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this

document may disqualify the bidders from the tender exercise.

- (iii) In case, the last date of receipt of tenders and / or the day of opening of tender is declared as a Public Holiday or there is non- functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose at same time. No separate intimation will be given.

SPECIAL NOTE FOR SITE VISIT:

Bidders in their own interest at their cost are advised to visit, inspect and examine the site / campus and its surroundings and satisfy themselves including prevailing rules, regulations/ directions of the local authorities/ State Government, that may be necessary for preparing the bid and execution of the contract, before submitting their Bids in respect of the Site Conditions including access to the site, availability of land, water, power and other facilities, Source and extent of availability of suitable materials including water etc. and labour, including but not restricted to any other conditions which may influence or affect the work or cost thereof under the contract. No extra charges consequent upon lack of any information/ knowledge and understanding shall be entertained or payable by the Institute. The bidders should note that information, if any, with regard to the site and local conditions, as contained in this Bid document has been given merely to assist the bidders and is not warranted complete in all respects. The bidder should ascertain all other information pertaining to and needed for the work including information regarding the risks, contingencies and other circumstances which may influence or affect the work or the cost thereof under this contract. All the temporary services/arrangements shall be made by the Contractor at no extra cost to Institute.

(Dr. Umesh Tagade)

Joint Director

1. BACKGROUND: The All India Institute of Ayurveda, Goa Institute is a satellite Institute of AIIA, Delhi. Satellite Institute is a newly established Institute which was inaugurated by Hon’ble Prime Minister of India on 11th Dec, 2022. The Institute is currently providing Graduate course in various discipline of Ayurveda. Instituted is 250 bed referral hospital and providing treatment under OPD and IPD services.

2. SCOPE OF WORK: The proper cleaning and hygiene and sanitation of 250 bedded hospitals with capacity of 2000 OPD Patients, 250 IPD Patients including attendant and 300 staff and graduate course students , including Administration Block, Hospital, Cafeteria, Canteen, Academic Block, Convention Centre, Gym, Open area.

3. Following are the components of Hospital Clean:

- Floors and skirting are free of stains, visible dust, spills and streaks.
- Walls, ceilings and doors are free of visible dust, gross soil, streaks, spider webs and handprints.
- All surface is free of visible dust or streaks (includes furniture, window ledges, overhead light, phones, ceiling/wall fan etc.).
- Bathroom fixtures including toilets, sinks and showers are free of streaks, soil, stains and soap scum.
- Mirrors and windows are free of dust and streaks.
- Dispenser are free of dust, soiling and residue and replaced/replenished with appropriate solution when empty.
- Appliances are free of dust, soiling and stains.
- Waste is disposed of appropriately.
- Items that are broken, torn, cracked or malfunctioning are replaced.
- The area in general should have an aesthetic appearance.
- High-touch surface in patient care areas are cleaned and disinfected with a hospital-grade disinfectant.
- Cleaning of window mirror.
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4. DETAILS OF SPACE

Total Area	The Institute is a 50 Acre Campus, cleaning area covered under services will be measured and calculated and exact figures will be provided to service provider.
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Sl. No.	Buildings Name
1	Hospital Block
2	Academic Block
3	Admin Block
4	Guard Room & Gate
5	Roof Top Area
6	Gym and Yoga Centre
7	Open Road Area

8	Corridors Area
9	Canteen/Cafeteria
10	Convention Centre
11	UG/PG Hostels

Note: Above details may vary and may be increased or decreased as per requirement of the institute. The payment shall be done based on actual service rendered as per area covered

5. BRIEF SCOPE OF WORK:

- (i) Complete upkeep (Housekeeping works including Cleaning Services, Cleaning Services for Toilets & laundry areas, Waste management & disposal, Pest control etc.) in following area:
- (ii) All Institutional Buildings within premises.
- (iii) Amenities service areas (Medical, Dining Hall)
- (iv) Any other areas inside the campus as decided by AIIA Administration.
- (v) **Housekeeping Service** include machine enabled cleaning, sweeping, wiping, dusting, moping, freshening, solar plates washing, painting, garbage collection, segregation & disposal of garbage, Vacuum cleaning, disinfecting, polishing, scrubbing and such other tasks.
- (vi) Areas & premises to be cleaned are all floors of Academic Block including lift area, Terraces, Sports Complex, staircases, terraces, lift area, Offices, classrooms, Auditorium, Library, Dining block, Cafeteria, Gates, Roads, Tracks, Path Ways, GSS (Grid Sub Stations), Auditorium, Water Body, Play Fields, Circles/ Chowks, Roof tops, Water tanks, Sewerage Lines, Security Gates at Institute entrances, Other Open Area, lawn, roads, pavements, Open court yard, Parking, Pathway surrounding area within 50 meters of each entity, Solar Plates, etc. as per the direction of AIIA . Also, Garbage disposal including its segregation & transportation at location specified by Competent Authority.
- (vii) Within any building, House Keeping Services shall include Toilets, Furniture, Fixtures, ACs, PCs, Fans, Almira's, Drawers, Chairs, Doors, Windows, Phones, Lab equipment, Machines, Drinking Water coolers with purifiers, Curtains, Blinds, Foot mats, Dustbins, Flag Posts, Sewage treatment plant, water treatment plant, facades, all glass windows and Underground Water Tanks.
- (viii) Frequency of House Keeping Services will be different for various category of segments i.e. thrice, twice or once a day, weekly, fortnightly, monthly, quarterly, annual and occasional tasks as described in succeeding paras for each segment.

6. DETAILED SCOPE OF WORK:

AEAS/BUILDINGS TO BE COVERED:	Cleaning Works
DAILY TASKS	<p>Cleaning, sweeping, mopping, dusting of all offices, Hostel rooms, classrooms, Meeting rooms, staircase, Entrance, lift lobby corridors & other area.</p> <p>Cleaning-Furniture, fixtures, Switch boards, telephone instruments & picture frames etc.</p> <p>Cleaning of general/common toilets and attached toilets at least thrice daily With branded Phenol/Disinfectants and Detergent and maintain the toilets floors dry the whole day.</p> <p>Cleaning of windows and window sills of all toilets to be done regularly.</p> <p>Wash Basins, Urinals, WCs are to be cleaned with suitable branded Detergent. Checking of flush system of toilets every day. Naphthalene Balls, Air Freshener, Liquid Soap/Hand Wash and Paper Rolls are to be provided by the agency on daily basis.</p> <p>Cleaning of corridors, passages, staircases, common area, lift area, pantries and other rooms with phenol/Disinfectants in the morning and with plain water continuously.</p> <p>Cleaning of office/ classrooms/ conference halls/ Lounges by removing dust from floors, windows, doors, furniture including sofas, fixtures, telephones, cupboards, air conditioners, filing Almira's cabinets, glass pans, computers with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol/ Disinfectants will be done by Mechanical means.</p> <p>Cleaning of Carpets by soft brush followed by vacuum cleaner & washing of carpet.</p> <p>Cleaning of glass panes on doors, windows & partitions with soap/cleaning agent.</p> <p>Cleaning, sweeping and wiping of floors, furniture and hand washing area etc.</p> <p>Washing of skirting & dado.</p> <p>Removing stain from floor & paneling surfaces.</p> <p>Cleaning of wastepaper buckets, mugs & containers.</p> <p>Collection of garbage/waste from dust bins and disposal at the designated location.</p> <p>Spray of branded Room fresheners in all living rooms twice a day in the morning & afternoon.</p> <p>Machinery enabled daily road cleaning.</p>

	Sweeping of Roads, Pathways, Garden, Play Fields and other such areas.
	Fiber Floored Play Fields be washed and wiped on daily basis.
	All floors in common area including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc.
	Scrubbing, Deep Cleaning, as and when required.
	All toilets should be kept fully stocked with supplies and should be made available at all times.
	Clearance of Dust bins from hostel rooms, offices, Open areas & Other areas.
	On completion of daily task, housekeeping staff and the Supervisor will obtain signature of users on Checklist as per the format of check list for various tasks, provided by AIIA
	Dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry and free from dust, marks and smears.
	Litter and loosed debris picking up.
	Stilt parking, Pavement, Road, Open area, Stairs & lift lobby
	Cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents or any other suitable chemicals, automatic mapper / scrubbing machine to be used for the purpose.
	Cleaning of all drains in & outside Building premises, etc;
	Cleaning of all Cobwebs on the ceiling
	Cleaning of Glazing / panes, Doors, Windows and Venetian blinds.
	Clearing and cleaning of the dust beans replacing of liners.
	Brushing of sofa seats, tapestry of chairs & furnishings
	Cleaning of pedestals of furniture items.
	Cleaning of soot carbon deposit, birds dropping.
	Cleaning/washing/dusting door foot mats & toilet door mats
	Garbage disposal to designated point specified by the State Government at the Cost-of-Service Provider.
	The agency shall arrange to clean all areas covered by furniture and other items by removing the same at least once in a week (preferably on Sundays) to avoid accumulation of dust.
FORTNIGHTLY TASK	Cleaning of plates, e.g., logo, namplates
	Cleaning of cabinets, counters, shelves, cupboards & Wardrobes.

	Disposal of rubbish & waste.
	Cleaning of gutters, catch pits & garbage pits.
MONTHLY TASKS	Cleaning of water coolers and disinfecting.
	Cleaning/washing/dusting door foot mats & toilet door mats.
	Cleaning of Cooling tower area
	Cleaning of Rainwater drains.
	Cleaning of Terrace and Façade.
	Cleaning of fans by Mechanical means.
	Cleaning of ACs by Mechanical means.
	Cleaning of switch Box plates, display boards, photos.
	External statue & other architecture items.
	Inspecting planning & scheduling recording of activities.
QUARTERLY/ HALFYEARLY TASKS	Cleaning of sewerage lines to be done quarterly or earlier wherever necessary.
	Cleaning of underground, overhead tanks & other water tanks by i) Mechanized Cleaning ii) Removing water and sludge with using special sludge pump iii) High pressure water Jet leaning iv) Vacuumed Cleaning (walls, floors and ceiling) v) Anti-bacterialspray the U.V. Radian. vi) Any other work as per the directions directions of Engineer In-charge.
	Dry cleaning of Auditorium Chairs, sofa sets twice a year or as per requirement.
	Cleaning of false ceiling and Ceiling Lights.
	Cleaning of venetian/vertical/any other blinds, curtains, etc quarterly
	Cleaning roof top/terrace/Rainwater spouts quarterly.
	Cleaning of Overhead/underground water storage tanks and disinfecting.
	Painting of Flag Poles and Tree Trunks on Ceremonial Occasions.
	Cleaning of External Façade.
YEARLY TASKS	Painting Works (Water Coolers, Flag Poles, pots) etc.
OCCASIONAL TASK	Fixing of poles for occasions, Arrangements for programmes
	Maintenance of unutilized areas

(Open) – Once in a year's /or as Required

7. CLEANING OF TOILETS/LAUNDRY AREA:

- (i) All sanitary wares including sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages, and removable stains. In addition, the surfaces should be disinfected and cleaned properly.
- (ii) Floors should be cleaned to the same standard as other building floors. In addition, there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.
- (iii) Soap dispensers must be filled always, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.
- (iv) All toilets should be kept fully stocked with supplies and should be made available at all times.
- (v) In case of any minor plumbing requirements, the same will be carried out by the agency itself in consultation with the Estate Department

8. PROCEDURE FOR WORK EXECUTION:

- 1) The agency shall ensure cleaning of the administrative building, adjoining roads, pavements, footpath, lawns etc. by 08.30 AM or as per the time decided by AIIA, daily.
- 2) The agency shall ensure that all the office rooms, classrooms, conference rooms and service areas etc. properly cleaned and dusted by
- 3) To clean the classroom and make arrangements for next day's programme in the evening
- 4) The agency shall also provide workers with required number of neat clean uniform, gumboots, rubber hand gloves, helmets, brushes, gunny bags and tools and tackles for protection, sanitation and general cleaning.
- 5) The agency shall ensure hygiene and safety aspect of the service and conduct training for all the deputed staff at regular intervals.
- 6) The agency shall ensure cleaning work on regular basis including dry sweeping of floor, wet floor cleaning and dusting of wall, doors, glass and windows from inside and outside, ceiling, staircase, dusting of blinds, cleaning of tables, chairs, cupboards, removing cobweb in building, covering floor, ceiling, side balconies, corridors, stair cases, terrace, etc. to ensure dust free and clean environment in the entire occupied campus
- 7) All the stains on walls as well as floor of toilets, corridors, rooms including glass panes, staircases, railings, lobby passage/walkway etc shall be removed by scrubbing with brush and by suitable acid/chemical wherever required as specified by the Officer-In-Charge
- 8) The agency shall ensure that the floors and carpet area are cleaned and polished with approved cleaning/polishing material on a regular basis or as and when required. In no case acid will be used for cleaning purposes in any area where its use is prohibited

- 9) Liquid soap near all wash basins in all toilets of Hostel and Other buildings should always be filled up.
- 10) Air freshener ODONIL or equivalent in all toilets of hostel and other buildings should always be in place.
- 11) Drainage blockage removal, Removal of chokes, as and when required.
- 12) Dirt be removed from the floor and then it shall be cleaned with plain water. Thereafter, soap water solution of proper strength be spread on the floor and rubbed by Mechanical Scrubbers. Wherever it is not possible to rub with mechanical scrubber's/hand brush shall be used to clean the floor. After sufficient scrubbing, the floor shall be properly washed with plain water and dried with cloth
- 13) Carpet shall be cleaned with heavy duty vacuum cleaner/soft brush to the satisfaction of In-Charge without damaging the texture/surface body of the carpet.
- 14) All the rooms having no carpet shall also be cleaned thoroughly with soap and water.
- 15) Furniture, fixtures, exhaust fans, ceiling fans, air conditioning louvers, etc. to be cleaned regularly without causing any damage to their exteriors, polish, finish, paint etc. so that they always appear new, clean and dust free.
- 16) The agency shall ensure sweeping of the open area to provide dust free, neat and clean atmosphere to users.
- 17) All projections/balconies shall be cleaned thoroughly. Also, the opening of choked drains, wherever required, shall be taken up.
- 18) All windows, their glasses, doors and its glasses and their knobs shall be cleaned and kept free from stains and spots, venetian blinds/ other type of blinds are to be cleaned with feather brushes/vacuum cleaner.
- 19) The garbage will be segregated, and dustbins are to be emptied daily, cleaned and washed every day. Buckets and Mugs to be cleaned with soap and water every week. Chinaware/sanitary ware/wash basin/sinks/flush tanks to be cleaned twice daily with acid cleaned/liquid cleaner.
- 20) 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.
- 21) Dry cleaning/dusting of sofa sets, and other furniture items will be carried out by your Housekeeping Staff periodically every fortnight. However, all carpets shall be vacuum cleaned every week. Telephone computers, FAX to be cleaned with wet cloth every fortnight (on Saturdays) and by dry soft cloth daily. Furniture's including drawers will be cleaned properly without any damage.
- 22) Proper dusting and disinfecting of all the office premises, corridors and table fixtures, doors and window fixtures be done daily and perfectly. Fan, tube lights and fixtures, false ceiling/ceiling roof and walls to be dusted with broom or vacuum cleaned, including panels, fixtures every fortnightly.
- 23) Cleaning of underground/overhead water storage tanks must be done quarterly.
- 24) Cleaning of water coolers must be done monthly or earlier wherever necessary and painting yearly.
- 25) Mopping Using small double bucket and mopping system.

- 26) Mechanized Sweeping (using a walk behind sweeper).
- 27) Mechanized scrub cleaning (Using Single disc machine, Heavy duty (degreaser) and vacuuming using a wet and dry vacuum cleaner.
- 28) Dusting (Using Cobweb 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.
- 29) Schedule of work for daily, weekly, monthly, quarterly/half yearly will be provided to contractor during award/execution of work.

9. DISPOSABLE OF WASTE/GARBAGE:

1. Dust, waste materials shall be collected in proper bins and disposed of immediately. Plastic bags shall be used in all the dust bins in the premises, Cafeteria etc for easy collection and disposal; so that the dust bins are maintained neat & clean and in a hygienic condition. All dust bins will be washed / sanitized at least once in a week.
2. SOLID WASTE MANAGEMENT includes Biodegradable Kitchen waste, Plastics, Glass, Tins and Rubber, Incinerator wastes, Paper and Cloth, Iron and Steel, and Electronic Waste.
3. Bio Medical waste be disposed of under the Directions of Medical Officer as per the Government Norms on the subject.
4. All solid waste should be taken from the earmarked locations in a building from dustbins with separate dustbin codes as per rules.
5. Solid waste so collected should be segregated properly both at site and dumping yard.
6. Bio-degradable solid waste should be taken in the earmarked location for further composting and vermicomposting. Bio-degradable solid waste (not used for composting and vermin composting) should be dumped at Predesignated location by the Vendor. The contractor should be responsible for the same including the cost, if any.
7. Non-Bio-degradable solid waste be also disposed of by the Vendor in co-ordination with Central Pollution Control Board / State Pollution Control Board Vendors. The contractor will be responsible for execution of this task including bearing of cost, if any.
8. Debris due to rectification/replacement/ breakdown maintenance works should be immediately removed from the area of work.
9. Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times.
10. Latest Technologies to be employed for above tasks shall be briefed to the AIIA by the Bidders during the Pre-Bid meeting. Cost of Garbage segregation and transportation shall be borne by the Vendor and same will be included in his Service charges.
11. The agency shall segregate the waste in recyclable and non-recyclable type and shall ensure proper disposal of waste as per the standards and directions provided by AIIA.
12. The Service Provider shall dispose (as per prevalent national laws and requirements) all biomedical, chemical, and radiological waste generated within the facility / Health facility, including its segregation, transportation, storage, treatment and destruction. The Service Provider shall ensure that 100% of recyclable waste is being recycled through registered agencies.
13. Necessary Cart / Vehicle required for movement of Material/Garbage to be provided by the

Agency on its own cost.

14. Dry/Wet waste segregation should be as per the new Solid Waste Management Rules (SWM), 2016 and its subsequent amendments notified by Union Ministry of Environment, Forests and Climate Change (MoEF & CC).
15. Discarded PPEs (Personal Protective Equipment for COVID-19/any epidemic/pandemic disease) from the general public at institutions, and offices should be disposed as per the guidelines issued by Central Pollution Control Board.
16. The agency shall arrange plastic bags/trolleys/transportation arrangements etc from the list of approved brands only for disposal of waste material/garbage, melba, minor building rubbish, earth, etc. to be disposed of beyond the premises up to authorized Municipal dumping yard/ground etc. at its own cost.
17. The agency shall ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in AIIA campus for disposal.
18. Collection of all the garbage shall be in ECO FRIENDLY GREEN OR BLACK POLYTHENE GARBAGE BAG at all locations.
19. No garbage shall be left open in any case.
20. 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 AIIA. The GARBAGE trolley shall be covered with while transporting the garbage.

9. MANPOWER REQUIREMENT FOR HOUSEKEEPING SERVICES:

The Agency has to provide manpower in adequate numbers to manage the work as required and of quality to ensure workmanship of the degree specified in the Work Order / Schedule, to the satisfaction of the AIIA.

1. Manpower Requirement and Schedule will be as per following details.

Sr. N	Post	Minimum wages Category	Required number of housekeeping Manpower
1.	Facility Manager	Skilled	1(one)
2.	Supervisor- Housekeeping Staff	Semi-Skilled	2(Two)
3.	Housekeeping Staff (HKS)	Unskilled	As per requirement/ Approved number of Manpower

2. The above requirement of Manpower may vary (increase/decrease) from time to time as per the requirement of AIIA. Other positions may also be included as per the requirement of the institute.

3. The agency will ensure that adequate number of workers and supervisors are always deployed in the campus and around the clock in shift system based on the requirement of AIIA. Adequate Male/ Female Housekeeping Staff will be positioned in both the locations as per requirement of AIIA.
4. 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 AIIA.
5. **Experience: The Facility manager should be a postgraduate with minimum 8 years of experience in Facility Management. Supervisor should be a graduate with minimum 5 years of experience in Facility Management/ Housekeeping Services. All Housekeeping staff should have at least 2 years of experience in Housekeeping Services.**
6. The number of hours which shall constitute a normal working day is 8 Hours as per labour laws.
7. The Contractor shall ensure that all employees are in proper Uniform/Dress.
8. 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 agency is required to deploy the appropriate no. of laborers to take into weekly off for all.
9. Leave Relief: No person shall be sent on leave unless, cleared by AIIA. In all such cases, reliever will be positioned prior to sending the personnel to leave.
10. The persons engaged by the agency shall be dressed properly as per official dress code prescribed and approved by AIIA and shall behave in a courteous and polite manner.
11. In the case of highly deserving and experienced candidate (In the 'Highly Skilled' Category) may be paid higher wages above the minimum wage (As per Minimum Wages Act.) with mutual consent (In written form) between AIIA & the contractor.
12. The Agency/Contractor shall employ the contractual Manpower as per the criteria decided by AIIA.

10. DUTIES OF SUPERVISOR/FACILITY MANAGER:

1. Facility Manager will be looking after the cleanliness of entire premises.
2. Check & ensure that entire area of the building is clean and well maintained.
3. Inspect the work done by HK staff.
4. Prepare HK staff schedule.
5. Opening of rooms for cleaning.
6. Maintaining stock record of consumable.
7. Shifting of furniture.
8. Upkeep of open area.
9. Any other duties assigned by the Institute.

11. UNIFORM SET:

Sr. no	Description	Make	Approx. Quantity per Annum
1.	Uniform Trousers) with Cap (Shirts & Trousers)	Good quality as approved BY AIIA	2 sets
2.	Shoes	Good quality Shoes as approved by AIIA	1 pair
3.	Safety Shoes - As per site requirement	Liberty or Allen Cooper or Hi tech as approved by AIIA	1 Pair
4.	Rainwear, Raincoat to team working in open area, Umbrella & Gum boot as per site requirement	Good quality as approved BY AIIA	1 No.
5.	Safety Helmet As per site requirement	Karam or as approved by AIIA	As requirement per
6.	Winter Uniform: Woolen Jersey	Good quality as approved BY AIIA	1 No.

The service provided shall provide the uniform to the contractual manpower on its own cost. The cost of uniform shall not be charged neither from AIIA nor from any contractual manpower.

12. MATERIAL AND CONSUMABLES MATERIAL:

Sr. No.	Description	Brand Name
1.	Naphthalene ball (colored and white)	reputed Brand ISI mark
2.	Hand Liquid soap	reputed Brand ISI mark
3.	Urinal Screen	reputed Brand ISI mark
4.	Air Freshener pocket (10 gm)	reputed Brand ISI mark
5.	Urinal Cube	reputed Brand ISI mark
6.	R1	reputed Brand ISI mark
7.	R2	reputed Brand ISI mark
8.	R3	reputed Brand ISI mark

9.	R5	reputed Brand ISI mark
10.	R4	reputed Brand ISI mark
11.	R6	reputed Brand ISI mark
12.	R9	reputed Brand ISI mark
13.	Acid (diluted)	reputed Brand ISI mark
14.	Dettol 5000 ml	reputed Brand ISI mark
15.	Nirma	reputed Brand ISI mark
16.	Room freshener Spray	reputed Brand ISI mark
17.	Metal Scrubber	reputed Brand ISI mark
18.	Check Duster cloth	reputed Brand ISI mark
19.	Big Floor Duster cloth (pocha)	reputed Brand ISI mark
20.	Glass Duster	reputed Brand ISI mark
21.	Nylon scrubber	reputed Brand ISI mark
22.	Dust bin Liner bags	reputed Brand ISI mark
23.	Toilet roll (double ply)	reputed Brand ISI mark
24.	Mosquito Spray	reputed Brand ISI mark
25.	Fragrance Refill	reputed Brand ISI mark
26.	Hand Gloves	reputed Brand ISI mark
27.	TR 101	reputed Brand ISI mark
28.	TR 103	reputed Brand ISI mark
29.	D7	reputed Brand ISI mark
30.	Spiral	reputed Brand ISI mark
31.	Microfiber duster	reputed Brand ISI mark
32.	Red pad Brush	reputed Brand ISI mark
33.	Phenyl	reputed Brand ISI mark
34.	Toilet cleaner liquid	reputed Brand ISI mark
35.	Bleaching Powder	reputed Brand ISI mark

<p>Note: It is an indicative list and minimum requirement. The agency can improve the list in terms of quality products from time to time under after discussion and finalization with AIIA. Consumable records of purchase and usage will be checked by AIIA.</p>		

13. SCHEDULE OF MATERIAL TO BE SUPPLIED BY THE CONTRACTOR ONCE IN 3 MONTHS:

Sr. No.	Description	Brand
1.	Sponge	reputed Brand ISI mark
2.	Wet mop set (stick and frame)	reputed Brand ISI mark
3.	Dry Mop set (stick and frame)	reputed Brand ISI mark
4.	Wet mop Clamp	reputed Brand ISI mark
5.	Dry mop Clamp	reputed Brand ISI mark
6.	Combi Glass washer & squeegee 18"	reputed Brand ISI mark
7.	Scraper	reputed Brand ISI mark
8.	Nylon Brush	reputed Brand ISI mark
9.	Hand Brush	reputed Brand ISI mark
10.	Dustpan	reputed Brand ISI mark
11.	Mug	reputed Brand ISI mark
12.	Carpet brush	reputed Brand ISI mark
13.	Cobweb brush with long stick	reputed Brand ISI mark
14.	Toilet chokes Pump	reputed Brand ISI mark
15.	Bucket	reputed Brand ISI mark
16.	Red pad brush	reputed Brand ISI mark
17.	Soft Broom	reputed Brand ISI mark
18.	Hard Broom with long stick	reputed Brand ISI mark
19.	Floor Wiper Small	reputed Brand ISI mark
20.	Floor Wiper Big	reputed Brand ISI mark
21.	WC/Toilet cleaning brush	reputed Brand ISI mark
22.	Spray Bottles	reputed Brand ISI mark
23.	Dry Mop Refill	reputed Brand ISI mark
24.	Wet Mop Refill	reputed Brand ISI mark

Note: It is an indicative list and minimum requirement. Quantity of material may be as per the requirement of the Institute from time of time.		

14. LIST OF MACHINES, TOOLS AND TACKLES:

To execute **Automated Machine Enabled Housekeeping Services**, machines and equipment be possessed by the Vendor and the same be in fully serviceable and functional condition. The machines that may be used will include Pressure Water jet, Automatic (Walk behind) Scrubber, Vacuum Cleaner, Road Sweeping Machine, Façade cleaning machine, Scissor lifts, Floor Cleaning Machine, Carpet/Chair Cleaning Machine, Hand Scrubber Machine etc shall be extensively made use of wherever necessary. Tentative List of Machine, Tools and Tackles are as under: -

Sr.	Description
1.	Backpack vacuum cleaner
2.	Vacuum cleaner Wet & Dry
3.	High Jet pressure Machine
4.	Single disc Scrubbing machine
5.	Automatic (walk behind) scrubber
6.	Telescopic pole for Glass cleaning & Cobweb removal 10 meters
7.	Telescopic Ladder up to 50 feet height
8.	Ladders (small 10 Ft height and large)
9.	Pump for drainage water soaking /throwing Engine power rating 2HP or higher
10.	Heavy Duty Ride on Sweepers machine.
11.	Manual Road sweeper
12.	Glass cleaning Kit
13.	Signages/Caution board Cleaning in progress
14.	Mop Trolley 34 lit double bucket
15.	Caddy Bucket
16.	Different length wires for clearing drain/sewer pipes

Note: Quantity of machine, tools and tackles as per the requirement of the Institute from time of time. The Service Provider have to arrange the required tools without any extra cost to the Institute. A minimum tools & machine is required to be maintained by the service provider. In case of requirement of any additional Machines, Tools and Tackles, in addition to above, the nearest rent of the Machines, Tools and Tackles shall be applicable.

Detailed Specifications are attached at ENCLOSURE-1.

15. OTHER INSTRUCTION RELATED TO SCOPE OF WORK:

1. Scope of work in terms of area, manpower, material, and any other item may be increased or decreased depending on requirement. The agency shall comply with the same.
2. **All materials/consumables and other related items are to be provided by the Agency. Items shall be branded and of ISI mark and in conformity with the specification/makes keeping in view quality/standard after discussion and finalization with AIIA.**
3. **The firm shall procure consumables by 5th of every month and handover it to Central Store them at Institute on monthly basis. The stores are to be replenished timely. Any under / over utilization will be assessed at the month end and quantity be procured accordingly.**
4. AIIA has assessed certain minimum quantity of consumables required. The quantity of supplied items in no way shall be less than the minimum quantity specified. Items consumed over and above the minimum specified quantity shall be supplied by the firm at its own cost.
5. The materials required for cleaning purpose, if in any case, is provided by AIIA the amount of consumed material will be adjusted against the bill on the basis of actual amount of purchase.
6. In case of supplied material is not found of requisite standard, quality or requirement of Health Institute, the material will be purchase by AIIA and Service Provider shall have to use that material only and the amount for such items will be deducted from the bill submitted by service provider.
7. The materials which have not been included in the item list, shall be provided by AIIA as per requirement.
8. Equipment such as Scissor, Ladder, Glass Cleaning Machine, Façade cleaning machine, Vacuum cleaners, Heavy duty Scrubbers, Air blower equipment etc shall also be arranged by the firm as per requirement without any additional cost to the Institute. The contractor needs to bring these items at the site and keep at safe place.
9. The agency shall also arrange for all other equipment's/materials not mentioned in the list or scope that may be required for providing housekeeping and maintenance services at AIIA at his own cost.
10. Required Machinery like JCB, Truck, Dumpers & Tools, Tackles will be arranging by contractor without any additional cost to the Institute.
11. The contractor shall bear all the expenses incurred on the items i.e. Provision of uniform etc. staff, stationary for writing duty charts and registers at various Blocks and Washrooms check points and records keeping as per requirements.
12. The agency shall be responsible to deploy equipment for cleaning and to maintain this equipment at all times. All costs for purchase /repair/ replacement/ spares/ maintenance etc. for this equipment will be borne by the agency only.

13. The agency shall be responsible for the safe keeping of these equipment at the institute campus and shall not take out these equipment any time during the term of contract other than for repairs. In case such repairs take more than a week, the agency shall arrange to provide alternate equipment to AIIA.
14. The agency shall adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to AIIA property as soon as they become aware of such defects in the course of their duties under this Contract.
15. Any damage and/or loss caused to any equipment/fittings, etc. either by the agency himself or by any of his employees shall be repaired/replaced by the agency or compensated by the agency at his own cost immediately without any burden on AIIA.
16. 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.
17. Institute will provide electricity connection and water connection to the agency free of cost. Office space with space for stores along with intercom telephone facility may be provided as per requirement. The contractor will arrange for other facilities, utilities, equipment and inputs required for providing the services mentioned in the contract.
18. The agency shall also ensure the availability of water in toilets/washrooms. In case of emergency, AIIA Administration should be informed well in advance.
19. The agency shall also ensure potable drinking water requirement in AIIA premises throughout the day. Collection & distribution of potable water from the authorized source to various consumption points shall be the responsibility of the agency. The responsibility of the agency includes the proper running of the water purification systems of AIIA.
20. The agency shall maintain in the prescribed format on a daily basis a checklist for the upkeep and maintenance, which shall be submitted to the AIIA representative daily.
21. The agency shall allow Labour Inspector for inspection and shall abide by all laws applicable.
22. The agency shall keep sufficient number of supervisors for proper inspection of the work in different areas at all times.
23. The agency shall keep sufficient number of male and female manpower as per AIIA requirement.
24. The agency shall maintain proper grooming/hygiene and medical check-up standards to be maintained for all the staff.
25. The Contactor shall formulate the mechanism and duty assignment of work to its personnel in consultation with the Institute nominee. Subsequently, the contactor shall review the work assigned from time to time and advise the Institute for further streamlining their system. The contractor shall further be bound by and carry out the directions/instruction given to him by the Institute in this respect from time to time.
26. Any person authorized by AIIA shall carry out surprise check on the persons and material supplied by the Contractor. This would be required in order to ensure that persons deployed by him are doing their duties in accordance with the Institute requirement and correct quality and quantity of the materials are being used.
27. The agency shall maintain record of major/minor incidents on daily basis and report the same to the AIIA Administration in this regard. The Agency will also enquire about any incidents, like theft, indiscipline, disobedience or any unauthorized activities/criminal activities happening in the campus. The agency shall also be responsible to lodge complaints with police authorities in such instances and take follow-up action for recovery of lost material/equipment after due consultation with AIIA.
28. The agency will not allow unauthorized persons to cut trees/ grass/ firewood, perform sales or

promotional campaigns of any kind not related with the Institute or damage any civil or electrical work/ fittings or to scale or damage the boundary wall from in/ outside of the AIIA premises.

29. Contractor has to carry out all activities under Swachh Bharat Abhiyan time to time and any other activities as per directives of AIIA.
30. **Record Register:** 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. Also, the contractor shall maintain a Record Register towards various works done (specific in nature) for RTI purpose like cleaning of Water Tanks, Manholes and such other tasks.
31. **Complaint Book:** The Service Provider shall also provision a Complaint Book in reception, estate office, hostels and with Central Supervisor. Time Frame for the solution of complaints will be strictly followed. Any service-related complaint and emergency complaint must be attended on top priority and closed at earliest.
32. **Reporting:** The agency shall establish a MIS system for reporting. The FMC shall submit the reports i.e., Daily Report, Monthly Report, Quarterly Report, Half-yearly Report, Annual Report, as per requirement, within the stipulated time to AIIA. The MIS report shall cover the following aspects.
33. **Facility Inspection:** The agency shall conduct regular comprehensive facility inspection and perform any additional ones that will maintain / enhance the appearance, operation, and safety aspects of all the facility as approved by AIIA. The agency shall indicate frequency of inspection covering all premises.
34. Highlight Critical Issues / Problems with recommended solutions which should contain alternatives, cost, time schedules, etc.
35. Report on Audits/ drills etc.
36. Complaint Management reporting.
37. Any other reports as needed from time to time.
38. The agency has the option to use / implement any software for managing the Facility.
39. The agency shall submit the Performa and format and the same shall be approved by AIIA.
40. Any other reports / compliance certificates as needed from time to time.
41. The Contractor shall be responsible for and shall ensure the proper utilization of the facilities, equipment, furniture and utilities provided by AIIA without any manner of abuse or excess use and will undertake day-to-day repair & maintenance of all equipment and items supplied by AIIA 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 affected from the Contractor's bills and the material/item repaired or replaced at his cost. The decision of AIIA about the recovery would be final.
42. The Agency/Contractor shall employ the contractual Manpower as per the criteria decided by AIIA.
43. Office timings of the person employed by the agency will be as prescribed by AIIA from time to time. In the absence of any specific times having been provided by AIIA normal office timings shall be followed as per the working days and time of the institute. In the case on a certain occasion, the office needs to be operated over time.
44. **Only those bidders shall participate in the bid who would be able to commence their services on short notice i.e by 01/11/2023.**

16. **TERMS OF CONTRACT:**

1. **PERIOD OF CONTRACT:** The contract period will be initially for two year. In case of performance of the agency in one part or the entire contract is not found to be satisfactory as per operational parameters set out of the contract or not in conformity with the terms & conditions of the tender, then that part or the entire contract shall be terminated even before the scheduled time by giving advance notice of one month to this effect.
2. The contract can be extended for further two years on yearly basis (1 year + 1year) on same rate terms & conditions subject to satisfactory performance.
3. **THE REVISION OF RATES:**
 - **Service Charges on the Manpower payment:** The rate of service charges in percentage shall remain the same throughout the tenure of the contract including extension if any and no revision is permissible for any reason.
 - **Manpower:** The minimum wages rate shall be revised as per declaration of revised rates by Central Labour commissioner office time to time.
 - **The Material (Consumable/ Equipment Rent) and other charges:** The Rates shall remain firm during the first two year. However, After the two years, the rates will be escalated at the rate of 10% in every two years.
4. **CONTRACT AGREEMENT:** The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of Rs. 100/- (One hundred only). AIIA reserves the right to amend the terms & conditions of contract by mutual discussions and shall be in writing. The amended terms and conditions will form part of the agreement.
5. **SUB-CONTRACTING:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.
6. **EXIT CLAUSE:** The contract can be terminated by giving a one-month notice period by the Institute and three-month notice by the contractor. However, in any instant contract will be terminated if service of the vendor will not be found satisfactory. During the notice period for termination of the contract, in the situation contemplated above, the Contractor shall keep on discharging his duties as before the expiry of notice period.
7. **DEPLOYMENT OF MANPOWER:**
 1. The Contractor shall engage fully trained and adequately experience workmen / Staff.
 2. The agency must provide I-cards, appointment/experience letters to each employee mentioned the term and conditions of employment. Contractor must provide all necessary documents to each staff (i.e. Appointment letter, offer letter, PF slips, Experience Letter, Reliving letter etc.). The contractor should issue salary slips every month to each worker deployed by them.
 3. The agency must provide the reasonably good uniform to the unskilled Manpower or to the Manpower as decided by AIIA, by the vendors at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition. The colour and texture of the cloth will be decided mutually.
 4. The contractor will be responsible for opening individual PF account of the employee if he does not have one and provide him with PF passbook and ESI Card.
 5. The agency shall ensure that the Contractual Manpower below 21 years and above 50 years of age shall not be deployed and kept neat and clean. The contractor shall not employ young children as prohibited under the law/rules/regulations. A record of this will be maintained by the Contractor. The contractor shall not employ child labour.

6. The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. They should be free from all infectious diseases. The Contractor shall get his employees medically examined once in 12 months and obtain fitness certificates. Anyone found below the minimum standard shall be removed immediately from AIIA.
7. The agency will get their antecedents, character and conduct verified and submit an undertaking certificate. The agency shall withdraw such employees who are not found suitable by this office for any reasons immediately on receipt of such a request.
8. The workmen/staff appointed by the contractor shall be residing within Delhi area.
9. The worker should be smart and properly turned out with boots/shoes, etc. and carry an identity card duly attested by the Executive of Agency. A photocopy of these cards along with computer data shall be given to the AIIA for record, verification etc.
10. The Contractor shall ensure that all employees are in proper Uniform/Dress. The deployed personnel by the service provider will always keep Identity Card with them for verification while working.
11. Based on the requirement of each job, the candidates recommended by the agency for engagement/deployment will be decided by AIIA and decision of the AIIA will be final in this regard. In case AIIA in its discretion finds any deployed person as not desirable and not suitable for whatever reasons will be at the sole discretion of the AIIA and upon so being notified by AIIA, the agency shall be liable to withdraw such person (s) forthwith and substitute by a person(s) acceptable to AIIA.
12. The persons deployed by the service provider should not have any Police Records/Criminal cases against them. Service provider will be required to produce antecedents duly verified by police of the personnel deployed at AIIA. The character and antecedents of each personnel of the service provider will be verified by the service provider before their deployment after investigation by the Local Police & collecting proofs or identity like Driving License, Previous Work Experience, Proof of Residence and recent photograph and a certification to this effect submitted to the institute.
13. **Misconduct:** The conduct/characters/antecedents and proper bonafide of the workers shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all its employees to the Institute. All the employees should be police verified.
14. The persons employed by the contractor will be the employees of the contractor and the AIIA shall have nothing to do with their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the AIIA and the personnel employed by the contractor shall have no right whatsoever to claim employment or other rights from the AIIA.
15. The full particulars of the personnel to be deployed by the agency including their names & addresses shall be furnished to the Designated officer of AIIA along with testimonials (Aadhar Card/Voter I/D before they are actually deployed for the job, before the commencement of the Agreement.
16. The Contractor shall submit details, such as names, parentage, residential address, age, Police Verification, Medical Exam etc of the persons deployed by him in the premises of the Institute. For the purpose of proper identification of the employees of the Contractor shall issue Identity Cards bearing their photographs, identification marks, date of birth, Contact details etc and such employees shall display their identity cards at the time of duty.
17. The copy of Appointment Letter, biodata of each personnel who will be deployed, shall be provided to AIIA along with a copy of police verification upon the identity and the testimonials of qualifications etc.

18. Before changing any personnel so provided prior information shall be given to AIIA. The Contractor shall make sure that the Manpower so provided by them shall be with Photo identity card issued by the contractor.
19. None of the employees of the contractor shall enter into any kind of private work within the campus of the AIIA. Non-compliance with this provision will be deemed to be volatile of the contract inviting penal action/cancellation of contract.
20. The contractor shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the AIIA / Govt. of India / any State or any Union Territory.
21. The Vendor shall be responsible for the proper conduct and behavior of the workers engaged by him. The Vendor along with his workers must behave politely with staff and patients. If it is found that any worker has misbehaved with anyone, the Vendor has to take action as suggested by the AIIA.
22. The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to AIIA. Towards meeting the liability of compensation arising out of injury/disablement at work and shall indemnify AIIA against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which AIIA may party or involved as a result of the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow.
23. The agency shall be solely responsible and liable for all payment/dues /all the claims of the Workers employed and deployed by it. The agency shall fully indemnify AIIA against all the payments, claims and liabilities whatsoever incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the labour or other laws to the extent they are applicable to establishment/work in AIIA premises/ facility.
24. The Vendor shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time.
25. The Contractor shall deploy his persons in such a way that they get one-day **Weekly Rest**. The working hours/leave, for which the work is taken from them, do not violate relevant provisions of labour laws and shops and Establishment Act. The Contractor shall in all dealings with the persons in his employment have due regard to all recognized festivals, days of rest and religious or other customs. In the event of the Contractor committing a fault or breach of any provisions of the Labour Laws including the provisions of Contract Labour (Regulation and Abolition) Act 1970 as amended from time to time or in furnishing any information, or submitting or filling any statement under the provisions of the said regulations and rules which is materially incorrect, he shall without prejudice to any other liability pay to the Institute a penalty which may be imposed upon.
26. The Contractor's personnel shall not indulge in entertaining their guests/outsideers in the AIIA premises and shall not loiter in the AIIA premises and shall not normally move out of their specified area of operation.
27. The manpower must carry mobile phone during working hour on site. AIIA shall not pay reimburse the charges of mobile phone of any manpower appointed by the services provider.
28. Contractor to make his own arrangement for the refreshment of his staff like tea, coffee, snacks, lunch, dinner. AIIA will not make any reimbursement for that.
29. The agency shall replace immediately any of its personnel, if they are unacceptable to the authority because of security risk, incompetence, conflict of interest and breach of confidentiality or frequent absence from duty/misconduct on the part of the personnel deployed and services rendered by the agency, upon receiving written notice from the

Authority. Notwithstanding the above, the Authority shall have the right to ask to change /replace the personnel at any point of time without assigning any reason.

30. The AIIA shall have the right to check up, from time to time, the uniform (as applicable) worn by the agency personnel as well as their fitness to perform duty up to satisfaction of the AIIA.
31. If the performance of a Contractual Manpower is not found satisfactory or in case the integrity, character and behavior of any of the contractual Manpower is found doubtful, the agency shall provide a suitable replacement at the earliest on receiving a letter from AIIA in this regard.
32. In case, the contractual Manpower employed by agency / firm / company commits any act of omission / commission that amounts to misconduct / indiscipline / incompetence, the agency/firm/company shall be liable to take appropriate disciplinary action against such Manpower, including their removal from AIIA services.
33. The institute shall have the discretion to direct the agency to remove and replace of Manpower deputed to AIIA under the contract. The agency shall ensure that any replacement of the personnel, as required by the AIIA for any reason specified or otherwise, be affected promptly without any additional cost to the AIIA. If the agency wishes to replace any of the personnel, the same shall be done with prior concurrence of the AIIA at Agency's own cost.
34. The agency shall be solely responsible for the redress of grievances /resolution of disputes between the agency and the contractual Manpower engaged by them at AIIA site. AIIA shall, in no way responsible for settlement of such issues.
35. In case of personnel of the service provider implicated in any lawsuit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/ their duties for AIIA, it shall be the sole responsibility of the service provider to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to AIIA.

17. PAYMENT TO MANPOWER:

1. The payment of wages to the manpower shall be made as per the revised minimum wages of the City, time to time notified by the Government of India along with all mandatory allowances. Wages Break Up of City as per Central Govt. Minimum Wages Act (Applicable w.e.f 01.04.2023): - (for reference).

Category	Un- skilled	Semi-skilled	Skilled /Clerical	Highly Skilled
Rate per day (Basic + VDA)	736	816	897	973
Basic Salary Rate per month (26 days)	19136	21216	23322	25298
Total Monthly wages per person	19136	21216	23322	25298
PF (Employer Contribution) @12% or 1800 whichever is lower	1800	1800	1800	1800
ESI (Employer Contribution) @3.25%	621.92	689.52	757.96	822.18
Admin Charges + EDLI Charges @1 % or 150 whichever is lower	150	150	150	150

Total payment per person by AIIA	21707.90	23855.50	26030	28070.20
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2. In case of any other allowance (as per statutory norms) in addition to above, the be included in the wages of contractual manpower and shall be reimbursed to the agency at applicable rate.
3. Service Charges (inclusive of Uniform Charges) of Agency, any other mandatory charges/allowances, and GST (As applicable) will be paid in addition to the above charges. The Service Charges shall be calculated on the total amount of wages including wages rate (Basic+ VDA), EPF & ESI (Employee contribution), Admin Charges + EDLI Charges, Bonus, and any other applicable allowances.
4. The service provided shall provide the uniform to the contractual manpower on its own cost. The cost of uniform shall not be charged neither from AIIA nor from any contractual manpower.
5. In the case of highly deserving and experienced candidate (In the 'Highly Skilled' Category) may be paid higher wages above the minimum wage (As per Minimum Wages Act.) with mutual consent (In written form) between AIIA & the contractor.
6. 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.
7. The service Provider shall ensure that the Wages paid to the Contractual Manpower should not be less than the minimum wages as prescribed for different Categories of employees applicable to the city under the Minimum Wages Act 1948, by the Government of India from time to time. Consolidated salary of the Contractual Manpower is subject to revision as per Labour Department of Govt of India, Minimum Wages Act and will be automatically applicable on revision which will also affect services charges of Agency, EPF, ESI and GST as applicable.
8. The contractor should pay the exact amount faithfully to the outsourced personnel without any additional deduction other than stipulated. Violation of this shall attract a warning at the first instance and may lead to penalty including termination of contract on recurring instances.
9. The bonus at applicable rate notified by government of India, shall be paid to the contractual manpower on monthly basis along with their wages and same shall be reimburse by AIIA to the service provided on monthly basis itself.
10. It is further understood and agreed between the parties that any changes in the payments structure viz ESI, PF, Bonus, gratuity and service tax, etc. as per the change in the law are recoverable from the client within the said statutory provisions of law. The service providers will be raising bill to AIIA accordingly. Institute will have all rights to recover the amount paid in excess due to change in statutory provisions if any.
11. The agency will credit the monthly remuneration in the bank account of concerned Contractual Manpower through e-transfer only, by 10th day of succeeding month without fail and also deposit the EPF contribution of the employer and employee in the office of the concerned Provident Fund Commissioner and also the ESI contribution to the ESI Department within the stipulated period of time. Challans of EPF & ESI will be submitted to the AIIA along with the bill of subsequent month. If there is any public holiday or weekly off on 10th of the month, the agency is required to credit the wages by previous working day.
12. Wages will be disbursed in individual's Bank Account by RTGS Transfer and not in Cash/Cards. He shall on demand furnish copies of wage register/muster roll, pay slip, etc to the Institute for having paid all the dues to the persons deployed by him for the work under the Agreement.
13. This obligation is imposed on the Contractor to ensure that he is fulfilling his commitments,

towards his employees so deployed, under various laws, having regard to the duties of Institute in this respect as per the provisions of Contract Labour (Regulation and Abolition) Act, 1970. The Contractor shall comply with Labour regulations from time to time in regard to payment of wages, wage period, deductions from wages, recovery of wage (if any), maintenance of Salary/ wages book, Salary / wages slip, publication of scale of wages and terms of employment, inspection and submission of periodical returns.

14. The agency will be solely responsible for making the payment directly to its deployed personnel; since there may be occasional delay in releasing payment by AIIA to the agency due to contingencies, payment of wages to the deployed personnel by agency should not be linked with receiving of payment from AIIA and shall be independent of the same.
15. The Service Provider shall be responsible for the deposit of employee's and employer's share of statutory contributions to the ESI/EPF, EDLI, if applicable at his level and maintenance of such records as per rule. **The contractor should be responsible for linking of UAN's and transfer if any.**

18. TAXES, LABOUR LAWS AND OTHER REGULATIONS:

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.
2. The contractor is liable 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 services rendered pursuant thereto.
3. The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Migrant Labour Act, Essential Commodities Act, Industrial Disputes Act, Shops & Establishments Act, and/or such other Acts or Laws, regulations passed by the, central, states, Municipal and local governmental agency or authority, and amended from time to time.
4. The contractor shall abide by and observe all statutory laws and regulations in matters of Factory Act, Explosive Act, Sales Tax, Royalty, Excise duty, Octree, Works contract etc. and shall keep the Institute indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law / regulations or Bylaws.
5. The contractor shall obtain the license under the Contract Labour (R&A) Act from the office of the Central Labour Commissioner and produce the same preferably along with the first monthly bill. Same shall be renewed well before expiry date.
6. The Contractor shall be solely responsible for any violation of provision of the labour laws or any other statutory provisions and shall further keep the Institute indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expense arising out from non-compliance of aforesaid statutory provisions. Contractor's failure to fulfill any of the obligations hereunder and /or under the said Acts, rules/regulations and/or any byelaw or rules framed under or any of these, the Institute shall be entitled to recover any of such claims, demand, loss or injury, from the Contractor's monthly reimbursement Bills.
7. **Safety and Security:** The contractor shall abide by the safety code provisions from time to time by the government/statutory authorities pertaining to this contract. The contractor shall fully comply with the government guideline issued from time to time like monitoring the temp of their employee, using Mask, using sanitizer etc.

19. PAYMENT TERMS:

1. Bill to be made in the name of Director of All India Institute of Ayurveda New Delhi.
2. The agency shall raise the bill on monthly basis, in triplicate, along with attendance sheet duly verified for actual manned/personnel deployed by the agency and submit the same to AIIA by 7th of the succeeding month. Monthly bill cycle will be from 1st day of the previous month to last day of the month.
3. AIIA New Delhi will normally settle the bill within 21 days from the receipt of the bill. However, for delayed payment, the service provider will not charge any penalty or interest to AIIA.
4. The payment under this agreement shall be made on satisfactory completion of job contract services, through NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues / claims of the AIIA. The payment shall be done on the basis of actual service rendered / manpower provided by the agency.
5. The Contractor shall submit the proof of having deposited the number of ESI & EPF contributions towards the persons deployed at Institute in their respective accounts before submitting the bill for the subsequent month. In case the Contractor fails to do so, the payment of next month's regular re-imburement bill will be withheld till submission of required documents. However, the Contractor is to continue payment of the staff as per agreement.
6. If Government introduces any new statutory tax or increase in GST in future, the same shall be reimbursed to the contractor by the owner on receipt of documentary evidence/ bills. In case GST shall not be applicable or reduced within the contractual period same shall be paid accordingly.
7. No advance payment will be made to the agency under any circumstances.

20. PENALTY CLAUSE:

Sr No	Shortage/ Defaults	Penalty
1.	Shortage in Housekeeping Staff (HKS)	Number of HKS x Daily wage Rate x 2
2.	Shortage of Material	1.5 times the cost price
3.	Improperly Dressed Housekeeping Staff	Number of improperly Dressed HKS x Rs 500/- per instance
4.	any public complaint regarding misconduct/ misbehavior of agency's deployed staff	Rs. 500/ incident (Further the agency shall forthwith take steps for replacement of such staff.)
5.	Using unbranded/Substandard Material	Twice the quantity x Rate
6.	Unserviceable Machinery	Rs. 500/Day/Machine, after 3 Days (If not replaced or repaired within 3 days)
7.	Non-supplying of Machinery within stipulated time period	Rs. 500/Day/Machine
8.	Late Payment to Manpower after 10 th day of the month	LD at rate of 0.1% of Contract Value per day delay beyond 7th day shall be recovered from running bills subject to maximum 5% of the total

		cost of contract price.
9.	In case of any worker/ supervisor found stealing any institute properties from the institute campus	Rs. 1000/per incident
10.	Not maintain the proper stock register of housekeeping items (consumables & durables)	Rs. 1000/per month

1. The recovery as mentioned above shall be made from the bill of the agency.
2. In case any of agency's staff deployed under the contract fails to report in time and agency is unable to provide suitable substitute in time for the same it will be treated as absence and compensation of double the wages shall be payable to AIIA.

21. TERMINATION: Any violation of instructions/agreement of suppression of facts will attract cancellation of agreement without any reference. AIIA may terminate the contract if any of the following events occur: -

1. On the expiry of the contract period, without any notice.
2. Contractor is adjudged as insolvent.
3. Contractor has abandoned the contract i.e. the Contractor fails to perform obligations under the contract for a period of One month.
4. Any of the licenses, permissions or registrations of the Contractor as required under the applicable laws are discontinued/ cancelled or not renewed in time.
5. Contractor has neglected or failed persistently to observe or perform his obligations under the contract or performs unsatisfactorily.
6. The Contractor is found to have acted in breach or violation of any of the safety norms persistently, applicable labour and other laws in relation to the contract and his obligations therein.
7. The Contractor commits a breach of the contractual terms and conditions.
8. In the opinion of AIIA, it is desirable to discontinue with the performance of the contract with the Contractor.
9. On Contractor being declared insolvent by the competent Court of Law without any notice.

22. OTHER TERMS AND CONDITIONS:

1. **Records Register:** The Contractor shall be responsible for proper maintenance of all books and registers, records, and accounts as far as it relates to compliance of any statutory provisions/ obligations. The contractor would be required to maintain all registers like Employment Register, Wages Register, Bonus Register, Overtime register, First Aid Box, Display of Notice, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers. The contractor shall be responsible for making the records pertaining to Payment of Wages Act and for depositing the P.F. and ESI contributions, with the authorities concerned, which will be open for inspection and checking by the authorized officers of Institute.
2. The agency shall arrange to maintain the daily attendance record of the contractual Manpower deployed, by showing their arrival and departure times. The agency shall submit to the Director

AIIA an attested photocopy of the attendance record. The payment shall be made to the contractor based on the attendance register.

3. The contractor is wholly responsible for deputing contractual Manpower in the Institute premises and if any accident/untoward incident happens, on account of improper workmanship or safety precautions during duty, the whole responsibility for settling the case with police/court lies with the contractor.
4. The AIIA will not provide any residential space for accommodation, transport, medical or any other type of facility to the Agency or their deployed staff. The agency has to make its own arrangement for the same on its cost.
5. Representative of service provider shall be in charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of AIIA, they shall work under the directives and guidance of AIIA.
6. **Compliance with the Institute rules and Regulations:** The contractor and his employees shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline & Decency, Safety Precautions and Safety Regulations at and around the work site.
7. The Agency shall immediately notify AIIA in writing of the occurrence of any event which may result in, or which may indicate as on to believe that there may be work stoppage, slowdown, labour dispute, strike, any labour related disruption of its own staff impediment or disruption in the due performance of the obligations of the agency under this Agreement. The agency also agrees that in the event any such work stoppage, slowdown, labour dispute, strike, disruption or impediment continues for a period exceeding 24 hours, then, notwithstanding what is contained in this Agreement; AIIA may at its sole discretion terminate this Agreement forthwith.
8. The Contractor shall further keep the Institute indemnified against any loss, claims for injuries and or damages to any person, the Institute property, and assets due to employees of the contractor. The Institute shall have further right to adjust and / or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract. AIIA will also be free to recover it from the PBG deposit given by the agency.
9. AIIA shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment, or vehicles of the personnel/staff of the agency.
10. **Vacation of premises:** The Contractor shall give/vacant possession of the facilities/premises which was made available to the Contractor by AIIA and return all furniture, fixture, equipment, and other items which was made available by AIIA, 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.
11. The Contractor shall remove all workers deployed by him on termination/ expiry of the contract from the Institute premises. He will ensure that no such person creates any disruption/hindrane/problem of any nature in Institute either explicitly or implicitly.
12. The vendor shall not use the logo, information material, documents belonging to AIIA for any purpose outside the execution of this contract.
13. **Work at Risk and Cost:** In the event of the Agency's failure to execute the work entrusted to it under this Agreement satisfactorily, AIIA shall make an alternative arrangement

to do it, and the difference of cost incurred by AIIA thereby shall be recovered from the Agency/Contractor's unpaid bills and Contractor's Security deposit. Besides, penalty, as decided by AIIA, shall also be levied, and recovered. The institute reserves the right to get the whole or part of the work 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 is not satisfactory.

14. In the event or exigencies arising due to the death, infirmity, insolvency of the Contractor or for any other reason or circumstances, liabilities thereof the contract shall be borne by the following on such terms and conditions, as the Director, AIIA may further deem fit in public interest or revoke the contract, namely. **(1)** Legal heirs, in case of sole proprietor. **(2)** Next partners, in the case of a company or the firm. **(3)** Otherwise, the Director or his nominee, AIIA shall reserve the right to settle the matter accordingly to the circumstances of the case, as he/she may think proper.

15. CONFIDENTIALITY CLAUSE: Each party acknowledges that the other party claims it confidential information as a special, valuable, and unique asset. Each party agrees not to disclose any such confidential information received from the other party to any third party and shall use the same degree of care to avoid disclosure of confidential information received in due course of their contractual period.

16. FORCE MAJURE: If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by Force Majeure situation. The Agency/ Firm shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. **(A)** For purposes of this Clause, "Force Majeure" means an event beyond the control of the Agency/ Firm and not involving the Agency/ Firm's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Institute either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. **(B)** If a Force Majeure situation arises, the Agency/ Firm shall promptly notify the Institute in writing of such conditions and the cause within 7 days from the date of occurrence thereof. Unless otherwise directed by the Institute in writing, the Agency/ Firm shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. **(C)** Neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance.

17. INTERPRETATION: All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.

18. In case of any disputes on execution of the work during the period of contract, the decision of the Director, AIIA shall be binding and final, agreeable in full by both the parties.

19. ARBITRATION CLAUSE: In the event of any dispute or difference(s) between the vendee Institute (AIIA, New Delhi) and the vendor(s) arising out of non-supply of material or supplies not found according to specifications or any other cause whatsoever relating to the supply or purchase order before or after the supply has been executed, shall be referred to "The Director, AIIA", who may decide the matter himself or may appoint arbitrator(s) under the Arbitration and Conciliation Act,1996. The decision of the arbitrator shall be final and binding on both the parties.

20. The venue of the arbitration shall be the place from where the order is issued.

21. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.

23. ELIGIBILITY CRITERIA:

1. The Agency should have PAN Number and GST Registration.
2. The agency should have valid 9001:2015, ISO 14001:2015 & ISO 45001:2018, ISO-22000:2005 Certification. Copy of valid ISO Certificates to be attached.
3. They should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other labour authorities including under the Contract Labour (Regulation and Abolition Act 1970) and should be in compliance of applicable and relevant labour laws. Copy of valid registration and licenses with concerned Labour Authorities and valid ESI & PF registration to be upload.
4. The bidder should have sufficient/ adequate Infrastructure, manpower and financial strength to undertake the contract.
5. The bidder must have minimum employee strength of 500 or more workers continuously on his own Pay Roll for the last six months (Please submit proof of ESI/EPF deposit/ EPFO Challans for the months of April To September 2023.) along with the details of staff with designation.
6. The bidder should have branch / registered office preferably at the state of Goa.
7. The agency must have had a minimum annual turnover of 4 crores (Rupees four crore only) per annum in any three consecutive financial years in last six financial years i.e. from 2017-18 to 2022-23 for a similar line of business. The agency must submit a duly signed certificate with membership number from Chartered Accountant (CA) clearly showing financial year-wise turnover. The agency should also attach a copy of profit loss statement/ balance sheet certified by a Chartered accountant.
8. The agency should have a minimum continuous five years of experience in providing a similar type of services in Facilities management (providing housekeeping services and manpower on outsourcing) as on 31 March 2023 to the Government Hospital/ Educational Institutes/ Universities, Autonomous Bodies, Large/Reputed Private Sector institute, Top 50 University/ Business School as per current NIRF Ranking and Educational Institutes/ CFTIs like IIMs, IITs etc. The right to accept similar works of the vendor will rest with AIIA.
9. The Agency should have satisfactorily completed contract/assignments at least 01 (One) work with contract value of not less than Rs. 2 crore per annum, in the field of Facilities management services to the **Government Hospital/Educational Institutes/ Universities, Autonomous Bodies, Large/Reputed Private Sector institute, Top 50 University/ Business School as per current NIRF Ranking and Educational Institutes/ CFTIs like IIMs, IITs etc, during last 6 years. Self-attested copies of work Orders and Client's Satisfactory Certificates.**
10. **The bidder should have a national presence. Bidder must have presence in at least three Indian states by virtue of a client being serviced currently.**
11. The bidder should have not been debarred/blacklisted/should have not been terminated/ceased without completing the entire duration of contract period by any Central/State Govt. Department, Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs etc. during past five years from the last date of submission of bids.
12. There should be no legal case pending against the Proprietor / Firm / Partner or the Company (Agency). An undertaking must be enclosed in this regard

24. TENDER FEE & EARNEST MONEY DEPOSIT(EMD): -

1. Bidders should submit EMD of Rs. 16.0 lakh in the form of DD/FDR/Cheque to the name of Director, All India Institute of Ayurveda New Delhi-110076.
2. The Technical Bid without EMD would be considered as UNRESPONSIVE and will not be accepted. NSIC/ MSME registered bidders must submit copy of valid NSIC / MSME Registration Certificate under relevant category for exemption of EMD.
3. The Tender Fee and EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidders on the amount of the EMD.
4. The public sector companies will not be exempted from submitting EMD until and unless they submit document pertaining to directives of Government of India in this regard of the Tender.
5. **Refund of EMD:** The EMD will be refunded without any interest to the unsuccessful Bidders only after the Tenders are finalized.

25. BID SUBMISSION PROCESS: - The offer/bid should be submitted in two bid systems (i.e.) Technical bid and financial bid. The technical bid should consist of all technical details along with commercial terms and conditions. Financial bid should indicate item wise price for the items mentioned in the technical bid. Financial Bids to be submitted in BOQ format only.

26. TECHNICAL BID SUBMISSION:

1. Bidder should number the pages submitted in form of Technical Bid and provide an INDEX/ COMPLIANCE SHEET (**As per Annexure-I**) indicating the page number of each document submitted. The index should be placed on the top of the Technical Bid, without which the tender will be considered incomplete and hence, summarily rejected.
2. The Technical Bid should be accompanied by the relevant documents, duly signed, and stamped by Authorized Signatory on each page of Technical Bid & relevant documents and all supportive documents to be attached with related annexure only, without which the tender will be considered incomplete and hence, summarily rejected.
3. **Due date: The tender has to be submitted offline on or before the due date and should be dropped in tender box placed at office of Dean, All India Institute of Ayurveda, Manohar International Airport Road, Village Dhargal, Taluka Pernem, Goa.** The offers received after the due date and time will not be considered.
4. The Technical Bid should be accompanied by a copy of this Tender Document with each page duly signed by the authorized signatory of the bidders, who has signed the bid, as taken of having read, understood and complied with tender, the terms, and conditions contained herein. Bids not accompanied by a duly signed copy of the Tender Document will not be considered.
5. **The bidder have to submit only relevant documents. Unnecessary and excess document submission may lead to outright rejection of the bidder.**
6. **The bid should be precise, complete in all respect and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required through the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.**
7. **The bid should be clear and without any condition. Conditional bids shall be summarily rejected.**
8. AIIA reserves the right to modify, expand, change, alter, restrict, scrap, refloat or cancel the Tender at any stage without assigning any reason whatsoever.
9. AIIA reserves the right to relax/amend/add/withdraw any of the terms and conditions

contained in the Tender Document without assigning any reason thereof. Any enquiry after submission of the quotation will not be entertained.

10. Any change/corrigendum/extension of closing/ opening dates in respect of this tender shall be issued through e-tender Portal (URL:<http://eprocure.gov.in/epublish/app>) and AIIA Delhi website only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit AIIA Delhi website for updates.

11. Bids submitted with incomplete information or information not in conformity with the Bid Documents will summarily be rejected. While submitting the Bids, the Bidders must exercise utmost care to fill up the bid in all respect as per the specified terms and conditions.

27. FINANCIAL BID SUBMISSION:

1. A standard BOQ format has been provided with the tender document to be filled by all the bidders. Bidder to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable. The format of Financial Bid is also given at **Annexure-** for reference only.

2. The financial cover shall contain price bid in the enclosed “**Price Bid format**” i.e. in BOQ format. Submission of the Financial Bid (Price Bid) by any other means shall not be accepted by the Institute in any circumstances.

3. The Bidder shall not tamper/modify Financial Bid Format in any manner. In case, if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited.

4. The bidders are advised to quote their rates in Indian Rupees (INR) only.

5. All duties, taxes and other levies payable by the vendor shall be included in the total price. However, GST will be extra paid as actual. Bidder is required to quote the rate excluding GST.

28. SERVICE CHARGES FOR PROVIDING MANPOWER:

1. The bidders are required to quote the service charges in percentage only, inclusive of Uniform Charges (by considering cost of two sets of Branded Cloth Uniforms, one pair of shoes, stationery, accounting and administrative charges), I-card etc. and all the applicable taxes and duties, fees and any other charges except GST.

2. The Service Charges shall be calculated on the total amount of wages including wages rate (Basic+ VDA), EPF & ESI (Employee contribution), Admin Charges + EDLI Charges, Bonus and all the material/machinery cost.

3. Minimum service charges quoted by bidder should not be less than 3.85% as notified by the Govt. for manpower based services.

29. RENT CHARGES FOR EQUIPMENT (MACHINES, TOOLS & TACKELS):

1. The bidder has to quote the Rent Charges for equipment in total (consolidated) as well as per piece (equipment- Machines, Tools and Tackles) per month for providing and maintaining machines, equipment, tools, and tackles, small or big etc. as per scope of work and terms & conditions of the tender document. Total rent charges per month shall be calculated based on the requirement of AIIA Delhi.

2. Charges for consumables/ material: The bidder has to quote the Charges per Sqm per month for consumables / material as per scope of work and terms& conditions of the tender

document.

3. **Bidder** will be allowed to use the existing machinery of the AIIA. However, they shall have to bear their consumable and maintenance cost.

30. THE REVISION OF RATES:

1. **Service Charges for providing manpower:** The rate of service charges in percentage shall remain the same throughout the tenure of the contract including extension if any and no revision is permissible for any reason.

2. **Manpower:** The minimum wages rate shall be revised as per declaration of revised rates by Central Labour commissioner office time to time.

3. **The Material (Consumable/ Equipment Rent- Machines, Tools and Tackles) and other charges:** The Rates shall remain firm during the first two years. However, After the two years, the rates will be escalated at the rate of 10% in every two years.

31. BID VALIDITY: -

1. The bids shall remain valid for a period of 120 days from the date of opening of financial bid. In case the bidder withdraws, modifies or changes his offer during the validity period, bid is liable to be rejected and the EMD deposit shall be forfeited without assigning any reason thereof. The bidder should be ready to extend the validity, if required without changing terms, conditions and rates etc of their original offer.

2. Any enquiry after submission of the proposal will not be entertained.

3. Canvassing/marketing/offering promotional services etc in any form whether directly or indirectly in connection with the tender is strictly prohibited and the tenders submitted by the Agency/Firm/Company who resort to canvassing will be liable for rejection without any further reference.

32. BID OPENING:

1. The bids will be opened by a technical evaluation committee on due date and time at the Office of Dean AIIA Goa. In case, there is Holiday on due date, bid will be opened on next working day at the given time, in presence of the representative of bidders, if any.

2. The agencies may depute their authorized representative to remain present during the proposals opening process subject to submission of valid authorization letter in the name of the representative to attend the proposal opening process. Only one representative will be allowed during the tender opening process.

3. The technical bids will be opened first and evaluated. The Financial bid of only those bidders whose technical bid is found to be technically responsive by the committee will be opened and evaluated. Financial bids of technically disqualified bidders will not be opened.

33. PRESENTATION:

1. A separate online meeting for presentation will be conducted through Google Meet or any other platform as decided by AIIA to assess the technical competence of the bidders. The bidder can use this representation as an opportunity to present their thoughts on how they plan to execute the contract for AIIA, Delhi.

2. **Presentation on present profile of Vendor:** The bidders are supposed to make a

presentation to show the excellent quality photographs/videos of the properly dressed Housekeeping Manpower from the earlier contracts entered into, by the vendor.

- a. Quality of materials/ Equipment used at present clients (photos to be shown).
- b. Maintenance of feedback register.
- c. Client satisfaction certificates: Feedback from Students/Clients regarding courteousness and responsiveness.
- d. Client list, retention record and size/distribution of contracts completed/under execution.
- e. Number of employees on payroll.
- f. Systems and processes followed for recruiting and training the employees.
- g. Photos of arrangements made by the bidder(s) on the above points, wherever applicable related to previous and present clients, are required to be shown as part of the presentation.

3. Presentation on the plan for execution of service at AIIA

- a) Bidder’s understanding of AIIA Goa requirements;
- b) Financial capabilities of the bidder to meet the catering services budgeting of at least two - three months;
- c) Comprehensive operational plan (with all details) given in the technical bid for delivering housekeeping services to AIIA Goa.
- d) Brands of materials (Quantity, unit etc.) proposed.
- e) Manpower proposed (numbers, designation, experience, qualification etc.)
- f) Reporting and Review Systems proposed.
- g) Machinery/equipment planned to be stationed at AIIA Goa at bidder’s cost.
- h) Complaint redressed system proposed.
- i) Relevant quality additive enhancements in housekeeping services that are proposed over and above standard bill of material.

4. This presentation will be the part of evaluation of technical bids and the date for presentation will be declared later, after Technical Bids opening and pre-qualification of Technical Tenders. The link of Online meeting for presentation will be shared with only those bidders, whose bid / application would have been received by the closing time and date as indicated in the beginning of this document. Maximum of two representatives per bidder will be permitted to attend online meetings for presentation, subject to the submission of valid authorization letter.

5. In case the last date of receipt of tenders or the day of the opening of tender is declared as a Public Holiday, or there is non- functioning of the institute due to any unavoidable reason, the next working day will be treated as a day for the purpose at the same time. No separate intimation will be given

34. BID EVALUATION:

AIIA will use Cost Evaluation under Combined Quality Cum Cost Based System (CQCCBS), the technical proposals will be allotted weightage of 30% while the financial proposals will be allotted weightages of 70%. Proposals with the lowest cost may be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their prices. Total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.

35. TECHNICAL EVALUATION CRITERIA:

S.No.	Parameter	Scoring Protocol
	QUALITY	TOTAL: 100 MARKS (Min. 60 Marks required for Qualification)
1.	Currently Providing services with Number of Housekeeping Manpower in	Max Marks: 15

	Educational Institutions of National Repute / Public Sector Company/Central or State Government / Autonomous Institute/ Corporate Establishment of repute	<ul style="list-style-type: none"> - 400 or more number manpower– 15 Marks - 200 but less than 400 number manpower - 10 Marks - 100 but less than 200 number manpower - 5 Marks <p>(Work order/agreement/payment details of last month ongoing tender should be submitted in support of the claim)</p>
2	Experience (in years): Total number of experiences in providing similar services	<p>Max Marks: 15</p> <ul style="list-style-type: none"> - 15 or more Years – 15 Marks - 10 but less than 15 years - 10 Marks - 5 but less than 10 years - 5 Marks <p>(Oldest work order/completion certificate in support of claim should be submitted)</p>
3	Experience of having executed single largest work order from similar service in last six financial years ending 31 st March 2023.	<p>Max Marks: 15</p> <ul style="list-style-type: none"> - Single work order of more than ₹12 crore per annum - 15 Marks - Single work order of more than ₹8 crore per annum - 10 Marks - Single work order of more than ₹4 crore per annum - 5 Marks <p>(Work completion certificate should be submitted)</p>
4	Experience with AIIMS/CFTIs like IITs/IIMs/IISER/NITs/Central Universities etc in Last Six Years.	<p>Max Marks: 15</p> <ul style="list-style-type: none"> - More than 5 Institutions - 15 Marks - 2 – 5 Institutions - 10 Marks - Min 1 Institute - 5 Marks <p>(work order/completion certificate in support of claim should be submitted)</p>
5	Average Annual Turnover of the any 3 consecutive Financial Years in last six financial years i.e. from 2017-18 to 2022-23	<p>Max Marks: 15</p> <ul style="list-style-type: none"> - 20 crores & above – 15 Marks - 10 crores & above but less than 20 crore – 10 Marks - 4 Crore & Above but less than 10 crore – 5 Marks
6.	Presentation on Training, Site Visit, satisfactory work performance & work plan for execution of services at AIIA, New Delhi (online mode)	<p>Max Marks: 25</p>

It is mandatory to score minimum marks(5marks) against each criterion and a bidder has to score at least an overall minimum score of 60 in the technical evaluation in order to be technically qualified.

36. FINANCIAL EVALUATION:

1. The financial evaluation will be for 70 marks and will be only for the technically qualified bidders. The lowest priced qualified bidder will get the maximum financial score (70) while the others will have a pro-rated score lower than 70. More specifically, the financial score of a technically qualified bidder is calculated as financial score = 70 * (lowest price bid)/ (price bid of the bidder).
2. The Financial Evaluation shall be done on the total amount of quoted rates.

37. SELECTION OF SUCCESSFUL BIDDER:

1. The bidder with the highest total score (technical + Financial) will be declared as the successful bidder. In case of tie, the bidder having higher financial score will be declared successful.
2. The following formula will be used to evaluate the overall ranking of the qualified tenders.
3.

$$\text{Overall Score} = \frac{\text{Score of Technical Bid} \times 30}{\text{Highest Score of Best Technical Bid}} + \frac{\text{lowest quoted bid} \times 70}{\text{price quoted by the bidder}}$$
4. Selection of tender will be based on overall score calculated from the formula. An Example of the same is presented below

Bidder	Score of Technical Bid	Price of Financial Bid	Overall Score	Overall Rank
Company A	90	480	98.33	First
Company B	80	470	92.48	Third
Company C	80	460	93.33	Second

5. The evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between the partial amount and the total amount, or between word and figures the former will prevail. **In addition to the above corrections, the items described in the Technical Proposal but not priced shall be assumed to be included in the prices of other activities or items.**
6. In case two or more agencies are found to have quoted the same lowest rates and/or scored same overall score, the competent authority, AIIA Goa shall decide about the agency to which the offer shall be granted based on the past credentials/report which are (i)length of experience(ii)number of manpower on payroll(iii)turnover in last three financial year(iv)experience of providing service in the Hospital as per the technical bid. The decision of the competent authority, AIIA Delhi shall be final.
7. AIIA reserves the right to negotiate the quoted price with the successful bidder to arrive at the fair and reasonable price.

- 8.** The AIIA is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for any counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counteroffer rate is offered to the bidders.
- 9.** AIIA reserves the right to award the contract to either one agency or more than one agency.
- 10.** Technical Bid containing commercial details or Revelation of Prices in any form or by any reason before opening the Financial Bid shall not be considered.
- 11.** The institute reserves the right to seek clarifications or additional information/documents from any bidder regarding its technical bid. Such clarification(s) or additional information/document(s) shall be provided within the time specified for the purpose. Any request and response thereto shall be in writing. If the bidder does not furnish the clarification(s) or additional information/document(s) within the prescribed date and time, the proposal shall be liable to be rejected.
- 12.** In case the day of opening of tender is declared as a Public Holiday or there is non-functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose. No separate intimation will be given.
- 13.** Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.
- 14.** AIIA reserves the right to reject any application without assigning any reason.
- 15.** AIIA reserves the right to relax/amend/add/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof.
- 16.** The decision of Competent Authority, AIIA Delhi will be final in all matters relating.





38. AWARD OF CONTRACT:

- 1.** The Successful Bidder should accept the offer within 7 days from the date of receipt of "Letter of Offer", failing which the offer will be cancelled.
- 2.** In case the successful bidder backing out before actual award or execution of agreement or declines the offer of contract, for whatsoever reason(s), AIIA Delhi will have right to forfeit the EMD.
- 3.** AIIA reserves the right to modify/change/delete/add any further terms and conditions prior to the issue of work order.
- 4.** It is clearly understood by the parties that no financial liability of any type is created by issuance of work order.
- 5.** The Institute does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and your performance.





39. PERFORMANCE SECURITY:


- 1.** The successful bidder is required to furnish 5% of estimated contract value as security deposit, in form of Performance Bank Guarantee as per **Annexure-** within 30 days from the date of execution of contract which would be returned on successful completion of the contract.
- 2.** Earnest Money Deposit of the Bidder whose offer is accepted will be kept up till the time, the Bank Guarantee is not received.




3. Earnest Money Deposit shall be forfeited, if bidder fails to furnish Performance Security in accordance with the terms and conditions of the tender.
4. In case of breach of contract, performance security shall be forfeited, and the agency shall be blacklisted for such period as decided by the competent authority in addition to termination of the contract.



Sr.	Description	Specification (tentative which may vary a little depending upon the area of usage)	Sample picture for reference
1.	Vacuum cleaner	Capacity- 20 Litre or more Voltage – 240 Volt , Noise level –minimum	
2.	Vacuum cleaner Wet & Dry	Capacity- 30 Litre or more Voltage – 230 Volt , Noise level –minimum	
3.	High Jet pressure Machine	Operating Voltage: 220 - 240 volts, Pressure (bar) is 140	
4.	Single disc Scrubbing machine	Brush Speed: 600-3000 RPM Power: 1200 W	

Automatic (Walk		Deck Style : Disc Cleaning Path: 32 Inch	
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5.	Behind) Scrubber	Solution Tank Capacity: 32 gal Recovery Tank Capacity: 37 gal	
6.	Telescopic pole for Glass cleaning & Cobweb removal	10 meters	
7.	Telescopic Ladder	up to 50 feet height	
8.	Ladders (Small 10 Ft Height and Large)	(Small 10 Ft Height and Large)	
9.	Pump for drainage water soaking /throwing Engine power	rating 2HP or higher	

10.	Heavy Duty Ride on Sweepers machine.	<table border="0"> <tr> <td>Main Broom</td> <td>1219</td> </tr> <tr> <td>mm</td> <td></td> </tr> <tr> <td>Side Broom</td> <td>558</td> </tr> <tr> <td>mm</td> <td></td> </tr> <tr> <td>Sweeping Width</td> <td>1523</td> </tr> <tr> <td>mm</td> <td></td> </tr> <tr> <td>Speed</td> <td>15</td> </tr> </table>	Main Broom	1219	mm		Side Broom	558	mm		Sweeping Width	1523	mm		Speed	15	
Main Broom	1219																
mm																	
Side Broom	558																
mm																	
Sweeping Width	1523																
mm																	
Speed	15																

		Km/hr. Hopper Dust Load Capacity 450kg	
11.	Manual Road sweeper	Main Brush Spec: 480 mm (1 Nos.) Side Brush Spec: 350 mm (2 Nos.)	
12.	Glass cleaning Kit		
13.	Signages /Caution board Cleaning in progress		

<p>14.</p>	<p>Mop Trolley double bucket</p>	<p>Capacity- 34 liter</p>	
<p>15.</p>	<p>Caddy Bucket</p>		
<p>16.</p>	<p>Different length wires for cleaning of sewer pipes</p>		
<p>Note: Quantity of machine, tools and tackles as per the requirement of the Institute from time of time. The Service Provider have to arrange the required tools without any extra cost to the Institute. A minimum tools & machine is required to be maintained by the service provider. In case of requirement of any additional Machines, Tools and Tackles, in addition to above, the nearest rent of the Machines, Tools and Tackles shall be applicable.</p>			

INDEX/COMPLINCE SHEET

(To be submitted on the letterhead of the agency)

Part - A

Sr. No	Document Name	Compliance (Yes / No)	Page No		Remarks
			From	To	
1.	Technical Bid as per Annexure-II.				
2.	Tender Acceptance Letter as per Annexure-III.				
3.	Details of the Proprietor, Directors, consultant and top executives (with Names, address, phone number etc.) should be furnished with the tender on the letter head of the agency.				
4.	Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.				
5.	Copy of GST Registration Certificate.				
6.	Copy of 9001:2015, ISO 14001:2015 & ISO 45001:2018, ISO-22000:2005 Certificate.				
7.	Trade License.				
8.	EPF Registration Certificate.				
9.	ESI Registration Certificate.				
10.	Labour License: Valid License				
11.	Valid Proof regarding 500 or more workers continuously on a roll for the last six months. (proof of ESI/EPF deposit/ EPFO Challans for the months of January, February & March 2023.) along with the details of staff with designation.				
12.	Valid document in support of Registered/ Branch office at Delhi				
13.	Proof of Turnover, to claim the eligibility related to Turn Over (CA Certificate along with the Profit and Loss account/ Income and Expenditure Statement and Balance sheet).				
14.	Detail of Experience as per Annexure-IV. along with the copy of work order and completion / performance certificates/ Feedback from Clients.				

15.	An undertaking no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency)				
Sr. No	Document Name	Compliance (Yes / No)	Page No		Remarks
			From	To	
16.	MANDATE FORM FOR Electronic Fund Transfer/ RTGS TRANSFER As per Annexure-V.				
17.	Self-Declaration about Non-Black Listing as per Annexure-VI.				
18.	Integrity Pact as per Annexure-VII.				
19.	Proposal for required number of Manpower and Equipment (Machines, Tools and Tackles) as per Annexure-VIII.				
20.	Duly signed and stamped of the entire tender document along with its addendum/ corrigendum, if any.				
21.	All other documents, as required in terms of the tender, to claim eligibility.				

Part- B

Si No	CQCBS criteria	Claimed marks	Organization Name where service provided(ing)	Document submitted in support with page no.
1	Currently Providing services with Number of Housekeeping Manpower in Educational Institutions of National Repute / Public Sector Company/Central or State Government / Autonomous Institute/ Corporate Establishment of repute			
2	Experience (in years): Total number of experiences in providing similar services			
3	Experience of having executed single largest work order from similar service in last six financial years ending 31 st March 2023.			
4	Experience with AIIMS/CFTIs like IITs/IIMs/IISER/NITs/Central Universities in last Six Years.			

5	Average Annual Turnover of the any 3 consecutive Financial Years in last six financial years i.e. from 2017-18 to 2022-23			
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Place:

Date:

(Signature with stamp of the Agency)

TECHNICAL BID

(To be submitted on the letterhead of the Agency/ Firm)

Copies of all supporting documents duly signed and stamped by the Agency in support of the below particulars must be attached along with this checklist.

1.	Name of the Agency Block Letters)	:: (In
2.	Registered Office Address (With telephone no. & email address)	::
3.	Address of Goa Office (With telephone no. & email address) Please attach valid document in support of Registered/ Office Delhi, as Applicable as per eligibility criteria.	:: Branch
4.	Status of the organization Proprietary/Partnership/Pvt. Ltd./Public Ltd. Company	::
5.	Year of incorporation /constitution of	:: agency
6.	Registration No./Trade License No. Attach the Copy of License)	:: (Please
7.	PAN No. (Please Attach the Copy of License)	::
8.	GST No. (Please Attach the Copy of License)	::
9.	EPF No (Please Attach the Copy of Certificate)	::
10.	ESI No (Please Attach the Copy of Certificate)	::
11.	Labour Registration/ License No. Attach the Copy of Certificate)	:: (Please

<p>12. Authorized Signatory Details/ Person No -1 Details</p>	<p>:: Contact</p>	<p>Name:_____</p> <p>Designation:_____</p> <p>Mobile No:_____</p> <p>Email:_____</p>
<p>13. Details of Contact Person-2 Other than Authorized Signatory:</p>	<p>::</p>	<p>Name:_____ Designation:_____</p> <p>_____</p> <p>Mobile No:_____</p> <p>Email:_____</p>
<p>14. Total No. of Year of Similar Experience in Facility Management/ Housekeeping</p> <p>Details of work experience (as per Annexure-IV) in support of Experience related eligibility criteria). Please attach copy of Proof</p>	<p>::</p>	
<p>15. Website, if any</p>	<p>::</p>	
<p>16. Name of the cities and States where Agency / Firm / Company is having branches</p>	<p>::</p>	
<p>17. Total number of Contractual Manpower for Housekeeping Services presently providing to the clients</p> <p>The Agency has to submit the Valid Proof regarding No of Staff (proof of ESI/EPF deposit Latest Month) along with the details of staff with designation</p>	<p>::</p>	<p>No. of Un-Skilled Staff:_____</p> <p>No. of Semi-Skilled Staff:_____</p> <p>Staff:_____</p> <p>No. of High-Skilled Staff:_____</p> <p>No. of Other Professional Staff:_____</p> <p>Total No. of Staff:_____</p>
<p>18. Total number of Contractual Manpower presently providing to the clients for all services including housekeeping services.</p> <p>The Agency has to submit the Valid Proof regarding No of Staff (proof of ESI/EPF deposit Latest Month) along with the details of staff with designation</p>	<p>::</p>	<p>No. of Un-Skilled Staff:_____</p> <p>No. of Semi-Skilled Staff:_____</p> <p>Staff:_____</p> <p>No. of High-Skilled Staff:_____</p> <p>No. of Other Professional Staff:_____</p> <p>Total No. of Staff:_____</p>
<p>19. Annual Business Turnover of the any 3 consecutive Financial Years in last six financial years ended on 31st March 2023, duly certified by the Chartered Accountant (In Crore)</p>	<p>::</p>	<p>FY-1; 20_____-_____: Rs _____</p> <p>Crore FY-2: 20_____-_____: Rs _____</p>

	<hr/> Crore FY-3; 20____-____: Rs <hr/> Crore Average Turn Over Rs <hr/> Crore
20. Details of EMD.	
Amount: Txn No: Date: Bank & Branch:	
21. Whether the Agency faced any litigation with any organization earlier, if yes, kindly furnish the same with name of the organization and brief details of litigation.	
22. Any other information ::	

Verification:

The details furnished in the application are true and correct to the best of my/our knowledge and that in case of furnishing any false information or suppression of any material information. The application shall be liable to be rejected besides initiation of panel proceedings by AIIA Delhi, if it deems fit.

Signature of authorized signatory Name:
Seal

TENDER ACCEPTANCE LETTER

(On the letter head of the Agency/ Firm)

To

Date:

The Director,
All India Institute of Ayurveda
New Delhi-110076

**Sub: Acceptance of Terms & Conditions of tender for “providing Housekeeping/
Facility Management Services at AIIA Delhi” vide Tender Ref. No. J-11/44/2022-AIIA**

I/We have downloaded / obtained the tender document(s) for the above mentioned “Tender/Work’ from the web site(s) namely as per your notice 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 and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The corrigendum(s) issued from time to time by your department/ organization with this tender has also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirely.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
5. No employee or direct relation of any employee of AIIA Delhi is in way connected as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. with the Agency / Firm / Company.
6. I/We certify that all information and data furnished and attachments submitted with the application by our Agency / Firm / Company are true & correct.
7. I/We are aware that if any information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject our bid or terminate our contract, without prejudice to any other rights or remedy including the forfeiture of the full said Earnest Money Deposit/ Performance Security absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

DETAILS OF EXPERIENCE

(To be submitted on the letterhead of the bidder)

Sr. No	Name of the organization/ Institute where goods /services were provided with. Name of Contact Person, Contact No. & email id.	Area in Sq.m	Number of Housekeeping Manpower	Nature/ Value of the contract in INR (Average Bill per annum)	Duration of contract		Total years of experience (YY/MM)	Copy of contract along with the performance report (Yes/No)
					From (DD/MM/YYYY)	To (DD/MM/YYYY)		
1.								
2.								
3.								
4.								
5.								

Note: Bidders are required to provide the information on above format only in reverse chronological order (start from latest/recent most organization to oldest organization) and also attach Copy of contract / performance certificate in same sequence. Bidders may add row / rows in the above format, if No. of organizations / Institutions are more or may add additional sheet also.

Stamp and Signature of bidder**Name:****Designation:****Organization Name:**

MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER

(To be submitted on the letterhead of the Agency/ Firm)

Sub: Authorization for release of payment / dues from All India Institute of Ayurveda through Electronic Fund Transfer/RTGS Transfer.

1. Name of the Firm/Company/Institute:**2. Address of the Firm/Company/Institute:**

City _____

Pin Code _____

E-Mail ID _____ Mob No: _____

_____ Permanent Account Number _____

3. Particulars of Bank

Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No			
(9 Digit number appearing on the MICR Bank of the Cheque supplied by the Bank, Please attach a Xerox copy of a cheque of your bank for ensuring accuracy of the bank name , branch name and code number)			
IFS Code:(11 digit alphanumeric code)			
Account Type	Saving	Current	Cash Credit
Account Number:			

DECLARATION:

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information, I shall not hold Director, All India Institute of Ayurveda, responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for purpose of credit of amount through NEFT/RTGS Transfer.

Place: _____

Date: _____

Signature & Seal of the Authorized Signatory of the Firm/Company/Institute:

 Certified that particulars furnished above are correct as per our records

Bankers Stamp:

Date: _____

Signature of the Authorized Official from the Bank

N.B: Please fill in the information in CAPITAL LETTERS, computer typed; please TICK wherever it is applicable.

SELF DECLARATION ABOUT NON BLACK- LISTING

(To be submitted on the letterhead of the bidder)

To

Date:

Subject: Self Declaration About Non-Black-Listing for “**providing Housekeeping/ Facility Management Services at AIIA Delhi**” vide Tender Ref. No. **J-11/44/2022-AIIA**

Sir,

In response to tender under reference, I/ We hereby declare that presently our firm/ agency/ company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that presently our agency / firm / company is also not blacklisted/ debarred and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in last five years from the last date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD / Performance Security may be forfeited in full and the tender if any to the extent accepted may be cancelled

Date:

Yours faithfully,

(Name & signature with stamp of the bidder)

PERPOSAL FOR REQUIRED NUMBER OF MANPOWER AND EQUIPMENT (MACHINES, TOOLS & TACKLES)

(To be submitted on the letterhead of the bidder)

Table-A			
PERPOSAL FOR REQUIRED NUMBER OF MANPOWER			
Si. No.	Post	Minimum Wages category	Required number of housekeeping Manpower for the 21000 sq mtr area as per scope of Work of NIT
1	Facility Manager	Skilled	
2.	Supervisor-Housekeeping Staff	Semi-Skilled	
3.	Housekeeping Staff (HKS)	Unskilled	
Note: The bidders have to mention the number of person required for housekeeping services for the 21000 sq. mtr area (indicate the number only)			

Table-B		
PERPOSAL FOR REQUIRED NUMBER OF EQUIPMENT (MACHINES, TOOLS & TACKELS)		
Si. No.	Description	Required number of equipment (machines, tools and tackles) for the 21000 sq. mtr area as per scope of Work of NIT
	Backpack vacuum cleaner	
	Vacuum cleaner Wet & Dry	
	High Jet pressure machine	
	Automatic (walk behind) scrubber	
	Telescopic pole for Glass cleaning & cobweb removal	
	Telescopic Ladder up to 50 feet height	
	Ladders (Small 10 Ft height and large)	
	Pump for drainage water soaking/throwing Engine power rating 2HP or higher	
	Single disk scrubbing machine	
10.	Heavy Duty Ride on Sweepers machine.	
11.	Manual Road Sweeper	
12.	Glass Cleaning Kit	
13.	Signages/Caution board cleaning in progress	
14.	Mop Trolley 34 lit double bucket	
15.	Caddy Bucket	
16.	Different length wires for clearing drain/sewer pipes	
Note: The bidders have to mention the number of equipment (machines, tools & tackles) required for housekeeping services for the 21000 sq. mtr area (indicate the number only)		
Quantity for machine, tools and tackles as per the requirement of the Institute from time of time. A minimum tools & machine is required to be maintained by the service provider. In case of requirement of any additional Machines, tools & tackles, in addition to above, the nearest rent of the Machines, tools & tackles shall be applicable.		
Detailed Specifications are attached in ENCLOSURE-1		

Stamp and Signature of Bidder

Name

Designation:

Organization Name:

PART-II FINANCIAL BID (FORMAT)

(To be submitted in BOQ Excel Sheet)

Name of the bidder:

Table-A			
PERPOSAL FOR REQUIRED NUMBER OF MANPOWER			
S.No.	Category	Oty.	Rate per person excluding GST
1.	Monthly charges for Facility manager (Highly Skilled) (Monthly wages should not be paid below the applicable minimum wages as prescribed by Ministry of labour & employment, Govt. of India from time to time)	Per person	
2.	Monthly charges for Supervisor (skilled) (Monthly wages should not be paid below the applicable minimum wages as prescribed by Ministry of Labour & employment, Govt. of India from time to time)	Per person	
3.	Monthly charges for Sweeper (unskilled) (Monthly wages should not be paid below the applicable minimum wages as prescribed by Ministry of Labour & employment, Govt. of India from time to time)	Per person	
4. Rent Charges for equipment (Machines, Tools & Tackles: as per the consolidated list at Enclosure-I)			
4.1	Backpack vacuum cleaner	Per	
4.2	Vacuum cleaner Wet & Dry	equipment	
4.3	High Jet pressure Machine		
4.4	Single disk Scrubbing machine		
4.5	Automatic (walk behind) scrubber		
4.6	Telescopic pole for Glass cleaning & Cobweb removal 10 meters		
4.7	Telescopic Ladder up to 50 feet height		
4.8	Ladders (small 10Ft height and large)		
4.9	Pump for drainage water soaking/throwing engine power rating 2HP or higher		
4.10	Heavy Duty ride on Sweepers machine.		
4.11	Manual Road Sweeper	Per	
4.12	Glass Cleaning Kit	equipment	
4.13	Signages/Caution board Cleaning in progress		
4.14	Mop Trolley 34 lit double bucket		
4.15	Caddy Bucket		
4.16	Different length wires for cleaning drain/sewer pipes		
5.	Charges for consumable/ material (Rate to be quoted per Sqm of cleaning area per month)	Per Sqm per month	
6.	Service Charges for providing contractual housekeeping manpower and other services: (Percentage of Total of S.No.1-5 excluding GST) (Service provider shall not charge any additional charges either from Institute or manpower to be deployed by the vendor for providing the services such as Id card charge, Uniform Charge etc.)	Percentage per month	In R
	Grand Total		

Note:

1. **Services Charges:** The Bidders are required to quote the services charges in percentage, inclusive of Uniform Charges (by considering cost of two sets Branded Cloth Uniforms, one pair of shoes, stationary, accounting and administrative charges), I-card etc. and all the applicable taxes and duties, fees and any other charges except GST. Service Provider will not charge any additional amount either from Institute or manpower to deployed such as registration charge, uniform fee, Id-card charge or any other charge etc.
2. The service charges shall be calculated on the total amount of wages including wages rate (Basic + VDA), EPF & ESI, Admin Charges + EDLI Charges and Bonus.
3. **Rent Charges for equipment (Machines, Tools & Tackles):** The Bidder has to quote the Rent Charges for equipment –Machines, Tools and Tackles in total (consolidated) per month providing and maintaining machines, equipment, tools and tackles, small or big etc. as per scope of work and terms & conditions of the tender document of AIIA.
4. **Charges for consumable/ material:** The bidder has to quote the Charges per Sqm per month for consumable/ material as per scope of work and terms & conditions of the tender document.
5. The financial cover shall contain price bid in the enclosed “Prices Bid Format” i.e. in BOQ format. Submission of the Financial Bid by any other means shall not be accepted by the institute in any circumstances.
6. The bidder shall not temper/modify Financial Bid format in any manner. In case, if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited.
7. GST will be extra as per actual. Bidder is required to quote the rate excluding GST.
8. The bidders are advised to quote their rates in Indian Rupees (INR) only.
9. Above mentioned may vary and may be increased or decreased as per requirement of the Institute. The payment shall be done based on actual service rendered as per area covered.
10. The Financial Evaluation shall be done on the total amount of quoted rates.
11. Technical Bid containing commercial details or Revelation or price in any form or by any reason before opening the Financial Bid shall not be considered.
12. **The Revision of Rate and number of manpower/equipment:**
 - a. **Service Charges:** The rate of service charges in percentage shall remain the same throughout the tenure of the contract including extension if any and no revision is permissible for any reason.
 - b. **Manpower:** The minimum wages rate shall be revised as per declaration of revised rate by Central Labour Commissioner office from time to time.
 - c. **The Material (Consumable/ Equipment Rent- Machines, Tools and Tackles) and other charges:** The Rates shall remain firm during the first year and Second of the contract, if extended. However, After the two years, the rates will be escalated at the rate of 10% in every two years.
 - d. Number of additional manpower and equipment can be revised as per requirement subject to approval of the AIIA.

Place:

Date:

(Signature with stamp of the bidder)

FORMAT FOR PERFORMANCE BANK GUARANTEE

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred)

(TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT DELHI OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT DELHI OR ANY SCHEDULED BANK (OTHER THAN NATIONALISED BANK) SITUATED AT DELHI. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.)

To,
The Director,
All India Institute of Ayurveda
New Delhi-110076

LETTER OF GUARANTEE

WHEREAS All India Institute of Ayurveda New Delhi (Buyer) have invited Tenders vide Tender No.....dated: for

..... and whereas the said tender document requires that any eligible successful Bidder (Vendor) wishing to provide/supply of Services/ Goods/ Material as per tender document in response thereto shall establish an irrevocable Performance Guarantee Bond in favor of "All India Institute of Ayurveda New Delhi," in the form of Bank Guarantee for Rs and valid till five years from the date of issue of Performance Bank Guarantee may be submitted within days from the date of acceptance as a successful Bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said Bidder (Vendor) failing to abide by any of the conditions referred in tender document / purchase order / work Order etc. this bank shall pay to Indian Institute of Management, Jammu on demand and without protest or demur Rs (Rupees.....).

This bank further agrees that the decision of Indian Institute of Management, Jammu (Buyer) as to whether the said Bidder (Vendor) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We,.....(name of the bank & branch) hereby further agree that the

guarantee herein contained shall not be affected by any change in the constitution of the Bidder (Vendor) and/ or All India Institute of Ayurveda New Delhi, (Buyer).

Notwithstanding anything contained herein:

- 1.....Our liability under this Bank Guarantee shall not exceed Rs.....(Indian Rupees only).
- 2.....This Bank Guarantee shall be valid up to.....(date) and
3. We are liable to pay the guaranteed amount or any part thereof under this

bank guarantee only and only if Institute serve upon us a written claim or demand on or before

(date).

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at situated at (Address of local branch)

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

Instruction to Bank: Bank should note that on expiry of Guarantee Period. The Original Bank Guarantee will not be returned to the bank. Bank is requested to take appropriate necessary action on or after expiry of bond period.