

**INDIAN INSTITUTE OF MANAGEMENT SHILLONG,
UMSAWLI CAMPUS, SHILLONG**

Tender No: K1-1205/7/2022-ENGG/2542

Dated 19/Aug/2024

NOTICE INVITING e-TENDER (Nie-T) UNDER TWO PART BID

FOR:-

- A) MANPOWER SUPPLY OF OFFICE & TECHNICAL STAFF and**
- B) HOUSEKEEPING & ALLIED SERVICES**

**INDIAN INSTITUTE OF MANAGEMENT SHILLONG,
UMSAWLI CAMPUS, SHILLONG**

Tender No: K1-1205/7/2022-ENGG/2542

Dated 19/Aug/2024

E-NOTICE INVITING TENDER

Online bids are invited on behalf of Director, Indian Institute of Management Shillong, from registered and authorized companies/firms/ agencies/Proprietors for providing Manpower **supply for Office Staff** like Office Assistants, Library Assistant, Storekeeper, Stenographer, Computer Assistants, Receptionist, Trained Nurses, Attendants, Dak Boys etc, **Technical Staff including Civil, Public Health Engineering (PHE) and Electrical Maintenance staff** like Plumber, Carpenter, Pump Operator, Electrician & *any other personnel that may be required from time to time* and **also Housekeeping & allied Services** at its office located at Umsawli, Shillong-793018 and/or office located at Nongthymmai, Shillong- 793014.

Name of work	Providing Manpower Supply for Office & Technical Staff and Housekeeping & allied services at IIM Shillong Campuses for a period of upto 2 years subject to Annual review and satisfactory performance
The Currency in which Payment shall be made	Indian Rupees (INR).
Estimated value of work	Around Rs 9.36 Cr for 2 years.
Date of Issue/e-Publishing	20.08.2024 at 17:00 Hrs.
Document Download Start Date	20.08.2024 at 17:30 Hrs.
Document Download End Date and Time	09.09.2024 at 17:00 Hrs.
Date for Pre-Bid Conference and Time	Not Applicable
Bid Queries should reach by	Latest by 30.08.2024 till 15:00 Hrs. Bid queries received later than the date and time as mentioned above shall not be entertained. Pre-bid queries should be emailed to spo@iimshillong.ac.in
Venue of Pre-Bid Conference	Not Applicable

Last Date and Time for receipts of Bids	09.09.2024 upto 17:00 Hrs.
Date and Time of Opening of Technical Bids	10.09.2024 at 17:00 Hrs.
Date and Time of Opening of Financial Bids	To be informed later
Earnest Money Deposit	<p>EMD of Rs 9,90,000/- (Rs Nine Lac Ninety Thousand only) has to be deposited as Online payment to the link below:</p> <p>https://erp.iimshillong.ac.in/fee/PaymentPortal/GeneralPayment.aspx?p=unPpDMmNMgyLM9LLfrXUhXoSTjyLVw6DxTjCWvtMbdUcKbkE3r0UFC%2fTie81wcVwHE0SSWAutkIQf8VV28DYkzERewRp9JfPWZfp9lixEtrr67%2b6vYO1mpzKuAtFt%2bQhcnQlqmer%2f4Y%3d</p> <p>A copy of the transaction receipt has to be mailed to spo@iimshillong.ac.in and accountsofficer@iimshillong.ac.in clearly mentioning the firm's name and Tender Id no. along with tender description, <u>No Cheque or DD will be accepted as EMD.</u></p>
No. of Covers	02 (Two Packets) {Technical and Financial}
Bid Validity days	180 days (From the date of opening of bid)
Performance Bank Guarantee (PBG)	3% of the Estimated value of work of the successful bidder. PBG is required to be submitted within 15 days from the date of issue of the Letter of Intent (LOA with validity of six (6) months beyond the contract period. (To be forfeited in the event of any kind of failure in contractual performance and Non-Compliance to terms & conditions).
Email Address	spo@iimshillong.ac.in
Registered Office	Umsawli, East Khasi Hills, Shillong-793018, Meghalaya

-Sd-
Chief Administrative Officer
IIM Shillong

Copy to:

- a Director IIM Shillong for favor of information.
- b Stores & Purchase Officer for Uploading the Tender Information on E-Procure/CPPP Portal.
- c IT officer for uploading the tender information in the Institutes' website.
- d Relevant file.

**INDIAN INSTITUTE OF MANAGEMENT SHILLONG,
UMSAWLI CAMPUS, SHILLONG**

Tender No: K1-1205/7/2022-ENGG/

Dated ___/___/2024

(To be submitted on the letter head of the Firm/ Company)

LETTER OF BID

To,

**The Chief Administrative Officer,
IIM Shillong, Umsawli
Shillong, Meghalaya-793018**

Subject:- Bid for providing Manpower **supply for Office Staff** like Office Assistants, Library Assistant, Storekeeper, Stenographer, Computer Assistants, Receptionist, Trained Nurses, Attendants, Dak Boys etc, **Technical Staff including Civil, Public Health Engineering (PHE) and Electrical maintenance staff** like Plumber, Carpenter, Pump Operator, Electrician & *any other personnel that may be required from time to time* and **also Housekeeping & allied Services** at its office located at Umsawli, Shillong-793018 and/or office located at Nongthymmai, Shillong-793014.

Sir,

In response to your invitation for bid I/we the undersigned, submit our bid for the jobs captioned along with Earnest Money Deposit @ 2% of the estimated value to be deposited online as per link provided.

We declare that

1. We have examined and have no reservations to the Bidding Documents, including Addenda (if any) issued in accordance with Instructions to Bidders.

2. We offer to execute in conformity with the Bidding Documents for providing Manpower **supply for Office Staff** like Office Assistants, Library Assistant, Storekeeper, Stenographer, Computer Assistants, Receptionist, Trained Nurses, Attendants, Dak Boys etc, **Technical Staff including Civil, Public Health Engineering (PHE) and Electrical maintenance staff** like Plumber, Carpenter, Pump Operator, Electrician & *any other personnel that may be required from*

time to time and **also Housekeeping & allied Services** at its office located at Umsawli, Shillong- 793018 and/or office located at Nongthymmai, Shillong- 793014.

3. Our bid shall be valid for a period of 180 days from the date of opening of Bid Document in accordance with the Tender Documents and it shall remain binding upon us during any time before the expiration of that period.
4. If our bid is accepted, we commit to submit a performance security in accordance with the Bidding Documents.
5. We also declare that Government of India or State Government or any other Public Sector or Private Sector Organization has not declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,

Authorized Signatory*
Full Name and Designation
With Seal

**INDIAN INSTITUTE OF MANAGEMENT SHILLONG,
UMSAWLI CAMPUS, SHILLONG**

Tender No: K1-1205/7/2022-ENGG/2542

Dated 19/Aug/2024

INSTRUCTIONS TO THE BIDDERS

1. GENERAL INSTRUCTIONS

- 1.1 The intending bidder must read all the terms and conditions carefully and should only submit the bid if they consider themselves eligible and in possession of all the required documents.
- 1.2 Information and instructions for bidders posted on website shall form part of bid document.
- 1.3 The bid document and other necessary documents can be seen and downloaded from the website **www.eprocure.gov.in** and also on Institute's website www.iimshillong.ac.in. Tenders without EMD shall be summarily rejected. Tenders without any of the specified documents shall be rejected and financial bids shall not be opened.
- 1.4 Joint ventures are not accepted.
- 1.5 **Minimum Eligibility Criteria:** As mentioned in clause 2 at page 9 & 10.
- 1.6 All mandatory documents mentioned in the tender should be valid on the last date of submission of bids. In case the last date of submission of bid is extended, the enlistment of contractor should be valid on the original date of submission of bids. Intending bidders are eligible to submit the bid provided they have definite proof from the appropriate authority, which shall be to the satisfaction of the competent authority, of having satisfactory completed similar works of magnitude as specified.
- 1.7 **Online participation of Tender:** Bidders/ Tenderers would be required to register on the Central Public Procurement Portal (CPPP) at **www.eprocure.gov.in** using a valid Digital Signature Certificate (DSC) and valid email address to be able to participate in the bidding process. On registration with the portal they will be provided with a user id and password by the system through which they can submit their bids online.
- 1.8 **Downloading of tender documents from Web site:** Tender document can be downloaded from the CPPP website **www.eprocure.gov.in**. Bidders/ Tenderers are required to submit the bid online by scanning and uploading all the relevant documents through **www.eprocure.gov.in** only. The tender information is also available on the Institute's website www.iimshillong.ac.in.
- 1.10 **Earnest Money:** Earnest money of Rs 10,00,000/- is to be deposited as per the link given above.
- 1.11 The bidders need to sign, scan and upload all the documentary proof in support of meeting the minimum eligibility criteria, relevant documents for the purpose of technical

evaluation and any other document mentioned in this tender document while submitting the online bid **(In a single PDF file)**. Without these documents the bid shall be summarily rejected.

1.12 The bid submitted shall become invalid if-

- i.)The bidder doesn't upload scanned copy of payment receipt of EMD at the time of online submission of the tender document.
- ii.)The bidder doesn't upload all the relevant testimonials as mentioned in this tender documents.
- iii.) The Tenderer will be required to produce the original copies of the eligibility criteria documents along with other document mentioned in the tender whenever needed at the various stages of tendering. If any discrepancy is noticed in the uploaded documents with reference to the original documents, the bid shall be treated as invalid.

1.13 Mere fulfillment of conditions of tender paper to a bidder does not automatically mean the tenderer is considered qualified for the price part of the bid. The acceptance of tender will rest with the authorities of IIM, Shillong who does not bind itself to accept the lowest tender and reserves itself the right to reject any or all the tenders received without assigning any reason thereof. The work may be allotted in part or whole at the discretion of competent authority of the Institute.

1.14 The tender document shall be uploaded in scanned copies in two parts as follows:

PART-A: This stage shall contain the Techno-Commercial Bids with list of the documents mentioned in this tender and any other matter etc. the tenderer wish to submit duly signed and stamped. This shall be treated as, **"TECHNICAL BID"**

PART-B: This stage shall contain the Price Bids comprising of the **Value** which needs to be duly filled online only in the given BOQ template (**BOQ.xls**). No other paper other than the online form specified & contained in this package shall be accepted. This shall be treated as, **"PRICE BID"**.

Part-A of the tender shall be opened on the date and time as mentioned in the tender notice. The price bids (Part-B) of only of those tenderers whose techno-commercial bids (Part-A) are found acceptable shall be opened.

1.15 The technical bids shall be opened online by the Authorized Personnel of the institute at the date and time as specified in the tender document. All statements, documents, certificates, proof of EMD etc. uploaded by the bidders shall be downloaded and verified for technical evaluation.

1.16 The bidder should download the BOQ.xls from CPP portal and fill in the blank spaces provided for mentioning the name of bidder and value in Rs. The bidder must not modify any other text or background shown in the BOQ template. CPP portal (www.eprocure.gov.in) shall only accept the given BOQ template and hence the rates should not be quoted in any other places except the designated place in the BOQ template.

1.17 The Financial bid (price bid) i.e. Bill of Quantity (BOQ) of only technically qualified bidder shall be opened online by the Authorized Personnel of the institute.

- 1.18 In case, the scheduled day of opening of tender documents happens to be a holiday and tender cannot be opened; the tender shall be opened on the next working day at the same time.
- 1.19 At any time prior to the date of submission of bid, IIM Shillong may for any reason, alter the bidding document by an amendment and the same will be notified in CPPP portal. The amendment will be binding to the participating bidder and will be part of the bid documents.
- 1.20 For the Bidding / Tender Document Purposes, 'Indian Institute of Management, Shillong' shall be referred to as 'Client' and the Bidder / Successful Bidder shall be referred to as 'Contractor' and / or Bidder or interchangeably.
- 1.21 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
- 1.22 Each page of the Tender documents must be Signed and Stamped by the authorized person or persons submitting the Tender. Any Bid with any of the Documents not so Signed or Stamped is liable to be rejected at the discretion of the Client. **NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS BIDDING DOCUMENT.**
- 1.23 The bidder shall attach the copy of the authorization letter / power of Attorney as the proof of authorization for signing on behalf of the Bidder.
- 1.24 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD of requisite amount, or any other requirements, stipulated in the tender documents are liable to be rejected.
- 1.25 Bidding in the form of Joint Venture Consortium is not permitted.
- 1.26 The parties to the Bid shall be the 'Bidders'.
- 1.27 For all purposes of the contract including arbitration there under, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post with acknowledgement due to the Indian Institute of Management, Shillong. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.
- 1.28 The requirements of housekeeping and manpower is tentative and may increase or decrease at the sole discretion of the competent authority of the Client.

2. MINIMUM ELIGIBILITY CRITERIA

The following shall be the minimum eligibility criteria for selection of bidders technically:

(a) **Legally Valid Entity:** The Bidder shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956/2013 or a Registered Organization/Firm or Self-Help Group or Proprietorship. Bidder in the form of JV/ Consortium, Partnership are not permitted. A proof in support of the legal validity of the Bidder shall be submitted.

(b) **Registration:** The Bidder should have valid trade license, valid PAN Numbers, valid GST registration Number, Registration with Central or State Labour Department, Registration with Employees Provident Fund Organization & Employees State Insurance Corporation, **Valid KHADC License (in case of non-tribal). The bidders who do not have KHADC License, may give undertaking to provide the same within 1 (one) month of issuance of LOI, if LOI is issued to them. (In the event KHADC is not provided within the due time, LOI shall be cancelled/withdrawn and a penalty of Rs. 2,00,000/- shall be imposed on the contractor and the same may be recovered/adjusted from EMD/PBG)**

(C) **Experience 1:** Interested bidders **should have minimum 3 (Three) years of experience** in the similar **field of providing Manpower Supply for Office /Technical / Facility management and/or Housekeeping Services** in the Government Departments / Public Sector (Central or State) Undertakings/Autonomous Institute under Central/State Govt/Private Organization of repute.

(D) **Experience 2:** Interested bidders should have experience in the similar field of providing Manpower Supply for Office /Technical / Facility management and/or Housekeeping Services in the Government Departments / Public Sector (Central or State) Undertakings/Autonomous Institute under Central/State Govt/Private Organization of repute during the last three consecutive years starting from 2021-22, 2022-23 and 2023-2024 as follows:

(i) 3 works, each having value equal to or more than 40% of the estimated cost

or

(ii) 2 works, each having value equal to or more than 60% of the estimated cost

or

(iii) 1 work the value of which is equal to or more than 80% of the estimated cost

(E) **Financial capacity:** Average Annual Turnover in the relevant area during the last 3 (Three) years should not be less than Rs 3 (Three) crore.

(F) The bidder should have proven integrity and moral conduct. The bidder should not have been blacklisted or debarred by any organization in India or abroad for any reason. **(The bidder has to submit a Notarized affidavit that they have not been blacklisted or debarred by any organization in India or abroad).**

2.1 Documents in support of the Minimum Eligibility Criteria

For proof of having fully adhered to the minimum eligibility criteria mentioned above, the following documents must be attached with the Technical Bid:

- (a) Attested copy of Certificates of Incorporation issued by the respective Registrar of Firms/ Companies/Societies/Organization/Labour registration.
- (b) Attested copies of PAN No, GST No., Labour Registration, EPFO/ ESIC Registration, **KHADC License or Undertaking.**
- (c) Attested copies of experience certificates for completed contract / ongoing contract issued by the Government Departments / PSUs/Private organization of repute are to be submitted. The bidder has to submit the relevant work experience certificates to the tune of 03 works each having value equivalent to at least 40% of estimated value, 02 works each having value equivalent to at least 60% of the estimated value or 01 work of 80% of the estimated value in last three years.
- (d) Attested copy of the audited balance sheets, profit and loss account for the completed three preceding financial years i.e. for 2021-22, 2022-23 and 2023-2024.
- (e) Valid Trading License from KHADC should be enclosed by Non-Tribal Bidder or a declaration to submit the same within 1 month if the work is awarded to them.
- f) Work order and experience certificate in support of minimum experience as mentioned in clause 2(D) above.
- g) No. of manpower supplied to Government Departments / PSUs/Private organization of repute in the last financial year (2023-24)
- (h) **Outstation bidders who do not presently have their office at Shillong should submit an Undertaking that a local office will be set up at Shillong within one month in case the works are allotted to them.**
- (i) Affidavit duly attested by the Notary Public (in original) on a non-judicial stamp paper of **Rs. 10/-** that there is No Vigilance/CBI/FEMA case pending against the firm/supplier.
- (j) Affidavit in non-judicial stamp paper of Rs 10/- duly notarized by a public notary, that the firm has not been blacklisted from any Central/State Govt deppt. PSU's, Autonomous bodies/Institute of Central or State Govt.

Bids submitted without any of the above documents shall be summarily rejected.

3. **EARNEST MONEY DEPOSIT:**

- 3.1 The bid should be accompanied by the Transaction Receipt of Earnest Money Deposit which is to be deposited online.
- 3.2 No request for transfer of any previous deposit of earnest money or security deposit or adjustment against any pending bill of the Agency in respect of any previous work shall be entertained.
- 3.3 Bidders will not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited.
- 3.4 The bids without Earnest Money shall be summarily rejected.
- 3.5 No claim shall lie against the Institute in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.
- 3.6 **The bid security may be forfeited:**
 - (i) If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form; or
 - (ii) In case of successful bidder, if the bidder fails
 - (a) To sign the contract in accordance with the terms of the tender document
 - (b) To furnish required performance security in accordance with the terms of tender document within the time frame specified by the Client. or
 - (c) Refuses to honor his own quoted prices for the services or part thereof.

4. **VALIDITY OF BIDS**

- 4.1 Bids shall remain valid and open for acceptance for a period of 180 days from the date of opening of Bids.
- 4.2 In case Client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.
- 4.3 **The Client may extend validity of bids for another period of 60 days**, without any modifications and without giving any reasons thereof.

5. **PREPARATION OF BIDS**

- 5.1 **Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Document along with all required information, documents in support of the minimum eligibility criteria, valid EMD of requisite amount.
Documents comprising the Bid:
 - (a) Technical Bid Submission Letter duly signed and printed on firms letter head along with duly filled in and signed ANNEXURE-I.

- (b) **Tender Document duly signed and stamped on each page.**
- (c) Earnest Money Deposit of @ 2% of the estimated cost
- (d) All attested supporting documents in proof of having fully adhered to minimum eligibility criteria and supporting documents in support of technical evaluation as referred in the tender.

5.2 **Financial Bid:** The Bidder should prepare financial bid in the Price Schedule of the Tender Document as per CPPP format.

6. SUBMISSION OF BIDS AND PRE-BID QUERIES

- 6.1 All bids are to be submitted online. Physical submission will not be accepted.
- 6.2 Pre-Bid Queries: Pre-bid queries may be sent to Email-ID spo@iimshillong.ac.in.

7. BID OPENING PROCEDURE

- 7.1 The bids shall be opened online at the date and time as mentioned in this tender.
- 7.2 After opening of the Technical Bids and verifying the EMD amount, the technical bids shall be evaluated later to ensure that the bidders meets the minimum eligibility criteria as specified in the Tender Document.
- 7.3 Bids shall be declared as valid or invalid based on the preliminary scrutiny, i.e. Verification of EMD and Eligibility criterion by the Tender Opening Committee.

8. CLARIFICATION ON TECHNICAL BID EVALUATION.

- 8.1 The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered. The Client's request for clarification and the response shall be via E-mail.
- 8.2 If a bidder does not provide clarifications of its bid by the date and time set in the Client's request for clarification, the bid may be rejected.
- 8.3 Client also reserves right to seek confirmation/ clarification on the supporting documents submitted by the bidder as per clause 2.1 from the agency (ies) issuing such document(s).
- 8.4 The Bidder shall be required to produce original copies of the relevant documents in support to the documentary evidences submitted online as and when required by IIM Shillong or during technical evaluation.
- 8.5 A substantially responsive bid shall be one that meets the requirements of the bidding document in totality. The technical bid not meeting the minimum requirements as mentioned in this tender document shall be rejected and their financial proposals shall not be opened.
 - (i) The responsiveness of the bid, i.e. receipts of duly filled, signed and accepted bid documents in complete form, including authorization letter.
 - (ii) Receipt of valid EMD with requisite amount in acceptable format.

- (iii) Documents in proof of meeting the minimum eligibility criteria.
- (iv) Any other documents as required to support the responsiveness of the bidder, as per tender.

9. DETERMINATION OF THE SUCCESSFUL BIDDER

- 9.1 The bidder Scoring Highest Cumulative marks in technical and Financial evaluation may be given the work as per the discretion of the Institute.
- 9.2 If there is a discrepancy between words and figures, words shall prevail.

10. RIGHT OF ACCEPTANCE

- 10.1 The Indian Institute of Management Shillong reserves the rights to reject or accept any bid including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Competent Authority of the Institute of Management in this regard shall be final and binding.
- 10.2 Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass shall render the bidder's bid liable for rejection.

10.3 It will be the prerogative of the Institute to place the work order on a single vendor or may at its discretion award the work to more than 1 (one) vendor depending upon the requirement of the Institute.

10.4. The Institute shall have the right to reject any tender without assigning any reason thereof. No correspondence will be entertained in this regard.

- 10.5 In case the agency that has been awarded the contract fails to comply with the terms and conditions mentioned in this tender document, the competent authority of the Indian Institute of Management Shillong reserves the right to award the contract to the next highest scorer of the bid or any other outside agency at the Risk & Cost of the defaulter agency and this shall be binding on all the bidders.
- 10.6 The Institute may terminate the Contract if it is found that the Contractor is black listed on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertaking etc.

11. NOTIFICATION OF AWARD BY ISSUANCE OF 'LETTER OF INTENT'

- 11.1 After determining the successful bidder, Client shall issue a Letter of Intent (LoI) wherein one Copy Needs to be returned to the client in duplicate duly acknowledged, accepted and signed by the authorized signatory, within **7 (Seven) days** of receipt of the same by him.
Work is to be started within 30 days of issue of LOI.
- 11.2 The issuance of the Letter of Acceptance to the bidder shall constitute an integral part and it will be a binding to the contract.
- 11.3 The time taken between the date of issue of LoI and Notice to Proceed shall not prevent the contractor to mobilize the man power.

12. REFUND OF EARNEST MONEY DEPOSIT

12.1 The Earnest Money Deposit of the unsuccessful bidders in the ***technical bid evaluation stage*** shall be refunded to the unsuccessful bidder.

12.2 **After Issuing the Lol to the Successful bidder, Earnest Money Deposit of the Unsuccessful bidders shall become refundable after Thirty (30) days from the date of Lol, without any interest whatsoever. For successful bidder, the same shall be refunded after submission of Performance Bank Guarantee (PBG) equivalent to 3% of the value of the work order.**

12.3 The Earnest money deposit of all the bidders shall be refunded in case of cancellation of tender.

13. Performance Bank Guarantee (PBG) equivalent to 3% of the value of the work is to be submitted within 15 (Fifteen) days of issuing the LOI.

**INDIAN INSTITUTE OF MANAGEMENT SHILLONG,
UMSAWLI CAMPUS, SHILLONG**

Schedule of Requirement

Tender No: K1-1205/7/2022-ENGG/2542

Dated 19/Aug/2024

In this Schedule of Requirements, the details of Housekeeping & Allied Services and Manpower services to be provided by the Contractor, instructions of the Client and instructions to the Contractor's employees posted at Clients' site and all such other aspect of the Contract are mentioned.

1. GENERAL INSTRUCTIONS

- 1.1 The Contractor shall deploy all manpower at the Client facility in the manner and as per the instructions of the Client.
- 1.2 The Contractor shall ensure that all personnel are fully conversant with the premises and with the client's requirements.
- 1.3 The Client shall have the right to have any person removed who is considered to be undesirable or otherwise and similarly the Contractor reserves the right to remove the personnel with prior permission of the Client, emergencies, exempted.
- 1.4 The Contractor shall cover its personnel for personal accident and/ or death whilst performing the duty.
- 1.5 The Contractor shall exercise adequate supervision to ensure proper performance of Manpower Services in accordance with the requirements.
- 1.6 **The personnel of the Contractor shall not be the employees of the Client and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract. The Contractor shall make them known about this position in writing before deployment under this agreement.**
- 1.7 The Contractor shall also provide at its own cost all benefits statutory or otherwise to its employees and the Client shall not have any liability whatsoever on this account.
- 1.8 Contractor must provide its employees, uniforms, protection clothing and gears along with photo identity cards properly displayed during duty time. No extra payments shall be claimed by the Contractor or its deployed staff from the Client for such items.
- 1.9 **The Contractor must provide salary slips, duly activated EPF numbers & ESI Cards to all the deployed manpower at Client's office. The Contractor should also ensure that EPF and ESI statements and challans pertaining to the deployed manpower are submitted to the Client every month. Any delay in submission of these records will**

force Client to deduct a proportionate amount from the bills, as decided by the competent authority of the Client.

- 1.10 **Contractor must employ adult and appropriately trained personnel only. Employment of child labour is prohibited and shall lead to the termination of the contract at the risk and cost of the Contractor. Contractor shall deploy/engage reliable persons at Client's site after proper character and police verification and abide by any conditions as per prevailing contractual labour laws for such engagements, take disciplinary action or reward any person at work etc., at its sole cost, risks and responsibilities. Contractor shall intimate the details like name, age, parentage, address (residential as well as permanent) of all the staff to the Client along with Verification of Character and antecedents by Police Authorities and shall also intimate changes in any of the above details of the staff as and when they take place.**
- 1.11 **The contractor shall be responsible and liable for all the claims of his employees. The salary of Vendor's employees is to be credited in the bank A/c of the employees by the vendor on or before 7th of the succeeding month and proof of the same is to be submitted along with the bill. The payment of salary of the employee should not be linked to the payment of bills of the vendor i.e. the vendor should pro- actively pay the monthly salary and then only submit the bills to the institute with proof of payments and other statutory compliances.**
- 1.12 In the event of the personnel deployed by the Contractor not performing duties as per expected standards in whatsoever manner or in case the personnel behave in an unacceptable manner, the Contractor shall, on request of the Client, remove the said personnel and provide a suitable substitute in his/ her place of equivalent qualifications and experience within seven days failing which the Client may at its discretion get the services performed by other means and the Contractor shall be liable to bear any extra cost that may be incurred by the Client.
- 1.13 Service Log Book shall be maintained at the Client's premises and daily record of the actual services provided shall be kept. All matters relating to deficiencies in the availability and standards of service shall be entered in the Log Book and the Contractor shall forthwith remove all the deficiencies pointed out and record compliance in the Log Book.
- 1.14 **Contractor shall deal with and settle the matters related with unions and shall make sure that no labour disputes / problems are referred to the Client. Contractor shall fully indemnify Client in this regard.**
- 1.15 **Contractor should at all times indemnify Client against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; The Workmen Compensation Act,1923; Industrial Disputes Act, 1947;Maternity Benefit Act, 1961; Employees State Insurance Act, 1948; Employees Provident Fund Act, 1952; or any modification thereof or any**

other law relating thereto and rules made hereunder from time to time. Client will not own any responsibility in this regard.

- 1.16 Contractor's staff shall always be disciplined and be presentable at all the times during duty hours. The persons deployed by Contractor shall be properly trained, have requisite experience and skills for carrying out the multi tasks assigned at Client's office. The Contractor shall be solely responsible to tackle the matters in case any of its staff deployed under this contract falls sick or is injured or goes on strike/ unfair activities etc. during performance of his/her duty. It shall indemnify Client in all respects under this contract.
- 1.17 The Contractor's employees shall be liable to be frisked/checked by the security personnel of the Client at any time during performance of their duties.
- 1.18 Contractor's employees shall perform their duties with due diligence and take all precautions to avoid any loss or damage to the Institute's property/person.
- 1.19 Contractor shall be solely responsible for any indiscipline, theft, loss or damage to any or persons / property at the premises on account of acts of omission and commission by the staff deployed by him.
- 1.20 The Contractor/Agency shall ensure appropriate transportation to its employee without any additional charges to the Client.

2. SCOPE OF WORK FOR HOUSEKEEPING AND ALLIED SERVICES.

1. The Agency should ensure the General Maintenance, housekeeping, cleaning & dusting, etc in the entire premises of the IIM Shillong, as decided by the authorities. It is to mention that Housekeeping and allied services are supposed to be done via mechanized cleaning.
2. The successful bidder shall have to carry out the responsibilities, essentially consisting the following:
 - (i) The Work shall be carried out satisfactorily as per the directions of the competent authority of IIM, Shillong. The normal working hours shall be 8 1/2 hrs daily including ½ an hour lunch break.
 - (ii) Working hours should be adjusted in such a manner that **cleaning work in the morning should be completed well before 8:45 AM** in Offices and all Classrooms.
 - (iii) Sweeping, dusting, vacuuming and disinfecting of floors, walls & ceilings, removal of waste and any other garbage from the entire area earmarked for Housekeeping / Cleaning.
 - (iv) All the dust/refuse/garbage/waste to be collected from the bins and transported to the designated place.
 - (v) Complete upholstery **cleaning** by using vaccum cleaner or other suitable equipments/ machines in all places.

- (vi) Daily vacuum cleaning of all Carpeted areas and washing & removing of stains from carpets, upholstery etc. as and when required.
 - (vii) Daily **Collection of garbage/ waste/ refuse** from all over the campus & transportation of the same to the designated place.
 - (viii) Daily transportation of **Bio-Medical waste** from Institutes designated store house to Bio-Medical waste Management & Handling plant.
 - (ix) Daily damp dusting of all the furniture, name plates, notice boards etc.
 - (x) Daily cleaning of Dustbins, waste bins & replacing of black bags from waste paper baskets all over the places.
 - (xi) Periodical cleaning of window glasses all over the places of the main building and other high rise areas.
 - (xii) Toilet commodes and other frequently touched areas (like door handles, lift knobs, water taps, flush knob sand electrical switches) should be cleaned with Anti-Microbial & Anti-bacterial agents at frequent intervals daily.
 - (xiii) Shall provide & put into use disposable commode covers in European type commodes after every use.
 - (xiv) Cleaning, sweeping, mopping with disinfectant all the contracted areas including staircases at regular intervals on daily basis.
 - (xv) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the contracted areas. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles.
 - (xvi) Spraying room freshener in all toilets and rooms on daily basis at regular intervals. Should use good quality aromatic room freshener as approved.
 - (xvii) Weekly deep cleaning of all the toilet complexes including all the toilets, Urinals, basins, Mirrors and all other fittings, using high end disinfectant and Hand scrubber, so that all the corners are properly cleaned. There should not be any stains in the floor or wall.
 - (xviii) Periodical cleaning of all the corner of walls and stair cases with hand scrubber.
 - (xix) Hand washing soaps/ liquids/ gels, naphthalene balls, sanitary cubes, odonil sticks, toilet rolls & tissues should always remain available in all the toilets.
3. In addition to daily cleaning of all the floors, walls, stair cases, doors windows, furniture's, door & window frames, door & window glasses, false ceilings, ceilings, railings, Grills, Collapsible gates, aluminum nets & partitions, lights, fans, firefighting equipment & pipes, cobwebs, notice boards, name plates, switch boards, ventilators, sign boards, display boxes, air conditioner machines, vents and ducts, doormats, computer systems, phones, fax machines, photocopiers etc. The same should also be deep cleaned/ thoroughly cleaned at least once a week or as and when required.

- (a) Sometimes it may be required by the contractor to bring stone/ mosaic polishing machines to remove certain hard stains from the floors.
 - (b) Periodical cleaning of all the flower pots, plants, stones and pebbles kept for beautification purposes.
 - (c) Contractor Shall form special teams with trained personnel for Toilet care, Deep Cleaning etc and to submit the names to the officer incharge.
 - (d) Transportation of other garbage/ waste/ refuse as and when required. Any other cleaning related works instructed by the nominated officials.
4. All the works shall have to be executed under the instructions of the Officer in charge, whose decision in this regard shall be final and binding on the contractor. All the contractors' staffs including supervisors shall report & work under the direct control of the Officer in charge & submit daily Cleaning Report, Toilet check list or any other report asked by him time to time.
 5. IIM Shillong shall provide subject to the availability the space for setting up of a control room of the contractor in the premises from where the contractor and his own supervisory or office staff can control the housekeeping staffs. The contractor will arrange for all items needed for his staff viz, time keeping machine, computerized inventory of stores, computerized daily duty roster chart etc. All the staff will first report to the control room and subsequently deployed for duty in different places. This Control room shall also be used as complaint reporting & redressal purposes. Complaint / Information/ Suggestion registers to be maintained and kept ready for inspection at any time.

Standard Operation Procedure

1. Open the room
2. Open the blind, Check cords/ louvers etc.
3. Remove garbage from garbage bins & change garbage bags.
4. Clean the room with feather brush and dustpan.
5. Dust items located on wall & high areas clockwise and anti clockwise around the room.
Items include:- picture frame, light fixture, glass pane & ledge.
6. Check for the cobwebs in and around the wall and pillars.
7. Dust the table beginning with top surfaces and working your way down to the base & legs.
8. Wipe down light switches & clean any smudges on surrounding wall areas.
9. Scrub floor with spiral and scrubbing machine.
10. Remove the water with wet vacuum.
11. Wash flask, tray, and glass.
12. Mop the room with disinfectant.
13. Take one last look to see everything is in order, clock is working etc.
14. Spray a whiff of freshener and close the room door.
15. Corner to be cleaned thoroughly once a week for the dirt not to be accumulated there.

Quality of Services:

All services to be provided by the Service Provider shall be in conformity with the specifications laid down in the Contract. The services provided under the Contract must be of the highest quality and standard.

Inspection of Services:

The Competent Authority will carry out inspection of the services provided to confirm their conformity to the Contract specifications.

MATERIALS AND CONSUMABLES:

The chemicals/ equipments for cleaning to be made available before the commencement of every month. If required, Contractor has to arrange for more quantity as per the direction and should always keep one month's buffer stock in store. Contractor should keep qualified storekeeper on duty and maintain stock register & keep it updated, which may be inspected by the Officer in charge as and when required. Any other chemical/ consumable may also be asked by the authority as and when needed; the list is herewith attached at **Annexure – A**.

Items to be kept initially and replaced as and when required in all toilets & other contracted areas is attached herewith at **Annexure-B**.

Area of work:

The entire Academic building, Annexe building & its surroundings, Hostel-I, II,III, Corridors & staircases, Hostel- I,II,III,IV, V & VI at Nongthymmai Campus and Residential Block's Common areas & staircases etc. –all the Office rooms and Classrooms, passages, open spaces, ceilings, staircases, lifts, ramps, doors, windows, railings, Indoor Plants, drains, fire & other pipes, Water, Sewer & drainage pipes, surrounding areas etc, (including toilets) as indicated in & outside area or any area that may notified by the Institute at later stage.

All the **rooftops** in all contracted areas should be cleaned, garbage collected and disposed off in proper places as and when required.

Periodical cleaning of all the **water, waste & sewer pipes**, removing algae, plants from it. Clearing of minor blockage from the sewer lines.

Shifting of items, furniture, computers, flower pots etc in and around the contracted areas as and when required.

All the surrounding areas of the buildings where garbage/ waste may be found should be cleaned, garbage collected and disposed off at proper places.

Daily Cleaning and clearing of drainage system.

Annexure-A

Machinery and Equipments to be made available 24 x7 by the contractor

Sl. No.	Name of the Equipment/ Machines	Minimum Quantity Required
1	Ride on Floor Scrubber	01 no
2	Heavy duty automatic floor scrubber drier	02 nos
3	Hydraulic ladder (up to 50 ft)	01 no
4	Heavy duty vacuum cleaner	03 nos (1 Wet + 2 Dry)
5	Heavy duty high pressure jet cleaner	02 nos
6	Hand scrubber	04 nos
7	Upholstery cleaner & washer	02 nos
8	Polishing & cleaning machine	02 nos
9	Multi use trolleys & buckets	02 nos
10	Mechanized ROD type chocking cleaner (100 ft length)	02 set
11	Four wheel trolley/ Wheel burrow	03 nos
12	Fogging machine, chemical & fuel	01 no
13	Knapsack sprayer	02 nos
14	Jet cleaner for drain cleaning (battery/ fuel operated)	02 nos

Annexure- B

Cleaning Chemicals and Consumables which are to be made available before the commencement of every month or as & when directed (Total amount for item no. 1 to 41 for one time is to be quoted in financial bid).

Sl. No	Description of Stores (Suggested Brands -As per the Approval)	Quantity required (Monthly)	Suggested Brands
1	Floor Cleaner	90 liters	Lizol or Equivalent as per Approval
2	Kota/ Marble floor cleaner	50 liters	Geol or Equivalent as per Approval
3	Disinfectant Cleaner	60 liters	Lizol Disinfectant or Equivalent as per Approval
4	Furniture cleaner/ maintainer	30 liters	Clecide Furniture Cleaner or Equivalent as per Approval
5	Stainless steel polish	10 liters	Weiman or Equivalent as per Approval
6	Glass cleaner	50 liters	Ecstar or Equivalent as per Approval

7	Toilet bowl cleaner	250 liters	Clorox/Domex or Equivalent as per Approval
8	Toilet cleaner	150 liters	Scala or Equivalent as per Approval
9	Black Phenyl	60 liters	Bengal Chemicals or Equivalent as per Approval
10	Toilet Paper	150 rolls	Festiva Classic White/ Premium or Equivalent as per Approval
11	Drain Cleaner	20 liters	Cero or Equivalent as per Approval
12	Carbolic acid	50 liters	Labogens or Equivalent as per Approval
13	Bleaching Powder	50 kg	Maruti or Equivalent as per Approval
14	Mosquito spray	30 Cans	Mortein/Hit/All out Equivalent as per Approval
15	Sodium Hypochlorite solution	60 liters	Hypo Clean or Equivalent as per Approval
16	Soap (Normal size)/handwash	10 Pcs/ 60 liters	Rose or Equivalent as per Approval
17	Dusting cloth	100 pcs	Glass Cloth or Equivalent as per Approval
18	Scrubbing Powder/ Soap	50 Kg/ 100 pc	Vim/Surf/Axo or Equivalent as per Approval
19	Detergent Powder-Surf	30 Kg	Vim/Surf/Tide or Equivalent as per Approval
20	Coconut Brush	30 nos	Local or Equivalent as per Approval
21	Mopping Cloth	200 Pcs	Sukriti Super Cotton or Equivalent as per Approval
22	Broomstick	30 Pcs	Local or Equivalent as per Approval
23	Dry Mop	30 Pcs	Air O Matic Microfiber Dry Mop or Equivalent as per Approval
24	Steel Wool	30 Kg	Scotch-Brite or Equivalent as per Approval
25	Soft floor scrubber	30 nos	Boomjoy or Equivalent as per Approval
26	Dustpan	30 nos	Wewel or Equivalent as per Approval
27	Mansion polish	05 Kg	Waxpol or Equivalent as per Approval
28	Room freshener-Liquid	50 Liters	Nemman/Aditya or Equivalent as per Approval
29	Room freshener- Can	30 Can	Airwick/Ambi Pur Air or Equivalent as per Approval

30	Black Plastic- Big Size	1500 nos	Dhunwa Kalan/Rs Pro Heavy Duty or Equivalent as per Approval
31	Black Plastic- Small Size	1000 nos	Dhunwa Kalan/Rs Pro Heavy Duty or Equivalent as per Approval
32	Tissue papers	100 pkts	Tshot/Dhwani Enterprise or Equivalent as per Approval
33.	Liquid Handwash	300 liters	Lifebouy, Savlon, Dettol or Equivalent as per Approval
34.	Odonil	300 Nos	Odonil
35.	Sanitary Cube	100 Pcs	Sanicubes/Sani Fresh/Wonder Fresh
36.	Naphthalene ball	100 Kg	WONDER FRESH/Elysian/Presto
37	Flushmatic	100 pcs	Harpic/Super99 or Equivalent as per Approval
Chemicals for Pest control like			
38	Dethrine	15 liters	Pidilite Terminator/Pyrethrin/Deluxe or Equivalent as per Approval
39	Propoxur	15 liters	Notix/Vemtic or Equivalent as per Approval
40	Fipronil Gel	10 nos	Hit or Equivalent as per Approval
41	Trouble gum	50 nos	Deodap or Equivalent as per Approval

Annexure- C

Items to be kept initially and replaced as and when required in all toilets & other contracted areas:- (One time total amount is to be quoted for below item no. 1 to 12)

SI No	Name	Quantity required
1.	Gum boot	10 pairs
2	Water proof Uniform/ rain coat	10 Nos
3	Toilet brush	100 Nos
4	Telescopic poles	04 Nos
5	Cobweb brush	10 Nos
6	Spray gun bottle	30 Nos
7	Ladder (8-10ft & 16-20 ft)	(2+2)=04 Nos
8	Dustbin with Foot pedal & Cover-small size	25 Nos.
9	Waste Paper basket	25 Nos.
10	Bucket Plastic	300 Nos.
11	Mug Plastic	300 Nos.
12	Floor Wiper	30 nos

3. SCOPE OF WORK – FOR MANPOWER SUPPLY SERVICES

- 3.1 Contractor’s personnel may be deployed in various departments/locations of IIM Shillong.
- 3.2 Personnel of Contractor are required to be fully conversant with the desired standards of jobs on which they are to be engaged as per the requirements of the Client.
- 3.3 While providing the Services, Contractor shall ensure that all duties are performed invariably as per the desired standards of the Client, failing which it shall invoke penalty clauses of this Bidding Document.
- 3.4 The Contractor shall ensure that only Smart, Intelligent, Qualified and experienced individuals are deployed in Client’s premises who can cater the Client’s requirements, failing which it shall be liable for Contractor to provide replacement immediately.
- 3.5 The Qualification, working hours, holidays and leave for the personnel deployed by the Contractor shall be as below:

(a)	Particulars	Minimum Qualification	Working Hours
	(i) Stenographer	Graduate preferably in Commerce with Diploma in Short Hand, having good typing speed of 30WPM & Knowledge of MS office.	09:00 AM to 05:30 PM from Monday to Friday
	(ii) Computer Assistant	Graduate with DOEACC O level certification or Equivalent	09:00 AM to 05:30 PM from Monday to Friday
	(iii) Library Assistant	Graduate and Diploma in Library Science.	09:00 AM to 05:30 PM from Monday to Friday
	(iv) Receptionist	Graduate	09:00 AM to 05:30 PM from Monday to Saturday
	(v) Office Assistant	Graduate preferably in Commerce and well conversant with MS office	09:00 AM to 05:30 PM from Monday to Friday
	(vi) Storekeeper/Housekeeping Supervisor	Graduate and 2 years Experience in relevant field.	09:00 AM to 05:30 PM from Monday to Saturday
	(vii) Dak Personnel	Higher Senior Secondary	09:00 AM to 05:30 PM from Monday to Friday
	(viii) Office Attendant	Higher Senior Secondary	09:00 AM to 05:30 PM from Monday to Friday
	(ix) Messenger/ Dispatcher	Higher Senior Secondary	09:00 AM to 05:30 PM from Monday to Friday
	(x) Plumber/Carpenter	ITI Certification/Diploma and 3 years	09:00 AM to 05:30 PM from Monday to Saturday

		Experience in relevant field.	
	(xi) Electrician	ITI Certification/Diploma and 3 years Experience in relevant field	2 shifts per day
	(xii) Pump Operator	ITI Certification and 3 years Experience in relevant field	2 shifts per day
	(xiii) Trained Nurses	B.Sc. in Nursing and 2 years Experience in relevant field	Round the Clock duty -3 shifts per day
	(xiv) Technical Assistant (IT)	Diploma in Computer Science/IT and 3 years Experience in relevant field	09:00 AM to 05:30 PM from Monday to Friday
	(xv) Housekeeping Staff	2 years Experience in relevant field	08:00 AM to 04:30 PM from Monday to Saturday
(b)	Holidays	As applicable as per Institute holiday list.	
(c)	Leave	Personnel will be entitled to 08 days of Casual Leave and 02 days of Restricted Holiday in a calendar year. In the event of deployment in the mid-year, the leave shall be admissible on pro-rata basis	

3.6 The above staff may be called for duty in addition to the normal working days/hours (during weekly off or Gazetted holidays) in the exigencies of works and as per the direction of the client and the same shall be paid extra as per the applicable rates.

3.7 In case of absence on any working day other than holidays and leave, the monthly wages of the deployed manpower shall be reduced on pro-rata basis.

4. CODE OF CONDUCT:

The Contractor shall strictly observe that its personnel:

- (i) Are always smartly turned out and vigilant.
- (ii) Are punctual and arrive at work places before start of their duty time and do not leave office before close of office hours.
- (iii) Whenever required in the exigencies of work, they will work beyond office hours and won't refuse to work extra hours.
- (iv) Take charges of their duties properly and thoroughly.
- (v) Perform their duties with honesty and sincerity.
- (vi) Extend respect to all officers and staff of the office of the Client.
- (vii) Shall not be found drunk on duty and/or smoke in office premises.
- (viii) Will not gossip or chit chat and sleep while on duty.
- (ix) Will immediately report to the Client and Contractor if any untoward incident/ misconduct or misbehavior occurs.

- (x) Get themselves checked by security personnel whenever they go out.
- (xi) Do not entertain visitors without being authorized to do so.
- (xii) Do not misuse official telephones installed in Client's premises.

5. CONFIDENTIALITY

Contractor's personnel deployed in IIM Shillong shall:

- (i) At all times maintain strict confidentiality about the official data/ information gathered during his/ her working in IIM,
- (ii) Not furnish any document, data, information etc. pertaining to IIM in any form to any person, directly or indirectly, not authorized by the Client,
- (iii) Not give phone numbers of office and officers of Client to any unauthorized person,
- (iv) Not divulge schedules of meetings and conference to any unauthorized person,
- (v) Not pass on site plan of the Client's premises to any unauthorized person,
- (vi) Not divulge official travel details of any of the officer of the Client to any unauthorized person, and
- (vii) Not to disclose assets of the office to any unauthorized person.

6. PENALTIES

- 6.1 The Contractor shall disburse monthly wages to its deployed manpower latest by the first week of every month, failing which penalty of Rs.5000/- per day will be imposed up to 15th of the month. If after the expiry of 15th day, the wages of the deployed manpower are still unpaid, the Institute at its discretion may terminate the contract or may forfeit/encash the Bank guarantee. The Institute shall have the power to appoint any other agency for the manpower services at the risk and cost of the Contractor.
- 6.2 Whenever and wherever it is found that the assigned work is not performed up to the entire satisfaction of the Client, it will be brought to the notice of the Contractor by the Client and if no action is taken within the time limit prescribed by the client, penalty of Rs.5000/- per day per complaint shall be imposed after expiry of prescribed time limit.
- 6.3 The Contractor has to maintain adequate number of manpower as per this contract and also arrange a pool of standby manpower of requisite eligibility and experience. If the required number of persons is less than the specified number as mentioned in the contract, a penalty of Rs.1000/- per absentee per day shall be deducted from the bill(s).
- 6.4 In case the Contractor fails to fulfil the minimum statutory requirements (ESIC/ EPF) as per the conditions of the tender document and fails to produce the concerned documents, it shall be treated as breach of the Contract and the Contractor is liable to be blacklisted by the Client, in addition to forfeiting of the monthly bills and Performance Security Deposit.

- 6.5 In case of breach of any conditions of the contract and for all types of losses caused including excess cost due to hiring manpower services in the event of Contractor failing to provide requisitioned number of manpower, the Client shall be entitled to make deductions at double the rate of hiring rate on pro rata basis from the bills preferred by the Vendor or that may become due to the Vendor under this or any other contract of the vendor or from the security deposit or may be demanded from him to be paid within seven days to the credit of the Client.
- 6.6 The Contractor has to provide uniforms and photo ID cards to all its employee. Failing to do so, a penalty of Rs.1000/- per day may be deducted from the bill(s).
- 6.7 In case the service provider fails to commence / execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract IIM Shillong reserves the right to impose the penalty as detailed below:
- a) The competent authority of IIM, Shillong reserves the right to impose a monetary penalty not exceeding 10% of the monthly contractual value, if any unsatisfactory performance or cleaning is brought to the notice of the authorities.
 - b) Inspection for quality assurance can be carried out by the Officer in charge or any other officers/ officials deputed for this purpose.
 - c) In case the chemicals, consumables are not of desired quality/ brand as per the satisfaction of Institute authorities a penalty of Rs. 2000/- per instance will be imposed after verification.
 - d) In case any genuine written complaint is received from the user areas, a penalty of Rs. 2000/- for each such incident will be imposed.
 - e) In case of inspection by an adhoc committee of designated officials; if the cleanliness is found to be unsatisfactory (based on the evaluation criteria), a penalty of Rs. 5000/- per area per instance will be imposed.
 - f) In case of any damage/ loss/ theft of property attributed to the personnel deployed by the service provider the cost of the same will be recovered from the service provider.

**INDIAN INSTITUTE OF MANAGEMENT SHILLONG,
UMSAWLI CAMPUS, SHILLONG**

Tender No: K1-1205/7/2022-ENGG/

Dated ___/___/2024

FORM-I

CONTRACT AGREEMENT NO. _____

DATED

THIS AGREEMENT is made on between **IIM Shillong**(hereinafter referred to as "Client" which expression unless excluded or repugnant to the context be deemed to include his successors and assigns), and whose principal place of office is at Umsawli, Shillong-793018 of the One Part,

AND

M/S.....having its registered office at.....(hereinafter referred to as "the Contractor") which expression shall unless excluded by or repugnant to the context be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for providing manpower services to Client.

NOW THIS AGREEMENT WITNESSTH as follows:

1. The Agreement shall be valid for 2(Two) years from the date of its signing after award of contract.
2. WHEREAS the Client invited bids through e-tender vide Notice Inviting eTender datedfor availing manpower services at its office under Tender No. _____ AND WHEREAS the Contractor submitted his bid vide..... in accordance with the procedure mentioned along with the bid documents and represented therein that it fulfils all the requirements and has resources and competence to provide the requisite services to the Client
- 3 AND WHEREAS the Client has selected M/S.....as the successful bidder ("the Contractor") pursuant to the bidding process and negotiation of contract prices, awarded the Letter of Acceptance (LoA) No..... to the Contractor on for a total sum of Rs..... [Rupees Only].

4. AND WHEREAS the Client desires that the manpower services (as defined in the Bidding Document) be provided, performed, executed and completed by the Contractor, and wishes to appoint the Contractor for carrying out such services.
5. AND WHEREAS the Contractor acknowledges that the Client shall enter into Contracts with other contractors / parties for the manpower services of its premises incases the Contractor falls into breach of the terms and conditions as stipulated in the Tender Document and shall waive its claim whatsoever in this regard.
6. **AND WHEREAS** the terms and conditions of this Contract have been fully negotiated between the Client and the Contractor as parties of competent capacity and equal standing.
7. **AND WHEREAS** the Contractor has fully read, understood and shall abide by all the terms and conditions as stipulated in the Tender Documents for providing manpower services in the Client's premises, failing which the Contract is liable to be terminated at any time, without assigning any reasons by the Client.
8. **AND WHEREAS** the Contractor shall be responsible for payment of GST. The documentary proof of the same must be submitted within one month of payment of particular bill.
9. AND WHEREAS the Client and the Contractor agree as follows:
 - i). In this Agreement (including the recitals) capitalized words and expressions shall have the same meanings as are respectively assigned to them in theContract documents referred to.
 - ii). The following documents shall be deemed to form and be read and construed as part of this Agreement. This Agreement shall prevail over all other Contract documents.
 - (a) The Letter of Acceptance (LoA) issued by the Client.
 - (b) Notice to Proceed (NTP) issued by the Client
 - (c) The complete Bid, as submitted by the Contractor through CPPP.
 - (d) The Addenda, if any, issued by the Client.
 - (e) Any other documents forming part of this Contract Agreement till date.
(Performance Bank Guarantee, Bank Guarantee)
 - (f) Charges – Schedule annexed to this Article of Agreement
 - (g) Supplementary Agreements executed from time to time.
 - iii). Any changes/ modifications/ amendments required to be incorporated in the Contract Agreement at a later stage shall be discussed and mutually agreed by both

the parties and such supplementary agreements shall be binding on both the parties and shall form the part of this contract agreement.

iv). This Contract shall be governed by and construed in accordance with the laws of India. Each Party hereby submits to the jurisdiction as set out in the Dispute Resolution Procedure in the Conditions of Contract.

10. The contractor has to submit an undertaking duly signed and sealed in every month, alongwith monthly bill by stating that contributions towards EPF and ESI received from IIM Shillong were deposited to concerned organisations.

11. IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed in accordance with the laws of India on the day, month and year indicated above.

Signed on behalf of the Contractor

Signed on Behalf of **IIM Shillong**

(Authorised Signatory)

**(Authorised
Signatory)**

FORM -II
PERFORMANCE BANK GUARANTEE

(To be executed on non-judicial stamped paper of an appropriate value)

Date :

Bank Guarantee No :

Amount of Guarantee :

Guarantee Period : From to

Guarantee Expiry Date :

Last date of Lodgement :

WHEREAS Office of the Indian Institute of Management Shillong, Umsawli Shillong (hereinafter referred to as “**The Owner**” which expression shall unless repugnant to the context includes their legal representatives, successors and assigns) has executed a binding to the contract on [*Please insert date of acceptance of the letter of acceptance(LoA)*] (“**Contract**”) with [*insert name of the Successful Bidder*](hereinafter referred to as the “**Contractor**” which expression shall unless repugnant to the context include its legal representatives, successors and permitted assigns) for the performance, execution and providing of manpower services [**Manpower Services**” shall have the meaning ascribed to it in the Contract] based on the terms & conditions set out in the Tender Documents number [*insert reference number of the Tender Documents*] dated [*insert date of issue of Tender Documents*].....and various other documents forming part thereof.

AND WHEREAS one of the conditions of the Contract is that the Contractor shall furnish to the Owner a Bank Guarantee from a scheduled bank in India having a branch at Shillong for a sum of Rs._____ (the amount guaranteed under this bank guarantee shall hereinafter be referred to as the “**Guaranteed Amount**”) against due and faithful performance of the Contract including the performance bank guarantee obligation and other obligations of the Contractor for the supplies made and the services being provided and executed by under the Contract. This bank guarantee shall be valid from the date hereof up to the expiry of the Contract Period including any extension thereof.

AND WHEREAS the Contractor has approached [*insert the name of the scheduled bank*](here in after referred to as the “**Bank**”) having its registered office at [*insert the address*].....and at the request of the Contractor and in consideration of the promises made by the Contractor, the Bank has agreed to give such guarantee as hereunder:

- (i) The Bank hereby undertakes to pay under this guarantee, the Guaranteed Amount claimed by the Owner without any further proof or conditions and without demur, reservation, contest, recourse or protest and without any enquiry or notification to the Contractor merely on a demand raised by the Owner stating that the amount claimed is due to the Owner under the Contract. Any such demand made on the Bank by the Owner shall be conclusive as regards the amount due and payable by the Bank under this bank guarantee and the Bank shall pay without any deductions or setoffs or counterclaims whatsoever, the total sum claimed by the Owner in such Demand. The Owner shall have the right to make an unlimited number of Demands under this bank guarantee provided that the aggregate of all sums paid to the Owner by the Bank under this bank guarantee shall not exceed the Guaranteed Amount. In each case of demand, resulting to change of PBG values, the Owner shall surrender the current PBG to the bank for amendment in price.
- (ii) However, the Bank’s liability under this bank guarantee shall be restricted to an amount not exceeding Rs. _____
- (iii) The Owner will have the full liberty without reference to the Bank and without affecting the bank guarantee to postpone for any time or from time to time the exercise of any powers and rights conferred on the Owner under the Contract and to enforce or to forbear endorsing any powers or rights or by reasons of time being given to the contractor which under law relating the Surety would but for the provisions have the effect of releasing the surety.
- (iv) The rights of the Owner to recover the Guaranteed Amount from the Bank in the manner aforesaid will not be affected or suspended by reasons of the fact that any dispute or disputes have been raised by the Contractor and / or that any dispute(s) are pending before any office, tribunal or court in respect of such Guaranteed Amount and/ or the Contract.
- (v) The guarantee herein contained shall not be affected by the liquidation or winding up, dissolution, change of constitution or insolvency of the Contractor but shall in all respects and for all purposes be binding and operative until payment of all money due to the Owner in respect of such liability or liabilities is affected.
- (vi) This bank guarantee shall be governed by and construed in accordance with the laws of the Republic of India and the parties to this bank guarantee hereby submit to the jurisdiction of the Courts of Meghalaya for the purposes of settling any disputes or differences which

may arise out of or in connection with this bank guarantee and for the purposes of enforcement under this bank guarantee.

- (vii) All capitalized words used but not defined herein shall have the meanings assigned to them under the Contract.
- (viii) Notwithstanding anything stated above, the liability of the Bank under this bank guarantee is restricted to the Guaranteed Amount and this bank guarantee shall expire on the expiry of the Contract.
- (ix) Unless a Demand under this bank guarantee is filed against the Bank within six (6) months from the date of expiry of this bank guarantee all the rights of the Owner under this bank guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities hereunder.
- (x) However, in the opinion of the Owner, if the Contractor's obligations against which this bank guarantee is given are not completed or fully performed by the Contractor within the period prescribed under the Contract, on request of the Contractor, the Bank hereby agrees to further extend the bank guarantee, till the Contractor fulfils its obligations under the Contract.
- (xi) We have the power to issue this bank guarantee in your favour under Memorandum and Article of Association and the Undersigned has full power to do so under the Power of Attorney dated
- xii) This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our Branch Office at Shillong situated at (Address of local branch in Shillong).

[*date of power of attorney to be inserted*].....granted to him by the Bank.

Date:

Bank

(Corporate Seal of the Bank)

By its constituted Attorney Signature of a person duly authorized to sign on behalf of the Bank

**** Authorized person shall attach a copy of authorization for signing on behalf of Bidding Company.***

**INDIAN INSTITUTE OF MANAGEMENT SHILLONG,
UMSAWLI CAMPUS, SHILLONG**

Tender No: K1-1205/7/2022-ENGG/2542

Dated 19/Aug/2024

**Manpower Details
TABLE 'A'**

Sl. No.	Category of posts	Monthly Wages (Rs.)	No. of manpower tentatively required
Highly-skilled			
1.	Supervisor	Minimum wages as applicable to highly-skilled workers under The Minimum Wages Act, 1948 notified from time to time by the Govt. of India	2
2.	MTS		1
3.	Library Assistant		0
4.	Receptionist		0
5.	Office Assistant		5
6.	Trained Nurses		6
7.	Technical Asst (IT)		1
8.	Gym Instructor		1
9.	Plumber		2
10.	Electrician		2
Skilled/Semi Skilled/			
1.	Office Attendant	Minimum wages as applicable to skilled workers under The Minimum Wages Act, 1948 notified from time to time by the Govt. of India	6
2.	Dak Boys/ Supportive Staff		2
3.	Storekeeper		0
4.	Plumber		8
5.	Carpenter		1
6.	Electrician		8
7.	Pump Operator		0
8.	Sewer Man/ OWC Staff		2
9.	Gardener		11
10.	Driver		3
Unskilled			
1.	Housekeeping	Minimum wages as applicable to unskilled workers under The Minimum Wages Act, 1948 notified from time to time by the Govt. of India.	72
2.	Helper for Maintenance and Gardening staff		11
TOTAL			144

The above Numbers of manpower supply is tentative/indicative and may increase or decrease as per the requirement of the Institute.

Note:-

- (i) % Service Charges per person per month should be quoted by the bidder in the BOQ available in CPPP only.
- (ii) Payments shall be made by the Client as per the terms and conditions of the Tender Documents.
- (iii) Rates for Manpower and Housekeeping services shall be counted together.
- (iv) Quoted rate of service charges shall be valid for a period of 3(Three) years from the date of commencement of contract and also during the extended period of contract, if any, and modification in the quoted rate shall not be entertained on whatsoever ground during the currency of contract.
- (v) The quoted service charges shall be exclusive of GST or any other applicable taxes as may be levied by the Government from time to time and the same shall be charged in addition to the quoted rate.
- (vi) In addition to monthly wages as notified by the Government of India from time to time, persons deployed shall also be entitled to Overtime Allowance if otherwise not disallowed at the rate of double the ordinary rate of wages [Hourly ordinary rate of wages = Monthly wages ÷ (26 x8)] subject to a ceiling of 50 hours per month for extra hours of work performed beyond normal working hours.
- (vii) Institute shall also pay the employer's contribution of EPF and ESI.

Date:
Place:
Firm's seal

Authorized Signatory
Full Name and Designation with Company/

ANNEXURE- I

Sl.No	Particulars	Information
1	Name of the Company/ Firm	
2	Address of the Company/ Firm	
	(a) Postal	
	(b) Telephone/ Fax No(s)	
	(c) E-mail	
	(d) Website address, if any	
3	Type of the Company/ Firm (Sole Proprietor/ Partnership/ Consortium/ Pvt. Limited)	
4	Owner/ Partners of the Company/ Firm	
5	Name, designation and telephone/ mobile number of authorized person to be contacted.	
6	(a) Year of establishment of the Company/ Firm.	
	b) Years of Experience in providing Manpower supply services and/or housekeeping services to Central or State Autonomous Bodies/ PSUs/Private organization of repute: (supporting documents required)	
	c) Average Annual Turnover in the relevant field (last three Financial Years i.e.2021-22 to 2023-24 (attach proofs))	
	d) Total number of manpower deployed/supplied to Central or State govt departments or Autonomous Bodies/ PSUs/Private organization of repute in the last financial year 2023-24 (attach proofs)	
7	(a) PAN / TIN No.	
	(b) GST Regd. No.	
	(c) Registration No. under Contract Labour (Regulation & Abolition) Act, 1972	
	(d) EPF Regd. No	
	(e) ESIC Regd. No	
	<i>Note:- Attested copy in respect of (a) to (e) to be attached</i>	
8	Details of Earnest Money Deposit @ 2% of the estimated cost Attached Yes/No	
9	Has the Company/ Firm ever been blacklisted? Yes /No (If no undertaking in this regard to be uploaded)	

Authorized Signatory

Full Name and Designation with Company/ Firm's seal

CHECK LIST ON PREPARATION OF BIDS

Sl. No.	Particulars	Yes/No(Strike out which is not applicable)
TECHNICAL BID		
1.	Have you signed prescribed 'Letter of Bid' on the letter head of the Company/ Firm declaring that you have understood various conditions of the contract and you shall abide by them?	Yes / No
2.	Have you signed and put seal of the Company/ Firm on each page of tender document which need to be scanned & uploaded in CPPP?	Yes / No
3.	Have you filled in all the columns of ANNEXURE-I of the Tender Document with relevant information?	Yes / No
4.	Have you attached attested copies of all the documents required under clause 2.1 of the Tender Document in support of meeting the minimum eligibility criteria? (and also other documents if specifically asked for)	Yes / No
5.	Have you enclosed the transaction receipt of EMD of requisite amount along with the Technical Bid? Have you gone through & clearly understood the Technical and Financial Bids and their separate stage of process.	Yes / No
6.	Have you attached proof of authorization to sign on behalf of the bidder in the Technical Bid?	Yes / No
7.	Have you enclosed all related scanned documents relating to experience, EPF, ESIC, License, Trading License, etc..	Yes/No
FINANCIAL BID		
8.	Have you gone through the given BOQ Sample Template given in the Tender document?	Yes / No
9.	Have you quoted % rate of Service Charge in the space provided in BOQ in CPPP online?	Yes / No
10.	Have you checked that the above BOQ entry is not mentioned or declared in any part of the Tender Document except its location as mentioned in above point's no. 9, otherwise the Tender will be considered as invalid.	Yes / No

A. Standard Format for Evaluation of Technical Proposal

Sl. No	Criteria	Max. Marks	Marks Obtained	Remarks
01	Years of Experience in providing Manpower supply services and/or housekeeping services to Central or State Autonomous Bodies/ PSUs/Private organization of repute: a) Between 3 to <5 years: 15marks b) Above 5 years, up to <8 years: 25marks c) Above 8 years: 30marks (Proofs are to be uploaded)	30		
02	Experience as per minimum eligibility criterion (i.e. the minimum criterion of 1 work of 80% of the estimated cost 2 works of 60% of the estimated cost & 3 work of 40% of the estimated cost in last 3 years upto 31-3-24) (Proofs are to be uploaded i.e. work orders)	15		
03	Average Annual Turnover in the relevant field (last three Financial Years i.e.2021-22 to 2023-24: a) Between Rs. 2 Cr.to <3 Cr. ;10 marks b) Between Rs. 3.1 Cr. To <4 Cr ;15 marks c) Between Rs. 4.1 Cr. To < 5Cr ;20 marks d) Above Rs.5 Cr ;30 marks (Proofs are to be uploaded i.e. final accounts)	30		
04	Total number of manpower deployed/supplied to Central or State govt departments or Autonomous Bodies/ PSUs/Private organization of repute in the last financial year 2023-24: a) Upto 100 employees; 5 marks b) 100- 200 employees;10 marks c) Above200 employees ; 15 marks (Proofs are to be uploaded i.e. work orders)	15		
05	Vendor Profile (location of the vendor i.e city etc., Overall Proposal of the bidder i.e. nearest area served etc.)	10		
	Total	100		

Selection of successful bidder: 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. IIM Shillong 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 70 and other proposals given financial scores that are proportional to lowest bid. Total

score, both technical (30 marks maximum) and financial (70 marks maximum), shall be obtained by weighing the quality and cost scores and adding them up. **THE BIDDER WITH HIGHEST COMBINED SCORE SHALL BE SELECTED.**

$$\text{Overall Score} = \frac{\text{Score of Technical Bid} \times 30}{\text{Highest Score in Technical Bid}} + \frac{\text{Lowest Financial Bid} \times 70}{\text{Price of Financial Bid}}$$

Format – Financial Bid (BOQ)-Manpower Outsourcing:

FORM A

Sl. No	Category	Minimum wages	Service Charge in % (To be Quoted by bidders)
1.	Un skilled	Minimum wages	
2.	Semi-Skilled		
3.	Skilled		
4.	Highly skilled		

EPF @ 12% for Maximum Wage Ceiling of Rs. 15000 /- & ESI @ 3.25 % for Maximum wage ceiling of Rs. 21000 /- shall be paid by the Institute.

***N.B.:-**Bidders / Agency Service Charges should be equivalent to all applicable categories and should bid for all categories. Detailed salary structure, if any, shall also be submitted along with the techno – commercial bid, as percentage of Basic + VDA, against each category basic.

FORM B

Schedule of Quantities

SI No	Description of Components	Amount in Rupees
A	Running cost of machinery per month (as per mentioned requirement at Annexure A)	
B	Material/consumable cost per month or per occasion (as per mentioned requirement at Annexure B)	
C	One-time cost for small equipment (as per mentioned requirement at Annexure C)	

Note:

- 1. Total financial bid shall be derived by adding**
 - a) % service charge quote above the minimum wages for manpower supply shall be converted into absolute figures taking into consideration the estimated manpower requirement under each category as per table A,**
 - b) Running cost of machinery per month (ANN A)**
 - c) Material/consumable cost per month or per occasion (as per Annexure B)**
 - d) One time cost for small equipment (as per Annexure C).**

Signature

Office seal