

TENDER DOCUMENT



**Indian Institute of Management Rohtak
Management City, NH-10, Southern Bye-pass, Sunaria,
Rohtak – 124 010 (Haryana)
(IIM-R/ADMIN/OTE/2023-24/01 dated 10.04.2023)**

**“Invitation of Online Bids for providing Facility Management
Services at IIM Rohtak Campus at Sunaria, Rohtak” Title of RFP
(IIM-R/ADMIN/OTE/2023-24/01 dated 10.04.2023)**

Processing fee: Rs.5900/- (Rupees Five Thousand nine hundred only) (Non-refundable) should be submitted online (IMPS/NEFT/RTGS/DD) in favor of “Indian Institute of Management Rohtak” to Account No. 252201000421, Bank-ICICI Bank, IIM Rohtak Branch, IFSCICIC0007244.

**Last date and time for depositing the sealed Bids 03.05.2023 at 1100 Hrs.
(Scanned copy (PDF format) of the complete tender document is to be uploaded online after duly filled and signed using same color ink on all pages by Auth. Signatory/Proprietor with company’s seal stamped on each page).**

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NOTICE INVITING TENDER FOR PROVIDING FACILITY MANAGEMENT SERVICES ON MONTHLY CONTRACT BASIS AT INDIAN INSTITUTE OF MANAGEMENT, ROHTAK

Indian Institute of Management Rohtak, (IIM) Rohtak, Haryana (hereinafter referred to as the "Institute") established by an Act of Parliament under aegis of Ministry of Education, Government of India an institute of national repute is dedicated to offer world class programmes in Management Education. The institute invites online bids on 'Two Bid System' as mentioned hereunder in the attached prescribed format from reputed Manpower Providing Agency/Firm having adequate experience in the field of providing Facility Management Services at Institute. The agency shall be providing Facility Management Services to the Institute based on the requirement of the Institute from time to time for a period of initially one year, further extendable based on satisfactory completion of contract every year on contract basis/outsourcing basis. Interested parties may submit bids online duly super-scribed as "Technical Bid" and "Financial Bid". Both these bids should be superscribed "TENDER FOR FACILITY MANAGEMENT SERVICES ON CONTRACT BASIS". The website of IIM Rohtak is www.iimrohtak.ac.in.

Tender form can be downloaded from Indian Institute of Management Rohtak Website <http://www.iimrohtak.ac.in/tender> from 10.04.2023 to 03.05.2023. Tender Form Fee of 5900/- (Rupees five thousand nine hundred only) by way of online transfer to the Institute Official Bank A/c No. 252201000421, Bank-ICICI Bank, IIM Rohtak Branch, IFSCICIC0007244 and proof of payment made is to be submitted along with the Tender document. **Tender Form Fee is non-refundable and has to be paid by every bidder (No exemption from Tender Processing Fee to any bidder on any ground).**

Estimated cost of Tender for Facility Management Services at IIM Rohtak: - Rs. 2,50,00,000/- (Two crore fifty lakh only).

PART-II

IMPORTANT INFORMATION RELATED TO TENDER

Sl. No.	Information	Dates
1	Date of Publishing of Tender	10.04.2023
2.	Date/Time of closing of Tender	03.05.2023/1100 Hrs.
3.	Date/Time of Opening of Technical Bid	03.05.2023/1200 Hrs
4.	Date/Time of Opening of Financial Bid (Only those who qualify the technical evaluation)	Will be informed later
5.	Cost of Tender Document (Including GST) (Nonrefundable)	Rs.5900/- (including GST) has to be paid online "Indian Institute of Management Rohtak". The proof of payment made has to be attached with the application form, without which the bid would not be considered valid.
6.	EMD	EMD (Earnest Money Deposit) - Refundable Bidders are required to submit an "EMD of Rs. 5,00,000/- (Rupees Five Lakhs Only). It should be submitted online (IMPS/NEFT/RTGS) to Account No. 252201000421, Bank-ICICI Bank, IIM Rohtak Branch, IFSC- ICIC0007244, in favor of "Indian Institute of Management Rohtak".
7.	Performance Bank Guarantee	5 % of Contract Value in form of Bank Guarantee
8.	Period of validity of Tender	Minimum 90 days from closing date.
9.	Place of online Bid opening through Tender Wizard	Administrative Block of IIM Rohtak in its permanent campus at Sunaria, Rohtak

The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are given below -

- a) **Bids/queries to be addressed to:** Chief Administrative Officer,
Indian Institute of Management Rohtak
- b) **Postal address:** Indian Institute of Management Rohtak
(Management City, NH-10, Southern Bypass, Sunaria, Rohtak-124010, Haryana)
- c) **Name/designation of the contact personnel:** Superintendent

- d) **Telephone numbers of the contact personnel:** 01262-228503
 - e) **E-mail ID of contact personnel:** admin@iimrohtak.ac.in
 - f) **Fax number:** 01262-274051
2. Online Bids are invited under two bid system from reputed, well established and financially sound for providing manpower for Facility Management services.
 3. The bids duly filled in all respect along with necessary documents may be addressed to Chief Administrative Officer, Management City, NH-10, Southern Bye-pass, Sunaria, Rohtak – 124010 (Haryana) so as to be uploaded online on or before 03.05.2023 till 1100 hrs.
 4. The Technical bids will be opened online on the same date at 1200 Hrs i.e. 03.05.2023 at IIM Rohtak in the presence of bidders online who may wish to be present, either by themselves or through their authorized representatives.
 5. EMD (Earnest Money Deposit) – Refundable. Bidders are required to submit "EMD of Rs. 5,00,000/- (Rupees Five Lakh Only). It should be submitted online (IMPS/NEFT/RTGS) to Account No. 252201000421, Bank-ICICI Bank, IIM Rohtak Branch, IFSC- ICIC0007244, in favor of "Indian Institute of Management Rohtak". Proof of the same must be attached with tender document.
 6. Tenders should be accompanied by Bid Security Declaration as per Performa given at Part-IX of this tender document.

Last date for receipt of tender: 03.05.2023 upto 1100 Hrs

Date of opening of Technical Bid: 03.05.2023 at 1200 Hrs

Date of opening of Financial Bid: The opening date of price bid shall be intimated to the bidders whose offers have technically qualified.

Tenderers are required to quote not less than the minimum Nigam Wage Rates as per HKRN, Govt. of Haryana. Tenders received after the due date and time will not be considered.

Director, IIM Rohtak reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever and his decision shall be final and binding.

Chief Administrative Officer
IIM Rohtak

PART-III

INSTRUCTIONS FOR BIDDERS

1. **Scope of Services:** The Scope of Services is given in Part IV.
2. **Eligibility Criteria:**
 - (a) Should be either registered as a Company under Companies Act 1956/2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be and should be in existence as such entity for not less than five years before 31/03/2023. Bids of tenderers having the status of sole proprietorship firms in any of the last five years shall not be considered at all.
 - (b) Should be providing similar kind of services for three years during the latest last five financial years (i.e. providing Facility Management services through trained manpower) in Regulatory bodies, Large Educational /Research Institutions, Universities run by Central Government / State Government Departments, Public or Private Sector Companies / Undertakings, Autonomous Bodies and Critically Sensitive Establishments.
 - (c) Must have a valid (as on bid submission date) license for providing manpower for Facility Management services as required by law and as amended/revised for the past five years. The manpower (Housekeeper/Gardener/Mali) deployed by the agency should satisfy the eligibility conditions stipulated under the said Act and should have been properly trained under a supervisor.
 - (d) Must have achieved minimum annual turnover of Rs. 2.5 crores during latest three completed financial years and should be profit making entity.
 - (e) Should have their own Bank Account
 - (f) Should be registered with Income Tax and Service Tax departments
 - (g) 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) and should be in compliance of applicable and relevant labour laws.
 - (h) They should have a valid license for PEST control Services from the requisite authorities for a period of not less than 2 years before the date of publishing of this tender.
 - (i) Intermediaries registered with IIM Rohtak are not eligible to participate in this tender process.

- (j) The agency or any of its partners /directors etc. should not have been black listed/ debarred by any of the government agencies or department or should not have been found guilty of commission of acts of moral turpitude or convicted for any economic offence or for violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations including by PF/ESI authorities or in violation of any Law of the Land. Further no past contract of such agency should have been terminated in the past 3 years on account of violation of laws or deficiency of services or breach of contract.
- (k) The intending tenderers must be registered on e-tendering portal i.e., www.tenderwizard.com

3. Qualification Criteria

- (a) **The Tenderer should have minimum seven years' experience in doing similar nature of work and have successfully completed the same in any of the Regulatory bodies, Large Educational /Research Institutions, Universities run by Central Government / State Government Departments, Public or Private Sector Companies / Undertakings, Autonomous Bodies and Critically Sensitive Establishments like NITs/IIMs/IITs across the country. In support of this, tenderer should upload online the copy of such work orders along with satisfactory completion certificates issued from at least five or more clients.**
- (b) Completed single contract of employing minimum of **100 FMS** Manpower deployed in a single premise for similar works, for any one year during the last **7 (Seven)** years from PDD.
- (c) The Bidder/Tenderer should have on their wage rolls minimum **1000 Workmen**/manpower on
Proposal Due Date (PDD) / Tender due date
- (d) **25 %** of total manpower to be deployed for this project must be certified by NSQF/ Skill certificate for FMS services
- (e) The Tenderer should meet any one of the three criteria as under:
Should have successfully completed ONE similar work of value equal to Rs. 2.0 crore(s) or more from any Public Sector Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment / Critically Sensitive Establishments of repute having minimum paid-up capital of Rs. 50 Lacs during the last three years. Attach Certificate of Experience and Satisfactory Completion of work awarded from concerned Establishments /Companies.

OR

Should have successfully completed TWO similar works of value equal to Rs. 1.5 crore(s) each or more each from any Public Sector Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment / Critically

Sensitive Establishments of repute having minimum paid-up capital of Rs. 50 Lacs during the last three years. Attach Certificate of Experience and Satisfactory Completion of work awarded from concerned Establishments / Companies.

OR

Should have successfully completed THREE similar work of value equal to Rs. 1.0 crores each or more from any Public Sector Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment / Critically Sensitive Establishments of repute having minimum paid-up capital of Rs. 50 Lacs during the last three years. Attach Certificate of Experience and Satisfactory Completion of work awarded from concerned Establishments / Companies.

4. Documents required in support of eligibility and Qualification:

The Tenderer should upload the scanned and signed copies of the following documents along with Technical Bid:

- a. Self-Attested copy of Telephone Bill/Electricity Bill/Registered Lease Deed indicating the address evidencing its location in such territory in the last 2 years.
- b. Self-attested copy of Certificate of Incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act.
- c. Self-attested copy of valid license for engaging Manpower for Facility Management services of the last three years.
- d. Self-attested copy of valid registration certificate under Contract Labour (Regulation and Abolition) Act, 1970.
- e. Self-attested copy of valid registration certificate/License for PEST control Services from the requisite authority issued before the date of publishing of this tender.
- f. Statement of average annual turnover of latest last three years, in support of eligibility criteria mentioned above, from a registered practicing Chartered Accountant.
- g. Audited Balance Sheet along with Profit & Loss Statement of latest three financial years.
- h. EMD as specified in this tender document.
- i. Service Tax and Income Tax clearance certificate of last financial year.
- j. Self-attested copy of Service tax registration certificate for Manpower providing Agency, Employee Provident Fund (EPF) and PAN card.
- k. Self-attested copies of work Orders and Client's Satisfactory Certificates in support of qualification criteria given in Para 5 above.

- I. Declaration for not having been blacklisted by any State Government or by Government of India as per the format in of this tender document.

5. Tender Validity

The validity period of the bid will be 90 days from the date of opening of Technical Bid, which may be extended by the bidders for such period as may be requested by IIM Rohtak. A proposal valid for a shorter period may be rejected as non-responsive.

6. Bid Security/Earnest Money Deposit (EMD)

- a. The interested bidders may upload the tender document online completed in all respects along with Earnest Money Deposit (EMD) as per tender document.
- b. Any Tender not accompanied by Bid Security Declaration shall be summarily rejected and not considered at all.

7. Preparation and Submission of Bids: All documents/papers should be numbered and signed by the Tenderer on each page and the scanned and uploaded as PDF files of less than 5 MB in size.

- a. Tenders are to be submitted as per two bid system i.e.:- Technical Bid and Financial Bid.
- b. All entries in the tender form should be legible and filled clearly.
- c. The Tender document should be attested with full signature by the tenderer, failing which the bid will be treated as ineligible. Corrections done with correction fluid should also be duly attested.
- d. Technical Bid should contain all the documents required and EMD as specified in the Tender Document. Technical Bid should also contain Tender Form, Declaration Form, Manpower Details, Performance Statement, and Details of Staff available with the Agency.
- e. Financial Bid should only contain the Price Schedule duly filled as per format given in Part VII. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall liable to be rejected.

- f. The rates should be quoted for the services to be provided as per instructions given in the tender document and should not be less than minimum wages (as per HKRN Wage rates) applicable in which case the bid shall be rejected.
- g. Both the bids (Technical and Financial) are to be submitted online with heading as " Tender for Facility Management Services at IIM Rohtak" latest by 03.05.2023 by 1100 Hrs. No bid is to be submitted offline.

8. Instructions regarding online Bid submission

On-Line Submission

The On Line Submission will have the following activities:

- i) Submission of digitally signed copy of Tender Documents/ Addendum
- ii) Submission of Acceptance/Rejection of General Terms & Conditions
- iii) Submission of Acceptance/Rejection of Special Terms & Conditions
- iv) Submission of EMD
- v) Submission of **Technical Part** as under:
 - Submission of Electronic Form (Mandatory)
 - Submission of Main Bid (Mandatory)
 - Submission of Bid Annexure (Mandatory)

Technical Part must contain the following which is required to be submitted in the Main Bid/Bid Annexure:

- a) Scanned copy of the complete tender document duly signed and stamped on each page confirming the acceptance of terms and conditions in totality laid down by IIM Rohtak.
- b) Duly filled in Bidder details Form as per Part-VI
- c) Statement showing Clause by Clause Compliance to all Terms & Conditions of all the Sections of the Tender.
- d) Scanned copy of Documentary Evidence of Eligibility Criteria
- e) Technical Offer
- f) Data Sheet
- g) Product Brochure
- h) Any other supporting documents the bidder wishes to submit as a part of Technical Offer

vi) Submission of **Financial Part** as under:

- Submission of Electronic Form (Mandatory)
- Submission of Main Bid (Mandatory)
- Submission of Bid Annexure (Mandatory)

Financial Part must contain the Price Bid Schedule as per Part-VII.

The entire bid-submission as above would be online on ETS.

The bidder is requested to submit the following documents online to **Indian Institute of Management Rohtak** before the due date & time of submission through Tender Wizard:

- i) Proof of EMD to be attached.
- ii) Bank Guarantee in the prescribed format from a scheduled bank from its branch at Rohtak/Rohtak.
- iii) Online Tender Fee of Rs. 5900/- in favour of “Indian Institute of Management Rohtak” payable at Rohtak.
- iv) NSIC / MSME registration certificate

Special Note on Security of Bids

Security related functionality has been rigorously implemented in ETS in a multi- dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Specifically for Bid Submission, some security related aspects are outlined below:

As part of the Electronic Encrypted™ functionality, the contents of both the ‘Electronic Forms’ and the ‘Main-Bid’ are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a ‘password’, a Pass-Phrase can be a multi-word sentence with spaces between words (e.g. I love this World). A Pass-Phrase is easier to remember, and more difficult to break. It is recommended that a separate Pass-Phrase be created for each Bid-Part.

Typically, ‘Pass-Phrase’ of the Bid-Part to be opened during a particular Online Public Tender Opening Event (TOE) is furnished online by each bidder during the TOE itself, when demanded by the concerned Tender Opening Officer. A bid cannot be opened without a correct Pass-Phrase.

It may also be noted that if a bidder fails to furnish the correct Pass-Phrase during the TOE of Technical Part, the bid shall be rejected. If the bidder fails to furnish the correct Pass Phrase during the TOE of Financial Part, the bid shall be liable to be rejected.

There is an additional protection with SSL Encryption during transit from the client-end computer of a Contractor organization to the e-tendering server/ portal.

Online Public Tender Opening Event (TOE)

E-tendering Mode only through E-Tendering portal (<https://www.tenderwizard.com/iim-Rohtak>)

ETS offers a unique facility for 'Online Public Tender Opening Event (TOE)'. Tender Opening Officers as well as authorized representatives of bidders can attend the Online Public Tender Opening Event (TOE) from the comfort of their offices.

Every legal requirement for a transparent and secure 'Online Public Tender Opening Event (TOE)' has been implemented on ETS.

As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted online by the bidder himself (during the TOE itself), salient points of the Bids are simultaneously made available for downloading by all participating bidders. The tedium of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Online Public Tender Opening Event (TOE)'.

ETS has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by IIM Rohtak for each Tender. The information in the Comparison Chart is based on the data submitted by the Bidders. A detailed Technical and/ or Financial Comparison Chart enhances Transparency. Detailed instructions are given on relevant screens.

ETS has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/ Downloading'.

Other Instructions

For further instructions, the Bidder should visit the home-page of the portal (<https://www.tenderwizard.com/iim-rohtak>) and go to the **User-Guidance Center** the help information provided through 'ETS User-Guidance Center' is available in three categories –

Users intending to Register / First-Time Users, Logged-in users of Buyer organizations, and Logged-in users of Contractor organizations. Various links are provided under each of the three categories.

Important Note: It is strongly recommended that all authorized users of Contractor organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of ETS.

The following '**FOUR KEY INSTRUCTIONS for BIDDERS**' must be assiduously adhered to:

- i) Obtain individual Digital Signature Certificate (DSC or DC) well in advance of tender submission deadline on ETS
- ii) Register your organization on ETS well in advance of tender submission deadline on ETS
- iii) Get your organization's concerned executives trained on ETS well in advance of tender submission deadline on ETS
- iv) Submit your bids well in advance of tender submission deadline on ETS (There could be last minute problems due to internet timeout, breakdown, etc.) While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth instruction is relevant at all times.

9. Late Bids:

Tender submitted after the closing date and time will not be considered. The bidders shall ensure that timelines are adhered to and any bids received later than the specified time and date shall not be entertained.

10. Opening of Tenders:

- a. The Tenders shall be opened online at the scheduled date, time as mentioned in Tender document by the committee constituted by the competent authority of IIM Rohtak.
- b. During the tender opening as above, the Technical Bids shall be opened online.
- c. The date and time of opening of financial bids shall be informed to all such Tenderers who qualify in technical evaluation.

11. Evaluation of Tenders:

- a. The committee constituted by the competent authority of IIM Rohtak shall evaluate the Technical Bids with reference to technical requirements and various other commercial criteria given in the Tender Document. All eligibility conditions have to be satisfied on the date of submission of bid and not later.
- b. The bid of the bidders who submit their bid in the proper format and with the required EMD Amount will be evaluated. The bids of the non-conforming bidders shall be rejected without further evaluation.
- c. Any conditional bids received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder and shall not be evaluated.

- d. IIM Rohtak may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time may entail cancellation of the bid of such bidder.
- e. The Technically qualified bids shall be further considered for opening and evaluation of financial bids.
- f. The Tenderer quoting the lowest bid amount for the services defined in the Scope of work shall be considered for award of contract. However, it shall not be binding to give the contract to lowest bidder.
- g. If there are multiple bidders/parties at L1 Level commercially, than the points scored in the table mentioned below in point “j” on page number 14 of this document will be used, and the work will be awarded to the bidder scoring more points in the table.
- h. If the points scored are also same, the deadlock will be broken by requiring the parties to make presentations. A committee constituted by the competent authority will give points to the presentation and contract will be awarded to the party which has higher points in the presentation.
- i. **Service charges/Administration charges should be quoted as per directions by Chief Secretary to Government of Haryana vide letter no. 16/35/2021- 3GS-II dated 04-08-2021 which states that service charges should be quoted at the rate above 2% only. Any quotes received @ 2% or less will be declined summarily.**
- j. **The matrix for evaluation of Technical Bids on the scale of 100 marks shall be as follows subject to the condition that the Minimum Qualifying Marks for Technical Bid would be 60 out of 100**

Sl. No.	Technical Criteria	Total Marks
1	Experience of the Bidder in Facility Management Services to Educational Institutions of National Repute/ Public Sector Company/Bank/Central or State Government / Autonomous Institute / Corporate Establishment of repute: <div style="display: flex; justify-content: flex-end; margin-top: 5px;"> More than 3 years 05 Marks </div> <div style="display: flex; justify-content: flex-end; margin-top: 5px;"> More than 5 years 10 marks </div> <div style="display: flex; justify-content: flex-end; margin-top: 5px;"> More than 7 years 15 Marks </div>	15
2	Agency/Bidder having Contract Labour (Abolition & Regulation) Act, 1970 for last three years for Haryana State <div style="display: flex; justify-content: flex-end; margin-top: 5px;"> 10 Marks </div>	10
3	Agency/Bidder having License for PEST control Services issued by any of the State Govt before the 10 th April, 2023 <div style="display: flex; justify-content: flex-end; margin-top: 5px;"> 10 Marks </div>	10
4	Experience of the Bidder in Facility Management Services in IIMs (Indian Institutes of Management) <div style="display: flex; justify-content: flex-end; margin-top: 5px;"> (1) Between 3 years to 5 years 05 Marks </div> <div style="display: flex; justify-content: flex-end; margin-top: 5px;"> (2) Above 5 years but less than 10 years 10 Marks </div>	10

Scheduled Commercial Bank drawn in favour of IIM Rohtak covering the period of contract and 180 days beyond the contract period. In case, the contract is further extended beyond the initial period, the Bank Guarantee will have to be accordingly extended/renewed by the successful Facility Management service provider. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder. Non deposit of PBG within the stipulated time shall render the contract invalid at the discretion of IIM Rohtak.

- (a) The successful Tenderer shall execute an agreement on a non-judicial stamp paper of value Rs. 100/- (stamp duty to be paid by the tenderer) within 15 days from the date of the intimation from Tender Inviting Authority informing that his tender has been accepted.
- (b) If the successful Tenderer fails to execute the agreement and / or to deposit the required Performance Security within the specified time or withdraw his tender, after the intimation of acceptance of his tender has been sent to him or owing to any other reasons, he is unable to undertake the contract, his contract will be cancelled by the Tender Inviting Authority.

14. Effectiveness and Duration of Contract

The contract shall come into effect on the date of signing the contract by both the parties. The contract shall be valid for a period of 12 (twelve) months from the date of commencement of services. The contract can be extended for further period on the same terms and conditions.

15. Commencement of Services:

The Manpower Service Provider should commence the Facility Management services within 10 days of signing of contract or any other date mutually agreed by both the parties, however the same can be further extended with the mutual consent of both the parties.

- 16.** The Competent Authority of IIM Rohtak reserves the right to annul all bids or discontinue this tender process, without assigning any reason at any time prior to signing of agreement with the successful bidder.
- 17.** The bidder will be bound by the details furnished by him/her to IIM Rohtak while submitting the tender or at subsequent stage. In case, any of such documents furnished if found to be false at any stage, it would be deemed to be a breach of terms of contract making him / her liable for legal action besides termination of contract.
- 18.** This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the Manpower Service Provider described herein for Facility Management Services.
- 19.** This document is meant to provide information only and upon the express understanding that recipients will use it only for the purposes set out above. It does not purport to be all inclusive or contain all the information about the Manpower Service Provider or be the sole basis of any contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned

information on the Facility Management Service Provider. While this document has been prepared in good faith, neither IIM Rohtak, nor any of their officers or subscribers make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by IIM Rohtak and any of their officers or subscribers even if any loss or damage is caused by any act or omission on the part of IIM Rohtak or any of their officers or subscribers, whether negligent or otherwise.

- 20.** By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of IIM Rohtak. IIM Rohtak and any of their respective officers or subscribers undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement.
- 21.** Accordingly, interested recipients should carry out an independent assessment and analysis of the requirements and of the information, facts and observations contained herein.
- 22.** This document has not been filed, registered or approved in any jurisdiction. Recipients of this document should inform themselves of and observe any applicable legal requirements.
- 23.** This document constitutes no form of commitment on the part of IIM Rohtak. Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed Manpower Service Provider selection process.
- 24.** When any proposal is submitted pursuant to this RFP, it shall be presumed by IIM Rohtak that the bidder has fully ascertained and ensured about its eligibility to render service as a Manpower Service Provider for Facility Management services, in the event of the same being selected ultimately to act as such, under the respective governing laws and regulatory regime and that there is no statutory or regulatory prohibition or impediment to acting as such Manpower Service Provider and it has the necessary approvals and permissions and further suffers no disability in law or otherwise to act as such.
- 25.** By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient with access to any additional information or to update this document or to correct any inaccuracies, therein, which may become apparent, and IIM Rohtak reserves the right at any time and without advance notice, to change the procedure for the selection of Manpower service provider for Facility Management services.
- 26.** IIM Rohtak reserves the right to vary/alter/amend the eligibility criteria for the Manpower Service Provider for Facility Management services at any time, in its discretion, before the last date of submission of proposals.

27. The Manpower Service providers shall comply with and abide by such directions that IIM Rohtak may issue from time to time.
28. The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documents received within the stipulated times shall become the property of IIM Rohtak and will not be returned.
29. The proposal shall be valid for a period of three months from the date of opening of proposals. A proposal valid for a shorter period may be rejected as non-responsive.
30. Any matter relating to the appointment of Manpower Service Provider or the procedure for the appointment of Manpower Service Provider for Facility Management services shall be governed by the Laws of Union of India. Disputes, if any arising under the said process shall be subject to the exclusive jurisdiction of courts at Rohtak.

Part-IV

Indian Institute of Management (IIM ROHTAK) is a leading Autonomous body under the Ministry of Education, Department of Higher Education, Government of India. IIM Rohtak Main Campus, which is approx. 200 Acres at Management City, NH-10, Southern Bye pass, Village and P.O. SUNARIA, Rohtak - Haryana.

The Project covers following components:

- a) Administrative Block
- b) Academic Block Building
- c) Library Building
- d) Faculty & Staff Residence
- e) Seminar Hall
- f) Student Dormitories
- g) Student Activity Centre
- h) Guest Rooms
- i) Sub Station & STP Area
- j) Landscaping, Roads & Parking spaces

Plan of IIM Rohtak Campus: Facilities details as under:

Sl. No.	Building	No of floors	Height including parapet & above GL (m)	Total Area (sq. m)
1.	Administrative Block	B+G+3	18.50	10326
2.	Academic Block	B+G+3	20.00	10066
3.	Faculty & Staff Residence	G+4	15.00	12161

4.	Seminar Hall	G+2	11.00	1372
5.	Student Dormitories (D1 to D 15)	G+3	15.00	23124
6.	Student Activity Centre	G+1	15.00	4714
7.	Library	G+4	21.00	5731
8.	Landscaping, Roads & parking spaces			
9.	Total built up area (Approx.)			70,000
10.	Open area total (Approx.)			8,00,000

Note: *The details for the area are indicative only and the actual area may vary as per the site condition.

1. GENERAL DESCRIPTION OF FACILITY MANAGEMENT SERVICES (FMS)

This document describes the work to be carried out under the Facility Management Services and draws attention to certain associated items that are to be completed. This document does not intend to limit or exclude any item in the scope of work that is to be covered for delivering the Facility Management Services timely and successfully.

This scope of work essentially indicates Operations & Maintenance services pertaining to upkeep & smooth working of the entire premises. The scope of work broadly includes the Housekeeping, Operation & Maintenance and Management of buildings and open area in the IIM Rohtak campus. This includes internal and external up keep of all civil structures and common areas, interior furniture and furnishings, sanitary arrangements, lifts, External façade comprising of structural glazing, including Roads and paths, Architectural finishing, provision of cleaning of pavement and drain, rain water harvesting arrangements, Solar hot water systems, monitoring screens, Access control rooms, IT network with switches etc. The FMC will be directly responsible for ensuring operational service levels and that the performance is met as per terms and conditions defined in this document. Facility Management Contractor (FMC) will be directly reporting to representative appointed by IIM ROHTAK. The FMC shall deploy the adequate resources (manpower and equipment) for managing facilities / areas, as per the scope of work, ensuring smooth functioning of the premises and the services delivered are of highest standards.

IIM Rohtak shall provide WATER & ELECTRICITY for the FMS "FREE OF COST" as required for services being provided by the party.

The IIM Rohtak reserves the right to add or delete the scope of work at any point of time in the duration of contract.

2. BREIF ABOUT FACILITY MANAGEMENT SERVICES

The scope of work for facility management services is broadly divided into following categories:

a. Operation

Operation is defined as

- i. Day to day running of facilities / buildings and upkeep of the areas through housekeeping.
- ii. Daily / periodic maintenance (inspection, cleaning) to retain the healthy condition of buildings and prevent damage through the prevention of deterioration, periodic inspection or condition diagnosis.

b. Management

Management includes

- i. Comprehensive logbook as per certified standards and procedures, containing tables for daily record of all critical schedules, consumption, starting, stopping times of various equipment's, daily record of unusual observations.
- ii. MIS Reporting for overall management of services.
- iii. Co-ordination for conducting drills (earthquake, fire etc.).

However, the scope as defined above is not limited to or exclude any item in the scope of work that is to be covered for delivering the Facility Management Services timely and successfully.

3. SCOPE OF WORK MATRIX

The duration of the entire contract is 12 months. The scope of work for the Year for Facility Management Services (FMS) is as follows:

Responsibility w.r.t. to the cost of consumables/spares/equipment/fitting & fixtures:

Description	IIM ROHTAK	FMC
CONSUMABLES		

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<p>Consumables to be provided for housekeeping “<i>List Of Consumables To be Used</i>”</p>	<p>Cost will be reimbursed by IIM Rohtak based on monthly vouchers and as approved by IIM Rohtak Administration-in-charge. The rates for all these internal/external finishes replacement items shall be paid on actuals with documentary proof or as per approved rates.</p>	<p>Indicative list of consumables is provided. Cost not to be included in the financial Quote. Cost of consumables shall be reimbursed by IIM Rohtak. FMC shall be responsible for storing extra one Month requirement for un-interrupted execution of work. Coordination of arrangement & procurement shall be free of cost or included in the quoted service charge. No additional payment shall be done while reimbursement of consumables.</p>
<p>HIRING OF EQUIPMENT, TOOLS & TACKLES</p>		
<p>Equipment, tools & tackles to be provided or Hired by FMC for housekeeping work</p> <p>Indicative list of major equipment to be used</p> <p>Minimum List of Tools/Tackles</p>		<p>To be provided and maintained by FMC at its own cost and the cost for the same to be included in service charge.</p>
<p>SPARES / FITTING / FIXTURES</p>		
<p>All Spares/Fitting /Fixtures</p>	<p>Cost not to be included in the financial Quote. Cost of consumables shall be reimbursed by IIM ROHTAK.</p>	<p>Coordination of arrangement & procurement shall be free of cost or included in the quoted service charge. No additional payment shall be done while reimbursement of consumables. FMC shall be responsible for storing extra one Month requirement for un-interrupted execution of work.</p>

INTERNAL/EXTERNAL FINISHES

Internal/External Finishes	Cost will be reimbursed by IIM Rohtak based on monthly vouchers and as approved by Administration-in-charge. The rates for all these internal/external finishes replacement items shall be paid on actuals with documentary proof or as per approved rates.	Cost not to be included in the financial Quote. Cost of consumables shall be reimbursed by IIM Rohtak. Coordination of arrangement & procurement shall be free of cost or included in the quoted service charge. No additional payment shall be done while reimbursement of consumables.
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4. DETAILED SCOPE OF WORK

Unless it is explicitly restricted, the scope of work under the contract for Facility Management Contractor for providing facility management services includes:

A. Maintenance services: (breakdown/periodic/preventive maintenance)

- Includes maintenance of equipment / fittings/ fixtures installed by IIM Rohtak for the operation of the entire campus. (All the buildings, facilities, classrooms, labs, workshop, training areas, Gymnasium etc & external areas).
- Excludes maintenance of equipment / fittings/ fixtures **installed for the training of students** by IIM ROHTAK/ partners in classroom, labs, workshop, training areas, Gymnasium or any other area **dedicated by IIM Rohtak for training in the campus.**

B. Operation services (covering Housekeeping, Multi-tasking, horticulture & landscaping,

Paramedics & operation of equipment /fittings/fixtures) ○ Includes operation of equipment / fittings/ fixtures installed by IIM Rohtak for the operation of the entire campus. (Buildings & external areas)

- Includes housekeeping of all the areas/spaces inside and outside the buildings and campus (excluding the kitchen in the mess, cafeteria, shops or any other area outsourced to different operators for operation).
- Excludes operation of equipment's / fittings/ fixtures installed for the training of students by IIM ROHTAK/ partner in classroom, labs, workshop, training areas, Gymnasium or any other area **dedicated by IIM Rohtak for training in the campus.**

The professional (Facility Manager and Assistance Manager) should impart continuous training to improve the skills of the manpower deployed on regular basis in addition to the external training being provided by the agency as and when required.

In addition, the professional team should involve IIM Rohtak in training activities on periodic basis in the areas of their expertise.

A. Maintenance Services

The FMC shall perform / undertake following services:

- i. Keep the Inventory of all spares and consumables required for the maintenance of the facility and update on monthly basis and share the report with IIM Rohtak.
- ii. Prepare a preventive maintenance schedule (monthly and quarterly) based on the frequency details provided by IIM-Rohtak Administration from time to time.
- iii. Coordinate for preventive maintenance will also include all the equipment of Gymnasium, classrooms, labs, workshop, training areas, excluding specialized installed training related equipment.
- iv. Maintenance of the water supply, rainwater harvesting system, irrigation system like cleaning the water tanks, checking the serviceability of sprinklers, drippers, hoses, valves, etc. will be the responsibility of the FMC
- v. Maintenance of the sewerage system, storm water system, like cleaning the ducts, manhole pits, checking the serviceability of hoses, valves, hydrant systems etc. will be the responsibility of the FMC.
- vi. Maintenance of synthetic running track, courts, viewing gallery in auditorium as per the requirement provided by IIM Rohtak
- vii. During the DLP period the maintenance required for equipment/fixtures/finishes due to the defective/ mishandling work of FMC, shall be carried out by FMC at its own expense.
- viii. DLP period is one year from the date of the installation of the equipment.
- ix. Inform IIM Rohtak before purchasing any spare parts (electrical / mechanical/ plumbing/ AC spares etc. or any other parts) required for running of equipment.
- x. Any other equivalent maintenance works as and when required or as per its schedule.
- xi. Software / Any application being used by IIM Rohtak for this purpose to be used and operated by FMS parties for carrying out smooth operation of FMS.

B. Operation Services

The operation services under the scope of work are subdivided into categories namely ○

Multi-tasking (office boy, pantry boy etc.)

- Housekeeping (covering Cleaning Services, Cleaning Services for Toilets & laundry areas, Waste management and disposal, Pest control)
- Horticulture & landscaping ○ Paramedical & Support Staff/Attendant ○ Room service for Guest House

B.1. MULTI-TASKING

a. The FMC shall provide Office boys for doing below mentioned works □ Carrying of files and other papers within the building.

- Photocopying, making sets, stapling, spiral bindings, sending of Fax, similar jobs etc.
- Other non-clerical work in the section/unit.
- Assisting in routine office work like diary, dispatch (including on computer entries) etc. Delivering of courier inside the admin building and outside of Institute and bank transactions. He will have to collect the courier / daks of admin building only from the security once daily and send it to the respective departments, persons inside the Admin Building.
- All persons should have to work in-all sections of the Institute like Admin/ Academic/Accounts/ Store/ Hostel/ Library/ Sport Complex etc.
- Attendant services in all the facilities including Hostels, Admin, Academic, Computer Lab, Gymnasium, Yoga Hall etc. to carry out the jobs of shifting, setting, arranging equipment, computers, laptops, materials, furniture, chairs, tables, and misc. items within IIM Rohtak Premises also.

b. FMC shall provide Hostel caretakers who will look after all the duties like looking into the complaints of students at Hostels and coordinate with the respective service provider under FMS to close the complaint, attend the visitors & maintaining records.

a) Pantry operations: FMC to deploy Pantry boys who shall make arrangements for Coffee/Tea & refreshments etc. for the staff on regular basis daily and as per the requirements and during meetings/ conference/special training sessions etc. All the arrangements Gas, crockery, utensils shall be provided by IIM Rohtak free of cost. Raw materials for preparation shall also be provided by IIM Rohtak.

c. If there is a water shortage / disruption of normal as well as drinking water supply in the campus, the FMC shall arrange water tanker / 20 Ltrs water cans, as directed by IIM ROHTAK. In such cases the water tanker hiring charges will be paid by the Institute on mutually / market agreed price

B.3. HOUSEKEEPING

1. Cleaning Services
2. Cleaning Services for Toilets & laundry areas.

3. Waste management
4. Pest control

Cleaning Services

The FMC shall

- a. Perform routine cleaning of the internal and external areas to meet the required service standard.
- b. Perform cleaning and upkeep of interior & exterior of the buildings, roads, parking areas, gate complex, open areas like lawns, entire Auditorium, student activity area, utilities, Solar Energy Generation System, Solar water heating system, HVAC, STP, WTP, Security surveillance system, firefighting system, rain water harvesting system, Storm water drains & any other system installed for the operation of IIM Rohtak campus as per the directions in Manuals / as per directions of IIM Rohtak.
- c. Perform periodic cleaning of glass facades, atrium roof, workshop roof, building terrace, porches, external claddings etc. at all heights (internal + external)
- d. Deploy equipment for cleaning and shall be responsible for maintaining these equipment at all time. All costs for purchase /repair/ replacement/ spares/ maintenance etc. for these equipment will be borne by FMC.
- e. Responsible for the safekeeping 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, FMC shall arrange to provide alternate equipment to IIM ROHTAK.
- f. Adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to IIM Rohtak property as soon as they become aware of such defects in the course of their duties under this Contract.
- g. Dusting and cleaning of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, notice boards, fittings and glass pans etc. to remove debris, stains, cobwebs and marks.
- h. Dusting and cleaning of stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges and protective wire guards (where present) to remove dust, debris, stains and marks.
- i. Polishing / vacuum cleaning / cleaning of floors, carpets, carpet tiles, mats and mat wells and ensure the same must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and at recommended intervals.
- j. Clean all water tanks and disinfects specially before the start of rainy season as instructed by IIM Rohtak or as and when required.
- k. Regular cleaning of storm water drains, manholes, sewage lines etc. for removal of any blockages.

- l. Entrances, service areas, parking areas, paving, paths, roads, grounds OAT, water body, lawns at the entrance, the outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.
- m. Server Room/Control Room/ Electrical Rooms/AHU (Air handling Units) Rooms/UPS (Uninterrupted power supply) Rooms/Stores/AV rooms/ Substation etc. must be free from dust, static electricity and be left clinically clean.
- n. Sticky substances like chewing gum shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover.
- o. Care is to be exercised when staff is still on the premises. Wet floors should be sign- posted. Trailing cables and open sockets should be made safe.
- p. All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering.
- q. Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent.
- r. All safety precaution as per the standard procedure or as advised by IIM Rohtak to be followed while rendering the service.

CLEANING SCHEDULE & FREQUENCY

A. INSIDE THE BUILDINGS

Sl. No.	Activity	Method	Frequency		
			Administrative Block, Academic block	Hostels, Faculty & Staff residences	Guest House, Library, Activity centre
1.	Rooms/Chambers /classrooms/ Pantry rooms, storeroom, security room cleaning & disinfection	Sweeping and Mopping	Once daily & when required		Once daily & when required

2.	Common room, visitor room, sick room, recreation room, dormitory, common stores & all such rooms etc.	Sweeping and Mopping		Once daily & when required	Once daily & when required
3.	Room's roof (False ceiling, Lights, AC ceiling diffuser, AC unit etc.)	Cleaning	Fortnightly & when required.	Fortnightly & when required. (outside the unit area in faculty & staff residence)	Fortnightly & when required.
4.	Classroom's White board cleaning	Wet & Dry Wiping	Twice Daily & when required.		
5.	AHU (Air Handling Unit) Cleaning, Electrical room, Server Rooms, UPS room, AHU room,	Vacuuming / Cleaning	Twice in a week	Twice in a week	Twice in a week
6.	Corridor floor cleaning	Dry & Wet moping/Vacuuming if required (fully	Four hourly bases & when required	Twice a day's basis & when required	Twice a day's basis & when required

		mechanized)			
7.	Corridor floor cleaning	Scrubbing and drying with Auto Scrubber	Once in a week & when required	Once in a week & when required	Once in a week & when required
8.	Corridors roof (False ceiling, Lights, AC ceiling diffuser etc.)	Cleaning	Fortnightly & when required	Fortnightly & when required.	Fortnightly & when required.

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9.	Staircase Cleaning	Sweeping and Mopping	Once daily & when required	Once daily & when required	Once daily & when required
10.	Door & door handles cleaning	Wet & Dry wiping	Once daily & when required	Once daily & when required In case of Faculty & staff residence, only for common areas.	Once daily & when required
11.	Window doors, Panes & glass cleaning	Wet & Dry wiping	Once daily & when required.	Once daily & when required. (for common areas)	Once daily & when required.
12.	Drinking water area	Wet & Dry wiping	In four hourly basis & when required	In four hourly basis & when required	Twice in a day
13.	Lift cleaning	Wet & Dry wiping	Once daily & when required.	Once daily & when required.	Once daily & when required.
14.	Glass and glass partition cleaning	Wet & Dry wiping	Once daily & when required.	Once daily & when required. (for common areas only)	Once daily & when required.
15.	Fire Extinguishers/hydrant s and hose reels cleaning if any	Wet & Dry wiping	Thrice a week 27	Thrice a week	Thrice a week
16.	Any type of furniture (Chairs, sofa, tables, Cupboards etc.)	Dusting & Vacuuming	Once daily & when required.	Once daily & when required.	Once daily & when required.
17.	Glasses /Nameplates/Signage s	Wet & Dry wiping	Twice a week	Twice a week (in common area)	Twice a week

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				only)	
18.	Telephone/Computers	Dusting / Vacuuming / Cleaning	Once daily	Once daily (in common area only.)	Once daily
19.	Cobwebs removal	Manual/Mechanized	Once in a week & when required	Once in a week & when required (in common area only)	Once in a week & when required
20.	Doormats cleaning	Manual/Mechanized	Once daily & when required.	Once daily & when required. (in common area only)	Once daily & when required.
21.	Cleaning of Carpet / Venetian blind / curtains	Vacuum cleaning/Mechanized	Once in a month& when required.		Fortnightly & when required.
22.	Electric Switches	Dry cleaning	Thrice a week	Thrice a week	Thrice a week
23.	Terrace Cleaning	Wet & Dry Cleaning	Fortnightly	Fortnightly	Fortnightly
24.	Cupboard cleanings (exterior)	Mechanized/manually	Once daily & when required.		Once daily & when required.
25.	Honeybee cleaning (Premises of building & using area)	Manual	As per requirements	As per requirements	As per requirements
26.	Shifting of Furniture	Manually	As per requirements	As per requirements	As per requirements

Note:- Any other similar jobs as per its schedule or as and when required.

B. OUTSIDE THE BUILDINGS

SN	Activity	Method	Frequency		
			Administrative Block, Academic block	Hostels, Faculty & staff residences	Guest House, Library, Activity centre
1.	Paved corridors/courtyard/pathway cleaning	Sweeping	Once daily	Once daily	Once daily
2.	Paved corridors/courtyard/pathway cleaning	Manual washing	Once in a week	Once in a week	Once in a week
3.	Exterior glass cleaning up	Spider Man Cleaning	Monthly	Monthly	Monthly
4.	Exterior façade/cladding	Spider Man Cleaning	Monthly	Monthly	Monthly
5.	Parking area	Cleaning	Once daily	Once daily	Once daily
6.	Roads	Manual/Mechanized Cleaning	Once a day & when required	Once a day & when required	Once a day & when required
7.	Cobweb cleaning at reachable height (25ft)	Mechanized / Manual cleaning	Weekly	Weekly	Weekly
8.	Cobweb cleaning up to any height (Façade area)	Spider Man Cleaning	Monthly	Monthly	Monthly
9.	Overhead water tanks (Service water Tanks)	Cleaning	Six Monthly	Six Monthly	Six Monthly
10.	Overhead water tanks or Drinking water Tanks)	Cleaning	Monthly	Monthly	Monthly

11.	Underground water tanks	Cleaning	Once in two months	Once in two months	Once in two months
12.	Roof top solar energy generation system	Mechanized / Manual cleaning	Fortnightly	Fortnightly	Fortnightly
13.	Roof top solar water heater	Mechanized / Manual cleaning	Fortnightly	Fortnightly	Fortnightly
14.	Storm water drain/external drain cleaning	Mechanized / Manual cleaning	Monthly	Monthly	Monthly
15.	Rainwater harvesting pits	Cleaning	Monthly	Monthly	Monthly
16.	Exterior lighting/Street light	Cleaning	Monthly	Monthly	Monthly
17.	Security Guard Room	Cleaning	Once daily & when required	Once daily & when required	Once daily & when required
18.	Sewer line/Manhole	Cleaning	Monthly	Monthly	Monthly

Cleaning of Toilets/Laundry Area (Except Faculty & Staff Residence)

- a. All sanitary ware 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.
- b. 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.
- c. Soap dispensers must be filled always, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.

- d. All toilets should be kept fully stocked with supplies and should be made available at all times.
- e. 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.

CLEANING SCHEDULE & FREQUENCY FOR TOILETS

SN	Activity	Method	Frequency		
			Administrative Block, Academic block	Hostels, Faculty & staff residences	Guest House, Library, Activity Centre
1.	Cobweb cleaning	Manually	Weekly	Weekly (common toilets)	Weekly
2.	Floor cleaning & disinfection	Scrubbing & drying	Every 4 hours and as & when required	Twice in a day or as and when required (common toilets)	Every 4 hours and as & when required for common toilets Once daily for toilets attached with guest room
3.	Side wall cleaning	Scrubbing & drying	Once daily & when required.	Three times in a week and when required.	Once daily & when required.
4.	Doors & door handle cleaning & disinfection	Wet & dry wiping	Once daily & when required.	Once daily & when required.	Once daily & when required.
5.	Washroom fixture cleaning	Wet & dry wiping	Once daily & when required.	Once daily & when required.	Once daily & when required.
6.	Washroom fixture	Polishing	Fortnightly	Fortnightly	Fortnightly

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7.	Wash basin and surrounding area cleaning & disinfection	Wet & dry wiping	Every 4 hours and as & when required	Twice in a day or as and when required (common toilets)	Every 4 hours and as & when required for common area Once daily for toilets attached with guest room
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SN	Activity	Method	Frequency		
			Administrative Block, Academic block	Hostels, Faculty & staff residences	Guest House, Library, Activity centre
8.	Mirror cleaning	Damp wiping	Every 4 hours and as & when required	Twice in a day or as and when required (common toilets)	Every 4 hours and as & when required for common area Once daily for toilets attached with guest room
9.	Commodes cleaning & disinfection	Wet/Dry cleaning	Every 2 hours & when required	Twice in a day or as and when required (common toilets)	Every 2 hours & when required for common toilet. Once daily for toilets attached with guest room
10.	Urinals cleaning & disinfection	Wet/Dry cleaning	Every 2 hours & when required	Every 2 hours & when required	Every 2 hours & when required for common toilets
11.	Urinal partition cleaning	Wet/Dry cleaning	Once daily & when required.	Once daily & when required.	Once daily & when required.

12.	Dustbin clearance & disinfection	Collection and wiping	Every 4 hours	Twice in a day & when required for common toilets	Twice in a day & when required for common toilets Once daily for toilets attached with guest room
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SN	Activity	Method	Frequency		
			Administrative Block, Academic block	Hostels, Faculty & staff residences	Guest House, Library, Activity centre
13.	Hand drier machine cleaning if any	Wiping	Once daily & when required.	Once daily & when required.	Once daily & when required.
14.	Exhaust Fan cleaning	Wiping	Weekly & when required	Weekly & when required	Weekly & when required
15.	Tube light or any other light cleaning	Dry wiping	Weekly & when required	Weekly & when required	Weekly & when required
16.	Electric Board and Switches cleaning	Dry dusting	Alternative days	Alternative days	Alternative days
17.	Spray of Air Freshener	Manual	Once daily & when required	Once daily & when required	Once daily & when required
18.	Hand wash on basins	Manual	Once daily & when required	Once daily & when required	Once daily & when required
19.	Urinal screen	Manual	As per life of materials	As per life of materials	As per life of materials
20.	Urinal Cube	Manual	Twice a week	Twice a week	Twice a week
21.	Roof (False ceiling, Lights.)	Cleaning	Fortnightly & when required.	Fortnightly & when required.	Fortnightly & when required.

22.	Bathing area and fixtures	Cleaning	-	Twice in a day or as and when required (common toilets)	Twice in a day & when required for bathing area in common toilet Once daily for toilets attached with guest room
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Waste Management

- f. FMC shall support IIM Rohtak in identification of agencies & coordination for tie-up for waste management (Reuse, Reduce, Recycle) of different type of waste generated in the campus, if not done before placement of contract for execution of following works:
- g. Debris due to rectification/replacement/ breakdown maintenance works should be immediately removed from the area of work.
- h. Debris due to rectification/replacement/ breakdown maintenance works is to be stored at designated space at designated area as directed by IIM ROHTAK
- i. The FMC, after any agency/Engineering Dept. undertaking the renovation/repair work would remove the debris when it amasses to a volume equivalent to a tempo load
- j. 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. Liners for bins located inside the kitchens, mess, dining area is excluded from the scope of FMC and same shall be arranged by Catering service provider and not by FMC.
- k. FMC provider will also coordinate, receive and manage the waste products of catering service (from kitchen, dining, mess etc.).
- l. FMC 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 IIM ROHTAK
- m. [FMC shall ensure that 100% of recyclable waste is being recycled through registered agencies and provide verification of the same to IIM-Rohtak authorities.](#)
- n. 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. Service Provider should be registered for biomedical waste.

- o. Necessary Cart / Vehicle (Minimum 2 Nos. of Vehicle / Cart) required for movement of Material /Garbage to be provided by the Agency.
- p. 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).
- q. 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.

SCHEDULE & FREQUENCY FOR WASTE MANAGEMENT

SN	Activity	Method	Frequency		
			Administrative Block, Academic block	Hostels, Faculty & staff residences	Guest House, Library, Activity centre
1.	Garbage collection and disposal	Manual	Once daily & when required.	Once daily & when required.	Once daily & when required.
2.	Dustbins & Waste material cleaning	Manual	Once daily & when required.	Once daily & when required.	Once daily & when required.
3.	Litter/Garbage/scrap collection from premises of buildings & both side of Road.	Manual	Once daily & when required.	Once daily & when required.	Once daily & when required.
4.	Garbage removal from storing/collection area (Wet waste/bio-degradable waste)	Manual	Daily	Daily	Daily

5.	Garbage removal from storing/collection area for recycling/disposal	Manual/Mechanized	Monthly or as and when required	Monthly or as and when required	Monthly or as and when required
6.	Dustbins cleaning (external area)	Wet & dry wiping	Weekly & when required	Weekly & when required	Weekly & when required

Pest Control

The contractor shall carry out pest control activities covering all the facilities / blocks, buildings, Hostels of IIM ROHTAK, including rooms, reception areas, corridors, lobbies, outside areas of kitchen / dining hall, gymnasium, Activity Centre, all the toilets, washrooms, basement and all the facilities under FMC etc.

The FMC shall be responsible for ensuring the disinfectants, insecticides, fumigation and pesticides used for rendering the services shall be safe, having low toxic levels, duly approved by WHO and Central Insecticide Board.

The FMC shall maintain date wise and location wise records of treatment for inspection by the representative of IIM ROHTAK. The date of pest control activity should be conveyed to IIM Rohtak well in advance.

r. Disinfestations Treatment

Pest Covered: Crawling insects such as Ants, cockroaches, silverfish, spiders, ticks, bugs, crickets, termites, snakes etc. The FMC shall take the following control measures:

- i. Intensive / extensive spray with oil / water-based chemicals/application of gel.
- ii. Frequency: Fortnightly as per client schedule and need base

s. Rodent Control

Pest Covered: Domestic / Field Rodents. The FMC shall take the following control measures:

- i. Baiting with anti – coagulant rodenticide / asphyxiates type chemicals
- ii. Trapping with lures

- iii. Eliminating rats / mice with glue traps
- iv. Frequency: Monthly as per client schedule and need base.

t. Fly Control

The FMC shall take the following control measures:

- i. Sanitation
- ii. Chemical control
- iii. Frequency: Monthly as per client schedule and need base

u. Mosquito Control

The treatment will be carried out all over the premises and surrounding areas inside and outside.

The FMC shall take the following control measures:

- i. Residual Spot Spraying
- ii. Fogging Operations
- iii. Mist Blowing
- iv. Frequency: Fortnightly as per client schedule and need base

Horticulture & landscaping

- a. The work involves caring/maintenance of the existing lawns, flowerbeds, hedges, plants, flowerpots, jungle cutting, removal of dry leaves, unwanted grass, branches of fallen trees, dressing and all similar jobs etc.
- b. The lawns shall be regularly mowed and rolled whenever the growth of grass is more than 2 inches (5 cm.) above the ground level. Before mowing, the entire lawn shall be de-weeded manually and/or by weed killers to keep the lawn clear of weeds all the time and after each mowing the lawn shall be rolled with light roller. Existing lawn beds will be freshly prepared whenever needed and new doab grass must be planted.
- c. The frequency of watering/irrigation shall be daily, or as decided in consultation with IIM Rohtak depending upon the season and climatic conditions.
- d. The area earmarked for development of lawns/turfing shall be cleared of all debris, wild jungle growth and all this debris (malba) shall be disposed of as directed by IIM ROHTAK.
- e. Plants, shrubs, annuals etc. will be regularly sprayed/dusted with proper insecticides, fungicides at regular intervals to get rid of infections.
- f. Seeds/sapling of seasonal flowering plants of varieties shall be planted in prepared beds as approved and directed by the authorized representative.

- g. The pots (available with IIM ROHTAK) have to be prepared with seasonal flowers and maintained carefully by resoiling, manure, using of pesticides, putting organic/inorganic fertilizers, watering and time-to-time placement of these pots during VIP visits/ Institute's function.
- h. Cutting and dressing of hedges to the shape as directed and shall be done once every month or at closer frequencies as directed The entire campus at all times should be kept neat and clean. There shall be no dry leaves, unwanted grass and branches of fallen trees inside the campus at any point of time.
- i. Maintenance of trees include protecting the trees from weeds, wild growth/invasive plants, watering and manuring, and taking any other eco-friendly measures to ensure faster and healthy growth of the trees.
- j. Removal of unwanted grass from the masonry work i.e. Floor, Roads, cemented beds, walls etc. will have to be carried out as directed.
- k. It has to be ensured that there is no choking of drainage system due to unwanted growth of jungles and bushes.
- l. The existing STP water line / borewell water line / STP water through tanker may be used by the FMC for watering / maintaining the garden as directed by IIM ROHTAK. If there is a water shortage, the FMC may arrange truck/tractor moulded with water tanker for garden maintenance, as directed by IIM ROHTAK. In such cases the water tanker hiring charges will be paid by the Institute on mutually / market agreed price.
- m. The contractor shall provide, make arrangements for flowers, special flowers, rose buds sticks, flowers table bouquets, flower garland for conducting and holding various programs, VIP events or as and when required as per direction of IIM Rohtak on mutually agreed rates.
- n. The contractor should be capable of making arrangement for Tent, Pandal, Chairs, Tables and Fans etc. for various programs, events, and national festivals, official get together, functions and such other programs and events well before the scheduled time as per direction of IIM Rohtak on mutually agreed rates as and when required.

Paramedical & Support Staff/Attendant

The FMC shall depute Paramedic & support staff/attendant whose scope of work is mentioned below

- a. The Nursing staff shall maintain stocks and inventories, check bills, work in other facilities of the Healthcare facility and perform other related works, as may be assigned to her/him from time to time. Assist and transfer injured and sick patients to referral hospitals, Assist the Medical Officer, In-charge of Healthcare facility in treatment of patients, as and when required.
- b. The support staff/ attendant shall cover the below mentioned services.
 - I. Facilitate the registration of patients.
 - II. Prepare & maintain the stock & inventories records.

- III. co-ordinate to get treatment in empaneled hospitals,
- IV. Co-ordinate in ambulance services,
- V. Handle medical booklets,
- VI. Distribute the medical reports and upkeep of records thereof, and
- VII. Raise indents to IIM Rohtak for procurement of medical items etc.

Jobs of Guest House:

The room services shall include providing items like Bath Soap, Hand Wash or hand- washing Soap, shampoo, moisturizer, Tooth paste, Tooth Brush, Comb, disposable Saving razor, Shaving Foam, Hair Oil sachet, mosquito repellent (All-out or Good Knight), Face Tissues boxes and newspaper etc. to Guest room occupants. **The cost of these items shall be paid or borne by IIM Rohtak.**

- a. The FMC shall replace all the above items every day or as per the entry and exit of guests. Besides additional quantities of these items / materials shall also be provided as and when requested / demanded by guests. IIM Rohtak shall review the supply & distribution system of items at any point of time.
- b. If required, IIM Rohtak can ask the FMC service provider to procure a tentative quantity of the above mentioned guest house items on quarterly basis, store it and use it as per the occupancy.
- c. The FMC shall coordinate with the local newspaper supplier to arrange to provide the required nos. of newspapers (shall be decided after on-boarding of contract). **The cost of these items shall be paid or borne by IIM Rohtak.**
- d. Rest all the linen items like Mattress with Cover, Bed Sheet, Pillow & Pillow Cover, hand towels and bath towels, Blankets, Washing Machine for washing of these items, washing machine liquid (excluding housekeeping items, consumables for cleaning and other related activities as mentioned in the tender for rooms and other areas of guest house) shall be provided by IIM ROHTAK. Maintenance & storage of these items shall be the responsibility of FMC. The contractor shall have to guarantee or liable for its staff deployed if any material of IIM Rohtak taken outside by any of the staff. These items shall not be used for any other purpose by the FMC.
- e. The cost of washing machine powder shall be paid or borne by IIM Rohtak. FMC has to provide a tentative quarterly requirement to IIM Rohtak for approval before procurement.

- f. Room / bed making items like bed sheets, pillow covers, hand towels and bath towels / Linens are replaced with fresh ones on check out of the guest. However, if guest's stay days are for longer duration changing bed sheets, pillow covers, hand towels and bath towels of all occupied rooms shall be changed every alternate day.
- g. The contractor shall be responsible for getting all linen items /bed sheets/ pillow covers, all towels etc. washed & ironed. The FMC shall also carry out the activities of washing, cleaning, ironing, dry cleaning, linens items, bed sheets, pillows covers, bed covers, table cloths, curtains and blankets and setting, preparing and keeping rooms ready in all respect for occupation by participants, guests, employees including providing room service to all occupants and guests for guest house.
- h. Dusting and up-keeping of all Furniture, Telephone Instrument to be done as per the cleaning schedule given in the tender.
- i. All Curtains provided by IIM Rohtak in rooms and other places are dry cleaned every months and bed covers and bathroom curtains on every fortnightly and should be recorded in register & signed by the officer in charge regularly. However, if there are any stain the same shall be cleaned as and when required.
- j. Laundry services
 - 1) The contractor will be responsible for upkeep & housekeeping of laundry store.
 - 2) The contractor shall ensure the security of IIM ROHTAK material when taken outside IIM ROHTAK premises for the purpose washing, dry-cleaning or any other purpose permitted by IIM Rohtak. In case of any damage/loss of the item reported by IIM ROHTAK during routine/periodic inspection, the item (of same specification and equivalent make as approved by IIM ROHTAK) has to be procured and provided to IIM ROHTAK, at its own cost, within the timeline provided by IIM ROHTAK. In case FMC does not provide the item within the specified timeline. IIM ROHTAK will procure the item and deduct the expense on actuals from the monthly bill.

3) The below arrangement shall be done at NO EXTRA COST to the IIM ROHTAK.

I. Scope of work for linen management:

To collect linen items (including soiled linen items) from the rooms, undertake washing, ironing, packaging & any other treatment to achieve desired whiteness, hygiene, removal of tough stains caused by spillage of food and other quality related parameters. Transportation of these linen items inside and outside the campus for cleaning, if any and back to the campus. To arrange placing of clean, wrinkle free and packaged linen in rooms. Any other work related to collection, washing & dispatch of the linen.

II. Quality of cleaning of linen items

There should be no wrinkles or wetness in the linen items. Hand towels should retain their soft feel and water absorbing capacity should be hygienic, bacteria free, stain free and free from any odor. It is to be ensured that the washing procedures and cleaning agents used does not damage the linen.

III. Inventory of linen items

The contractor should make sure that used linen collected from rooms, is to be washed and made available within 48 hours. The contractor shall submit at the end of each month, the usable and nonusable inventory of each linen item to the officer-in-charge.

Inspection by Officers/Senior supervisors at laundry /premises of the contractor- Audit of the linen inventory should be carried out once in every six months. In case of deficiencies noticed, suitable action shall be imposed.

IV. Laundry Services for guest:

The Contractor shall provide laundry services to all the guests by carrying out washing and ironing of guests' cloths (if any). The services are to be preferably provided on the next day, depending on the urgency and requirement by the guest. The cost / charges for such Laundry services will charged from the guest directly at the time of departure or at the time of handing over the washed clothes. The rates for laundry services shall be as decided by IIM ROHTAK.

C. Management Services

The FMC shall be responsible for managing the following aspects for ensuring proper operation and maintenance of the facilities in the premises:

- i. Take ownership of all the services as described in scope of work and will work as an independent Unit.
- ii. Co-ordination with all the stakeholders including IIM Rohtak, Contractors, Faculty members, staff members and their agencies.
- iii. Maintain a record of all the assets at facility, keep record of the same and inform IIM Rohtak in case of any discrepancy.
- iv. Co-ordination with Administration of IIM Rohtak and ensure that the services are provided as per the agreed turnaround time and plan agreed upon.
- v. Conduct quarterly systems & processes health audits with and through the FMC Service provider and submit a health status report to the representative appointed by IIM Rohtak
- vi. Coordinate with third party, if required, for conducting equipment audit, fire audit as and when required by IIM Rohtak.

- vii. It is the responsibility of the FMC to ensure highest level of uptime and reliability of all facilities and infrastructures maintained at site.
- viii. Prepare and follow Standard Operating procedures (SOPs) for smooth functioning of the maintenance services, within 30 days of commencement of agreement.
- ix. The FMC shall report to the Administration-in-charge, IIM Rohtak for the facility management services as and when required.
- x. The FMC shall incorporate in his operation the requirements of all the "Safety Codes" issued by the Bureau of Indian Standards, National Building Code, ISO, OHSAS. Further FMC shall be ISO: 45001:2018, OHSAS 18001:2007 certified. If the FMC fails to take safety measures and provide facilities at the Site and injuries to workmen, IIM ROHTAK shall have the powers to do so and recover the cost thereof from the Bidder.
- xi. The FMC shall provide safe means of access to all working places on the Site. All necessary personal safety equipment shall be kept available for the use of the persons employed on the Site maintained in a condition for immediate use. The FMC shall take adequate steps to ensure proper use of equipment by those concerned.
- xii. The FMC shall issue detailed working instructions to their Personnel, which will be prior approved by the IIM ROHTAK. This inter alia implies that; each individual should know their roles and responsibilities.
- xiii. Uniform: The personnel deployed by the FMC in IIM ROHTAK premises against this contract, shall report in proper uniform, neat and tidy, from the day of the contract commencement. The FMC should ensure that they issue to their workmen with at least three sets of uniform ((Full trousers, shirts and one pair of good quality black shoes, socks to match trousers, black belt etc.). All contractors' worker should be in proper uniform with proper colour coding for different categories of workmen. Details of colour scheme shall be worked out post order placement in consultation with IIM ROHTAK. Details of uniform to be provided by contractor at **his own cost every year is as under:**

A) Summer Uniform:

- Shirts - Three Nos.
- Trousers - Three Nos.
- Shoes - One Pair
- Socks - Two pairs
- Belt - One No.

B) Winter Uniform

- Woolen Jersey - One No.

- xiv. The FMC shall provide ID Cards to its personnel and they should duly display the same and should ensure that they are courteous, polite and prompt while rendering efficient service in their respective areas. The FMC shall have full control over the staff engaged by him. The FMC shall give necessary briefings, guidance and directions to his staff to carry out the jobs assigned to them by the FMC and/ or the Institute.
- xv. FMC personnel once posted in IIM ROHTAK campus will not be shifted without the prior permission of the IIM ROHTAK. Similarly, any newly posted personnel will be put on duty only after the interview and clearance of the IIM ROHTAK.
- xvi. Bio-data with passport size photograph in respect to all personnel detailed for duty will be submitted to the IIM ROHTAK within 15 days of receipt of intimation. Once the bio-data is submitted, any personnel inducted on duty will not be changed, up to a minimum period of 6 months
- xvii. Roll call of all FMC personnel in the shift duties will be conducted at designated place within IIM ROHTAK duty campus. Roll call will fall in at least 30 minutes before mounting of the shift, FMC personnel will be checked for their proper turnout, shave and haircut.
- xviii. In the event of any misdemeanor, likes sleeping during duty, be in gander the influence of liquor / drugs, eating pan/gutka inside the campus or indecent/insolent behavior of duty place by any FMC personnel, such personnel will be removed from duty immediately and shall not be allowed at the Institute in future. This condition will apply also to those personnel found abetting with another person in any sorts of misdeeds.
- xix. Personnel on off-duty (weekly off etc.) will not be allowed to visit any duty Posts.
- xx. The right to increase/decrease the strength of personnel posted at any time rests with IIM ROHTAK
- xxi. The Shift-in-Charge/Supervisor posted will make frequent round of all location during their tenure of duty. Instructions for the works will be taken in person from the Duty Officer.
- xxii. It shall be binding on the FMC and the staff that, during the association with IIM ROHTAK if, they are given, prepare, produce or otherwise receive any drawings, samples, prototypes, products, equipment or knowledge of such items, they must not divulge the same to any party, private or public. Such activities will attract immediate termination of this contract engagement, with appropriate compensation to Displaying of photos / videos associated with IIM ROHTAK campus on social media is banned and any negligence will be dealt severely.
- xxiii. Leave Relief: No person shall be sent on leave unless, cleared by IIM ROHTAK. In all such cases, reliever will be positioned prior to sending the personnel to leave.

- xxiv. The FMC shall be solely responsible for all acts of commission and /or omission on the part of their personnel posted at IIM ROHTAK.
- xxv. The FMC shall immediately notify IIM ROHTAK 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 FMC under this Agreement. The FMC 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; IIM ROHTAK may at its sole discretion terminate this Agreement forthwith.
- xxvi. IIM ROHTAK may or may not provide accommodation space in dormitory for some of the FMC personnel deployed in the campus. The number of persons and terms of accommodation will be conveyed by IIM ROHTAK after on-boarding of the Contract.
- xxvii. IIM ROHTAK will not be responsible for any accident/illness and any other casualties during the stay of the FMC personnel at the campus. Only first aid medical facility will be provided by IIM ROHTAK, all the expenditure will be borne by the FMC concerned.
- xxviii. The FMC shall carry out supervision/overseeing of his own employees deployed in premises of IIM ROHTAK.
- xxix. The FMC 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 Board premises.
- xxx. It will be the sole responsibility of the FMC that the men engaged are trained and IIM ROHTAK will not be liable for any mishap, directly or indirectly.
- xxxi. The FMC works will be periodically checked by the Competent Authority, or any person authorized by IIM ROHTAK to ensure quality of work.
- xxxii. The scope of work, description and the terms and conditions maintained herein above are only indicative and not exhaustive and the FMC shall meet any other requirements of IIM ROHTAK from time to time, relating to the FMC services of the Institute.
- xxxiii. The contractor shall ensure that First Aid-Box containing emergency medicines as specified below is maintained at reception counter of hostel /Guest house/ Administrative building /Academic block and such other locations as directed by IIM ROHTAK. Same shall be procured as per direction of IIM ROHTAK. Reimbursement of the same shall be done by IIM ROHTAK at actuals against bill, payment, gate pass details etc. The above items shall be replenished as per requirements. These items may be changed with the equivalent medicines / items by the consulting doctor of IIM ROHTAK.

Complaint management

The Service provider has to set up complaint register in each of the facility/Block/ Building/Hostels of the institute /Guest House/ use the complaint management system provided by IIM Rohtak. The availability and access to the Complaint Register/ Digital Complaint Management System shall be prominently displayed by the Service provider so as to bring it to the attention of all users.

If the complaint register is managed manually, it shall be securely bound, and each page thereof shall be duly numbered. It shall have appropriate columns including the complaint number, date, name and address of the Complainant, description of the complaint, the action taken by the Service provider, date of closure of complaint & signoff from the complainant. Immediately after a complaint is registered, manually in the complaint register/ through digital complaint management system, the Service provider shall give a receipt to the Complainant stating the date and complaint number.

The Service provider shall inspect the Complaint Register/ digital complaint management system every day and take prompt and reasonable action for redressal of each complaint. The action taken shall be briefly noted in the Complaint Register/ digital complaint management system and a reply stating the particulars thereof shall be sent by the Service provider to the Complainant under a certificate of posting. Within 7 (seven) days of the close of each month, the Service provider shall send to the IIM Rohtak a true photocopy each of all the pages of the Complaint Register/ soft copy report generated through digital complaint management system on which any entry has been recorded during the course of such month.

IIM Rohtak and its committee can take surprise check or inspection of any job/work/facility provided to the party at any point of time.

Contractor has to use Software application or digital management system of IIM Rohtak, if any, for operating the complaint management system.

Reporting

The FMC shall establish a MIS system for reporting. The FMC shall submit the following reports within the stipulated time to IIM Rohtak:

- i. Daily Report
- ii. Monthly Report

- iii. Quarterly Report
- iv. Half-yearly Report
- v. Annual Report

The MIS report shall cover the following aspects:

- a. Consumption and stock of consumables
- b. Compliance of cleanliness and maintenance plan
- c. Resource deployment report (manpower, equipment)
- d. Status of periodic activities as described under scope of work for Operation, Maintenance.
- e. Facility Inspection: The FMC 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 IIM Rohtak. The FMC shall indicate frequency of inspection covering all premises.
- f. Highlight Critical Issues / Problems with recommended solutions which should contain the alternatives, cost, time schedules, etc.
- g. Report on Audits/ drills etc.
- h. Complaint Management reporting.
- i. Any other reports as needed from time to time.
- j. FMC has the option to use / implement any software for managing the Facility.
- k. FMC shall submit the Performa and format and the same shall be approved by IIM Rohtak
- l. Any other reports / compliance certificates as needed from time to time.

Penalties & Liquidated damages (LD) for violation of rules, Terms & conditions

The FMC shall carry out, attend to all jobs, activities and provide services using the quality and brand of materials as specified in the scope of work of this contract / tender documents with utmost care. In the event it is found that FMC's performance, quality, brand of material is sub-standard and not in conformity with the contract / tender documents or if any complaint pertaining to any services, materials, works is lodged by hostel occupants, faculty, employees, guest and observation made by officer-in-charge, the same shall be viewed seriously. For each lapse following penalty shall be imposed on contractor and recovered from their running/final bills.

The FMC will be fined in case of violation of the following rules:

- a. For any rules stated in the agreement.
- b. First violation of the rule implies penalty as per the rule.
- c. Second violation of the same rule in the same calendar month will attract double the initial amount of penalty for the FMC.
- d. All subsequent violations of the same rule would invite five times the initial amount of penalty.
- e. The FMC will be penalized in case of violation of the following rules.

SN	Nature of violation	Fine in INR
1.	Non-availability of complaint registers on the counter at designated locations	₹ 3000
2.	Not wearing uniform as required per agreement	₹ 2000
3.	In case of any worker/ supervisor found stealing any institute properties from the institute campus	₹ 3000
4.	Unsatisfactory level of cleanness noticed during the inspection/ In case any complaint is received for Classrooms/Offices/ washrooms/ Toilets/ Buildings etc. for poor quality of cleaning.	₹ 2000
5.	Choked sewer connections resulting into water logging stagnation	₹ 1000
6.	Not maintain the proper attendance Register/documents in which day today deployment of personnel will be entered. That in the event of loss occasioned to the institute due to the lapses of the FMC, such losses will be borne by the FMC with penalty as determined by the institute	₹ 2000
7.	Not maintain the proper stock register of housekeeping items (consumables & durables) building-wise	₹ 1000
8.	Usage of unbranded / bad / duplicate quality of any housekeeping material Faulty/substandard and /or less supply of consumables / materials	₹ 5000
9.	Deployment of manpower is less than that decided by IIM ROHTAK on any day. However, emergency positions like Technical, paramedical staff can't be absent or compromised.	₹ 3000
10.	Using brands not mentioned in the contract without prior permission and adulteration	₹ 5000
11.	Absence of proprietor or the representative from FMC in the meeting (which will be held once every month)	₹ 5000
12.	If any staff/employee/ worker is caught/found using alcoholic/any banned tobacco item (any type) in the campus at any time	₹ 5000

13.	Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc. will lead to fine on FMC for every instance.	□ 3000
Sl. No.	Nature of violation	Fine in INR
14.	Per day per person penalty for unauthorized absence from duty (This shall be deducted over and above salary) Semi-skilled, Skilled Employees High skilled, professional employees	<ul style="list-style-type: none"> • 500 • 1000 • 1,500
15.	FMC will ensure proper functioning of all housekeeping machineries at all the times but On account of breakdown of housekeeping machines, FMC will be given 3 days for repairing/ replacement of machines parts, if the machines did not get repaired within stipulated time, penalty shall be imposed per day	□ 1000
16.	The FMC shall pay the entitled wages on or before 7th day of each month in respect of previous month, failing which: -	LD at rate of 0.5% of Contract Value per day delay beyond 7th day shall be recovered from running bills subject to maximum 10% of the total cost of contract price
17.	Test checks may be ensured on the washed linen kits. If during such sampling checks, it is detected that the quality of washing / ironing of the same is not satisfactory. The quantity of that particular lot of linen shall have to be washed again (for which no additional payment shall be made). Penalty shall be as	1000/- per lot (25 nos.)
18.	If the garbage is not removed to the designated place during each shift	1000
19.	If the overall performance is not satisfactory	1% weekly

20.	LD can be charged on any violation of contractual terms depending on the gravity of offence and shall be decided by IIM ROHTAK	
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LIST OF MINIMUM MANPOWER TO BE DEPLOYED BY THE FMC

- a. Manpower details mentioned in the tender documents is only an indicative list. Actual deployment of manpower shall be as per the requirement of IIM Rohtak based on operation of facilities at IIM Rohtak Main Campus.
- b. Manpower shall be deployed on phase wise. The number and categories shall be informed by IIM Rohtak during or after placement of contract. The FMC shall have to deploy the required minimum manpower as asked by IIM Rohtak to efficiently and effectively manage the facility at IIM Rohtak campus.
- c. IIM Rohtak may increase or decrease upto 30 % of the posted strength as per the actual requirement during stating of campus or throughout the contract period. The FMC should be able to provide additional manpower, if required, within 7 (seven) days' notice, in contingency situations. The payment for the additional manpower will be done as per the category (highly skilled, skilled and semi-skilled) and the minimum wages rates applicable to each category.
- d. The manpower to be deployed by FMC is covered under categories as mentioned below:
 - Management
 - Technical (O&M)
 - Multi-tasking
 - Housekeeping
 - Horticulture
 - Paramedic & support staff
- e. The manpower required to be deployed 24X7 i.e. three shifts in a day, with each shift of 8 hours. Shift wise requirement shall also be informed during on-boarding and can also change looking into the requirement.
- f. The impact of additional requirement of manpower for reliever, night shift, leaves and off days shall be taken into account by the bidder in financial bid.
- g. The tentative duration of working hours/operational hours of campus will be 8 hours, subject to finalization of timings by IIM ROHTAK, to be conveyed at the time of signing of agreement.
- h. HKRN Wage rates will be applicable for manpower deployment in different categories: Highly skilled, Skilled & Semi-skilled.
- i. Minimum 20 % of total manpower to be deployed for this project must be certified by NSQF/ Skill certificate for FMS services. This is mandatory requirement.

- j. FMC has to provide few Ladies staff for cleaning, Care taker or for other suitable posts if required by IIM ROHTAK.

Qualification & Experience requirement for the Manpower to be deployed in the IIM ROHTAK campus

Sl. No.	Type	Description	Minimum Qualification & certification	Experience from the date of PDD
1.	Management	Facility Manager	Graduate & MBA/PG from a recognized University/ Institute. Preferably MBA/ PGDM in Facility Management.	Minimum 8 years post qualification relevant experience in facilities management of educational institutes/commercial buildings (office/malls), township etc. Working knowledge of electrical, mechanical and HVAC systems, civil maintenance, general administration, housekeeping. Project management expertise.
2.	Housekeeping	Supervisor- Housekeeping	1.) Graduate / Diploma Preferably NSQF/ skill certified in relevant field	Minimum 5 years of relevant post qualification experience of supervision of housekeeping works for similar educational institutes/ commercial buildings(office/malls), township etc.
3.		Cleaner/Janitor - buildings	10th pass preferably NSQF/ skill certified in relevant field	Minimum 3 years of relevant experience in housekeeping works for educational institutes/ commercial buildings(office/malls), township etc.

4.		Cleaner /Janitor – Helper for buildings	10th pass preferably NSQF/ skill certified in relevant field	More than 2 years of relevant experience in Cleaning of Floors, Walls, Windows, Lift, Offices cleaning, Washrooms and Staircases. Cleaning of Corridors Lift, Lounge
5.		Cleaner/Janitor - buildings Sanitation	10th pass preferably NSQF/ skill certified in relevant field	More than 2 years of relevant experience

5.		Cleaner/Janitor - External area & Roads	10th pass preferably NSQF/ skill certified in relevant field	Minimum 3 years of relevant experience in housekeeping works & operation of equipment for road cleaning, sweeping
6.		Helper Cleaner/Janitor - External area & Roads	10th pass	Minimum 2 years of relevant experience
7.		Sewer Man	10th pass	Minimum 3 years of relevant experience
8.		Mason	10th pass & ITI	Minimum 3 years of relevant experience
9.		Carpenter	10th pass & ITI	Minimum 3 years of relevant experience
10.	Horticulture	Supervisor gardening	10th pass preferably NSQF/ skill certified in relevant field	Minimum 7 years relevant experience in gardening & landscaping works of similar area

11.		Mali/Gardner	10th pass	Minimum 3 years relevant experience in Plantation such as (saplings, grass, etc.) <ul style="list-style-type: none"> • Brush cutter usage • Weed, leaf cleaning • Watering plants according to their needs • Green housework • Nursery work • Plants and bushes trimming etc.
12.		Helper	10th pass	Minimum 2 years of relevant experience in gardening, lawn maintenance & ancillary activities
13.	Paramedic & Nurse support staff		Diploma in Nursing OR B.Sc. (Nursing) degree	For Diploma, post qualification experience 5 years' experience in respective field For Graduate, post qualification experience 4 years' experience in respective field
14.		Supporting Staff/ward boy/ attendant	10+2 / Diploma preferably NSQF/ skill certified in relevant field	Minimum 5 years' experience in medical services for health care centers

Indicative Scope of work, duties & responsibilities of FMC personnel's

S N	Type	Description	Indicative Scope of work, duties & responsibilities of FMC personnel's
1.	Management	Facility Manager	Overall Management
2.		Assistant Manager	Support to Facility manager
3.	Multi-tasking	Front Desk /Help Desk	Complete management of Front Office Admin
4.		Office Boy	Photo copying, faxing, making sets of reports and other general office documents. Distribution of office papers and files of general nature among the office/department

5.		Pantry boy	Making arrangements for Coffee/Tea etc., during meetings etc. Operating of related equipment in pantry area. Maintaining cleanliness & hygiene in pantry area as per SLA's
6.		Hostel Caretaker	Support in hostel management activities (1 each for boys & girls)
7.		Bell boy/ Attendant (Guest house)	Assist guest in shifting of luggage and other ancillary works in guest house
8.	Housekeeping	Supervisor- Housekeeping	Supervision of housekeeping works
9.		Cleaner/Janitor - buildings	Cleaning of Floors, Walls, Windows, Lift, Offices cleaning, Washrooms and Staircases. Cleaning of Corridors, Lift, Lounge for facilities in campus
10.		Cleaner/Janitor Helper - buildings	Cleaning of Floors, Walls, Windows, Lift, Offices cleaning, Washrooms and Staircases. Cleaning of Corridors Lift, Lounge for facilities in campus
11.		Cleaner/Janitor - buildings	Sanitization of buildings in campus as per COVID-19 norms
12.		Cleaner/Janitor - External area & Roads	External Cleaning & upkeep of roads & Cleaning of Parking areas
13.		Cleaner/Janitor - External area & Roads	External Cleaning & upkeep of roads & Cleaning of Parking areas
14.			Supervisor gardening
15.	Horticulture	Mali/Gardner for landscaping, Cleaning & upkeep of: a) sport complex area (running track, football pitch, viewing gallery) b) Landscape area/Lawns	<ul style="list-style-type: none"> • Lawn movers' usage on different grass, Plantation such as (saplings, grass, etc.) • Brush cutter usage • Weed, leaf cleaning • Watering plants according to their needs • Green housework • Nursery work • Plants and bushes trimming etc.

16.		Helper for landscaping, Cleaning & upkeep of: a) sport complex area (running track, football pitch, viewing gallery) b) Landscape area/Lawns	<ul style="list-style-type: none"> • Lawn movers' usage on different grass, Plantation such as (saplings, grass, etc.) • Brush cutter usage • Weed, leaf cleaning • Watering plants according to their needs • Green housework • Nursery work • Plants and bushes trimming etc.
17.		Supporting Staff/ward boy/ attendant	The support staff/ attendant shall cover the below mentioned services. <ul style="list-style-type: none"> • Facilitate the registration of patients. □ • Prepare & maintain the stock & inventories records. • co-ordinate to get treatment in empaneled hospitals, • Co-ordinate in ambulance services, • Handle medical booklets, • Distribute the medical reports and upkeep of records thereof, and

Tentative list of manpower to be provided by FMC contractor is listed below.

**(HKRN Wage rates shall be applicable for the high skilled, semi-skilled and skilled positions).
 The salary for 2 Nos. of professionals shall be paid as per the quoted & justified rates only.**

Sl. No.	Type	Description	Category	Total Nos.
1.	Management	Facility Manager	Professional	1
2.		Pantry boy	Semi- skilled	9
3.	Housekeeping	Supervisor- Housekeeping	Skilled	1
4.		Cleaner/Janitor - buildings	Skilled	
5.		Cleaner/Janitor helper - buildings	Semi- skilled	
6.		Cleaner/Janitor for – buildings sanitation	Skilled	

				45
7.		Cleaner/Janitor - External area & Roads	skilled	
8.		Cleaner/Janitor helper - External area & Roads	Semi- skilled	
9.	Horticulture	Supervisor gardening	Skilled	1
10.		Mali/Gardner for landscaping, Cleaning & upkeep	Skilled	20
11.		Mali/Gardner/Helper for landscaping, Cleaning & upkeep of:	Semi- Skilled	
		a) activity center, sports area, auditorium		
		b) Landscape area/Lawns		
Total Manpower for Entire Campus				80

Note:

1) The above list is only a tentative list of requirement. Actual Manpower deployment shall be on ground looking into the readiness and startup of services at the campus. The numbers may increase or decrease accordingly

9 RESPONSIBILITIES OF IIM ROHTAK

- 2) The cost for consumables for housekeeping & guest house will be reimbursed by IIM ROHTAK based on approved rates, monthly vouchers, payment receipt/bills, gate pass and as approved by IIM Rohtak Administration-in-charge to FMC (This does not include equipment deployed or hired by FMC for FMS services)
- 3) The cost for any internal/external finishes item to be replaced due to the damage caused (except the damage caused during the delivery of services by FMC or the manpower deployed by FMC, due to their negligence) will be reimbursed by IIM ROHTAK based on monthly vouchers, payment receipt/bills, gate pass and as approved by IIM Rohtak Administration-in-charge. The rates for all these internal/external finishes replacement items shall be paid on actuals with documentary proof or as per approved rates.
- 4) The waste management plan shall be provided by IIM ROHTAK to the FMC, after the on-boarding for taking required actions for entire waste management of the campus.
- 5) The method and procedure for procurement & approval of rates for spares, fitting and fixtures & internal/external finishes item required for repair & maintenance works shall be as finalized by IIM ROHTAK or IIM ROHTAK will tie up with major retail consumable suppliers like Big Bazar, Reliance mart or any other agencies etc. from which FMC shall have to procure these consumables. The methodology shall be conveyed to the FMC after on- boarding.

10. OTHER TERMS AND CONDITIONS

1. Medical Examination: The Service provider shall get his employees medically examined once in 6 (Six) Months and submit fitness certificate to the officer-in-charge appointed by IIM ROHTAK. In case FMS service provider wants to have medical check-ups by IIM ROHTAK doctor then the expenditure incurred for the same will be deducted from monthly bill. Documentary proof of Medical Examination will be always maintained by the contractor.
2. Police Verification: The Service provider will require submitting of medical report, police verification and character certificate of the newly deployed employees within 10 days of their joining. The contractor shall ensure that its employees and persons in control of its affairs are not in breach of any applicable laws and regulations. Further the contractor shall not knowingly employ any person with a Criminal Record or Conviction. If at any stage it is found that the contractor has employed any such person under this contract, he / she shall be removed from the services by the contractor and further action taken as deemed fit.
3. The contractor shall furnish list of his/her employees to be deployed along with qualifications, experience, address, photos, etc. to security of IIM ROHTAK also. The identity of such personnel will be checked daily by the IIM ROHTAK Security at gate while entering and leaving.

4. Litigation: The contractor shall warrant and confirm that there is no litigation of proceeding or dispute pending or threatened against it or any contractor affiliate which may affect its ability to provide the services in accordance with the term of this contract and / or have an adverse impact on the service or quality and integrity thereof, in any manner.
5. If the conduct or efficiency of any contractor's staff is found unacceptable, unsuitable, the officer in charge / owner may ask the Contractor to replace and substitute the staff. The contractor will keep officer in charge informed in writing of such substitution or change. The Contractor shall suitably brief the new persons to handle the operations.
6. The Gate Passes issued to the Contractor's workers, staff shall not ordinarily exceed the number of days approved, communicated by the owner from time to time except to meet emergent casual or temporary requirements on permission of Officer-in Charge.
7. The Contractor's workers, staff shall not indulge in entertaining their guests and outsiders in the IIM ROHTAK premises and shall not normally move out of their specified area of operation.
8. The Service provider will not sub-let the contract for these services to any other Service provider or individual(s).
9. Contractor shall comply with all the provisions of the Acts, Laws or other statutory rules, regulations, by-laws, as applicable or which might become applicable at main campus of IIM Rohtak, but not limited to the following laws/act:
 - a. The Payment of wages Act 1936 (4 of 1936)
 - b. The Minimum Wages Act, 1948 (11 of 1948)
 - c. The Employees Provident Fund and Misc. Provisions Act, 1952 (19 of 1952)
 - d. The payment of Bonus Act, 1965 (21 of 1965)
 - e. The Contract Labour (Regulations and Abolition) Act 1970 (37 of 1970), 1971
 - f. The Payment of Gratuity Act 1972 (39 of 1972)
 - g. The Equal Remuneration Act 1976 (25 of 1976)
 - h. The Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act 1979 (30 of 1979).
 - i. Work man compensation Act
 - j. Contract Labour (Regulation & Abolitions) Central Rules 1971
 - k. Any other Act/Rule Statute enacted by Govt. of India or Govt. of Haryana related to contract labour.

An affidavit on non-judicial stamp paper of worth Rs. 100/- to be submitted at the time of executing agreement.

10. Licenses: The contractor must have Labour license
11. The Contractor shall indemnify the principal employer (IIM ROHTAK) against risks and damages arising out of the default on the part of Contractor due to negligence or noncompliance of any of the aforesaid rules, regulations etc. laid down by the Government and other statutory authorities from time to time. The Contractor shall be responsible and liable for all the claims of his employees.
12. Biodata with passport size photograph in respect to all personnel detailed for duty will be submitted to the IIM Rohtak within 15 days of receipt of intimation. Once the biodata is submitted, any personnel inducted on duty will not be changed, up to a minimum period of 6 months.
13. The following minimum documents will be maintained and submitted by the Service provider at the end of every month:
Complaint register at each building / Facility
Daily Attendance Register at a single point
Incident/Accident report
Documents related to and covered by Labour Department to be displayed and authenticated by Local Labour Officer like Employment Register, Wages Register, Bonus Register, Overtime Register etc.
Instruction book to be filled by IIM ROHTAK staff/officers.
Any other registers.
14. HKRN Wage rates will be applicable for manpower deployment in different categories: Highly skilled, Skilled & Semi-skilled. Escalation of minimum wages will be applicable as per the Govt. labour rules during the contract period. The contractor shall produce proof of actual payment, such as wage sheet, PF challan, ESI challan along with the monthly bill. Contractor should pay all the wages to the workmen through on line transfer or by cheque only.
15. The contractor shall not use the IIM – ROHTAK’s address on his letterhead/stationery for purposes of Registration with any Government/Local Body or any other organization or person and no tenancy shall be created by the presence of his workmen/employee on IIM ROHTAK’s premises.
16. The workmen/employees engaged by the Contractor shall not have any right/claim for employment in IIM ROHTAK at any stage. It is clearly understood that the contractor’s

employees shall not have any employee-employer or master-servant relationship with IIM ROHTAK.

17. The Contractor, notwithstanding anything to the contrary in the contract documents expressed or implied, shall be and remain at all times exclusively responsible to provide within the scope of work all facilities, materials, manpower, consumables and tools that are needed and necessary for performance of the work to ensure smooth running and functioning of all the activities under the scope of work of this contract in fulfilment of contractual obligations by the contractor. For carry out the work the contractor shall provide the best quality of materials as specified in the Tender and approved by owner. The entire cost of all facilities, materials, manpower, consumables and tools etc. shall be borne by the contractor.
18. Contractor should have office in Rohtak for all coordination and other purposes, if not having before award of the contract.

11 SAFETY AND SECURITY

1. The Service provider shall comply with all safety regulations applicable, access arrangements and operations on the Facility to carry out its function smoothly. The Service provider shall be responsible to take all precautions to ensure safety of the staff, labourers and public.
2. The contractor shall ensure that standard and specific physical security procedures are always complied.
3. The FMC shall incorporate in his operation the requirements of all the "Safety Codes" issued by the Bureau of Indian Standards, National Building Code, ISO, OHSAS. Further FMC shall be ISO: 45001:2018, OHSAS 18001:2007 certified.
4. The FMC shall provide safe means of access to all working places on the Site. All necessary personal safety equipment shall be kept available for the use of the persons employed on the Site maintained in a condition for immediate use. The FMC shall take adequate steps to ensure proper use of equipment by those concerned.
5. The contractor shall not do or omit to do, anything which is prejudicial to the interests of IIM ROHTAK in any manner or which would adversely impact the interests of IIM ROHTAK.
6. In the event of an accident the Service provider shall, by most expeditious means, inform the concerned Civil and Police Authorities, and also IIM ROHTAK. The Service provider's responsibilities shall in no way be diminished by informing the above officials and it shall take expeditious action for the medical and legal aspects notwithstanding any delay on the part of these officials to give any instructions. The Service provider shall preserve the area of such accident intact, until completion of all legal formalities.
7. The Service provider shall, in the event of any accident, incur any expenditure or take any other action as necessary (in accordance with the labour rules).

8. Any casualty or damage or injury caused to the property or person by any untoward incidents while executing this contract will be at the contractor's risk & cost.

12 WORKING TIME

1. The contractor shall have to carry out major part of the cleaning and related works before opening of the Office i.e. 0900 hours and further continue to give services till 1830 hours during all days i.e. Monday to Saturday and 0900 hours to 1700 hours on Sunday/Holiday. However, working during other time period of the days shall be done, if required, by the contractor for discharge of his obligations under the contract.
2. Due supervision of works at various service points is to be ensured by the contractor from 08.00 hours to 18.30 hours as directed by Admin officer. Supervisor shall be equipped with cell phone facility for effective coordination.
3. For daily, weekly, fortnightly and monthly hygiene services (Including specific mechanized cleaning and polishing etc. wherever required) of floors on weekdays/Saturdays (in general but not limited to) job is estimated to be nearing double the job of daily services and accordingly workforce must be suitably allocated to the specified locations.

TERMS AND CONDITIONS OF PAYMENT:

- i. **PAYMENT TERMS:** Payment shall be made on the schedule of Rates and General Conditions of Contract, on **Monthly basis**.

The payment for manpower will be done based on the actual deployment of manpower done at IIM ROHTAK site. The manpower list given is only an indicative list of requirements. However, the exact manpower shall be as per the actual requirement and shall be informed after on-boarding of contract.

The payment for the cost of all consumables / durables for housekeeping and maintenance, chemicals shall be reimbursed by IIM ROHTAK on production of Bills, payment details, challans, Gate pass etc.

- ii. **WAGE PAYMENT:** The contractor shall pay the wages to the contract labour as per the Minimum Wages Act of state Govt. of Haryana and shall abide by all amendments/revisions in wages in minimum wages from time to time. All other benefits / additional emolument to be paid by the contractor to the deployed staff as per the statutory norms in vogue from time to time.

- iii. WEEKLY OFFS/PAID HOLIDAYS:** For every workman deployed in our premises, the contractor will give one day's weekly off for every six continuous working days. The contractor will give a minimum of 3 (three) nos. of paid holidays (Republic Day (26th January), Independence Day (15th August) and Gandhi Jayanti (2nd October) in a year to all their workmen deployed in our premises during the contractual period and any other holidays/leave as per statutory requirements without affecting the FMS works. For this purpose, the party must provide alternate arrangements during the absence of any workmen.
- iv. PROVIDENT FUND:** The contractor shall strictly comply with the provision of Employees Provident Funds Act. The contractor shall deposit Employees and Employer Contributions in the designated account with the designated authority every month. The contractor shall furnish along with each running bill, the challan/receipt for the payment of provident fund made to RPFC for the preceding month (s).
- v. ESI:** The contractor shall strictly comply with the provision of Employees State Insurance Act. The contractor shall deposit Employees and Employer Contributions in the designated account with the designated authority every month. The contractor shall furnish along with each running bill, the challan/receipt for the payment towards ESI for the preceding month (s).

The bidder has to arrange for health insurance for each individual staff for the value of Rs. 5.00 lakhs. Health Insurance is to be arranged for the staff who don't avail the facility of ESI. But as and when the minimum wages rise, staff reach the monthly salary of Rs. 21,000/-, the health insurance is to be arranged for all the employees as ESI facility will not be provided to them

- vi. OTHER INSURANCES:** Contractor shall ensure to take all other insurances as per Contract Labour Act and other insurances from time to time as per Govt. rules and regulations.
- vii. MODE OF PAYMENT OF WAGES:** The monthly wages to the workers deployed shall be paid by the contractor through online "A/C payee", Net Banking or Cheque payment positively on or before **7th of every Month**.

The Contractor shall submit the monthly bills in duplicate, duly supported with remittance of PF/ESI deductions and documentary proof of having disbursed the salary, Bank Statement, Attendance register, etc., for preceding month, latest by 7th of the following month, to the officer-in-charge.

In case, the Contractor fails to deploy the FMS Staff, at any point, the necessary recovery shall be made from Claims of contractor.

Documents to be submitted along with the Monthly Bill:

- Details of salary paid to the staff and proof of payment in respect of the previous month. Salary slip to be attached.
- Acknowledgement from the individual employees for having received the salary.
- Copy of ESI and EPF deposit receipts. Copy of EPF and ESI contribution remittance challan along with ECR statement containing the names of the workers and their contributions tallying with the remittance challan. The confirmation slip issued by the EPF Office for having received the EPF contributions from the bidder should also be submitted. In case the bidder fails to submit the proof of challan / statement, the bill will be withheld till submission of required document and the Institute will not be responsible for such delays.
- Copy of uploaded EPF e-passbook of each worker to be furnished on quarterly basis along with monthly bills of January / April / July / October. The bidder should register the EPF account numbers of the workers with the EPF office before the end of the first month of the contract and ensure that provision for the workers themselves to download the e-passbooks, if needed, is enabled.
- Annual Returns to DCLC (C) Engagement of Contract Labour.
- Duly signed statement containing details of the salary deposited in the SB A/c of the workers, showing monthly wages paid to the workers with details of name, SB A/c number, EPF/ESI account number, gross salary, deductions and net salary deposited to the individual's saving accounts along with the monthly invoices. The respective officer in-charge will verify the same in addition to the ECR documents, detailed statement etc. related to the deposit of the EPF and ESI deductions.
- The bidder shall submit the pre-receipted duly stamped printed bills in prescribed format for reimbursement of wages paid to the workers deployed under the contract in duplicate.
- Proof towards the remittance of the professional tax deducted (wherever applicable)
- Proof of Service Tax deposited, if any.

Release of payment towards monthly bill of the contractor shall be made only after submission and confirmation of the above documents in token of having complied with the Minimum Wages/Statutory Compliance enforced from time to time.

Income Tax deduction will be made from "monthly" bills of the Contractor as per rules and regulations in force under the Income Tax Act. Payments will be made directly to the contractor bank account by e-payment or through Cheque (A/C Payee) only.

GST shall be paid **EXTRA** as per the applicable rate on proof of documentary evidences. The existing rate of GST for FMS services is @18%.

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.

Part-V TERMS AND CONDITIONS

1. The contract shall tentatively commence from 01.06.2023 and shall continue till 31.05.2024 unless, it is curtailed or terminated by IIM Rohtak owing to deficiency of service, sub-standard quality of services rendered, breach of contract, etc. Non-compliance with any relevant labour laws, or change in requirements of IIM Rohtak or for any other reasons as stipulated in the contract to be entered into with successful bidder.
2. The contract shall automatically expire on 31.05.2024, unless extended further by the mutual consent of contracting agency and IIM Rohtak.
3. The contract may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the successful service provider and IIM Rohtak.
4. The contracting Service provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this contract to any other agency without the prior written consent of IIM Rohtak.
5. IIM Rohtak reserves right to terminate the contract during initial period also after giving a one month's notice to the selected Service Provider.
7. The Facility Management service providing agency shall not employ any person below the age of 18 yrs. and above the age of 45 years. Employment of child labour will lead to the termination of the contract. The person deployed by the service providing agency must have the experience of five or more years in the relevant work/field/task.
8. The personnel deployed shall be the employees of the contracting agency at all times and all statutory liabilities will be paid by the contractor such as ESI, PF, Workmen's Compensation Act, etc. The persons deployed by the agency should be properly trained, have requisite experience and having the skills for carrying out a wide variety of Facility Management services using appropriate materials and tools/equipment.
9. The agency shall engage only such personnel, whose antecedents and health have been thoroughly verified, including character and police verification and other formalities. The agency shall be fully responsible for the conduct of his staff.

10. The agency at all times should indemnify IIM Rohtak against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum wages Act 1948, Employer's Liability Act 1938, Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefit Act, 1961 or any modification thereof or any other law relating thereof and rules made hereunder from time to time in this regard. Payment of minimum wages, notified by the appropriate government, shall be ensured all the time.
11. Place of Duty, Working Hours and Punctuality:
 - a. There will be eight hours of working generally from 0730 hrs. to 1600 hrs., which includes lunch time of half an hour duration. The timings are changeable and shall be fixed by IIM Rohtak from time to time depending upon the requirements. Prolong duty hours (more than 8 hrs. at a stretch) shall not be allowed.
 - b. The personnel will have to report to the office at least 15 minutes in advance of the commencement of working time. Only bio-metric attendances shall be considered by the Institute for payment of bills submitted in respect of personnel deployed for Facility Management Services.
12. Adequate supervision will be provided to ensure correct performance of the said Facility Management Services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the agency deployed, the supervisory staff will move in their areas of responsibility
13. The staff engaged by the agency shall be dressed in neat and clean uniform (including proper name badges), failing which invites compensation of Rs. 500/- on each occasions and habitual offenders in this regard shall not be allowed to be deployed.
14. The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the Employees/Staff/Patients/Visitors/Attendants and should project an image of utmost discipline. The agency shall have right to have any person moved in case of staff complaints or as decided by Administration of IIM Rohtak if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.
15. Compensation
In case any of agency's deployed under the contract is (are) absent, compensation equal to double the wages of number of person(s)/supervisors absent on that particular day shall be payable to IIM Rohtak and the same shall be deducted from the agency's bills.

- a. 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 IIM Rohtak
 - b. In case any public complaint is received attributable to misconduct/misbehavior of agency's deployed staff, a penalty of Rs. 500/- for each such incident shall be levied and the same shall be deducted from the agency's bill. Further the agency shall forthwith take steps for replacement of such staff.
16. The contractor shall bear all the expenses incurred on the following 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.
 17. The agency will provide a list of all personnel so deployed with permanent and present address along with their latest photographs to the Administration Department of IIM Rohtak along with Police Verification Report.
 18. It shall be the responsibility of the agency to issue the employment card/photo/identity card to the workers and maintain the muster roll, the wage register and other registers as provided in the Contract Labour (Regulation & Abolition) Act. Agency has to ensure that all its employees deployed in IIM ROHTAK invariably wear ID card during office hours.
 19. 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.
 20. IIM Rohtak 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.
 21. The agency shall be responsible for any damages done to the property of the Authority by the personnel so deployed. IIM Rohtak will be free to recover it from the PBG deposit given by the agency or from any other dues or recover as per law.

22. The agency's personnel working in the Authority should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Authority. The agency shall be responsible for any act of indiscipline on the part of persons deployed by him.
23. The staff deployed by agency in IIM Rohtak shall not claim any benefit, compensation, absorption or regularization of their services in IIM Rohtak either under the provision of Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970. The agency shall have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the agency and shall submit the said undertaking to IIM Rohtak. In the event of any litigation on the status of the deployed persons, IIM ROHTAK shall not be a necessary party to such proceedings, however, in any event, either the deployed persons or to the order of the Court, IIM Rohtak is made a party to such dispute, the agency shall take all steps to protect the interest of IIM ROHTAK and the agency shall reimburse the expenditure that would have been borne by IIM ROHTAK to defend itself, if so required.
24. The agency shall ensure that the person deployed are disciplined and shall enforce in prohibition of consumption of alcoholic drinks, paan, gutkha, smoking, loitering, use of mobile phones for entertainment purpose and shall not engage in gambling, satta or any immoral act including consumption of any other intoxicated item.
25. The agency shall be solely responsible for making payment without fail directly to the deployed Facility Management staff by 7th of each month.
26. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by IIM Rohtak from the agency.
27. The personnel deployed by the agency for Facility Management Services shall work under overall supervision & direction of the agency and shall be guided by the Administrative Officer/Administration Department to the extent required.
28. The agency will properly maintain muster roll of the person employed/engaged in connection with the work at the premises of IIM Rohtak.

29. The agency shall raise the bill, in triplicate, along with attendance sheet duly verified for actual manned/personnel deployed by the agency and submit the same to IIM Rohtak by 3rd of the succeeding month.
30. 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 IIM Rohtak to the agency due to contingencies, payment of wages to the deployed personnel by agency should not be linked with receiving of payment from IIM Rohtak and shall be independent of the same.
31. Payment to such workers must be made by the agency through e-transfer only. To ensure this, agency will get a bank account opened for every engaged manpower in ICICI Bank, IIM Rohtak Campus branch, if the individual does not have an existing account.
32. The agency will ensure that workers engaged by him must receive their entitled wages on time. In view of this, the following procedure will be adopted:
 - a. In order to ensure that such workers get their entitled wages by 7th of the following month, the following schedule will be adhered to:
 - i. Monthly bill cycle will be from 1st day of the previous month to last day of the month.
 - ii. Monthly bill as per above cycle, will be submitted by the agency in first week of following month.
 - iii. The agency must ensure that entitled wages of the workers are credited to their bank account on the 7th of the following month; agency will not be given any relaxation in this matter.
 - b. While submitting the bill for the next month, the services provider must file a certificate certifying the following:
 - i. Wages of workers were credited to their bank accounts on (date).
 - ii. ESI Contribution relating to workers amounting to Rs.was deposited on _(date) (Copy of the challan enclosed).
 - iii) EPF contribution relating to workers amounting to Rs. _____ was deposited on _(date) (Copy of the challan enclosed).
 - iv) He is complying with all statutory labour Laws including Minimum Wages Act 1948.
 - c. The agency should submit the bill in accordance with the above time schedule.

33. The entire financial liability in respect of Facility Management services deployed in IIM Rohtak shall be that of the agency and IIM Rohtak will in no way be liable for the same.

34. For all intents and purposes, the agency shall be the “Employer” within the meaning of different labour Legislations in respect of personnel deployed by it. There shall be no claim by such deployed persons of any employment in IIM Rohtak. The persons deployed by the agency in IIM Rohtak shall be the employees of agency at all times and not have any stake or claims like employer and employee relationship against IIM Rohtak.

35. The agency shall be solely responsible for the redressal of grievances if any of its staff deployed in IIM ROHTAK. IIM Rohtak shall, in no way, be responsible for settlement of such issues whatsoever.

36. IIM Rohtak shall not be responsible for any financial loss or any liabilities arising out of accident or death to any of the staff deployed by agency in the course of their performing the functions/duties or for payment towards any compensation.

37. Adequate supervision will be provided to ensure correct & effective performance of the Facility Management services in accordance with the prevailing assignment and instructions agreed upon between the two parties.

38. The agency’s personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/organizational matters as all are of confidential/secret nature.

39. The agency will be responsible for compliance of all statutory provisions including Minimum Wages, Provident Fund, and Employees State Insurance, contract labour and any other applicable law in respect of the persons deployed by them in IIM Rohtak. IIM Rohtak shall have no liability in this regard. Payment of the bill will be made only after successful submission of statutory payment receipts.

40. The agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to IIM Rohtak to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter.

41. The agency shall maintain all statutory registers under the Law and submit periodical returns and statements. The Service Provider shall produce the same, on demand, to the concerned authorities and to IIM Rohtak or any other authority under Law.

42. The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act/ Rules, as amended from time to time and a certificate to this effect shall be provided to the agency by IIM Rohtak.

43. In case, the service provider fails to comply with any statutory /taxation liability under appropriate law, and as a result thereof IIM Rohtak is put to any loss / obligation, monetary or otherwise, IIM Rohtak will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.

44. The agency shall submit proof of deposit of PF/ESI and of other statutory dues, payable by it in respect of its staff, deployed in IIM Rohtak, which shall be a condition precedent for payment of its bills.

45. In case of breach of any terms and conditions as specified in the contract and signed between the parties, the Performance Security Deposit of the Man Power Service Providers will be liable to be forfeited by IIM Rohtak besides, annulment of the contract and other legal resource.

46. The successful bidder who is awarded the contract by IIM ROHTAK will retain all the documentary proof/papers deposited with the respective statutory bodies/Government departments, i.e., Employees State Insurance, Provident Fund and Service Tax. All such documents/papers will be necessarily submitted within seven days by the Man Power Service Provider as and when they are requisitioned by IIM Rohtak, failing which a penalty of Rs. 100/- per day shall be deducted from the monthly bill of the agency.

47. IIM Rohtak reserves the right to withdraw / relax any of the terms and conditions mentioned above so as to overcome the problem encountered at a later stage for the smooth and timely provision of services.

48. Any delay or forbearance on the part of IIM Rohtak or any waiver of its rights or condonation of any acts, on the part of IIM Rohtak shall not be construed as a waiver of the obligations of the agency and it shall continue to be liable for all such acts or defaults.

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Part-VI

BIDDER DETAILS FORM

1. Tender for Providing Manpower for Facility Management Services to IIM ROHTAK

Sl. No	Description	Information
1	Name of Tendering Facility Management Service Provider	
2	Date of Incorporation of Company (Attach ROC Registration certificate/, Registered Partnership Deed);	
3	Details of Earnest Money Deposit	EMD (Earnest Money Deposit) - Refundable Bidders are required to submit an "EMD of Rs. 5,00,000/- (Rupees Five Lakhs Only). It should be submitted online (IMPS/ NEFT /RTGS) to Account No. 252201000421, Bank-ICICI Bank, IIM Rohtak Branch, IFSC- ICIC0007244, in favor of "Indian Institute of Management Rohtak".
4	Name of Director/ Partner along with mobile number and email ID.	1. 2.
5.	Name and Mobile No. of Authorized Signatory	
6	Full Address of Registered Office: Telephone No. : FAX No. : E-Mail Address :	

7	Full address of Operating Branch/Office : Telephone No. : FAX No. : E-Mail Address :	
8	Banker of the Manpower Service Provider (Attach certified copy of statement of A/c for the last Three years)	
9	PAN No./GIR No. : Attach attested copy)	
10	Service Tax Registration No. (in respect of Manpower providing for Facility Management Services) (Attach attested copy)	
11	Employee Provident Fund Registration No	
12	Employee State Insurance Registration No.: (Attach attested copy)	

2. Exclusive Income from Man Power Services of the tendering Facility Management Service Provider for the three financial years mentioned below duly certified by a Chartered Accountant (Attach separate sheet if space provided is insufficient)

Financial Year	Amount (Rs.)	Remarks, if any
2019-20		
2020-21		
2021-22		

3. Give details of the major similar contracts handled by the tendering agency as Facility Management Service Provider during the last three years (i.e. 2019-20, 2020-21 and 2021-22) in the following format (if the space provided is insufficient, a separate sheet may be attached):

Sl. No.	Name of the Client, Address, telephone No.	Facility Management services provided		Amount of Contract (Rs.)	Duration of Contract	
		Type of Manpower provided	No.		From	To

4. Submit Experience Certificate from at least three clients, to whom services have been provided by tendering Facility Management service provider in the past. The certificate should preferably be from Govt./PSU clients or reputed companies and the same should be submitted in original or the copy of it, should be self-attested.

5. Additional information, if any. (Attach separate sheet, if required)

Signature of authorized person

Date:

Name:

Place:

Seal:

Part - VII
PRICE BID FORMAT

(Date)

Chief Administrative Officer
Indian Institute of Management Rohtak
Sunaria, Rohtak-124010 (Haryana)

Dear Sir/Madam,

Ref: Tender for Selection of Facility Management Services Provider for IIM ROHTAK

Having examined the Tender documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the Tender for Selection of Facility Management Services Provider.

To meet such requirements and to provide services as set out in the tender document, we attach hereto our response as required by the tender document, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the terms and conditions put forward in the tender and the agreement to be entered with IIM Rohtak. If our proposal is accepted, we will submit a Performance Bank Guarantee issued by a scheduled commercial bank in India as acceptable to IIM Rohtak.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document as also in the contract to be signed with IIM Rohtak for provision of Facility Management services.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to IIM Rohtak are true, accurate and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead IIM Rohtak as to any material fact." We understand that if at any point of time it is noticed/discovered by IIM Rohtak that as information given by us is false or incorrect or misleading IIM Rohtak shall have the right to take such necessary action as it may deem fit including cancellation of contract.

It is hereby confirmed that I/we are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2023

(Signature) (In the capacity of)

Duly authorized to sign the bid response for and behalf of:

(Name and Address of Company)

(Seal/Stamp of bidder) Witness Signature:

Witness Name: Witness Address:

PRICE BID:

Sl. No	Designation	Rate per person per Day	Rate per Person per Month	PF	ESI	Total
1	Housekeeping Staff (Male/Female)					
2	Office/Pantry Boy					
3	Girls' Hostel Attendant/warden (Female)					
4	Gardener/Mali					
5	Housekeeping/ Horticulture Supervisor					
6	Tractor Driver					
					Total	Rs.
		Service Charges @ _____%				Rs.
		Grand Total				Rs.
		GST @ ____%				Rs.
		Total Payable				Rs.

Rates quoted should be equal to or more than the minimum wages prescribed under Nigam Wage Rates, Haryana Government. If, the rates of any post quoted are less than the minimum wages as prescribed by Haryana Kaushal Rozgar Nigam(HKRN), Haryana Government, the bid will be liable to be rejected.

If any of the statutory liability is not included above, the bid will be rejected.

Signature of authorized person

Date:

Full Name:

Place:

Seal:

Notes:

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1. The rates quoted by the tendering agency should be inclusive of all statutory/taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of number of working days for which services has been performed by each deployed Staff, on the basis of Attendance duly verified by Administration Department at IIM Rohtak.

PERSON BID:

Sl. No	Designation	No. of Persons required
1	Housekeeping Staff (Male/Female)	
2	Office/Pantry Boy	
3	Female Hostel Attendant/warden	
4	Gardener/Mali	
5	Housekeeping/Horticulture Supervisor	
6	Tractor Driver	
7	Any other category, if required	

Bidder is required to furnish the details of required manpower to be deployed to execute the work/tasks mentioned in the tender document as per evaluation of the bidder.

Signature of authorized person

Date:

Full Name:

Place:

Seal:

Notes: Each manpower shall be deployed on the basis of justification submitted by the vendor and after duly verified by Administration Department at IIM Rohtak.

Part-VIII

SELF-DECLARATION – NO BLACKLISTING

(Date)

**Chief Administrative Officer
Indian Institute of Management Rohtak
Sunaria, Rohtak-124010 (Haryana)**

Dear Sir/Madam,

In response to the Tender Document for Selection of Facility Management Services Provider for IIM Rohtak, I/ We hereby declare that presently our company/firm ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm _____ is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant labour laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our Performance Security Deposit may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be barred from bidding in future against any other tender.

Thanking you,

Place:

Signature_____

Date:

Name_____

Seal of the Organization

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Part IX

(To be given on original letter head of the company/firm by the legal owner/authorized signatory of the company/firm)

PLEDGE OF COMPLIANCE

To,

**Chief Administrative Officer
Indian Institute of Management Rohtak
Sunaria, Rohtak-124010 (Haryana)**

Dear Sir/Madam,

I,.....
.....full name, designation....., acting on behalf of M/s....., Company/Agency name & registered Office's full address....., which is an applicant for "Tender for providing for providing Facility Management Services at IIM Rohtak Campus, Sunaria, Rohtak" vide Tender no IIM-R/Admin./OTE/2023-24/01 dated 10.04.2023, hereby undertake that I/We have no criminal antecedents, never declared bankrupt, never black listed by any Govt./PSU/Autonomous Dept./agency/body and we shall abide by all terms and conditions mentioned in this tender document and subsequently issued work order/Agreement against the said tender enquiry. In the event of any breach of terms and conditions of this tender and subsequently issued work order/agreement against the said tender enquiry during the entire period of contract, we shall take the full responsibilities of any loss incurred by my agency/company employees/representatives by their negligence to IIM Rohtak including financial, time and reputation as assessed by competent authority of IIM Rohtak and my company/agency will fully compensate to IIM Rohtak for all such losses without ensuing any legal process.

Company's official seal.....

Place:.....

Date...

Signature:

Full Name:.....

Address:

.....

Pin.....

Contact Nos.....

E-mail ID.....

Part-XCHECK LIST FOR TENDER DOCUMENTS SUBMISSION/UPLOADING

Sl. No.	Description	Attached/Uploaded YES / NO	Name of the Document Attached/Uploaded
1.	Tenderer should have minimum seven years' experience in doing similar nature of work i.e., providing Facility Management Services to Educational Institutions of National Repute		
2.	Agency/Bidder having Contract Labour (Abolition and Regulation) Act, 1970 for last three years for Haryana State		
3.	Similar work of value equal to Rs. 2.00 crore(s) or more from any Public Sector Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment / Critically Sensitive Establishments.		
4.	Must have achieved minimum annual turnover of Rs. 2.5 crores during latest three completed financial years and should be profit making entity.		
5.	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).		
6.	Valid License from any State Govt for PEST control services issued before the 10 April, 2023		
7.	Experience of the Bidder in Facility Management Services to IIMs for three years or more		
8.	Annual Average Turnover of the Bidder during the last three consecutive Financial Years from providing Facility Management Services		
9.	Currently Providing Number of Housekeeper and Gardener/Mali in Public Sector Company/Bank/Central or State Government / Autonomous Institute / Corporate Establishment of repute		
10.	Total Number of manpower including Housekeeper and Gardener/Mali services working on the Pay Roll of Bidder duly supported by EPFO Challan for the months of December-22, January & February 2023.		

Part-XI**Summary of Documents submitted/Attached**

Sl. No.	Description	Page No.	Criteria Fulfilled Yes / No
1.	Tenderer should have minimum seven years' experience in doing similar nature of work i.e., providing Facility Management Services to Educational Institutions of National Repute		
2.	Agency/Bidder having Contract Labour (Abolition and Regulation) Act, 1970 for last three years for Haryana State		
3.	Similar work of value equal to Rs. 2.00 crore(s) or more from any Public Sector Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment / Critically Sensitive Establishments.		
4.	Must have achieved minimum annual turnover of Rs. 2.5 crores during latest three completed financial years and should be profit making entity.		
5.	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).		
6.	Valid License from any State Govt for PEST control services issued before the 10 April, 2023		
7.	Experience of the Bidder in Facility Management Services to IIMs for three years or more		
8.	Annual Average Turnover of the Bidder during the last three consecutive Financial Years from providing Facility Management Services		
9.	Currently Providing Number of Housekeeper and Gardener/Mali in Public Sector Company/Bank/Central or State Government / Autonomous Institute / Corporate Establishment of repute		
10.	Total Number of manpower including Housekeeper and Gardener/Mali services working on the Pay Roll of Bidder duly supported by EPFO Challan for the months of December-22, January & February 2023.		
11	Self-Declaration- No Black Listing on Letter Head & Pledge of Compliance on the Letter Head		