

Request for Proposal

For Cleaning & Housekeeping Service at

Research & Innovation Park

Foundation for Innovation and Technology Transfer

IIT Delhi at Hauz Khas, New Delhi-110016

Tender Notice No. RFP/FITT/HousekeepingServices/R&IPARK/2025/01

Tender documents of Cleaning & Housekeeping Services for Research & Innovation Park can be obtained from FITT Website.

Website: - <https://fitt-iitd.in/>

Tender Notice

SUBJECT: Tender For Providing Cleaning & Housekeeping Services at R&I Park' IIT Delhi

Foundation for Innovation & Technology Transfer' IIT Delhi invites Sealed bids from registered service providers for providing cleaning & house-keeping services at Research & Innovation (R&I) Park' IIT Delhi in an area of 2,10,000 Square feet.

FITT encourages participation from vendors aligned with **social inclusion, environmental sustainability, and disabled-friendly employment.**

The Foundation for Innovation & Technology Transfer intends to engage agency having the capacity and proven track record to provide cleaning and housekeeping works with suitable and uniformed trained manpower through the process of tendering. The FITT and the agency identified thereby should form parties to the contract to be signed between the FITT and the selected agency.

1.	Type of work	Cleaning & Housekeeping work at R&I Park Premises
2.	Date of Announcement Tender	30 th May 25
3.	Pre-Bid meeting & Details	A Bid meeting & related queries will be taken by the designated person and will be held as on 10 th June' 25 at 1600 Hrs. to 1700 Hrs.- Any doubts or queries about the potential bidders will be addressed during the meeting. Venue: R&I Park Secretariat, Research & Innovation Park Indian Institute of Technology Delhi Hauz Khas, New Delhi -110016
4.	Last date and time for submission of Tender	20 th June'2025 up to 1500 Hrs. (The Technical bid and Commercial Bid are to be sealed in separate envelopes super-scribing Technical Bid and Financial Bid respectively & both bids should be placed in separate sealed envelope (main envelope) super-scribed with "Bids for Providing Cleaning & Housekeeping Services at the Research & Innovation Park' IIT Delhi" along with bidder's name, Address, Official Email ID, Contact Number.
5.	EMD Amount	Bidder is required to deposit along with RFP Rs.10,000/- (Rupees ten Thousand only) in the form of demand draft in favor of "Research and innovation park, FITT IIT Delhi" payable at Delhi be submitted along with Technical Bid of the tender while submitting the tender.
6.	Performance Security deposit.	10% of Total Annual Cost of Work (To be submitted on the award of contract)

7.	Address of Submission	R&I Park Secretariat, Research & Innovation Park Indian Institute of Technology Delhi Hauz Khas, New Delhi -110016
8.	Mode of Submission of Tender documents	By hand or through post/courier so as to reach before the due date and time.
9.	Contact Person	Bhupander Kumar Sr. Facility Manager Research & Innovation Park Mob No. 9911954868 Email: bhupanderkumar@fitt-iitd.in

The bidders may visit the office for assessment of the work during working days (Monday to Friday) between 1500 hrs. – 1600 hrs.

FITT shall not be liable for any postal delays whatsoever in receipt of the bid after the stipulated date and time shall not be entertained. Tenders submitted without EMD will be summarily rejected.

Parties interested in pre-bid conference & site-visit may get in touch for invitation at 9911954868 or bhupanderkumar@fitt-iitd.in

GENERAL TERMS AND CONDITIONS

1. Sealed tenders are invited on behalf of the Managing Director, FITT under “Two Bid System”.
2. The bid shall be submitted in two separate sealed envelopes, namely Technical Bid (Annexure 1) and Financial Bid (Annexure 2).
 1. Technical Bid in separate sealed envelope should be super- scribed with “Technical Bid for Cleaning & Housekeeping Services of the Research & Innovation Park’ IIT Delhi”.
 2. Financial Bid in separate sealed envelope should be super-scribed with “Financial Bid for Cleaning & Housekeeping services of Research & Innovation Park’ IIT Delhi”.
 3. **All documents as per checklist and the sealed envelopes for Technical Bid and Financial Bid should be placed in separate sealed envelope (main envelope) super-scribed with “Bids for Providing Cleaning & Housekeeping Services at the Research & Innovation Park’ IIT Delhi” along with bidder’s name, Address, Official Email ID, Contact Number.**
 4. **On-Demand Services: The bidder may provide the cost for the services mentioned below, as they are optional. (It is to be submitted with the financial bid in annexure 2)**
 - Cleaning of underground tanks on the need basis.
 - Pest control treatment on a need basis.
 - Cleaning of window-outside and facade of building on need basis
 5. **EMD to be submitted in a separate envelope along with Technical Bid.**
3. A copy of the complete tender document and amendments, if any duly signed on every page by the

bidder or the authorized representative, shall be enclosed as part of the bid as proof of having read and accepted the terms and conditions of the tender document. The tender shall be type written in indelible ink and shall be signed by the bidder or persons duly authorized to bind the bidder to the contract with the tender inviting authority.

4. The agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other company/firm/agency/contractor without the prior written consent of FITT.
5. The agency will be bound by the details furnished by it to FITT, while submitting the tender or at subsequent stage. In case any of such documents furnished are found to be false at any stage, it would be deemed to be a breach of terms of contract, making the firm liable for legal action besides termination of contract.
6. To accept bid quoting NIL charges/consideration/abnormal charges will be the decision of the FITT.
7. The tender terms once submitted will not be altered in any case. It should not have any scope of ambiguity, cutting or overwriting. In case of overwriting /cutting if any, it must be authenticated with signature & stamp of the bidder. The documentary evidence (other than those regarding supply and past performance) submitted along with the tender shall be produced, duly attested by the bidder, on every page and serially numbered. Any interlineations, erasures or overwriting shall be valid only if they are initiated by the person(s) signing the offer.
8. Financial bids of only those agencies that are technically qualified shall be evaluated.
9. Tenders without earnest money shall be rejected on the spot and will be considered technically unqualified. However, bidders registered with micro and small enterprises (MSES) as defined in MSE procurement policy issued by the department of micro, small and medium enterprises (MSME) are exempted from the submission of earnest money (exemption certificate to be submitted).
10. Canvassing in connection with the tender is strictly prohibited and the tender of anyone resorting to canvassing shall be liable for rejection on that ground alone.
11. It shall be the duty of the contracting agency to pay salary/wages to the staff engaged in the service contract in time, i.e. on and before the 7th of every month through cheque or ECS transfer only, and it should not be linked with the payment of the R&I Park to the bidder. Proof of such payment along with all compliance documents to be provided every month at the time of claiming the charges from R&I Park.
12. The FITT shall not be responsible for any financial loss or other injury to any person deployed by the contracting firm in the course of their performing duties in R&I Park.
13. The agency shall be liable for due observation and implementation for the statutory conditions / requirements of labor laws as applicable to workman, during the contract period and the contracting agency shall issue monthly pay slip indicating the gross wages & deductions made from the gross wages to all the workmen/workwomen provided to the R&I Park.
14. The selected contractor agrees that FITT reserves the right to revise the manpower requirements, including an increase or decrease in the number of deployed personnel, at any point during the validity of the contract. FITT may also require the deployment of additional professionals, as deemed necessary. Such changes shall be implemented based on mutually agreed upon rates and

shall be subject to the same terms and conditions as specified in the contract.

15. Agency must have following valid statutory registrations wherever applicable.
 1. Registration with EPF, registration with ESI.
 2. Registration under Contract Labour (regulation & abolition) act 1970 and rules.
 3. Registration of GST number.
 4. EMD exemption certificate, if exempted.
16. Once the order is placed, it will be the vendors' responsibility to make the project/work order functional. Any additional cost incurred for completing the project/Work order and for which the vendor has not bid at the time of submission of the final offer will be borne by the vendor.
17. No additional charge except Commission of Service Provider, Statutory payments and applicable taxes should be imposed either to the FITT or to the deployed workforce.
18. FITT may or may not amend the terms and conditions of the tender document on the basis of feedback obtained, based on the published tender, with a view to obtaining the maximum number of competitive bids.
19. Minor infirmities in the submission of the documents will be allowed to be rectified so as to ensure the qualification of maximum number of competitive offers to the final round.
20. There will not be any individual communication with respect to general notices, amendments etc. The prospective offers are advised to reach out for queries. Individual communications will only be issued in exceptional cases, at the discretion of the tender inviting authority. Notices/information will also be disseminated through the tender inviting authority's website, and it will be binding on the bidders. The prospective bidders are advised to browse the website of the tender inviting authority on a day-to-day basis till the tender is concluded.
21. Consumables manufactured by the reputed firms and approved by competent authority only, shall be used. Only articles classified as "First quality" by the manufacturer shall be used unless otherwise specified. FITT reserves the right to purchase the Consumable & Chemicals itself.
22. The Service Provider shall issue identity cards, on its own name and trading style, to its personnel deputed for rendering the said services, which at the option of FITT would be subject to verification at any time. Service Provider is also responsible to conduct police verification of the staff time to time basis. The FITT may refuse entry into its premises to any personnel of the Service Provider without wearing such an identity card or being imperfectly dressed.
23. It needs to be clearly understood that FITT shall not be treated as the employer by any person engaged/employed by the Service Provider for any purpose, whatsoever, nor would FITT be liable for any claim(s) whatsoever, of any such person (s).
24. All T&P including ladder's, wire, cleaning machines, chemicals etc. as mentioned and required for the work shall have to be arranged by the contractor. No T&P shall be issued by the FITT and nothing extra shall be paid on this account.
25. In case of any dispute, the arbitrator shall be appointed by the FITT and his decision shall be final as well as binding on both the parties.
26. In the event of the failure of the Service Provider to provide the services or part thereof as agreed, for any reasons whatsoever, FITT shall be entitled to procure services from other sources and the

Service Provider shall be liable to pay forthwith FITT the difference of payments made to such other sources, besides damages at the rate of payment.

27. The selected vendor should provide the electronic challan cum return (ECR) in respect to wages, EPF, EPS etc. For each manpower along with the bill every month.
28. The rate shall include all statutory dues like E.P.F., E.S.I., GST, service charges and employee, Deposit link insurance scheme etc.
29. FITT may ask the documentary evidence in respect of payment of statutory liabilities as and when required to be furnished.
30. The quoted rates of offer quoted through tender will be valid for a period of 90 days.
31. Before the award of contract, all original documents will be checked by the FITT and at that time attested photocopies are required to be furnished.
32. In case, tie is observed in the price bid, the applicant with greater experience since commencement of the entity will be considered for the award of contract, if otherwise eligible.
33. FITT is not bound to accept the lowest offer and reserves the right to cancel any or all the tenders without assigning any reasons thereof.
34. The FITT reserves the right to award the contract in full or part to any tenderer/applicant without assigning any reasons.
35. Tenders incorporating additional conditions are liable to be rejected.
36. Agencies or Organizations who have been rejected earlier by the FITT for unsatisfactory performance at this site, need not apply and if applied will not be acceptable for the FITT.
37. In the event of unsatisfactory services being provided by the Service Provider or repeated defaults in terms of provision of this agreement are caused by the Service Provider, FITT shall be at liberty to unilaterally or pre-maturely terminate agreement and engage another Service Provider for the same purpose. In such eventualities, security deposits of the Service Provider shall be liable to be forfeited, and such other penalties as are reasonable and justified shall be liable to be imposed and will be recovered from his security amount or revoking bank guarantee.
38. Reliever shall be provided by the Service Provider without exceptions.
39. The Agency shall maintain all relevant registers on the premises of the R&I Park which may have to be presented for inspection by the concerned Labor welfare Authorities. The agency shall also put up a noticeboard displaying the minimum wages prescribed by the Government from time to time.

INDEMNIFICATION

1. The Service Provider shall at its own expenses make good any loss or damages suffered by the FITT as a result of the acts of commission or omission, negligently or otherwise of its personnel while providing the said services at any time at the premises of the FITT or otherwise.
2. The Service Provider shall at all times indemnify and keep indemnified the FITT against any claim on account of disability / death of any of its personnel cause while providing the service within/ outside the site or other premises of the FITT which may be made under the workmen's Compensation Act,

1923 or any other acts or any statutory modifications hereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by the working of their personnel or in respect or any claim, damage or compensation under labour laws or other laws or rules made thereunder by any person whether in the employment of the Service Provider or not, who provided or provides the service at the site or any other premises of the FITT shall be as provided herein before.

3. The Service Provider shall at all times, indemnify and keep indemnified the FITT against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its employees or personnel during the hours of providing the services at the FITT's premises or before and after that.
4. That if at any time, during the operation of this agreement or thereafter FITT is made liable in any manner whatsoever by any order, direction or otherwise of any Court authority or tribunal, to pay any amounts whatsoever in respect of or to any of present or ex-personnel of the Service Provider or to any third party in any event not restricted but including as mentioned in sub-clause no. (1), (2) and (3) hereinabove, the Service Provider shall immediately pay to the FITT all such amounts and costs also and in such cases/ events the decision of FITT shall be final and binding upon the Service Provider. The FITT shall be entitled to deduct any such amount as aforesaid, from the security deposit and or from any pending bill of the Service Provider.
5. It shall be Service Provider's responsibility to ensure compliance of all the central and State Government Rules and Regulations with regard to the provisions of the Services under this agreement. The Service Provider indemnifies and shall always keep FITT indemnified against all losses, damages, claims actions taken against FITT by any authority / office in this regard.
6. It shall be the Service Provider's responsibility to protect its employees against accidents or any other mis-happenings etc. Service provider shall indemnify the FITT against any claim for damage or for injury to person or property resulting from and in the course of work as laid under the provision of workmen's compensation act or any other laws.
7. In case any employee of the Service Provider so deployed enters into dispute/ litigation of any nature whatsoever, it shall be the sole responsibility of the Service Provider to contest/ defend the same case, the entire cost on this account shall be borne by the Service Provider himself and it shall ensure that no financial or other legal liability of any nature comes on FITT in this respect.

CONDITIONS & CRITERIA FOR EVALUATION:

1. Financial bids of only those agencies that are technically qualified shall be evaluated.
2. FITT may ask for clarifications if any during the evaluation and the bidders are expected to respond. Lack of response from them will enable the FITT to arrive at its own decision about such bids.
3. Technical Evaluation criteria –

Attributes	Minimum Eligibility Criteria
Experience	Minimum 5 years

Experience with State/Central /PSU/Statutory body for at least 3 years in continuity.	Minimum 3 entities
Turnover	Minimum annual average Turnover - 1 crore in the last three years.
Full-fledged office in Delhi with numbers of manpower on payroll (ECR of PF may be submitted)	Minimum 100 numbers
Preference Given	FITT encourages participation from vendors aligned with social inclusion, environmental sustainability, and disabled-friendly employment. Team Details: - If including physically challenged or disabled/socially deprived/adults with physical, intellectual & psychiatric disabilities. Work done in the direction of environmental sustainability, recycling, upcycling of waste, social cause or towards social responsibility

#Since IIT Delhi is an Inclusive Campus. Bringing Sustainability and awareness towards society is the motive behind. Entities shall be preferred who are engaged in such ecosystem and believe in equality of rights socially & economically for all the sections of society.

4. Eligibility will start only after fulfilling the minimum eligibility criteria in each category.

PERIOD OF CONTRACT:

1. The contract shall initially be awarded for a period of two (2) years from the date of commencement of work. Subject to satisfactory performance by the contractor, the contract may be extended on a yearly basis thereafter, for up to three (3) additional years (i.e., on a 1+1+1 basis) on same terms & conditions, unless it is curtailed or terminated by the FITT owing to deficiency of service, substandard quality of manpower deployed, breach of contract, reduction or cessation of the requirement of work
2. The agency shall deploy its resources immediately after the contract is signed.

BID EVOLUTION

1. Price bids shall be evaluated to determine whether they are complete, whether any computational errors have been made, whether documents have been properly signed and whether bids are generally in order.
2. Prior to detailed evaluation, FITT will determine the substantial responsiveness of each bid to the bid

document. The tender submitted in other than prescribed format shall be rejected by FITT during the evaluation.

3. The procedure adopted for comparison of bids shall be on the total cost of hire of the services, including service charges, excluding GST.

CANCELLATION/ TERMINATION OF CONTRACT:

1. It is not obligatory on the part of the management to accept the lowest offer; management may summarily reject any or all the offers against the tender without assigning any reason to the bidders participating in the tender.
2. If at any point of time during the period of contract, it is observed by the officer in charge that the service rendered by the contracting agency is not to the satisfaction of the R&I Park or any terms of contract are violated, In cases of poor workmanship and non-compliance of tender/agreement, performance counselling would be issued by the engineer-in-charge. The issue of more than 3 counselling letters, FITT reserves the right to terminate the contract with immediate effect without any notice or compensation thereof.
3. The agreement can be terminated by either party giving 1 (one) month's notice in advance. If the service provider fails to give one month's notice in writing for termination of the agreement, one month's wages, etc. and any suitable amount due to the service provider from R&I Park shall be forfeited in favour of the R&I Park.

SETTLEMENT OF DISPUTE

1. All disputes regarding interpretation of the contents of the agreement or its implementation shall be resolved by mutual discussion/reconciliation in good faith by the agency and The Foundation for Innovation & Technology Transfer.
2. This agreement shall be governed by the laws of India for the time being in force and subject to exclusive jurisdiction of courts at Delhi.

Force Majeure:

1. Neither party shall be liable for failure to perform or delay in performing any obligations under this Agreement if such failure or delay is due to any cause beyond its reasonable control, including but not limited to acts of God (including floods, earthquakes, storms, or other natural disasters), war, invasion, act of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, terrorism, or military action, epidemics or pandemics, government orders or restrictions, lockdowns, or quarantines, strikes, lock-outs, or other industrial disputes (not involving the affected party's own employees), fire, explosion, or accident, shortage of materials or power supply disruptions not attributable to the defaulting party.
2. The performance of the affected obligations shall be suspended for the duration of the Force Majeure event. The contract period may be extended accordingly, subject to mutual agreement. If the Force Majeure event continues beyond **60 days**, either party shall have the right to

terminate the Agreement without any liability, by giving **15 days' written notice** to the other party.

COMPOSITION AND ADDRESS OF SERVICE PROVIDER

1. The Service Provider shall furnish to the FITT all the relevant papers regarding its constitutions, names and addresses of the management and other key personnel of the Service Provider and proof of its registration with the concerned Govt. authorities required for running such a business.
2. The Service Provider shall always inform FITT in writing about any change in its address or the names and addresses of its key personnel. Further, the Service Provider shall not change its ownership without prior approval of FITT.

DEBARRING CONDITIONS

1. Employees of FITT, along with their family members, either directly recruited or on deputation are prohibited from participating in this tender.

STATUTORY COMPLIANCES

1. Service Provider shall obtain all registration (s) permission(s) / license(s) etc. which are/ may be required under any labour or other legislation(s) for providing the services under the Agreement.
2. It shall be Service Provider's responsibility to ensure compliance of all the central and State Government Rules and Regulations with regard to the provisions of the Services under this agreement. The Service Provider indemnifies and shall always keep FITT indemnified against all losses, damages, and claims actions taken against FITT by any authority / office in this regard.
3. The Service Provider undertakes to comply with the applicable provisions of all welfare legislation and more particularly with the contract labour (Regulations and Abolition) Act, 1970, if applicable, for carrying out the purpose of this agreement. The Service Provider shall further observe and comply with all Government laws concerning the employment of staff employed by the Service Provider and shall duly pay all sums of money to such staff as may be required to be paid under such laws. It is expressly understood that the Service Provider is fully responsible for ascertaining and understanding the applicability of various acts and take necessary action to comply with the requirements of law.
4. The Agency shall be wholly and exclusively responsible for the payment of wages to the personnel engaged by it, in strict compliance with all applicable statutory obligations under relevant legislation, including but not limited to the Minimum Wages Act (as applicable in the respective State), Employees' Provident Fund Act, Employees' State Insurance Act, and any other applicable labour laws. FITT shall not be liable for any expenditure, claim, or liability arising out of or in

connection with the employment of such personnel by the Agency.

5. Further, whenever there is a revision in the minimum wages as notified by the appropriate Government authority, it shall be the responsibility of the Agency to seek prior approval from FITT for the corresponding wage revision. Such a request must be supported with a copy of the relevant Government notification and a detailed impact analysis. Upon approval, the revised wages shall be implemented by the Agency and the corresponding cost shall be reimbursed by FITT.

FINANCIAL TERMS AND CONDITIONS:

1. It is obligatory on the part of the agency to ensure that wages paid should not be less than the Minimum Wages fixed by the States Government from time to time. The FITT reserves the right to fix the wages more than the Minimum Wages fixed by the state's government. All relevant statutory requirements must be incorporated in the amount to be paid to each employee.
2. Any additional charge not covered under this tender shall not be imposed either on the FITT or on the staff deployed.
3. The successful bidder would be the technically qualified bidder having lowest (L1) Financial Bid.
4. Submission of Earnest Money Deposit (EMD) of Rs. 10,000/- DD in favour of "Research and Innovation Park, FITT IITD", payable at Delhi is one of the compulsory conditions for the

ACCOUNTS AND RECORDS

1. The Service Provider shall maintain accurate accounts and records, statement of all its operations and expenses in connection with its functions under this agreement in the manner specified by the FITT.
2. The Service Provider shall forthwith, upon being required by FITT allow FITT or any of its authorized representatives to inspect, audit or to take copies of any records maintained by the Service Provider. The Service Provider shall also cooperate in good faith with FITT to correct any practices which are found to be deficient as a result of any such audit within a reasonable time after receipt of the report from FITT. However, upon discovery of any discrepancies or under payment the Service Provider shall immediately reimburse the FITT for such discrepancies or overcharge.

qualification of technical bid. The bidders who are registered with the Ministry of Micro, Small and Medium Enterprises (MoMSME), Government of India are exempted from the submission of earnest money, subject to submission of relevant certificate.

5. The DD towards EMD submitted by the unsuccessful bidders will be returned within 30 days after the award of the contract. No interest on EMD will be paid by the FITT. The EMD of the successful bidder will be converted into Performance Security as mentioned in below point.
 - A. Performance Security – to ensure due performance of the contract, Performance Security of 10% of annual cost of work to be paid by the successful bidder to whom the contract was awarded. The bidder, who deposited the EMD will deposit the balance amount as deposited EMD will be converted into Performance Security. Performance Security may be furnished in the form of an account payee demand draft or bank guarantee from a commercial bank or online payment.
 - B. Performance Security should remain valid for thirty (60) months from the date of commencement of the contract. No interest would be paid on the amounts.
 - C. The FITT reserves the right to deduct an appropriate amount from the Security deposited in lieu of any unpaid statutory dues or any other dues. In case of pendency of any dispute related to non- payment/less payment of salary/noncompliance of statutory obligations by the contracting bidder which may results into financial liabilities for the FITT, in such cases the FITT reserves its right to withhold such Performance Security deposit for a period beyond six months after expiry / termination of the contract or otherwise the amount will be refunded without any interest.
6. The FITT reserves the right to pay allowance / incentive and any internal adjustment about the payment to contractual staff which will be instructed to the successful bidder, and the successful bidder has the obligation to fulfill the requirement of the FITT.

Scope of work

Sl.	Manpower Engagement	Tentative Count	Qualifications & experience
1	Housekeeping staff (at least 3 female staff for ladies' toilet)	30	At least Matriculate (10 th) having minimum experience of 3 years as Housekeeping and age should not be above 45 years.
2	Housekeeping Supervisor (One Male & One Female)	2	At least Graduate having minimum experience of 10 years as housekeeping supervisor and age should not be above 40 years.
3	Gardner	2	At least Matriculate (10 th) having minimum experience of 3 years as Housekeeping and age should not be above 45 years.
4	Total tentative manpower count	34	

- a) If the FITT notices that the personnel of the Service Provider has/ have been negligent, careless in rendering the said services, the same shall be communicated immediately to the Service Provider, who will take corrective steps to avoid recurrence of such incidents, and report to the FITT. If the flaw is repeated, FITT shall be at liberty to take punitive action.
- b) If any of the personnel of Service Provider indulges in theft, negligence or any illegal/ unauthorized activity or misconduct, the Service Provider shall take appropriate action against its erring personnel and intimate accordingly to the FITT. FITT shall be entitled to seek removal of such a person from duty immediately.
- c) COMPLAINT MONITORING SYSTEM The contractor shall establish the same within the rates quoted. The system can be excel based on providing daily reports on the complaints pendency and time period for closure. The reports will be generated as per the officer in charge requirement.
- d) The company is responsible for preparing reports related to the housekeeping services such as feedback forms, daily, weekly, monthly, fortnightly cleaning reports etc. and verify with the block in charge.
- e) The regularity of performance of the service will be the essence of this agreement and shall form a central factor in this agreement. The Service Provider shall take all possible steps to ensure cleanliness at R&I park and smoothness of the guest house operations. It is the duty of the service provider to ensure that its personnel have necessary skills, knowledge and expertise to manage/maintain the guest house.

The Service Provider agrees to provide round-the-clock housekeeping services at R&I Park as per following criteria: -

Indicative cleaning schedules (Minimum) of R&I park Work-zones/Common areas: -

S.No	ACTIVITY	METHOD	FREQUENCY	Mechanism/Machines
1	Parking and outside paved area	Sweeping	Once in a day	Manually
		Pressure Washing	Fortnightly	High Pressure Jet Water
2	Entrance lobby & Corridors floor Cleaning	Scrubbing and drying with Auto Scrubber Drier.	2 times a day (1ST one before 9.30 A.M)	Manually and with Scrubber drier.
3	Coworking /Office Space	Floors :- Wet & dry cleaning	Once in a day	Manually (Mopping Trolley with double bucket system)
4	Conference Rooms and furniture	Floors :- Wet & dry cleaning	Once in a day	Manually & with vacuum cleaners. Scrubber drier where possible.
5	Auditorium, Stage & Control Room and furniture	Floors :- Wet & dry cleaning	Once in a day Or after each event	Manually (Mopping Trolley Vacuum of carpets)
		Wall :- Dry Vacuum cleaning	Once in a week	Vacuum cleaning
6	Incubators /Labs and furniture	Floors :- Wet/dry cleaning	Once in a day	Manually (Mopping Trolley with double bucket system)
7	Outer Area within the R&I Park	Dry cleaning	Once in a day	Manually
8	Food Court/Pantry(es) and furniture	Floors :- Wet & dry cleaning	Once in a week	Manually (Mopping Trolley) With Scrubber drier
9	Staircase(s) cleaning	Sweeping and mopping	Twice a week	Manually (Mopping Trolley with double bucket system) Hand scrubber wherever needed
10	Door & door handles cleaning	Wet & Dry wiping	2 times a day	Manually
11	Drinking water area cleaning	Wet & Dry wiping	2 times a day	Manually (Mopping Trolley with double bucket system)
12	Cleaning of lifts (all components)	Wet & Dry wiping	Once a day	Manually
13	Removal of Garbage i.e. collection from dust bins & disposal at dumping place	Dumping at garbage dump/pit	Daily	Manually
14	Glass and Glass Partition cleaning	Wet & Dry wiping	Weekly	Manually

15	Cleaning of fire-fighting equipment's, CCTV and public address systems,	Dry wiping	Once a week	Manually
16	All type of Furniture: Almirahs, fixtures etc	Dusting/Vacuum cleaning	Twice a week	Manually & with vacuum cleaner
17	Name Plates	Dry wiping	Twice a week	Manually
18	Cob-webs, beehives & doormats	Removal of cob webs, beehives & cleaning door mats	Twice a week	Dry vacuum cleaner
19	Electric Switches/AC Grills	Dry/wet Wiping	Twice a week	Manually
20	Terrace Cleaning	Pressure Washing	Twice a Month	High Pressure Jet Water
21	All other corridors/Verandas/Open spaces connecting blocks, Outside cafeteria zone	Wet & Dry cleaning	Everyday	Manually and with water jet wherever necessary
22	Main Gate Complex	Wet & Dry cleaning	Twice a week	Manually (Mopping Trolley with double bucket system)
23	UPS room, Server room, BMS room	Dry Cleaning	Once a week	Vacuum Cleaning
24	Utility & Engineering Section	Wet & Dry cleaning	Twice a week	Manually (Mopping Trolley with double bucket system)
25	DG set	Dry cleaning of the area around	Once a week	Manually
26	Thorough cleaning of all toilets including WCs, urinals and washbasins	Wet & Dry cleaning	Once a week	Manually & mechanized Cleaning
27	Removal of blockages and clogging in the wash basins and other sanitary fittings	Wet & Dry cleaning	As & when required	Manually & mechanized Cleaning
28	Cleaning of engineering sections.	Wet & Dry cleaning	As & when required	Manually & mechanized Cleaning
29	Cleaning of choked drain lines as and when	Wet & Dry cleaning	As & when required	Manually & mechanized Cleaning

	necessary.			
30	Managing regular lifting of garbage from garbage zone.	N/A	As & when required	N/A
31	Cleaning of AC grills, exhaust fans, partitions, panels, blinds etc.	Wet & Dry cleaning	Once a week	Manually & mechanized Cleaning
32	Polishing/Disinfection of Steel/Brass/Chrome plated fittings	Wet & Dry cleaning	Once a week	Manually & mechanized Cleaning
33	Cleaning and preparing suites rooms for guests.	Wet & Dry cleaning	Daily	Manually & mechanized Cleaning
All the above operations may be carried out additionally as and when required after events and on complaint basis				

Indicative cleaning schedules (Minimum) of Toilets at R&I Park

S.No.	ACTIVITY	METHOD	FREQUENCY
1	Toilet Cleaning	Sweeping & Mopping	Every 4 hours
2	Sterilization of toilets	High Pressure Machine and Scrubbing of floor with Single Disc Machine.	Once a day
3	Sanitation of washrooms	Sanitation spray, rinse and wash	Twice a day
4	Floor Cleaning	Scrubbing & Drying with single disc machine	Every 4 hours
5	Side wall cleaning	Scrubbing & wiping	Once a day
6	Door & Door handles cleaning	Wet & dry wiping	Every 4 hours
7	Wash basin and surrounding area cleaning	Wiping	Every 4 hours
8	External tap cleaning	Dry wiping	Every 4 hours
9	Mirror cleaning	Damp wiping	Every 4 hours

10	Commode(s) cleaning	Wiping	Every 4 hours
11	Urinal cleaning	Wet/ Dry cleaning	Every 4 hours
12	Dustbin clearance & cleaning	Collection and wiping	Every 4 hours
13	Hand drier machine cleaning, if any	Wiping	Every 4 hours
14	Exhaust fan cleaning	Wiping	Fortnightly
15	Tube light cleaning	Dry Wiping	Fortnightly
16	Electric board & Switches cleaning	Dry/wet wiping	Fortnightly
17	Spray of Air Freshener	Manual	Daily
*All the above operations may be carried out as and when required and on complaint basis also.			
*All 1st cleaning shall be done before 9.30 A.M.			
*Urinal screens should be placed in basins and urinals at all times.			
*Soap solution to be maintained at all wash points of common areas.			
*Air-freshener to be maintained near wash-basin and near WC in wash rooms at all times.			

Machinery Details (On Rental Basis)	
Auto Scrubber Drier (Taski or Eureka Forbes)	2
Single Disk (Taski or Eureka Forbes)	2
High Pressure Machine (Taski or Eureka Forbes)	2
Vacuum Cleaner (Taski or Eureka Forbes)	2
Telescopic Rod with Squeeze & Wiper (For cleaning Glasses)	2
Total	10

Machine Availability & Rental Charges Submission

1. The contractor/vendor shall ensure that all machinery always remains operational and available at the site. Any downtime or unavailability of machinery shall result in a proportional deduction of rental charges on a pro-rata basis.
2. The vendor must submit the rental charges for each piece of machinery on their official company letterhead for verification and processing.

Cleaning Chemicals & Consumable Items

1. The Vendor shall be responsible for conducting a site survey to assess and determine the required quantity and cost of cleaning chemicals and consumable items.
2. The Vendor shall ensure the supply of branded products and chemicals that are duly approved by the respective competent authorities.

SLA (Service Level Agreement)

1. A formal SLA for hygiene grading, staff discipline, or escalation timeframes for complaints is enclosed herewith as **Annexure-3**.

Annexure 1

TECHNICAL BID-CUM-INFORMATION SHEET TO BE FILLED BY BIDDER

Attributes	Minimum Qualification	(Yes/No)
Experience	Minimum 5 years	
Experience with State/Central /PSU/Statutory body for at least 3 years in continuity.	Minimum 3 entities	
Turnover	Minimum annual average Turnover - 1 crore in the last three years (2021-22, 2022-23, 2023-24) Exempted for MSMEs	
Full-fledged office in Delhi with numbers of manpower on payroll (ECR of PF may be submitted)	Minimum 100 numbers	
Preference Given	FITT encourages participation from vendors aligned with social inclusion, environmental sustainability, and disabled-friendly employment. Team Details: - If including physically challenged or disabled/socially deprived/ adults with physical, intellectual & psychiatric disabilities. Work done in the direction of environmental sustainability, recycling, upcycling of waste, social cause or towards social responsibility	

1	Name of the Bidder	
2	Address of Delhi Office	
3	Contact person & Designation	

4	E-mail Address										
5	Contact Number										
6	Year of Incorporation/Establishment										
7	Turnover (in Rs.)	F.Y. 2021 – 22									
		F.Y. 2022 – 23									
		F.Y. 2023 – 24									
8	Empaneled as service provider during last 3 years in Central / State Govt. / PSUs / Autonomous Body / Statutory Body (in numbers / count)	Central Govt.									
		State Govt.									
		PSUs									
		Autonomous Body									
		Statutory Body									

Declaration –

I/We on behalf of organization have understood the job involved and agree to all the terms and conditions as indicated in this EOI/Tender Notice.

I/We on behalf of organization are not debarred and / or / blacklisted by Central State Govt. / PSUs / Autonomous Body / Statutory Body or by the Institute.

I/We on behalf of organization declare that all the facts stated and documents submitted are true to the best of our knowledge and belief.

I/We on behalf of the organization undertake that in case the above is found false/fake the tender may be summarily rejected without assigning any reason.

Seal of the organization

Signature :

Name :

Designation :

Date :

CHECK LIST OF DOCUMENTS TO BE SUBMITTED

Please write YES or NO		
1.	Proof of Establishment, Commencement & Continuity of Business and Annual IT Return for each year business	
2.	GST Registration	
3.	EPF Registration Certificate	
4.	ESIC Registration Certificate	
5.	Professional Tax Registration Certificate	
6.	Electricity Bill / Rent Agreement of Office	
7.	ECR of EPF & ESIC of employees	
8.	Audited P/L Accounts & Balance Sheets	
9.	Work Orders / Performance Certificates	
10.	Current list of prominent clients wherein security staff is provided	
11.	EMD / Supporting document(s) for EMD exemption	
12.	Detailed profile of the organization, management, manpower, specialization of staff, variety of services etc.	
13.	Sealed Envelope containing Technical Bid	
14.	Sealed Envelope containing Financial Bid	
15.	Any additional information, please add separate sheet(s)	
16.	Self-Declaration – Non-Blacklisting	

Seal of the organization

Signature:

Name:

Designation:

SELF-DECLARATION – NON-BLACKLISTING

To,
Foundation for Innovation & Technology Transfer
Deans Complex IIT Delhi' Hauz Khas
New Delhi - 110 016, India
Sir,

In response to the RFP Ref No. _____ Dated _____ .

_____, I/ We hereby declare that presently our Company/ Firm is having unblemished record and is not declared 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 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.

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

Thanking you,

Yours faithfully

Name of the Party/Parties: -

Authorized Signatory: -

Seal of the Organization:

Date: -

Place: -

Annexure – 2

Financial Bid

(To be kept in a Separate envelope Super-scribing Financial Bid)

Name and Address of the Bidder: _____

S.No.	Description	Total Cost (This would be considered as final quoted cost per annum including ESIC, PF, Bonus, leave encashment, National Holidays etc.)	Remarks
1.	Manpower (Deployed in 24 Hrs. cycle & 365 da6ys) Indicative Manpower H/k Manpower: - 29 H/K Supervisor: - 2 Gardner: - 3		
2.	Material		
3.	Machinery (On Rental Basis- Machinery must be either Taski or Eureka Forbes)		
4	Total Amount (Rs.) exclusive GST		

- **L1 vendor would be selected based on the total amount mentioned for Manpower, material and Machinery.**
- All prices quoted by the Contractor shall be inclusive of service charges but exclusive of Goods and Services Tax (GST). The applicable GST shall be paid separately by the Client as per prevailing statutory rates.

Place:

Signature of the authorized signatory of the
Tenderer with seal of the Firm

Date:

Phone No. /Fax No. /Email:

On Demand Service Cost			
S.No.	Description	Unit Cost	Remarks
1.	Cleaning of underground tanks on a need basis.		
2.	Pest control treatment on a need basis.		
3.	Cleaning of window-outside and facade of building on need basis.		

Applicable taxes would be extra

On demand service charges will remain unchanged for the entire duration of the 5-year contract. (Including Extension Period)

#The work order for on-demand services will be awarded to the lowest bidder (L1), subject to the evaluation of other quotations to ensure competitive pricing for the services.

Place:

Signature of the authorized signatory of the
Tenderer with seal of the Firm

Date:

Phone No. /Fax No. /Email:

Annexure – 3

Service Level Agreement (SLA)

For Housekeeping Services at Research & Innovation Park, FITT – IIT Delhi

1. Purpose

This SLA defines the key performance indicators (KPIs), response and resolution times, and penalties to ensure the quality and timeliness of housekeeping services at R&I Park, FITT, IIT Delhi.

2. Scope of SLA

This SLA applies to the following housekeeping operations:

- Cleaning (routine and deep)
- Waste management
- Maintenance of guest suites and public areas
- Pest control (on-call)
- Washroom hygiene and consumables
- Operation of cleaning equipment
- Staff attendance and conduct

3. Key Performance Indicators (KPIs)

Metric	Target / Standard	Monitoring Method	Penalty for Breach
Manpower Deployment	100% of approved strength present during shifts	Attendance register & biometric log	₹500/person/shift
Toilet Cleaning	Every 4 hours, plus complaint-based cleaning	Log sheets, random checks	₹500 per missed round
Complaint Resolution	<2 hours (routine), <30 mins (urgent)	Complaint register/digital tracker	₹200 per delay per instance
Floor & Corridor Cleaning	Twice daily or as specified in RFP	Visual inspection, checklist	₹300 per instance
Consumables Availability	Soap, Urinal Screens, air fresheners at all points	Visual inspection	₹200 per missing item per inspection

Metric	Target / Standard	Monitoring Method	Penalty for Breach
Equipment Uptime	All machines function >90% of days/month	Downtime log	Pro-rata deduction on rental cost
Staff Uniform & ID	All staff in uniform with ID badges	Random checks	₹100 per violation
Safety Compliance	Use of gloves, caution boards, safe chemical handling	Supervisor report, spot checks	₹200 per violation
Report Submission	Daily/Weekly/Monthly reports timely submitted	Records & digital logs	₹200 per missed submission
If the personnel are found missing from the place of duty.	Personnel should be available on their location as per the duty roster shared by supervisor.	Supervisor report, spot checks	₹500 per instance shall be deducted from the service provider.
Any breach of scope of work as per RFP.	As per timelines/frequency shared in RFP.	Supervisor report, spot checks	₹500 per instance shall be deducted from the service provider.

4. Escalation Matrix

Issue Severity	Response Time	Resolution Time	Escalation Level
Low (e.g., consumable refill)	1 hour	3 hours	Supervisor
Medium (e.g., absenteeism, minor spill)	30 mins	2 hours	Facility Manager
High (e.g., clogging, unsanitary toilets)	15 mins	1 hour	Operations Head

5. Review and Feedback

- **Monthly performance reviews** shall be conducted jointly by FITT and the agency.
- FITT may conduct **surprise audits** and maintain a **scorecard** based on KPIs.
- Repeated breach (more than 3 instances/month per metric) may lead to **contract review, financial penalty, or termination**.