

## REQUEST FOR PROPOSAL

1. Foundation for Innovation & Technology Transfer (FITT), IIT-Delhi, invites sealed quotations from registered service providers for providing house-keeping services at IIT-Delhi's Research & Innovation (R&I) Park. The bidder may preferably be having at least three year experience before the date of Expression of Interest (EoI) notification, from a competent authority of any PSU/Central/State Government or Private Ltd. Companies/ Firms /Travel Agencies for having executed similar contract. In absence of any such experience, however, the service contract may be offered for 3 months initially and then extended by another 9 months.
2. It may be noted that this request for RFP is tentative and it is well within rights of issuing authority to annul the whole process without giving notice or reason to any of the participating agencies.
3. The bid will be evaluated on the basis of capability, financials and experience of the firm. The offer shall be negotiable and shall only be given to the agency which is most suitable to the tasks defined in this RFP and quotes unambiguously towards all the asked categories.

### Important Dates:

*Date & time for pre-bid conference & site-visit: 19-10-2021, 10.30 AM . at FITT Conference room, Dean's Complex, Main Building, IIT Delhi followed by visit to R&I park.*

*Parties interested in pre-bid conference & site-visit may get in touch for invitation at 9910097268.or dhiraj\_suri@yahoo.co.in*

### BROAD REQUIREMENTS FROM SERVICE CONTRACT

4. The Service Provider shall provide round the clock house-keeping services at R&I Park as per following criteria;

#### 2-A: 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	Twice a week	Manually
		Pressure Washing	fortnightly	High Pressure Jet Water

2	Entrance lobby & Corridors floor Cleaning	Scrubbing and drying with Ride-on-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 therein	Floors :- Wet & dry cleaning	Once in a day	Manually & with vacuum cleaners. Scrubber drier where possible.*
5	Auditorium, Stage & Control Room and furniture therein	Floors :- Wet & dry cleaning	Once in a day Or after event	Manually (Mopping Trolley Vacuum of carpets*
		Wall :- Dry Vacuum cleaning	Once in a week	Vacuum cleaning
6	Incubators /Labs and furniture therein	Floors :- Wet/dry cleaning	Once in a day	Manually (Mopping Trolley with double bucket system)*
7	Training Centre & future therein	Floors :- Wet & dry cleaning	Once in a day	Manually (Mopping Trolley with double bucket system)*
8	Food Court/Pantry(ies) and furniture therein	Floors :- Wet & dry cleaning	Once in a day	Manually (Mopping Trolley)
			Once a week	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 & Basement Cleaning	Pressure Washing	Twice a Month	High Pressure Jet Water
21	All other corridors/Verandas/Open spaces connecting blocks,	Wet & Dry cleaning	Everyday	Manually and with water jet wherever necessary

	Elliptical Staircase, Zone outside cafeteria & Main reception			
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
<p>All the above operations may be carried out additionally, as and when required, or after events/ on complaint basis</p> <ul style="list-style-type: none"> <li>• Vacuum Cleaning wherever carpeted</li> <li>• Cleaning of cob-webs in rooms, common areas</li> </ul>				

## 2-B: 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).			
*Naphthalene balls should be placed in basins and urinals at all times.			
*Soap solution to be maintained at all wash points of common areas.			
*Air-freshner to be maintained near wash-basin and near WC in wash rooms at all times.			

## **2-C Other points & on-need services**

- i. Cleaning and watering of plants in gardens
- ii. Thorough cleaning of all toilets including WCs, urinals and washbasins
- iii. Removal of blockages and clogging in the wash basins and other sanitary fittings
- iv. cleaning of choked drain lines as and when necessary.
- v. Managing regular lifting of garbage from garbage zone.
- vi. Manning reception desk and management of suites
- vii. Manning AV systems for meeting rooms/Auditorium
- viii. Security Personnel including one supervisor
- ix. Polishing/Disinfection of Steel/Brass/Chrome plated fittings
- x. Cleaning of AC grills, exhaust fans, partitions, panels, blinds etc.
- xi. All other works not being carried out on daily basis.
- xii. Cleaning of pavements, open zones outside of main building but inside R&I park.
- xiii. Cleaning of utility and engineering sections.
- xiv. Cleaning of drains.
- xv. Cleaning of rain-water harvesting tanks on need basis.
- xvi. Pest treatment on need basis
- xvii. Cleaning of windows from outside and facade of building on need basis.
- xviii. Maintaining of insurance of the R&I park building and equipment on need basis
- xix. Purchasing of Diesel for DG set operations in need basis.

## **3. FORMAT OF BID**

Cover page: Annex-A (To be submitted in a sealed cover)

The monthly rates should be quoted to cover 2-A & 2-B, with the cover page as depicted at beginning of this notice. Bidder should undertake to provide services indicated in 2-A & 2-B above. There should be no cutting/over-writing in the Financial Bid while communicating the following;

1. Charge of regular cleaning of common areas of R&I park as indicated in 2-A
2. Charges of Toilet Cleaning at R&I park as indicated in 2-B

Additional charges must be indicated for

3. Chart of charges of cleaning and preparing suites for guests.
4. Charge of cleaning classrooms/ conference rooms/ auditorium during/after events wherever applicable.
5. Charges of maintaining guest house operations.

6. Charges of providing manpower for AV systems during events.
7. Charges of providing gardener(s) at R&I park.
8. Charges for need based tasks in 2-C (xii-xiv) as well as for 2-C (xv &xvi)
9. Other charges (if any)

Additionally, the bidder must submit the following;

10. Declaration of machines to be used for mechanised house-keeping.
11. Declaration on minimum number of staff/work-men to be engaged for above-mentioned works at R&I part on 24x7 basis.
12. Declaration that sub-contracting of part of services, if any, upon allocation of tender, shall be duly notified to government authorities as per statutory obligations, as well as to FITT, at time of agreement, in writing and to indemnify FITT from any labour issues arriving from such arrangement, at all times.
13. Balance Sheets of previous 3 years of the applicant.
14. Completion certificate of housekeeping contracts as indicated in point 1 above.
15. Attested copy of registration certificate of the bidder alongwith EPFO, ESIC & GST registrations.

*(Applicants are suggested to visit the premises on pre-bid conference date and take an assessment of tasks on ground, before quoting)*

#### **4. General Conditions of EOI**

The regularity of performances of the service will be the essence of this agreement and shall form a central factor of 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 service provider to ensure that its personnel have necessary skills, knowledge and expertise to manage/maintain the guest house.

- a) The assessment made by FITT regarding the number of personnel of various descriptions required for smooth functioning shall be final and acceptable to and binding upon the Service Provider.
- b) 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.
- c) If any of the personnel of Service Provider indulges in theft, negligence or any illegal/unauthorised activity or misconducts, 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.

**5.** Intending eligible bidders may submit Expression of Interest document upto Oct 26, 2021, 5 pm at the office of FITT, Dean's Complex, Main Building, IIT-Delhi, 110016.

**6.** FITT may or may not amend the terms and conditions of the service document on the basis of feedback obtained, based on the published RFP, with a view to obtain maximum number of competitive bids.

**7.** The RFPs should be prepared and submitted as per the RFP formats only, as prescribed in 3 above and should be addressed to: MD-FITT, Dean's Complex, Main Building, IIT Delhi, Hauz Khas, New Delhi, 110016 Phone: 01126857762

**8.** Minor infirmities in the submission of the documents will be allowed to be rectified so as to ensure qualification of maximum number of competitive offers to the final round.

**9.** There will not be any individual communication in respect of 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 RFP inviting authority. Notices/information will also be disseminated through the RFP inviting authority's website and it will be binding on the bidders. The prospective bidders are advised to browse the website of the RFP inviting authority on a day to day basis till the process is concluded.

**10.** Failure to furnish any information required by the RFP issuing authority and submission of an offer not substantially responsive to it in every respect, shall be at the bidder's risk and may result in the rejection of the bids, without any further notice.

**11.** The work shall be carried out as per CPWD specifications 2009 volume I & II with up-to-date correction slips unless otherwise specified in the nomenclature of individual item or in the specification, additional conditions where specifications are silent, the decision of competent authority shall be final and binding on contractor who is shortlisted.

**12.** Consumables manufactured only by the reputed firms and approved by competent authority, shall be used. Only articles classified as "First quality" by the manufacturer shall be used unless otherwise specified.

**13.** All T&P including ladders, 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 RFP issuing authority and nothing extra shall be paid on this account.

**14.** 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.

**15.** The contractors are advised to get acquainted with the proposed work including specifications & site requirements carefully, before quoting. No claim of any sort shall be entertained or account of any site conditions' ignorance or of specification & additional conditions. The work shall have to be carried out as per the site requirements.

**FITT, IIT-Delhi**

## **GENERAL CONDITIONS GOVERNING THE WORK CONTRACT**

### **1. DISCIPLINE**

a) 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. The FITT may refuse the entry into its premises to any personnel of the Service Provider not bearing such identity card or not being perfectly dressed.

b) FITT shall always have the right and liberty to conduct surprise inspection at its duty offices /sites.

c) The services rendered by the Service Provider under this agreement will be under close supervision, co-ordination and guidance of the FITT. The Service Provider shall frame appropriate procedure for taking immediate action as may be advised by the FITT from time to time.

d) It needs to be clearly understood that FITT shall not be treated as the employer by any person(s) engaged/employed by the Service Provider for any purpose, whatsoever, nor FITT would be liable for any claim(s) whatsoever, of any such person (s).

e) The personnel of service provider deputed at various locations shall always be smartly turned out and the Service Provider shall ensure that they always report in proper uniform.

f) The Service Provider shall nominate a Supervisory Officer, who shall remain in constant contact with the FITT. FITT shall communicate all its requirements to the Service Provider through such nominated supervisory officer. Whenever a problem is reported by the FITT to such supervisory officer, he shall take prompt action for solving problem without any

loss of time.

g) 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.

h) 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.

i) The Service Provider shall specifically make sure that the persons deputed for security duties shall never be in the influence of liquor or any other intoxicants during hours of duty. Supervisory officer shall also never visit any premises of the FITT under the influence of liquor or any other intoxicant.

j) Reliever shall be provided by the Service Provider without exceptions

k) Service Provider will ensure that each person so deployed is covered under the ESI Scheme, wherever applicable and ESI card is issued to them so that he/she can avail the benefits of this account. It should be ensured that UAN is got issued to every person so deployed and their details like UAN, Mobile No., Bank Account No. & Aadhar Card No. are made available to the Principal Employer along with the details of wages paid, PF deposited (both employer's & employee's share), so that Principal Employer may verify the details of the amount having been deposited through UAN No. before its payment is released to the Service Provider.

l) Service Provider will deposit prescribed amount of EPF/ESI etc. in the account of its employees and follow applicable labour & other laws, failing which, Principal Employer will deposit the amount of EPF/ESI etc. and empanelment of such Service Provider will be cancelled besides initiating action for blacklisting of the agency. Every monthly invoice would carry proof of fulfilment of financial obligations to employees for the previous month.

m) Service Provider will provide Aadhar based and mobile linked Universal account number (UAN) to its employees, so that he/she can know the position of deposit of EPF in his/her account.



n) Service Provider will submit the bills duly supported by valid registration certificate, labour licence, Name of Employee, Aadhar No., UAN No., Wages, Amount of EPF, Employer's Share (Family Pension fund etc.), amount payable to employee.

## **2. STATUTORY COMPLIANCES**

a) 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.

b) 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.

c) The Service Provider undertakes to comply with the applicable provisions of all welfare legislations 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 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 to ascertain and understands the applicability of various acts and take necessary action to comply with the requirements of law.

d) If the Service Provider intends to hire sub-contractor(s) to carry out part of its activity then sub-contractor's name shall have to be pre-conveyed to the labour authorities under rules, by the Service provider.

## **3. ACCOUNTS AND RECORDS**

a) 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.

b) The Service Provider shall forthwith, upon being required by FITT allow FITT or any of its authorized representative 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 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.

#### **4. INDEMNIFICATION**

a) 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.

b) 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.

c) 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.

d) 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. (a), (b) and (c) 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 amounts as aforesaid, from the security deposit and or from any pending bill of the Service Provider.

e) The Service Provider shall keep the property of FITT indemnified through a Fidelity

Bond /Insurance which should be furnished within 15 days from date of empanelment as service provider, of an agreed amount, issued by an Insurance Company against any loss by way of theft, fire, riots, mishandling, acts of omission, commission, negligence or otherwise and the claims whatsoever by persons deployed by the Service Provider for the execution of the agreement. 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.

## **5. LIABILITIES AND REMEDIES**

In the event failure of 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 to FITT the difference of payments made to such other sources, besides damages at the rate of payment.

## **6. TERM**

The contract of Service Provider will be for a period of one year, which may be extended further in the sole discretion of FITT, for a further period of one year, on the same terms and conditions subject to satisfactory performance of the services and statutory compliance of all the terms and conditions. The performance of the Service Provider will be reviewed after every 6 months and if the performance of Service Provider is found unsatisfactory, the contract of that Service Provider will not be extended further. If during the period of 6 months, the performance of any of the Service Provider is found/ reported unsatisfactory, the contract of that agency will be liable to be terminated.

## **7. COMPOSITION AND ADDRESS OF SERVICE PROVIDER**

- a) 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.
- b) 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.

**8. DEBARRING CONDITIONS:**

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

9. 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 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.

10. 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 a 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 tender inviting authority.

11. An offer submitted in vague/ambiguous terms and the like, shall be termed as responsive and shall be summarily rejected. Clarifications to specific request shall be responded through e-mail and general clarifications, affecting all the bidders shall be published in the official website of the tender inviting authority. However, it shall be the duty of the prospective bidder to ensure that the clarifications sought for have been properly responded in time by the tender inviting authority.

**12. BID EVOLUTION**

a) 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.

b) 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.

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

**13. RIGHT TO ACCEPT OR REJECT:**

FITT shall not be bound to accept the lowest or any tender and reserves to itself the right to accept or reject any bid or to accept whole or a portion of tender, as it may deem fit, without assigning any reason thereof and without incurring any liability to the affected bidder(s) for the action of FITT.

**14. AWARD OF CONTRACT.**

FITT shall award the contract to those bidders whose offers have been found technically, commercially and financially acceptable under each vehicle categories. The bidder shall, within 7 days of issue of the award, execute an agreement on Rs.100 stamp paper

**Annex A**

**RFP DOCUMENT**

**Submitted to**

**FOUNDATION FOR INNOVATION & TECHNOLOGY TRANSFER**

*for*

*providing house-keeping services at the research and residential campus of  
IIT-Delhi Research & Innovation Park (R&I Park).*

**Name of the Bidder:**

**Address:**

**Signature:**

**NOT TRANSFERABLE**

Website: [www.\\*\\*\\*\\*.com](http://www.****.com)

Official Email:

Contact Person Name and contact details: