

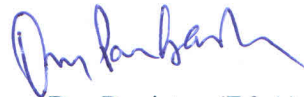
**INDIAN INSTITUTE OF PUBLIC ADMINISTRATION
NEW DELHI**

October 06, 2025

Indian Institute of Public Administration (IIPA), New Delhi is premier Training and Research Institute of national eminence. The address of IIPA is Inraprastha Estate, Ring Road, New Delhi (ITO, Central Delhi District). The Institute is engaged in the Capacity Building Training of the officials of the Government of India, State Government, PSUs and Foreign Governments Missions.

e-Tender Bids are invited through **GeM Portal only vide Bid No. GEM-2025/B6751670 Dated 06-10-2025** on behalf of Director General, Indian Institute of Public Administration, New Delhi under “**Two Bid System**” for a period of **Two Years**. It may be further extended for a period of One Year as per terms & conditions mutually agreed, if services are required and found satisfactorily.

The Tender may be submitted under Two Bid Systems by duly Registered/Reputed mechanized multi task manpower services as Housekeeping/ Sanitation/ Maintenance/Office Management and Hostel Hospitality service providers agencies located at National Capital Territory of Delhi on the basis of minimum wages. (A copy of Bid documents is attached).



Dy. Registrar(F&A)

Indian Institute of Public administration,
New Delhi

E-TENDER
THROUGH GEM PORTAL UNDER TWO BID SYSTEM

ON

THE BASIS OF MINIMUM WAGES

**PROCUREMENT INVITED FROM DULY REGISTERED/REPUTED
MACHANISED MANPOWER OUTSOURCE SERVICE PROVIDERS AGENCY,
BASED ON AT NATIONAL CAPITAL TERRITORY OF DELHI**

FOR

**PROVIDING MECHANISED MULTI TASK MANPOWER SERVICES AS
HOUSEKEEPING/ SANITATION/ MAINTENANCE, OFFICE MANAGEMENT
AND HOSTEL HOSPITALITY SERVICES**

AT
INDIAN INSTITUTE OF PUBLIC ADMINISTRATION
INDRAPRATHA ESTATE (ITO), RING ROAD,
NEW DELHI-110002

TENDER
THROUGH GEM ON THE BASIS OF MINIMUM WAGES

Tender Cost ₹11,800/- (inclusive of 18% GST).

Tender documents are available in GEM Portal.

1. The Bids are invited on behalf of Director General, Indian Institute of Public Administration, New Delhi under **“Two BID System”** for a period of Two Years. It may be further extended for a period of one year mutually agreed as per terms & conditions, if services are required and found satisfactorily.
2. The contract may be terminated after giving one month written notice to the service provider if, the service provider breach any provision of this contract and fails to remedy the breach within 15 days after receiving notice requiring it to do so.
3. The bid is being invited for Mechanized Manpower Outsource Services, Technical as well as Non-technical, Skilled, Semi-skilled and un-Skilled Personnel for Cleaning/Sanitation, House Keeping, Maintenance Service (Civil & Electrical), Driving Vehicle (light motor), Office Management Services and Hospitality Management Service through **GeM**.
4. The interested bidders shall submit their Tender technical and financial through online mode through **GeM**. Bid must be submitted in two separate segments as **Technical Bid** and as well as **Financial Bid**, the entire Bid must be submitted through GeM Portal only. Tender submitted Physically or by post shall not be entertained under any circumstances.
5. The bidders shall upload all the documents as per Eligibility Criteria detailed information regarding the items, application / tender forms, EMD details, specifications, terms and conditions can be downloaded from the portal of **GeM**.
6. The Bidder is expected to examine all instructions, eligibility criteria forms, terms and conditions prescribed in the tender document. Failure to furnish complete information as required with reference to the tender document shall result in rejection of the bid.
7. Incomplete Tender in any form shall be rejected outright. Conditional Tenders shall be rejected outright. The competent authority reserves the right to withdraw/relax any of the terms and conditions in the bid document in any stage.
8. All the bidder(s) have to make payment of **Tender Fee of ₹11,800/- (Rupees Eleven thousand Eight hundred only inclusive of 18% GST non refundable. and EMD of ₹10,90,000/- (Rupees Ten Lac Ninety thousand only) rounded off ₹3% of Estimated Bid Value of ₹3,63,58,123/- (Rupees Three Crore Sixty-three Lac Fifty Eighty Thousand One Hundred Twenty three only)** through online bank transfer

for RTGS in favor of “Indian Institute of Public Administration, Delhi, payable at Accounts No.: 1820010002699, IFSC CODE: UCBA0001820, UCO Bank, IIPA Branch, Indraprastha Estate, Ring Road, New Delhi-110002 (Bank details may be downloaded from here. Bank Mandate Form 2024 (1).pdf)

9. The Tender cost and EMD paid and transaction ID number must be uploaded in the portal of GeM failing which tender shall not be accepted in any condition.
10. **Any corrigendum to this Bid will be notified through the aforesaid GeM portal only. The buyer reserves the right to accept or reject any or all the bids without assigning any reason at any stage.**

Technical Bid

The eligibility conditions required for Technical Qualifications (documents) must be uploaded on GeM

1. The Bidder should have registered Office in Delhi (Proof Certificate must be uploaded on GeM)
2. The Status of firm/Agency/Company/Proprietorship firm/Companies/Private Limited or Limited and Date and Year of Establishment of agency (Certificate must be uploaded on **GeM**).
3. Name of Company's Proprietor /Partners or Director, proof Certificate of Registration must be uploaded on GeM.
4. Full address of the Bidding Company/ Firm/ Agency along with Land Line dedicated/telephone nos./Mobile Nos. and e-mail address for Service Support (Proof Certificate of Registration must be uploaded on **GeM**).
5. GST Number of Agency (Proof Certificate of Registration must be uploaded on **GeM**).
6. Permanent Account Number (**PAN**) of Agency (Proof Certificate must be uploaded on **GeM**).
7. The Registration Certificate No. of **EPF** and **ESIC** of Agency (Certificate of Registration must be uploaded on **GeM**).
8. **Turnover:** -Vendor must have average turnover of ₹3.50 Crore of last Three financial years 2021-22, 2022-23 and 2023-24 and average of last 05 Years (Upload a certificate having valid UDIN number form a registered Chartered Accountant and Income Tax Return (s) for last Three Years, balance sheets of at least five (05) Single award of contract of last five financial years of value of more than ₹3.50 Crore of each in Central/State Govt. PSU(s)/ Autonomous Bodies of Government Department(s)/Hospital or University serving in the Central/ State govt. of Delhi in similar fields for providing at least 75 numbers of outsource workers. **(Upload relevant work orders as well as satisfactory work completion Certificates form respective buyer departments).**
9. **Working Experience:-** The vender must have the experience of minimum 5 years of providing similar Services in Mechanized Manpower Outsource Services, Technical as well as Non-technical, Skilled, Semi-skilled and un-Skilled Personnel for Cleaning/Sanitation, House Keeping, Maintenance Service (Civil & Electrical), Driving Vehicle (light motor), Office Management Services and Hospitality Management Service at least 75 personnel through **GeM**
10. Bidder GeM Orders:- Bidder must have 03 Completed Orders through **GeM not less than ₹3.50 Crore of each (upload relevant work orders as well as satisfactory Work Completion Certificates form respective buyer departments)** in the every financial years 2021-22, 2022-23 and 2023-24.
11. Bidders are required to furnish Valid Solvency Certificate from Nationalized/scheduled bank minimum ₹3.5 Crore each (Bank Name) (not more than one year old).
12. Undertaking for acceptance of terms and conditions of the BID, a copy of complete E-tender Document uploaded in GeM duly signed by the firm's authorized signatory with seal on every page, as a part of Bid as a proof of having read and accepted terms and conditions of the tender documents.

13. Undertaking that the firm is not **penalized or blacklisted/ debarred** by any Ministry/ Department Institute of the Central/ State Government or is not under liquidation/ court receivership or similar proceedings and is not bankrupt. (Undertaking on Letter Head must be uploaded on **GeM**).
14. The bidders should not have been indicted for any criminal, fraudulent, penalized or corruption activity and not have been blacklisted by any Central/State Govt./Semi Govt./PSU/Autonomous bodies. Bidder has to be uploaded **“No-Conviction Certificate”** undertaking duly signed in company letter head with bid.
15. The cost of **Tender Fee of ₹11,800/-** (including GST) must be paid through Online Bank Transfer or RTGS in favor of “Indian Institute of Public Administration at Delhi at **Account No.:18200100002699, UCO Bank, IFSC CODE:- UCBA0001820, IIPA Branch, Indraprastha Estate, New Delhi-110002** failing which bid shall be rejected. Bank details may be downloaded from here Bank Mandate Form 2024 (1).pdf). (The payment transfer ID must be uploaded on **GeM**.(Bank Details). Tender fee is not refundable.
16. **EMD of ₹ 10,90,000/- (Rupees Ten Lac Ninety Thousand only) rounded of ₹3% Estimated Bid Value of ₹3,63,58,123/- (Rupees Three Crore Sixty-three Lac Fifty -eight Thousand One Hundred Twenty-three only)** must be paid through online or RTGs Bank Transfer in favor of “Indian Institute of Public Administration at Delhi at **Account No.:18200100002699, Uco Bank, IFSC CODE:- UCBA0001820, IIPA Branch, Indraprastha Estate, New Delhi-110002,** failing which Bid shall be rejected. Bank details may be downloaded from here Bank Mandate Form 2024 (1).pdf). (The Bank transfer ID must be uploaded with the bid on **GeM**).
17. The bidders registered with Ministry of Micro, Small and Medium Enterprises (MSMEs) Govt. of India and Startups are exempted from **EMD** and **Turnover** respectively as per procurement policy issued by government, to avail this Exemption **“Certificate of Registration” must be uploaded on GeM**).
18. The successful bidder has to deposit interest free Performance Guarantee of **₹10,90,000/- (₹3% of Estimated Bid Value of ₹3,63,58,123/-)** at the time of award in the form of demand Draft/Bankers Cheque of Any Nationalized or Schedule Bank valid beyond the three months from the end of the contract. (**Certificate of Acceptance**) on company’s letter head must be uploaded on **GeM**.
19. The agency must upload a **check-list** duly filled in, verified by authorized Signatory and Stamped for evaluation of Technical Bid failing which it will be technically rejected. Check List (**Annexure-I**).
20. The Bank Transactions ID must be uploaded in GeM in the supporting of Tender Fee and EMD.

FINANCIAL BID

1. The bidder who will pay EMD and Tender cost shall be declared Technically Qualified. Financial Bid shall be evaluated after qualifications of Technical Bid and rest will be declared disqualified.
2. The bidders registered with Ministry of Micro, Small and Medium Enterprises (MSMEs) and Startups are exempted from submission of **EMD** and **Turnover** as per procurement policy issued by Government to avail this Exemption. (**Certificate of Registration must be uploaded on GeM**).
3. The interested Bidder(s) shall submit their Tenders under **Technical Bid** and **Financial Bid** both through GeM only.
4. The Financial bid has been created floor price i.e. Minimum Service Charges not less than **₹7% (Including GST)**.
5. The entire tender document must be submitted under “**Financial Bid**” on the basis of minimum wages as EPF, ESI, Bonus etc. and OTA if any, taken in to account with Mechanized Manpower Outsource supply in accordance with Manpower required as placed at (**Annexure-II and Annexure-III**) **Part-A** and **Part-B** respectively under minimum wage act of Govt. of NCT of Delhi as per **Office order F.No. (142)/02/MW/VII/Part file/59 79-5986 dated 14/10/2022Govt. (Order of NCT minimum wages of Gov of NCT Delhi.pdf)** downloaded from here.
6. In this regard, bidder(s) must **compare minimum wages** for Housekeeping Manpower placed at **Annexure-IV**, for “**Financial BID**”.
7. The final Bids shall be evaluated under methodology prescribed at (**Annexure-V**) shall be adopted for finalization of Bids.
8. The decision of the Director General of Institute shall be the final, being competent authority, conclusive and binding on all the bidder(s).

GENERAL TERMS AND CONDITIONS:-

1. The Agency shall obtain all necessary permits/license for running establishment from authorities such as Municipal Corporation, other Local Authorities, Govt. of NCT/Central Govt. Department Labour Department, etc. at its own cost. Agency shall not transfer or assign or share benefits of this Agreement with anyone.
2. The bidder shall be responsible for any breach of these terms and conditions, agency shall not be allowed to transfer, assign or sub-contract its rights and liabilities under the contract to any other company/firm/contractor. If it will be found in any time, contract will be cancelled and Performance Security Deposit amount will be forfeited in unabridged.
3. Buyer will provide some honest and hardworking personnel who are presently working in this organization for the last few years and they are very well acquainted with work culture of organizations. The agency has to adjust these workers in their role.
4. The Agency shall be responsible for taking care of all equipment furniture, fixtures and fittings in all the building and other places included in the Contract.
5. The contract may be terminated by giving one month written notice to the service provider if, the service provider breaches any provision of this contract and fails to remedy the breach within 15 days after receiving notice requiring it to do so.
6. The quality of services at all stages should be as per the standards laid down and explained to the Agency as per KAYAKALP standard of govt. of India to maintain Hygiene. In case of lapses on the part of its workers disciplinary action shall be taken against the defaulter by the Agency. In case the Agency fails to take any action, against such defaulter, the buyer reserves the right to take any action against the Agency.
7. The Agency shall be responsible for upkeep and overall cleanliness of entire office rooms and Class Rooms, Lectures Halls & Seminar Halls, entire Library, New Bhawan and Road Portion of entire premises. If there are lapses found on the part of the Agency regarding cleanliness, the Institute will levy penalty, if such lapses continue for a month, Institute shall levy penalty of ₹10% deduction from the monthly bill of the Agency as per clause penalty & fine on Agency.
8. Agency will be responsible to maintain safety and security of all the internal & external items as linens, furniture, fixtures and equipments of entire organizations.
9. The Agency has expressly agreed and accepted that it shall at all times, keep the organizations effectually indemnified against all actions, suits, proceedings, losses, costs, damages, charges, claims and demands in any way arising out of or by reason of anything done or omitted to be done by the Agency and against all costs and expenditure incurred, the Institute entitle to deduct such damage from agency.
10. The Agency shall also keep the Institute indemnified against all claims for compensation under the provisions of any law for the time being in force/brought in to force by or in respect of any workman deployed by the Agency in carrying out the obligations under the contract and against all costs and expenditure incurred by the Institute in connection therewith. The Institute shall be entitled to deduct any amount due from all money paid or payable by way of compensation as aforesaid or of any other nature and costs and expenses in connection with any claim thereto.
11. Any dispute arising out of the terms of this contract relating to the interpretation of any clause thereof shall be settled by mutual discussion between the nominated authorities of the institute and the authorized representatives of the Agency. The Director General, of Institute shall be the

final authority in resolving such disputes. The unresolved disputes or differences shall be subject to the jurisdiction of Delhi Courts only.

12. The Agency shall co-operate with any other agencies working in the Campus while performing their duties, it shall also ensure that its activities do not disturb officials, participants and campus residents of Institute. The Agency shall keep the maintenance register as directed by the institute to monitor day to day work of the Agency for the cleaning and other purposes.
13. **The Agency shall deploy the 52 Numbers of Outsource Manpower personnel. It may be increase or decrease as per requirement or services to be provided in organizations at any time and stage it shall be accepted by agency as per Annexure-II Part (A) and Annexure-III Part-(B).**
14. **The Workers/Staff of the Agency shall have nothing to do with Institute and shall have no presumptive right of absorption in the services of the Institute at any point of time. Any workers of the agency including Supervisor of the Agency shall neither be entitled to any facility offered by Institute to its own neither staff nor be entitled to participate in its any programmes. However, they can use canteen facility benefits on prescribed payment basis on subsidized rates.**
15. The Agency shall ensure that it fully complies with and observes all the provisions of the Contract Labour (Regulations and Adoption) Act 1970. The Minimum Wages Act. 1949. Employees Provident Fund and Miscellaneous Provision Act, the Payment of Wages Act, the ESI Act and such other statutory enactment, rules and regulations laid down by the Govt. of India and Govt. of NCT Delhi in force which may apply to this agreement and any liability on account of non-compliance or violation thereof shall be responsibility of the Agency.
16. **For this purpose, the Agency shall submit monthly statutory Compliance Report duly Certified by the Authorized Representative duly verified and uploaded all the documents in portal of GeM.**
17. The Institute shall have right to hold the payment of monthly bill in case the Agency fails to comply with the statutory requirements or fails to submit proof of statutory payments made in respect of employees deployed by them at Institute.
18. The Worker deploy by the Agency shall be its own workers under their exclusive management, and control and Institute shall, no way, be responsible or liable for their loss of life, wages or any other allowance for holidays or any loss and compensation pay etc.
19. A complete list of police verified Workers/Supervisor along with their photographs, proof of residence local as well as permanent address copy of Aadhar Card and Bio-data, the proof of work experience skill or educational certificate etc. should be submitted by the Agency to the Institute for security purposes before they are deployed and Changes should be notified to the Institute forthwith when they take place. **(Annexure-VI).**
20. The service provider shall be responsible for ensuring compliance with the provisions relating to labour Law (Central/ State) and specially workmen compensation Act, EPF Laws, Income Tax Laws and Minimum wages Laws, Contract Labour, (Regulation & Abolition) Central rules 1971 and any other relevant acts as applicable at present or in future during the tenure of the contract and as may be enforced from time to time. Onus of compliance of all the applicable Laws/ Acts/ Rules shall responsible of Service provider only. The buyer will not be liable in any manner.

21. Service provider shall be liable and responsible for timely payment of take-home wages to the supporting staff and produce to the buyer the details of payments of all statutory benefits like ESI, PF, (both employee and employer share), bonus, leave, relief etc. from time to time to its personnel, failing which a penalty shall be imposed and disputed amounts shall be deducted and paid to personnel directly.
22. **In case the contractor fails to commence the contract by the date mentioned in the work order, the EMD amount shall be forfeited and the contractor shall be blacklisted for three years.**
23. The Service provider agency shall cover all its personnel under the relevant laws of EPF and ECIC etc. proof of the same should be submitted by the service provider to the buyer.
24. The Service provider shall submit a copy of wages sheet showing monthly wages paid to its personnel. Service provider shall cover its personnel for personal accident and loss of life while performing on duty, the Buyer shall not be any liability and obligation in this regard.
25. The Service provider shall also provide at its own cost all statutory benefits or otherwise to its deployed personnel and the Buyer shall not have any liability whatsoever on this account.
26. The Service provider shall employ only manpower who has completed eighteen years of age and not above forty five years of age. Agency would be bound by the conditions with regard to police verification of the deployed staff and their fitness the certificate must be submitted.**(Annexure-VI).**
27. All the Workers in the employment of the Agency working in Institute shall abide by the disciplinary procedures, rules and regulations laid down by the institute from time to time. All personnel deployed by the Agency shall at all the time be medically fit and it shall be the responsibility of the agency to ensure the same.
28. The agency has to ensure the following:-
 - a. That their Managers/Supervisor should be equipped with mobile phone for compliance in accordance with the provisions of Statutory Laws in force.
 - b. All the out-source manpower should supplied proper prescribed two sets of Uniforms per year and proper company Identity Cards and Name Batches etc. to its personnel on its own costs.
 - c. The Agency ensures the personnel to be uniformed during the duty hours and carry their Photo Identity cards along with them.
29. The institute shall not accept and entertain any claim in the event of the Agency's workers sustaining any injury, damages or loss to either person or property either inside or outside the institute premises. The agency shall settle all issues of compensation of their workers in this regard.
30. In case, the workers engaged by the Agency have any grievances, they shall take it up with the Agency without creating any disturbance on the campus. If the Agency Workers resort to any agitation resulting in any damages to property of the institute and or reputation, hindrance to its work, the Agency would be liable to pay of damages to the institute. It will also be construed as breach of contract rendering the Agency liable for such action as may be deemed necessary. Under no circumstances, agitation means are to be resorted to by workers of the Agency. On expiry of the contract, the Agency undertakes to vacate the premises in peace with all the workers without creating any disturbance.

31. If in the course of execution of this contract by the Agency, any minor or major damage is caused by the Agency or his workers to the persons or property of the institute after joint investigation by the “Institute” and the “Contractor” any claims arising from there shall be recovered settled and dealt with directly by the Agency and the Agency shall render all assistances and co-operation to the institute if any enquiry is held thereon.
32. **The Agency shall provide Heavy duty modern multifunctional tools and electronic equipment separately for (Part-A and Part-B) contact for vacuumed cleaning, moping, Floor Buffering, Pressure Washer and Vacuum Carpet Cleaner, Steam Cleaner, Scrubber, Sewer Opening Machine, Kitchen/Toilets Opening Presser Pumps/ Machine, Sweeper Machine, Window Cleaning Washers, High-reach Dusters and Extendable Poles and ladders etc. its own cost, however cleaning materials, chemical and Consumable will be provided by buyers.**
33. **The Successful bidder shall have to submit documents of manpower related to Education/Skill /Experience and Police Verification Report and Aadhar Cards etc. all the contract employees deployed to this office at the time of taking over the contract. (As per Annexure-II).**
34. **The contractor shall submit undertakings obtained from each employee as per (Annexure-VII) that they are aware that their employment is temporary in nature and liable to be terminated at any time. The manpower requirement may be increased or decreased at the discretion of competent authority at any stage and the contractor shall adjust the discontinued employees by himself and buyer shall not be responsible for their relocation or reappointment or readjustment.**
35. The payment of bonus to the outsourcing staff will be the prime responsibility of the contractor/agency, as per the payment of Bonus Act, 1965, undertaking with seal and signature of proprietor must be uploaded in technical bid by the bidder.
36. The successful bidder has to Deposit Interest free Performance Guarantee of ₹10,00,000/- (Rupees Ten Lac only) rounded off ₹3% of estimated bid value of ₹3,33,31,584/- (Rupees Three Crore Thirty-three Lac Thirty-one Thousand Five hundred eighty-four only) at the time of award of the contract valid at least beyond the three Months from the end of the contract.

THE WORK PROFILE

1. The agency is responsible to provide Mechanized Manpower Outsource Services, Technical as well as Non-Technical, Skilled, Semi-skilled, Un-skilled Personnel for Cleaning/Sanitation, House Keeping, Maintenance Service (Civil & Electrical), Driving Vehicle (light motor) and Office Management Services at Institute Office Building entire Residential Quarters as D.G Residence, C-II, D-II, H-II Types Quarters, Garages and Whole 07 Acre Campus including Roads, Terraces, Courtyards, Roof Tops & Surrounding area of Campus and Common area of New Bhawan and the Cleaning/Sanitation, House-keeping, Hospitality and Help Desk Management Services, at Hostel Building at Indian Institute of Public Administration, Indrapratha Estate (ITO), Ring Road, New Delhi-110002.
2. The Services of Institute are supreme, the manpower appointed by the agency need to be Active, Soft Spoken and Honest in nature as Top-Level Officers of Center/State Governments and the Officers of Public Sector undertaking and different foreign Mission Officers are undergoing Training. The integrity and trust worthiness of such out-source employees should be beyond doubt. The dedicated Manpower will be deputed for Services on each floor 06 days in a week.

PART-(A)

The contractor shall Supply Mechanized Manpower Outsourced Services (Skilled/Semi-skilled and non-skilled Technical and Non-Technical) for Cleaning/Sanitation, House-keeping, Maintenance Service (Civil & Electrical), Driving Vehicles (light motor) and Office Management Services (skilled & non-skilled) in Main Building and New Bhawan of entire 7-Acre Campus of Institute Located at Indrapratha Estate (ITO), Ring Road, New Delhi-110002.

The following jobs are to be carried out on daily basis as under: -

1. The Cleaning/Sanitations Dusting, Sweeping/Washing and Moping & House-keeping, Office Management Services of all the Office Rooms/Class Rooms/ Lecture Halls/ Seminar Halls Conference Halls, entire Library /Toilets/ Stairs / Lifts all Corridors/Courtyards/Balconies Roof Tops and Staircases & Terraces in 3-4 times daily.
2. Cleaning and disinfecting all vitreous fixtures including toilets, bowls, urinals, sinks, toilet seats, etc. Brush thoroughly to include below water level and under rims including areas at cistern handles. Restock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets,

etc. after daily checkups in the morning, afternoons and on call basis during day & night time.

3. Mopping to be done at reception & corridors area more frequently and toilets also to be cleaned frequently, i.e. hourly basis, during working hours.
4. Arranging Washing and Moping, Scrubbing Rooms, Toilets, Lectures Halls, all the Corridors, and Carpets vacuumed Cleaning by using modern Multifunctional Electronic Tools & Equipment once a week and as and when required.
5. The common Toilets Rooms in Office Building and Corridors and Common Areas at-least 3-4 times in a day.
6. The Cleaning, Washing and Moping Conference Hall, Lectures/Seminar Halls, Class Rooms including Common Area, Corridors, Toilets & Terraces and Stair Cases three-four times in a day.
7. The Cleaning, Sweeping/Washing and Moping Terraces, Stair Cases and Common areas of D-II, C-II, Director General House, H-II Type Qtrs and Garages 3-4 times daily or as required.
8. The Cleaning of adjoining areas of D-II, C-II, Director General House, H-II type Qtrs, and Garages and all Road Portions & Surrounding Areas of whole Campus daily 3-4 time in a day.
9. **Solid Waste and Garbage Management:-**
 - a. The Agency shall be responsible for Dispose-off the Solid Waste and Garbage outside the campus daily at outside dump yard or as and when required.
 - b. Cleaning the rain drainages and removal of waste garbage and deposited-off it outside the campus damp yard.
10. The Cleaning of Glass Panes in Common Areas and Rooms Terrace of Office Building and New Bhawan at-least twice in a week or as and when required.
11. Dusting, Cleaning, arranging of Vertical Blinds/Curtains in Office Building and Shifting/Relocation of Furniture/fixtures etc. as per requirement or as and when essential, any other work as felt suitable and assigned by concern authorities.
12. To open the Blockage of Sewerage Systems and Cleaning of Manhole of Buildings, Toilets, Traps, and Kitchens etc. in Office Building, Institute Bhawan and Entire Campus as DG House, C-II, D-II Flats and H-II Type Quarters including Canteen & Mess etc. as and when required.
13. To be managing and maintenance services as Electric/plumbing/ Gardening Services as well as Driving Vehicles (light motor) under technical services.

DEEP CLEANING SERVICES WEEKLY: -

The Agency shall provide latest modern multifunctional electronic tools & equipment machinery for deep cleaning services for Part-A and Part-B separately its own cost for deep cleaning Services, however the cleaning materials etc will be provided by buyers for Housekeeping/Sanitation Services which will be carryout once a week and as & when required on entire contact as under: -

- a. Deep Cleaning Services, Scrubbing Floors & Toilets, vacuumed Cleaning the Carpets and Door Mats of all the conference halls/Lectures/Class Rooms/ Rooms and bathrooms toilets etc.
- b. Scrubbing of all floors and ceramic tiles base, cleaning of ceiling and high walls, removal of wash stains, cleaning of roofs and porches etc.
- c. Dusting of entire area including windows / windowpanes / doors / almirah/racks, etc. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, Staircases etc.
- d. Cleaning of all windows glasses and grills with detergents / cleaning agents. Cleaning all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- e. The Agency shall be responsible for Dispose-off the Solid Waste and Garbage outside the campus daily at outside dump yard or as and when required.
- f. Cleaning the rain water drainages and removal of waste garbage and deposited-off it outside the campus damp yard.
- g. Cleaning and washing Dustbin once a week or as and when recurred
- h. Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material. Sewerage Systems Cleaning. So that works of organization could not be suffered.

THE DUTIES AND RESPOSIBILTY OF OUTSOURCE MANPOWER

1. SUPERVISOR (SKILLED): -

- i. The Duties and Responsibilities of Supervisor are involvements to ensure the overall cleanliness and maintenance an entire 07 Acre Campus and the managing the housekeeping staff and ensuring high standard cleanliness and hygiene.
- ii. To make a checklist in the toilets by inspections 3-4 times the Cleaning/Sanitation, Housekeeping/ maintenance services and report the concern authority. The Supervisor will maintain Office Management Services provided at entire 7 Acre Campus Including Office Buildings, Entire Residential Quarters DG's Residence, C-II, D-II, H-II Types Quarters, Garages and Whole Campus including Roads, Terraces, Courtyards/roof tops, Hostel and New Bhawan.
- iii. To address complaints and implementing and enforcing safety and sanitation policies. To inspecting all the rooms/ toilets/classrooms/ seminar halls, corridors/balconies/courtyards/roof tops and common areas of building to ensure they meet established cleanliness standards.
- iv. Inspecting the sewerage systems and ensure to meet established cleanliness standards. Implementing and enforcing safety and sanitation policies.
- v. Provide guidance to its staff their safety & security on physical activity to maintain standard cleaning procedures, protocols and customer services.
- vi. Ensuring adequate and timely supplies of cleaning materials has to be recorded to meet the demands. Any other similar works assigned by higher authority.

2. MULTI TASTING STAFF (SKILLED/SEMI-SKILLED):-

- i. Scope of Works of Multi Tasting Staff as general Cleanliness/Dusting and keep the Office Rooms Section/Unit with attached Rooms neat and clean & disinfected.
- ii. Cleaning and Refilling water Jugs/Glass/Water Bottles at their deputed Sections as attached Rooms, Class Rooms, and Seminar/Conference Halls etc.
- iii. To maintain the Office File/ Vouchers, Records, etc. concern Sections. To keep the office records updated and ensure proper use of office equipment.
- iv. Carrying the Files and other documents/papers and correspondence within the building and out-side the building and photo-copying the papers to arranging and making their sets and distributing etc and other similar works assigned by authority.
- v. Cleaning dusting of rooms and furniture, fixtures all the deputed Sections and attached Rooms, Class Rooms, and Seminar/Conference Halls etc.
- vi. Arrange the meeting and Lectures/ Seminar/Conference Halls etc.
- vii. To refill drinking water in the Flasks/water bottles after cleaning water flasks/ glass for class rooms and Sections.
- viii. Routine works like dairy dispatch the papers, letters, and files, delivering the dak within and outside the campus.
- ix. The works related to different Banking Services within and out-side campus.
- x. Any other similar works assigned by higher authority.

3. MTS (DRIVER) SKILLED: -

- i. The Duties and Responsibilities of Driver; Driving the vehicles safely with valid license and maintain records of vehicle to keep updated daily Log Book, updated car documents and fuel etc.
- ii. Performing routine checks & balance, ensuring the vehicle should be Neat & Clean, to dealing with minor vehicle issues and repairs minor faults, or unexpected situations on the road, to ensure the necessary annual maintenance the vehicle.
- iii. Any other similar works assigned by higher authority.

4. MTS (ELECTRICIAN)-SKILLED

- i. Duties & Responsible of Multi-Tasking Service (Electrician); to Identifying and troubleshooting electrical problems repair & maintain electrical wires and cables, switches, goods and appliances in various points.
- ii. To repairs internal fault of electrifications, goods, troubleshooting electrical systems and components in various pints of buildings, Hostel and Entire Residential Quarters, Street Lights etc of entire campus.
- iii. To performing routine maintenance tasks to prevent upcoming breakdowns and other works assigned by higher authority.
- iv. Any other similar works assigned by higher authority.

5. MTS (PLUMBER) SKILLED

- i. The Duties & Responsibilities of Multi-Tasking Service Plumber: to involve inspecting, repairing, and maintaining plumbing systems, fixtures, and appliances in various points of entire campus, Hotel Building as well as entire complex as well as Hotel and entire Residential Quarters.
- ii. This includes addressing the issues like leakages, blockages of water pipe, taps faulty fixtures water pumps/motors etc. as well as preventative repairs & maintenance tasks and any other similar works assigned by higher authority.

6. MTS (SEWERMAN) SEMI-SKILLED

- i. The duties of a Multi-tasking Service Sewerman to Open the Blockage of Sewerage Systems and Cleaning of Manhole of Buildings, Toilets, Traps, and Kitchens etc. in Office Buildings, IIPA Bhawan and entire campus.
- ii. To open the blockages of Sewerage systems and cleaning manhole of all the Toilets/ Kitchens Hotel Rooms and entire residential of DG House, C-II, D-II Flats and H-II Type Quarters including Canteen & Mess etc. as and when required.
- iii. Any other similar works assigned by Higher authority.

7. MTS (GARDNER) SEMI-SKILLED.

- i. The duties of a Multi-Tasking Gardener to ensure maintaining various green area of entire institute like watering, fertilizing, trimming them, shifting the potted plants, to maintain Gardens, to clean rubbish and litter from the garden and grounds.
- ii. Plants the flowers and nurture new trees, flowers, and various plants, grass cutting of parks, hedge cutting/trimming by using and maintaining gardening tools and light gardening machinery.
- iii. Identifying the possibilities to making the vermin composts and treating diseases, pest infestations of soil by fertilizing and treating other issues with garden plants, parks grass and cleaning up garden areas. Any other similar works assigned by higher authority.
- iv. **The contract shall keep all the Tools and hose pipe etc. to meet the requirements of Gardening works its own cost.**

8. MTS (SAFAI KARAMCHARI) UN-SKILLED.

- i. The duties & responsibilities of Multi-Tasking Staff; (Safai Karamchari) to ensure Cleaning/Sanitations, Washing and Moping & House-keeping all the Office Rooms/Class Rooms/ Lecture Halls/ Seminar Halls Conference Halls, /Toilets/ Stairs/Lifts, all Corridors/Courtyards/Balconies, Roofs and Staircases & Terraces 2-3 times daily.

- ii. Arranging Washing and Moping, Scrubbing Rooms, Toilets, Lectures Halls, all the Corridors, and Carpets Cleaning vacuumed cleaning by using modern Multifunctional Electronic Tools & Equipment once a week as required.
- iii. Cleaning of glass panes in Common Areas and Rooms of Office Building and New Bhawan. The common Toilets Rooms in Office Building and Corridors and Common Areas at-least 3-4 times in a day.
- iv. Cleaning washing and Moping (TNC) Memorial Hall, including Common Hall, Corridors, Toilets & Terraces and Stair Cases three-four times in a day.
- v. Cleaning washing and Moping Terraces, Stair cases and common areas of D-II, C-II, and Director General House, H-II Type Qtrs and Garages 2-3 times daily or as required.
- vi. Cleaning of adjoining areas of D-II, C-II, Director General House, H-II type Qtrs, and garages and all Road Portions & Surrounding Areas of whole Campus daily 2-3 time or as when required.
- vii. Dispose-off the Garbage and Solid Waste outside the campus daily at outside dump yard or as and when required.
- viii. Cleaning the rain drainages and removal of waste garbage and deposited-off it outside the campus damp yard. Cleaning and washing Dustbin once a week or as and when recurred
- ix. Cleaning of Glass Panes in Common Areas and Rooms Terrace of Office Building and New Bhawan at-least twice in a week or as and when required.
- x. Dusting, Cleaning, arranging of Vertical Blinds/Curtains in Office Building and Shifting/Relocation of Furniture/fixtures etc. as per requirement or as and when essential. Any other similar work as felt suitable assigned by concern Higher authorities.

PART-(B)

THE SCOPE OF MULTI TASK MANPOWER OUT-SOURCES SERVICES TO CLEANING/SANITATION, HOUSEKEEPING, HOSPITALITY AND HELP DESK MANAGEMENT SERVICES AT HOSTEL BUILDING.

1. **The Services of Hostel are quintessence, the manpower appointed by the agency need to be active, Soft Spoken and Honest in nature as Top-Level Officers of Center/State Governments and the Officers of Public Sector undertaking and different foreign Mission Officers Stay at Hostel. The integrity and trust worthiness of such employees should be beyond doubt. The dedicated Manpower will be deputed for Services on each floor (24x7) days.**
 - i. The scope of services is as Cleaning/Sanitation, Sweeping, Housekeeping & Hospitality and Help Desk Management Services at Hostel Building. The agency shall be responsible for maintain hygiene entire Hostel Premises neat & clean, the Cleaning/Housekeeping and Hospitality Service of Institute Hostel Building Guest Rooms all Corridors/Courtyards /Balconies, Lift, Common & Attached Bath Rooms, Staircases, Gymnasium/TV Lounge/Lounges/Common Corridors/ Roof Tops, Mess and Terrace etc.
 - ii. The cleaning of adjoining area of the Hostel Building and other area of Hostel specified by the Institute authority.
 - iii. Cleaning and disinfecting all virtue fixtures including toilets, dining area, urinals, sinks, toilet seats, etc. Brush thoroughly to include below water level and under rims including areas at cistern handles. The restock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily checkups in the morning, afternoons during day & night and on call basis.
 - iv. Mopping to be once at reception & corridors area more frequently and toilets also to be cleaned frequently, i.e. hourly, during working hours.
 - v. The reception helps desk management services under the Supervision of Institute Authority. Any other similar work as felt suitable assigned by concern authorities.

2. DEEP CLEANING SERVICES: -

The Agency shall provide latest modern multifunctional Electronic Tools & Equipment machinery on its own cost for deep cleaning services, however the cleaning materials/agents will be provided by buyer for entire housekeeping to be done by the contractor once a week as under:-

- i. The Agency shall provide latest modern multifunctional Electronic Tools & Equipment machinery for **Part-A** and **Part-B** separately its own cost for deep cleaning Services, whoever the cleaning agents/materials will be provided by buyer for entire housekeeping done by the contractor once a week as under: -
- ii. Housekeeping & Cleaning, Scrubbing Floors & Toilets, Carpets and Door Mats cleaning of all the Lectures/Class Rooms/ Rooms etc.
- iii. Scrubbing of all floors and ceramic tiles base Cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
- iv. Dusting of entire area including windows / windowpanes / doors / ledges, etc. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, Staircases and toilets.
- v. Cleaning of all windows glasses and grills with detergents / cleaning agents.
- vi. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- vii. Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material. Sewerage Systems Cleaning. So that works of organization could not be suffered. Any other similar works will be assigned by concern authority.
- viii. Housekeeping & Cleaning, Scrubbing Floors & Toilets, Carpets and Door Mats cleaning of all the Lectures/Class Rooms/ Rooms etc.
- ix. Scrubbing of all floors and ceramic tiles base Cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
- x. Dusting of entire area including windows / windowpanes / doors / ledges, etc. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, Staircases and toilets.
- xi. Cleaning of all windows glasses and grills with detergents / cleaning agents. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- xii. **Cleaning and washing Dustbin once a week or as and when recurred. Any other similar works will be assigned by concern authority.**
- xiii. Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material. Sewerage Systems Cleaning. So that works of organization could not be suffered. Any other similar works will be assigned by concern authority.

3. HOSPITALITY & COUNTER HELP DESK SERVICES: -

- i. The agency will deploy the counter Help Desk Service Management Clerks on round clock duty in shifts. The counter help desk Clerks should be soft spoken honest & hard worker and fully skilled having good knowledge of computer applications (MS Office) and trained in Front Desk Office Management. The Degree/Diploma holder in Hospitality Management may be preferred.
- ii. The duties & responsibilities of Desk Service Management Clerks will be to Supervise the Room Attendants and MTS and maintain the overall

Cleaning/Sanitation, Housekeeping, Hospitality and Help Desk Management Services to maintain hygiene at Hostel.

- iii. The counter clerks will be works under the guidance and supervision of Institute authority and will keep record for arrival/departure of guests maintain check in & check out record in guest register, preparation of daily occupancy statement and submit the same to the Authority.
- iv. They will be responsible for Housekeeping and Hospitality Service of Entire Hostel and Help Desk Service round the clock and attend the telephone calls at the Reception Counter of the Hostel and attend enquires satisfactorily.
- v. They will be responsible for making their board and lodging records, making the bills of guest's receipts/payments Cash/UPI/POS machine and keeps record of the same with Hostel and responsible to deposit the cash on daily basis in Accounts Section under the supervision of Institute authority.
- vi. The Hostel Help Desk Clerks will issue receipt complete name and will record the complete address, mobile/contact number of the guest.
- vii. If cash payment will receive on gazetted-holiday or weekly holiday, it should be deposited positively in next working day in consultation of Institute Authority.
- viii. They will maintain and responsible for records keeping of Hostel Lines/towels/Bed Sheets, pillow covers, blankets, curtains and room utensils etc. and to hand over them for dry cleaning.
- ix. They will be responsible for overall Housekeeping and Hospitality Services and hygiene of Hostel Rooms and clean carpets with the help of vacuum cleaner and cleaning agents/materials.
- x. The counter clerks will inform to the Hostel authorities of any accident/illness of participants/guests stay in the hostel requiring immediate medical help /attention and shall also take stapes to take the guests Hospital.
- xi. The Counter clerks will maintain the Stock Consumption Register of Linen, Cleaning Materials other Articles of Rooms, ensure their replacement from the Hostel well in advance time to time.
- xii. The Counter clerks will maintain the suggestion books civil & electrical and make notes for daily complaints and resolved the same with the help of concern authority, to make correspondence with other sections in consultation with Hostel Authority.
- xiii. To maintain the record of items their safety & Security of games/sports such as Table Tennis/Badminton, Carom, Chess, Gymnasium etc provided to the participants staying at Hostel will be issue and received by counter clerk.
- xiv. It shall be the responsibility of the counter clerks to keep record of store housekeeping materials, articles, utensils, linen and the security of such material will be the sole responsibility of the agency.
- xv. The any other similar works may be assigned by Superior authority.
- xvi. Mopping to be once at reception & corridors area more frequently and toilets also to be cleaned frequently, i.e. hourly, during working hours.

- xvii. Cleaning and dusting of entire internal glass panels, furniture, partitions, wooden Cabin walls, cabinet surfaces, window seals, railings, windows, venetian blinds, Racks, Sofas, Computers, Telephone, Curtains, and Wall Mounted Fans etc.

4. DUTY OF MTS (ROOM ATTENDANT):-

- i. The duty of Multi Tasks Service (Room Attendant) will be responsible for overall clinginess of Room materials such as mattresses, table lamps, table & chairs, wardrobes, water flasks/water glasses, towels, linen, blankets, hangers, bath stool, Mugs, Buckets, Furniture Fixtures, dusting the rooms and change the Bed Sheets, pillow covers, blankets, Towels, curtain etc. they will be responsible to maintain total hygiene of guests rooms.
- ii. To finite spray mosquito killers/ to spray room freshener check and change the mosquito repellent, refill Liquid Soaps, Bathing Soap etc. and to store used bed sheets, pillow covers, blankets and curtain etc. and shall be responsible to maintain guest room hygienic conditions.
- iii. The Room Attendant shall be duty to collect the used linen as bed sheets, pillow covers, blankets, towels, curtains and handover it to designed person counter help desk clerks they shall be responsibility for dry cloning the all the linen.
- iv. The Room Attendant shall duty to refill water flask water glass of the concern guests as and when required, cleaning, dusting and they will be responsible for safety & security of these utensils in each hostel rooms.
- v. Any other similar work as felt suitable assigned by concern higher authorities.

5. DUTY OF MTS (SAFAI KARAMCHARI):-

- i. **The duty of Multi Task Service (Safai Karamcharis) are Cleaning and Sweeping all the Rooms/Bath-Rooms/Tiles/W.C. etc cleaning to common Bathrooms once a two hours times in a day to maintain hygiene.**
- ii. Arranging Washing and Moping of Rooms/Corridors/Toilets and vacuumed cleaning of Carpets, Mats and Foot Mats etc. by using modern multifunctional electronic tools & equipment.
- iii. Mopping to be done at reception & corridors area more frequently and toilets also to be cleaned frequently, i.e. hourly, during working hours.
- iv. To ensure safety & Security such as switching off ACs/ the Lights /Fans/Taps/close window Panels and Doors etc. after the participants/officers/guests vacate the Rooms.
- v. Cleaning all rooms of Hostel, Dispensary Room/ all corridors'/courtyards/ staircases & terraces/ balconies daily or as required Arranging washing and moping of all rooms, toilets, stairs, Lifts and Carpets etc. to be vacuumed cleaning.
- vi. The Cleaning of glass panes in common areas of Hostel Rooms and entire Hostel building. Arranging of vertical blinds/curtains in Hostel building and shifting of

furniture as and when required and any other work as felt suitable and assigned by Institute authorities.

- vii. **To Collect all Waste/Garbage from Hostel Building, deposited in the Garbage Dustbins for proper disposal and dump it to outside dump yard twice a day or as and when required.**
- viii. To Open the Blockage Sewerage Systems of Traps in Kitchens, attached Toilets, common Toilets, Mess and Cleaning Manholes, Removing Debris, and ensuring proper drainage etc.
- ix. Occasionally shifting or Re-arrangement of Furniture/Fixtures, Loading and Unloading of Article, as and when required. Any other similar work as felt suitable assigned by concern authorities.

6. DEEP CLEANING SERVICES WEEKLY: -

The Agency shall provide latest modern multifunctional Electronic Tools & Equipment machinery for **Part-B** separately its own cost for deep cleaning Services, whoever the cleaning agents/materials will be provided by buyer for entire housekeeping done by the contractor once a week as under: -

- a. Housekeeping & Cleaning, Scrubbing Floors & Toilets, Carpets and Door Mats cleaning of all the Rooms etc.
- b. Scrubbing of all floors and ceramic tiles base cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
- c. Dusting of entire area including windows / windowpanes / doors / ledges, etc. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, Staircases and toilets.
- d. Cleaning of all windows glasses and grills with detergents / cleaning agents. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- e. Cleaning of sanitary fittings, toilets drain pipes etc. in the toilets with standard cleaning material, so that works of organization could not be suffered.
- f. **Cleaning Wastebasket daily and Wastebasket/Dustbin washing once a week or as and when required. Any other similar works shall be assigned by concern authority.**

7. SERVICE TRACKING SERVICE RECORD: -

- i. The service providing agency will ensure **Good Quality Service delivery** in time bond manner. The service provider shall maintain daily Attendance Register Services under Institute Authorities.
- ii. A common attendance Register will be kept at main gate at Security Post for all out-source personnel, they will mark their name at the time of entry & exit.
- iii. The supervisor will make checklists for each activity and works done by each of the personnel shall be recorded duly signed concern dealing authority.

- iv. The service provider shall submit a duly signed comprehensive report every month, detailing the services performed during the month.
- v. **The service provider shall thereafter update online the logbook on the GeM portal as the logbook process flow. The buyer rights to either accept or reject these entries within the prescribed timeline.**
- vi. **The buyer will also record the any service non-delivery or non-performance issues, and subsequent penalties may be levied or to take action on logbook entries updated by service provider shall be deemed as accepted.**
- vii. **The no payment shall be made on the absence of manpower and delivery of services**
- viii. The service provider can raise an issue against the rejection of the entry by buyer within the prescribed timeline of such rejection with designated representative/authority.

8. SERVICE PERFORMANCE FEEDBACK: -

- 1. An effective service tracking performance as well as leads to immediate actions against any suggestion/complaint.
- 2. The service provider agency will be liable to keep/display the performance Feedback separately for Services **Part-(A)** and **Part-(B)**.
- 3. The service provider shall be solely responsible for feedback of Services should be submitted monthly with concern authority for maintain the quality of Services and their compliance.

9. PENALTIES AND FINE:-

- i. If the employee is absent or take leave for more than 2 days without informing or taking prior approval a substitute shall be provided by agency failing which a penalty may be imposed @ ₹10% of the contract,
- ii. The no-deployment of manpower as per contract 1st instance up to 15 days @2% per day of the total value of contract and beyond 15 days cancellation of contract with cancellation charges @10% of contract value.
- iii. The counter help desk clerks are responsible to deposit hostel cash daily basis in the accounts, except holidays, failing which a penalty shall be imposed ₹500/- per day for each instance as reported.
- iv. If any lapses on this count of materials, articles, utensils, linen are found losses the Institute will levy penalty on the Agency of ₹500/- or first Occasion/Complaint and ₹1000/- in next each Occasion/Complaint.
- v. If any worker found disclosing any confidential information/documents to any third party and found responsible for any theft, loss of materials articles and damage, the Institute will levy penalty on the Agency of ₹500/- for first Occasion/Complaint and ₹1000/- in next each occasion/complaint, and immediate payment in actual cost, equaling of the value of article/ theft /lost damaged the replacement of such

worker within two days. If worker is found resistible for dishonest/disobedient/misconduct, the replacement of such worker within two days.

- vi. If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practice at workplace immediate replacement within 2 days and penalty charged @ ₹10% or as decided by competent authority depending on the gravity of act.
- vii. The failure to address promptly deficiencies/complaints brought to notice penalty of ₹500/- in 1st instance, ₹800/- in 2nd Instance and ₹1000/- in 3rd instance, by buyer.
- viii. In case of non-compliance of the standard of services to be provided as per agreement. The buyer will be at liberty to levy such penalty of ₹10% of security deposit.
- ix. If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practice in collusion with any third party or officials at workplace. Immediate replacement within 48 hours, the contract with cancellation charges @10% of the order value as decided by the buyer depending on the gravity of the act.
- x. Penalties for a specific month/period shall be capped at 10% of bill generated for that month/period. If any SLA is breached beyond 3 instances in any billing period, then same shall be treated as a breach of contract and buyer will have full rights to terminate the contract after giving a notice of 30 days.
- xi. If such lapses continue for a month, Director General, of Institute shall levy 10% deduction from the monthly bill of the Agency. Director General, of Institute shall be the final authority in resolving such disputes. The unresolved disputes or differences shall be subject to the jurisdiction of Delhi Courts only.

10. TERMS & CONDITIONS OF PAYMENT OF BILLS:-

1. The Agency shall be reimbursed the monthly payment on the submission of bill through **GeM Portal**. The proof of payment of workers succeeding month along with payment of Statutory Compliances duly certified, Bank Statements of wages the workers by the authorized representative of agency and all such documents will be verified after downloading through **GeM Portal by the buyer**. Payment shall be made only after submission of Invoices, daily attendance, Service Feedback through **GeM only**. The non-submission of the same may lead to delay/ deduction in payment.
2. The Service Provider shall ensure payment regularly for the deployed manpower to their entitlements like monthly salaries/wages etc. and submit the documentary proof of the salary paid for the subsequent month will be paid only after submission of certificate of disbursement of wages of month.
3. The rates to be enhanced as per minimum wages Act. Order of Government on Satisfactory performance as and when announced.

4. The payment of undisputed Bill will be reimbursed by the Institute within One Month from the date of submission of the bill on the basis of minimum wages including EPF, ESIC, Service Charges and GST etc. will be applicable as per govt. order.
5. The contractor while preferring the bill for payment shall certify that the wages of the persons deployed on the premises, for the month for which the bill pertains, have been actually disbursed. The contractor has to provide the payments details of minimum wage of deputed personnel, EPF, ESI and GST details with the account numbers of security personnel deputed in Institute.
6. For this purpose, the Agency shall submit monthly statutory Compliance Report duly certified by the Authorized Representative of agency will upload in GeM Portal. The buyers shall verify this compliance by download from **GeM**.
7. Wherever any overpayment comes to the notice of the Institute, the same shall be deducted from any sum due or which at any time thereafter may become due to the contractor.
8. The Institute reserves the right to carry out post payment audit and/or technical examination of the final bill including all supporting documents vouchers, abstract etc. It further reserves the right to enforce recovery of any overpayment whenever detected. All the penalties/ fine/ interest (if applicable) will be settled before making the payments. Service Provider shall not have any objection on the same.
9. The salary slip will have to be provided by Service Provider showing their minimum wages, ESI EPF details etc. to deputed personnel along with showing monthly paid statement bank pass book. The contractor shall ensure that the wages to worker will be made on the three National holidays in accordance with industrial establishments Act.1974.
10. It shall be the duty of the contractor to comply with all the regulations like subscriptions to EPF, ESI contributions etc and timely payment in this regard the deputed personnel. The contractors have to pay the minimum wages to the deputed personnel in the Institute time to time.
11. In case of violation of minimum wage act, Contract Labor act. As applicable from time to time applicable for the services a penalty will be imposed as deemed to be fit.
12. The service provider shall not charge any undue money from the employees for registration, training or provision of uniform. Any complaint for undue practice will invite immediate termination of the contract and a police complaint will also be lodged in the regard. Further, the undue amount allegedly extorted will be deducted from bills of the service provider.
13. The payment of all the outsourced personnel will have to be made on or before 7th /10th of the succeeding month by the agency.
14. On delay in payment of salary/wages to outsourced personnel, penalty of ₹500/- per day will be levied for delay in payment of salary/wages as per the terms and conditions of the contract. The penalties may be imposed and deduced from the total bill.
15. All applicable taxes and duties except GST, shall be payable by the Service Provider and the Buyer shall not entertain any claims whatsoever with respect to the same. The Service Provider shall pay the GST on the service charges, as service charge price quoted ₹8% is (inclusive of GST).
16. In case of any changes in the minimum wages as per the Applicable Laws during the Contract period, Buyer shall pay the Service Provider the difference in wage from the amount mentioned in the contract.

17. The Service Providing Agency shall furnish statement of amount paid for the month to the persons deployed along with Cheque number and date and Bank account from which the payment has been made. Service Providing agency is to furnish copy of bank statement in support of amount paid as and when required by Buyer Departments.

11. TERMINATION OF AGREEMENT.

During the currency of this agreement, the contract is liable to be terminated by buyer at any time by giving once month notice, if services rendered to Institute are not found satisfactory at any location in the campus.

- i. For this purpose, the Institute shall be the sole moderator to decide whether the performance of the Agency is satisfactory or not. The decision of the Director General of Institute shall be the final, conclusive and binding on the Agency and the Agency shall not be entitled to any compensation in this regard. Furthermore, if on account of non-renewal of the contract and/or termination of the contract, the agency has to terminate its employees then it shall be the responsibility of the Agency to pay legal dues to its employees in the event of non-compliance of legal provisions or nonpayment of legal dues.
- ii. The Agency itself shall be liable for all the costs and consequences, in case, the Agency desires to terminate the contract within the continuance of the contract period, the Agency will be required to give one month prior notice to the Institute and the Institute in any case, shall not be liable and responsible for the same and institute may levied the penalty of ₹25% of security deposit.
- iii. The Agency expressly agrees and accepts that on termination of this contract for any reason whatsoever, the Agency shall vacate the premises of the Institute along-with its men and material and hand over the vacant and peaceful possession of the property of the Institute. In case of failure of the Agency or its employees to do so, the Institute shall have a right to get the premises vacated and adopt such course as may be deemed necessary.
- iv. Any dispute or difference arising in the course of performance of the contract shall be referred to sole arbitration of the Institute whose decision shall be final and binding on the bidders.

12. SERVICE PERFORMANCE AND FEEDBACK

1. The principal point of contract for the issues arising out of this agreement will be the service provider or as a designated representative who shall be any employee of the service provider in administrative and managerial capacity and in a position of

authority to resolve issues. Nonetheless, the service provider shall be solely responsible for maintaining the quality and level of service provided.

2. The service provider shall maintain a complaint register at the premises for the complaints by the buyer.

Annexure -I**TECHICAL BID EVALUATION CHECK LIST**

Sl. No.	Description	Remarks (Filled by Bidder)	
1.	Name of the Bidding Company/ Firm/ Agency.		
2.	Registration No of Bidding Company/ Firm/Agency in Delhi (Proof Certificate of Registration must be uploaded on GeM).		
3.	Status of the firm (Whether Proprietary/ Partnership/Pvt. Ltd and Ltd. Company) and date of Establishment of Firm (Proof Certificate of Registration must be uploaded on GeM).		
4.	Name (s) of the Company's Proprietor / Partner/ Director(s).(proof must be uploaded in GeM).		
5.	Full address of the Bidding Company/ Firm/ Agency along with Land Line Dedicated/ telephone nos./Mobile Nos. and e-mail address for Service Support (Proof Certificate of Registration must be uploaded on GeM).		
6.	GST Number of Agency (Proof Certificate of Registration must be uploaded on GeM).		
7.	Permanent Account Number (PAN) (Proof Certificate of Registration must be uploaded on GeM).		
8.	The Registration of EPF and ESIC Registration No. (Proof Certificate of Registration must be uploaded on GeM).		
9.	Turnover: - Vendor must have average turnover of last three financial years, 2021-22, 2022-23,2023-24 (Upload a certificate having valid UDIN number form a registered Chartered Accountant and Income Tax Return (s) for last Three Years, balance sheet (s)	2021-22	₹. _____
		2022-23	₹. _____
		2023-24	₹. _____
		Average of 3 years	_____
10.	Work Experience at least five (05) Single award of contract of last five financial years value more than ₹3.50 Crore /annum in Central/State Govt. PSU(s)/ Autonomous Bodies of Government Department(s) Hospitals/Universities/serving in the Central/ State Govt. at least 75 personnel in similar field. (upload relevant work order as well as satisfactory work completion Certificates form respective buyer departments)	Duration of contract.	Name & Address of Buyer Department
		1.	1.
		2.	2.
		3.	3.
		4.	4.
		5.	5.

11.	Bidder GeM Orders: Bidder must have Five Completed orders through GeM at least last five financial years (upload relevant work order as well as satisfactory work completion certificates form respective buyer departments).	1. 2. 3. 4. 5.	1. 2. 3. 4. 5.
12.	Bidders are required to furnish Solvency Certificate from Nationalized/scheduled bank of value minimum ₹3.5 Crore (Bank Name) (Valid not more than once year).	Yes/No	
13.	An ISO Certifications towards adopting Standard Policies in the Mechanized Manpower Outsource Services “ Certificate ” must be submitted in the GeM.	Yes/No	
14.	Undertaking for acceptance of Terms and Conditions of the BID documents duly signed by authorized signatures with Seal on every pages on Bid.(must be uploaded on GeM)	Yes/No	
15.	Undertaking that the firm is not Penalized or Blacklisted/Debarred by any Ministry/ Departments organizations of the Central/ State Government is not under liquidation/ court receivership or similar proceedings and is not bankrupt . (Undertaking must be uploaded on GeM)	Yes/No (Tick)	
16.	The bidders should not have been induct for any criminal, fraudulent, penalized or corruption activity and not have been blacklisted by any Central/State Govt./Semi Govt./PSU/Autonomous bodies. Bidder has to upload “ No-Conviction Certificate ” undertaking duly signed in company letter head with bid.	Yes/No (Tick)	
17.	Ministry of Micro, Small & Medium Enterprises (MSMEs) and Startup are exempted for EMD & Turnover, (for Exemption “ Certificate of Registration ” must be uploaded on GeM).	Yes/No (Tick)	
18.	An ISO Certifications towards adopting Standard Policies in the Mechanized Manpower Outsource Services “Certificate” must be submitted in the GeM.	Yes/No (Tick)	
19.	The Tender cost must be paid online Bank transfer or RTGS and payment ID must be uploaded on GeM .	Yes/No (Tick)	
20.	EMD money of ₹10,00,0000/- ₹3% of Estimated Bid Value paid through Bank Transfer online or RTGS in favor of “Indian Institute of Public Administration at Delhi. (The Bank transfer ID must be uploaded with the bid on GeM).	Yes/No	
21.	The successful bidder has to Deposit Interest Free Performance Guarantee of ₹10,00,000/- ₹3% of Estimated Bid Value at the time of award of the contract for more than 3 Months beyond the contract.	Yes/No	

22.	Bidder Bank details for refund of EMD a copy of cancelled Cheque may be uploaded in GeM .	Yes/No	
23.	The agency must be uploaded a check-list duly filled in verified by authorized Signatory and Stamped for evaluation of Technical Bid failing which it will be technically rejected.	Yes/No	

The MSMEs & Startups are exempted from EMD and Turnover as per govt. procurement rules, however, Performance Security Guarantee shall be deposited by successful Bider.

All the required documents (**Attested**) in support of the eligibility criteria are to be up-loaded, if any of the information asked in **Annexure-I** is not given or incorrect or in-complete, I have no objection if Institute may consider the bid as non-responsive and cancel without any further reference.

AUTHORIZED REPRESENTATIVE OF THE FIRM
(Signature/ Stamp)

The above declaration, duly signed by the authorized signatory of the company, should be enclosed with technical tender.

Manpower required for Office Building and Campus-(Part-A)

Sl. No.	Designation of Manpower	Skill/Required Monthly Wages	Required Manpower	Educational Qualifications/Working experience, age bar and skill required.	Duty Time	Routine Duty Days
1.	MTS (Office boy)	Semi-Skilled/Skilled (₹22,411/- p.m.)	10	12 th Pass/ Graduation, Basic Knowledge of reading & writing English & Hindi and minimum 5 Years working experience age below 40 Years	8. 00 am to 5.00 p.m.	Mon-Saturday/ as per requirement
2.	MTS(Electrician)	Skilled/Semi-Skilled (₹22,411/- p.m.)	2	10 th Pass + Diploma from ITI and Minimum 5 years working experience age below 40 Years	-do-	-do-
3.	MTS (Plumber)	Skilled/Semi-skilled (22,411.00 p.m.)	2	10 th Pass + Diploma from ITI/ Minimum 5 years working experience age below 40 Years	-do-	-do-
4.	MTS (Gardner)	Semi Skilled (20371/- .00 p.m.)	2	8 th /10 th Pass/Diploma in Floriculture/Horticulture and minimum 5 years working experience in gardening from reputed nursery etc. age below 40 Years	-do-	-do-
5.	MTS (Safai Karamchari) (12 Male + 2 Female)	Un-Skilled (18,456.00p.m.)	14	8 th /10 th Pass/ Experience in cleaning works in Housekeeping and age below 40 Years	-do-	-do-
6.	MTS (Sewerman)	Semi-Skilled (20,371/- p.m.)	1	10 th Pass/ 5 Years Experience Holder in Sewer Cleaning Work and age below 40	-do-	-do-

				Years		
•	Supervisor	Skilled (₹24,356/-p.m.)	1	At least Graduate (Working Knowledge of Compute Application (MS Office) English/Hindi, Minimum 5 Years working experience and age below 40 Years	-do	-do-
Total Manpower Required			32			

Manpower required for Hostel Building-(Part-B)

Sl. No.	Designation	Skill/Required under Monthly Wages	Required Manpower	Educational Qualifications/Working Experience, age bar and skill required.	Round clock Duty and Working Time	Routine duty days
1.	Receptionist/Clerks (Help Desk Management)	Skilled (₹24,356/- p.m.)	4	Graduate and above Knowledge of Compute Application (MS Office) and Knowledge of English/Hindi minimum 5 Years working experience in Front Desk Management Service age below 40 Years	• 00 a.m. to 00p.m. • 00p.m. to 10.00p.m. - to 10.00 p.m. - to 06.00 a.m.	Monday to Sunday/as per requirement (Weekly paid off)
2.	MTS (Room Attendant)	Semi-Skilled (₹22,411/- p.m.)	4	12 th Pass/ Graduation, (Basic Knowledge of reading & writing English & Hindi) Working Knowledge of Guest House/Hostel and Hospitality Services	-do-	-do-
3.	MTS (Safai Karamchari)	Un-skilled (₹18,456/- p.m.)	12	8 th / 10 th pass working knowledge of Cleaning/Sanitation Service age below 40 Years	-do-	-do-
Total Manpower required			20			

METHODOLOGY FOR FINAL SELECTION AGENCY: -

The evaluation components, their weightage and their scale of assessment, etc. shall be decided as per the table given below by the purchaser/service recipient and would be binding on all bidder(s) under consideration in Final Evaluation.

Sr. No	Components for Techno-Commercial Evaluation	Criteria of marks	Score (Max.)	Document's Required
1	Experience in outsourcing Manpower of Mechanized Service in Central/State PSU(s)/Autonomous bodies of Government Department(s) serving in the central/ state Universities of Delhi in the field of Similar Services.	3 to 5 years= 5 marks 6 to 10 years= 7 Marks. More than 10 years= 10 Marks	10	Work order(s) and performance Certificates along with Registration certificates of the authority of the firm as required for Security Service manpower outsource Services.
2	Highest, Single award of contract value more than "3.50 Crore" for one year out of all awarded outsourcing contracts, in any one, in any central/state PSU(s)/Government Department (s) Hospital/Universities and Autonomous Bodies of Government in the central / state of Delhi in the field of Similar Services.	GeM Order Qty3-5=05 Mark GeM Order Qty05-10=10 mark GeM Order Qty10-15=15 mark GeM Order above 15 , 20 marks	20	Work order(s) and performance Certificates both are mandatory.
3	Turnover (from outsourcing of Mechanized Manpower in the field of Similar Services of last 3 Years.	₹ 3 Crore to ₹10 Crore =10 marks ₹10 Crore to ₹15 Crore =15 Marks ₹15-₹20 Crore or more = 20 Marks	20	Audited Balance Sheet & Certificate from CA certifying that the revenue is from Manpower Outsourcing Services
4	The bidder should have a solvency Certificate (from Nationalized/scheduled bank proof of financial soundness.	GeM Order Qty3-5=05 Mark GeM Order Qty05-10=10	20	Certificate from Nationalized/scheduled Bank

		mark GeM Order Qty10-15-15 mark GeM Order above 15 20 marks		
5	GeM Orders	GeM Order Qty3-5=05 Mark GeM Order Qty05-10-10 mark	10	GeM order No., Client name, contract Period and value details with GeM orders central /state/PSU(s)/ Government Department(s) serving in the central/ state Universities of Delhi
6.	An ISO Certifications towards adopting Standard Policies in the Mechanized Manpower Outsource Services “Certificate” must be uploaded in the GeM .	ISO Certifications 10 marks	10	Certificate Must be uploaded in GeM
7.	Star Rating of GeM .	Star rating of GeM 4 to 4.5= 5 marks, Star rating of GeM more than 4.5= 10 marks	10	Star Rating of GeM Snap shot must be uploaded.

i. Out of total 100 marks Minimum 80 marks shall be required for Qualification.

- A duly Constituted Committee will open the **technical bid**. After scrutiny the Technical bid and following the evaluation methodology, Committee wills shortlist the successful bidders for opening of their financial bids.
- If more than one agency qualifies after opening of financial bids, the committee shall selection the vendor through lottery system.
- The decision of Competent Authority shall be final and binding on all the bidders.

(Company Letter Head)
UNDERTAKING

To, The Registrar,
IIPA, New Delhi-10002,

The agency has to furnish of the Out-source Manpower deputed in the organization duly verified with documents must be submitted.

1.	Name of Worker	:		
2.	Aadhar Card No.	:		
3.	Age	:		
4.	Mobile No.	:		Police Verified Photograph
5.	Educational Qualifications	:		
6.	Skilled Certificate	:		
7.	Work Experience with address of Organization	:		
8.	Full Local Address	:		
9.	Police Station	:		
10.	Permanent Address	:		

Yours faithfully,

For: M/s.....

Seal

Annexure-VII

(Company Letter Head)

UNDERTAKING

This is to Certify that I,..... S/o Shri.....I, am fully aware that my employment is temporary in nature and liable to be terminated at any time as per requirements at the discretion of competent authority at any stage contract shall be fully responsible for my duties as assigned to me and I am aware adjust the discontinued employees by himself and buyer shall not be responsible for their relocation or reappointment or readjustment. I will be fully responsible.

Yours faithfully

(Name:_____)

Designation of worker