



International Institute of Information Technology

Bangalore

Bid Ref. No : IIITB/FCLTY-001/2019-20

Date : 08.04.2019

Tender for “Integrated Facility Management Services.”

(Tender documents can be downloaded from “www.iiitb.ac.in”)

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Section – 1**Notice Inviting Tender for “Integrated Facility Management Services”**

1.	Tender No	IIITB/FCLTY-001/2019-20
2.	Name of the work	Tender for “Integrated Facility Management Services”
3.	Contract Period	01.06.2019 to 31.03.2021 (extendable for 12 more months)
4.	Release of tender notification in IIITB website	08.04.2019
5.	Pre-bid meeting with bidders at IIITB Campus	15.04.2019 – 15:00 Hrs
6.	Last date for submission of the Tenders in sealed envelopes	29.04.2019– 14:00 Hrs
7.	Opening of Technical Bids	29.04.2019 – 15:00 Hrs
8.	Opening of Commercial Bids	Will be informed later
9.	Tender Documents	Tender documents can be downloaded from the Website of International Institute of Information Technology-Bangalore at www.iiitb.ac.in
10.	Estimated Value of the contract	INR 3.20 Crores / year.
11.	EMD Amount	<ul style="list-style-type: none"> • INR 6.50 Lakhs (Six Lakhs Fifty Thousands only) has to be paid through Demand Draft in favour of “International Institute of Information Technology Bangalore” • The DD has to be attached with the application form, without which the bid would not be considered valid. • EMD of the unsuccessful bidders will be returned. • EMD submitted by the successful bidder will be retained by the Institute as Security Deposit and the same will be refunded to the successful bidder, only on the completion / termination of the contract after making required deductions, if any.
12.	Address of submission of Tender	The Chief Administrative Officer, International Institute of Information Technology, 26/C, Electronics City, Phase-1, Bangalore – 560100
13.	Mode of submission of Tender	Speed Post / Registered Post Hand Delivery – during office hours (submitted to Estate Office, Aryabhata Block, IIITB)

Section - 2

2.1 Introduction

International Institute of Information Technology-Bangalore (IIITB) invites proposals from Integrated Facility Management Service Provider / Integrated Building Management Service Provider / Integrated Property Management Service Providers with an intent to enter into a contract for providing "Integrated Management Services" for its property consisting of following building blocks (spread across 9 acres of land) at Electronics City, Phase-1, Bangalore-560100.

- i) Academic Block (Basement + Ground + First Floor) – 8,200 Smt
- ii) Admin Block (Ground + Two Floors) – 11,500 Smt
- iii) Men's Hostel + Food Court – (Basement + Ground + 7 Floors) – 23,800 Smt
- iv) Innovation Centre (Ground + 4 Floors) – 2,850 Smt
- v) Ladies Hostel – 1 & 2 (Ground + 4 Floors) – 2,850 Smt + 2,850 Smt = 5,700 Smt

2.2 Brief Scope of Work :

SL	Service	Details
1	Security Service	<ul style="list-style-type: none">i) Security & Access Control system and safeguarding the assets.ii) Monitor entry / exit at 3 gates (9 acres land)iii) Answering queries / telephone calls, after working hours & holidays.iv) Receive courier/Posts & deliver to respective Staff/Faculty/Students.
2	House Keeping, Gardening & Pest Control	<ul style="list-style-type: none">i) Daily upkeeping of the all the Buildings & Premise.ii) Maintenance of the gardens, trees and daily cleaning of the Land Scape area / Roads and Surface parkingiii) Pest control of the premise/ buildings at regular intervals.
3	Engineering Services	<ul style="list-style-type: none">i) Maintenance and repair (Carpentry/Plumbing/Civil/Electrical)ii) Water supply managementiii) Administer and oversee the AMCs of DGs, Lifts, RO, Dishwasher, Fire safety, Solar system, Water dispensers, Ups etc.iv) 24x7 Operations and maintenance of STP Plants (140KLD & 50 KLD)

Note : Service provider would need to ensure that all the statutory requirements for operating buildings are in force and adhered to. These may include (but not limited to):

- Contract Labour
- Pollution Control Board
- Electrical Inspectorate
- Fire Safety
- Any other aspect occupying buildings & managing outsourced/Service Provider employee.

2.3 Detailed scope of work :

2.3.1 Security :

- a) Security services is for the entire premises occupied by IITB. The service provider should deploy sufficient, trained security guards above 24 years of age and below 45 years as per the deployment plan shown in below table,

Security Deployment Plan (relievers not included)

SI #	Location	Daily Requirements of manpower (Shift hours)					Total Nos
		8:00-5:00	6:00-2:00	2:00-10:00	10:00-6:00		
1	Security Officer	-	SO		SO		2.00
2	Security Supervisor	-	-	SS			1.00
3	Gate # 1	-	Grd	Grd	Grd		9.00
4	Gate # 2	Grd	Grd	Grd	gate closed		
5	Gate # 3	-	Grd	Grd	gate closed		
6	Men's Hostel - Basement	-			Grd		
7	Admn Block - Reception	-	Grd	Grd	Grd		3.00
8	Admn Block - First Floor	-	Grd	Grd	Grd		5.00
9	Admn Block - 2nd Floor	-	Grd	Grd			
10	Academic Block-reception	-	Grd	Grd			3.00
11	Academic Block -First Floor	Grd	-	-			
12	Campus Patrolling/reliever		Grd	Grd	Grd		3.00
13	Innovation Centre	-	Grd	Grd	Grd		3.00
14	Men's Hostel - reception	-	Grd	Grd	Grd		3.00
15	Ladies Hostel - 1	-	Grd	Grd	Grd		3.00
16	Ladies Hostel - 2	-	Grd	Grd	Grd		3.00

*** GRD – Security Guard

*** SO – Security Officer

*** SS – Security Supervisor

- b) Security Staff on duty should be strictly in full Security uniform with cap, shoes with socks, belt, security badge etc. When the duty is over, should continue on duty in the duty place with full uniform till the next security guard comes in full uniform and takes charge.
- c) The security team should conduct themselves in a professional manner, be cooperative, helpful and should create a sense of comfort for the Faculty and Staff members and visitors.

- d) All Security staff should have passed at least Secondary School or equivalent exam, have good working knowledge in handling of fire-fighting equipment with reasonable training and in basic operations of the computer and electronic surveillance gadgets.
- e) Atleast 3 (three) Security guards (two male Security Guard & one female Security) need to have valid Certificate issued by the “Fire and Emergency Services Academy (Govt. of Karnataka)” for basic training in “Fire prevention and Fire fighting”
- f) Monitor and record the entry/exit of all the Students, Staff, visitors, Service Providers, materials and vehicles coming in and going out of the premises, wherever necessary and prevent unauthorized persons entry, carrying in and out of any materials from the campus.
- g) Ascertain the authorization of the entry of visitors, Service Providers and customers, etc. by telephonically calling the IITB officials or through My Gate application only.
- h) Gate protocols for visiting dignitaries such as Govt. officials, distinguished guests of IITB etc. shall be done with liaison officer as designated by the concerned representative.
- i) Drugs & Liquor are strictly prohibited inside the campus. The entire campus is declared as “Smoking free zone”. Strict disciplinary action will be initiated against offenders. The security personnel on duty should keep strict vigilance on that.
- j) Security Guards on duty to answer all queries from visitors and telephone enquiries, especially during holidays and non-office hours.
- k) Receiving Couriers / Posts and deliver them to respective Faculty, Staff, Students with proper logbook entry.
- l) Switching off the lights / fans / ACs in unoccupied areas and locking/unlocking Class rooms, Faculty / Staff cabins, Laboratories, Library, Hostel rooms etc. as required.
- m) Frequent patrolling of the Office Complex, Classrooms, Hostels especially during night times.
- n) Stopping / monitoring of animals entering into campus.
- o) Should not chit chat with any known/unknown person(s) during duty or with fellow security personnel on duty or with anybody over phone.
- p) Working hours for Security Supervisor / Officers should be in such a way that, they should be on duty during the time of change of the shifts to monitor handing over and taking over of charge of Security Guards.

2.3.2 - Housekeeping, Gardening & Pest Control :

- a) Deploy trained, disciplined staff with proper training / supervision.
- b) The Service Provider shall ensure that the employees employed by him should be presentable and clean in their habits and clothing. Also Service Provider shall ensure that the team follows the uniform with shoe polished.
- c) Ensure effective and hygienic cleaning of the premises all the time

Number of House Keeping Staff (including relievers) - working Hours

SI #	Staff	7:00-4:00PM	8:00-4:30PM	11:00-8:00PM
1	HK Staff (Monday to Friday)	22 nos	-	12 nos
2	HK Staff (Saturday & Sunday)	17 nos	-	-
3	HK Supervisor (Monday to Friday)	1 no	-	1 no
4	HK Supervisor (Saturday & Sunday)	1 each day	-	-
5	Gardening Supervisor (Mon-Saturday)	-	1 no.	-
6	Gardeners (Monday-Saturday)	-	6 nos	-

- d) Sweep & mop all the common areas of Academic, Admin, Innovation, Hostel Blocks every day.
- e) Sweep & mop all the Office rooms, Faculty / Staff Cabins every day (before 9 am)
- f) Sweep & mop all the occupied Hostel Rooms (500 Male’s hostel and 350 Ladies hostel) twice a week and unoccupied rooms as per the requirements.
- g) Deep cleaning of all Common areas and Washrooms as and when required.
- h) Clearing cobwebs in all the buildings.
- i) Spray room fresheners in Board rooms, meeting rooms prior to the scheduled event.
- j) All the washrooms in the premises need to be cleaned / disinfected twice a day & as and when required.
- k) Cleaning glazing, Terraces, Basements, staircases, window panes, Doors, Mirrors, common areas, washrooms etc.
- l) Two house keeping staff need to be provided to operate Coffee Vending Machines and serve coffee / tea to the Institute guests and dignitaries in meetings.
- m) Garbage need to be collected everyday from all the locations, segregate dry/wet/reject waste and collect in different coloured bins for disposal. Elcita’s waste disposal Service Provider shall pick up the waste and dispose it off to the corporation disposal point through their vehicles.
- n) Periodical cleaning of the overhead water tanks in a hygiene way.
- o) Weekly cleaning of UPS rooms, LT Panel rooms, DG room.
- p) Two House keeping staff need to provided for cleaning Dining area, Dining Tables, Chairs “before/during/after” the Breakfast & Lunch every day (365 days)
- q) Heaps of dry leaves/tree branches to be collected daily and dispose at designated areas.
- r) **Landscape** – Approximate area of the Hardscape/Landscape area in the campus is as follows,

a) Internal Roads – 8,500 Smt	b) Two Play Grounds – 2,500 Smt
c) Surface Parking –1,500 Smt	d) Green Space – 11,200 Smt

- s) Maintenance of flower beds, lawns, play grounds, pathways, Roads, Surface parking with proper labour, equipment, machinery and supervision.
- t) The above manpower may be used for shifting furniture, equipment or otherwise as per need of IIITB. The services of the personal deployed at site, shall be made available including Sundays & holidays.
- u) Pest control is to be done in the common areas, Kitchen, dining area, drains, around the campus in regular intervals and as & when required.
- v) Only “A” grade safe material is to be used for pest control.
- w) Pest control is required for mosquitoes, ants, flies, mice, rats, spiders, termites.
- x) All man and material required for pest control work is supplied by the Service Provider only.
- y) Ensure entire campus to be maintained clean and hygiene and follow all stipulated guidelines of the competent authorities which are mandatory.

2.3.3 - House Keeping Materials, Machines & Spares :

- a) Use appropriate machines / equipment for housekeeping services.
- b) Provide and maintain an efficient material management system.
- c) All housekeeping materials used, need to be eco friendly, branded and pre-approved by IIITB.
- d) Ensure sufficient inventory level of all the items all the time and keep track of the consumption.
- e) Proper storage of the Consumables, spares in the designated stores.
- f) All pesticides used for gardens need to be eco-friendly, branded and pre-approved by IIITB.

2.3.4 - Engineering Services :

- a) Service Provider should provide efficient engineering services in the premises by deploying sufficient number of trained, experienced and competent technical personnel.
- b) Service provider to appoint one Facility Manager (FM) to supervise the “Integrated Facility Management Services”, and be available in the premises during the office hours as a single point of contact for all the services.
- c) Service provider to appoint one Maintenance Engineer (ME) to supervise and execute Civil / Mechanical / Electrical repairs & maintenance works.
- d) Both FM & ME should have atleast 5-8 years of experience in Integrated Facility Management Services (preferably in educational Institute Campus.)

Sl #	Location	Daily Requirements of manpower (Shift hours)				
		8:00-5:00	6:00-2:00	2:00-10:00	10:00-6:00	Total
1	Facility Manager	1	-	-	-	1.00
2	Engineer	1	-	-	-	1.00
3	Electricians	1	1	1	1	4.00
4	Plumbers	1	1	1	1	4.00
5	STP Operators	-	1	1	1	3.00

- e) FM & ME to co-ordinate and follow-up with AMC Service Providers (DG, Transformers, HVAC, UPS, Lifts, RO, Dispenser, Fire Safety etc.) for scheduled and breakdown maintenance. Continuous efforts should be made to minimize the downtime of the equipment.
- f) FM & ME are responsible for continuous monitoring of calls and complaints, allocate repair work to shift technicians and follow-up on work progress.
- g) Implement preventive maintenance, generation of reports and analysing equipment operation logs.
- h) Ensure preventive maintenances are planned atleast 3 weeks in advance in consultation with the IIITB's Estate Office.
- i) Operation and Maintenance of two STP plants (140KLD & 50 KLD) on 24x7 basis and quality of the treated water is within the norms set by competent Govt. authorities.
- j) Ensure DG sets remain operational on 24x7 basis, ensure sufficient fuel stock and maintain a logbook of the operation and fuel consumption.
- k) Upkeep RO systems with daily backwash and co-ordinate / follow-up with AMC Service Provider for any required preventive / breakdown maintenances.
- l) Up keep all Fire extinguishers and other Fire safety equipment. Co-ordinate & follow-up with AMC Service Provider for periodical check ups and preventive maintenances.
- m) Daily water requirement is met by three borewell & Elcita Water supply. It is the responsibilities of the Engineering Service team to ensure efficient operation of the Pumps, borewell etc. to ensure uninterrupted water supply. Incase of short supply liaise with Water supply agencies for the Tanker water.

- n) Ensure Lifts are serviced as per schedule. Check salient systems like Automatic Rescue device, emergency lights, alarm bells are operational. Periodic training need to be given to Security & Electro Mechanical staff on rescue operations. All such repairs / renewals generated shall be attended through AMC management.
- o) Maintain all Electrical, Plumbing and minor carpentry works at all the times of the day, for which an electrician & one plumber is always present in the campus.
- p) Attend all electrical faults (from inside and outside), appearing in electrical lines/switches, electrical conduits, distribution boards and panels etc., installed electrical fixtures & appliances, like, but not limited to geysers, fans, ovens, bulbs, tube lights etc. It shall be liability of the service provider to repair and replace the aforementioned category of items whenever required.
- q) Attend all kind of plumbing needs which may include but not limited to replacement of rotten water pipes (inside or outside), taps, showers, ECs, sinks and other fixtures in the washrooms, kitchen etc. It shall also be the liability of Service provider to remove all kinds of clogging in flush systems, drains, Urinals and sinks of washrooms, balconies and Kitchen so that proper and regular flow of water is maintained.
- r) It shall be responsibility of the Service Provider to attend various carpentry works pertaining to fixtures which may include but not limited to fixed almirahs / shelves in the cabins, stores, Kitchen area, doors, door stoppers, windows, locking system etc. in whole of the premises. Service provider can call external carpenters for major works (IIITB will pay the cost of the carpentry work as per actual.)
- s) For any kind of consumables required for carrying out electrical, plumbing, carpentry works, desired consumables, comprising of various civil, electrical, mechanical material, the conduits. Water pipe lengths etc., will be forecasted by the Service Providers for procurement by IIITB in advance. Adequate stock shall be maintained by the Service provider, for reducing response time in redressal of such complaints.
- t) All seepages (inside or outside) will be rectified by the Service providers team.
- u) Minor plastering or re-plastering works need to be carried out by the Service Provider's team.
- v) Maintain the facade of the whole premises, clean and firm. All materials required for repair of the façade will be provided by IIITB including the scaffolding.

Section – 3

3.1 - Instructions to Bidders :

- a) Two bid system will be followed for this Tender. In this system bidder must submit his offer in two separate sealed envelopes as explained below,
- b) One sealed envelope super scribed “**Technical Bid (Part-I) - Tender for “Integrated Facility Services at IIITB”**” shall contain documents as mentioned in **Section – 6 & Annexure-2**
- c) One sealed envelope super scribed “**Commercial Bid (Part-II - Tender for “Integrated Facility Services at IIITB”**” shall contain the following:
 - i. Filled and Signed Copy of **Section – 7 & Annexure – 3**
- d) Both the envelopes (technical bid as well as commercial bid) shall be placed by the bidder in an outer sealed envelope super scribing **Tender for “Integrated Facility Services” at IIITB”**
- e) The full name and postal address of the bidder shall be written on the bottom left hand corner of the sealed covers.

3.2- Minimum Eligibility Criteria :

- 3.2.1 The Bidder should have atleast 3 Years of experience in providing “Integrated Facility Management Services” to the reputed Institutes like IIT / IIIT / IISc / IISER / NIT / IIM / Central Universities. Copies of the work orders or contract copies (atleast one), annual contract value not lesser than Rs 1.00 Crore and contract not older than 01.04.2013 need to be enclosed. **(Self attested work order copy or contract copy to be submitted with Technical Bid.)**
- 3.2.2 The Bidder should have current operation of “Integrated Facility Management Services” in Bangalore and must be in existence for a period of last 5 years of operations of “Integrated Facility Management Services” in Bangalore as of 31.03.2019. Weightage will be given to the agency having it’s presence in multiple locations in Bangalore (Each Annual contract value not lesser than Rs 1.00 Crore) **-Self attested Contract or Purchase Order copies to be enclosed with Technical Bid.**
- 3.2.3 Additional weightage will be given the Vendors operating with “Self Delivery of Services” model (Security & Pest Control systems can be out-sourced.)

- 3.2.4 Assuming the estimated annual value of the work to be around Rs 3.2 Crores, The bidder must have successfully completed one work of same nature of value of Rs 3.00 Crores or two works of Rs 1.75 Crores each or three works of Rs 1.00 Crore each in Educational Institutions, PSUs or reputed Private organizations during the last three financial years ending 31.03.2019 **(attested copies of work completion certificate or contract or PO to submitted along with the Technical Bid.)**
- 3.2.5 The Service provider should not have incurred any loss during the last three financial years and have a positive net worth.
- 3.2.6 **Legally valid entity :** The Bidder shall necessarily valid entity in the form of a Limited Company, Private Limited Company, registered under the Companies Act, 1956. Bidding in the form of JV/Consortium is not permitted.
- 3.2.7 Bidder's Firm should have valid Firm registration certificate, Trade & Labour License, GST registration Certificate, ESIC & EPFO Registration Certificate, Firm's PAN & TAN and all other necessary certificates to provide "Integrated Facility Management Services" in Bangalore. **(self attested copies to be submitted with Technical Bid.)**
- 3.2.8 ISO Certified Service providers are preferred and weightage will be given for ISO certifications, OHSAS 18001 (or ISO 45001) **(Self attested to be enclosed with Technical Bid.)**
- 3.2.9 The Bidder shall be registered with the Income Tax and is required to submit along with the Technical bid, copies of tax returns for last three financial years ending on 31.03.2019. **(Self attested copies of income tax return and audited balance sheets for the completed three financial years i.e for 2015-16, 2016-17, 2017-18, P&L Account and Balance sheet must be attached for three years with Technical Bid.**
- 3.2.10 The bidder must not be blacklisted by Central/State Government/Corporations in India.
- 3.2.11 Vendor's Engineering services team should have in-house team & expertise to handle all the Engineering services mentioned in the scope of "Engineering Services" , including the operation and maintenance of the STP plant.
- 3.2.12 Atleast 3 (three) Security guards (two male Security Guard & one female Security) need to have valid Certificate issued by the "Fire and Emergency Services Academy (Govt. of Karnataka)" for basic training in "Fire prevention and Fire fighting"

3.3 Other Terms and Conditions:

3.3.1 IIITB reserves the right to accept or reject any or all the tenders or cancel this process at any time without assigning any reason whatsoever.

3.3.2 IIITB is not bound to accept highest ranked bid / lowest bid or any other bid that it may receive. In deciding upon the selection of the contractor for the “Integrated Facility Management Services”, IIITB’s Tender evaluation Committee will put great emphasize on the ability and competency of contractors to provide high quality services according to the time schedule.

3.3.3 The bidders, who do not meet the eligibility criteria; or do not submit all the necessary documents in support of the eligibility criteria; or do not submit documents that are complete and valid - shall be disqualified and they would not be invited for participating in commercial bidding (later stage)

3.3.4 The bid offer shall be valid up to 60 days after closing date of the Tender.

3.3.5 The bidder is expected to read all instructions, terms and conditions in the tender document. Incomplete bids, bids received late, bids not conforming to the specifications and instructions contained herein, will be rejected summarily.

3.3.6 Prior to detailed evaluation, the Institute will determine the substantial responsiveness of each bid to the tender document. A substantially responsive bid is one which conforms to all the terms and conditions of the bidding/tender document.

3.3.7 If a bid is not substantially responsive, it will be rejected by the Institute and may not subsequently be made responsive by the bidder by correction of the non-conformity.

3.3.8 Only those bidders whose Technical bids have been found substantially responsive would be informed by the Institute about their responsiveness.

3.3.9 The Institute will evaluate and compare the Commercial bids of only those Technical bids which have been determined to be substantially responsive.

3.3.10 The Institute will award the contract to the successful bidder who has been determined to have qualified in the technical and commercial evaluation.

3.3.11 The Institute shall correspond only with the shortlisted bidders.

3.3.12 Any form of canvassing/influencing will attract rejection of bid submitted by the bidder and the Institute reserves the right to take such penal action (e.g. blacklisting the Bidder for the present and future etc.) as it deems fit. Notwithstanding anything contained

above, the Institute reserves the right to reject all or any bid as recommended by the Tender Committee and is not bound to divulge any reason to the unsuccessful bidders.

3.4 Statutory Requirements :

3.4.1 The Service Provider shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of “Integrated Facility Management Services” and shall pay all taxes, debts and / or levies as may be levied by the appropriate Government / Local Bodies and other authorities in this regard, and the Service Provider shall indemnify the Institute against all claims, loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.

3.4.2 The Service Provider should meet State / Central Government rules such as implementing of the Minimum Wages Act, Workmanship Compensation Act, EPF, ESI, Bonus Act etc. and should have proof for meeting these requirements.

3.4.3 The Service Provider should produce proof for remittance of salary (on or before due date), PF, ESI in each workers name every month along with the monthly bill.

3.5 – Special Conditions :

3.5.1 The “Integrated Facility Management Service” provider should execute an agreement in the non-judiciary stamp incorporating various terms and conditions.

3.5.2 The Service Provider should make his own arrangements for providing all the service equipment required for the work.

3.5.3 If the Service Provider’s performance is not satisfactory, the contract shall be terminated by giving one month’s notice.

3.5.4 The Service Provider shall recoup to the employer the cost of any damage incurred by the Service Provider on account of any breach of the terms and conditions of the agreement.

3.5.5 Attendance registers and the salary registers for the persons engaged for all the services and other registers required as per acts and rules may be verified by any official of IITB assigned for this purpose or other enforcing agencies during their inspection.

3.5.6 Entire amount of the wages left out after deduction for statutory benefits should be paid in full to the persons engaged through bank.

3.5.7 Monthly bill should be submitted after the payment of wages monthly salary to the “Integrated Facility Management Service” staff, ESI and EPF remittance to individual staff. Proof on payment of wages, ESI and EPF should be submitted. In the event of non-compliance of this condition, penalty will be imposed on the Service Provider (as mentioned in the penalty clause below)

3.5.8 GST should be paid every month before the last date of remittance of GST. Failing which next month bill will not be paid and penalty will be imposed as mentioned in the penalty clause below.

3.5.9 The “Integrated Facility Management Service” staff deployed by the Service provider are for all-purpose the employees of the Service Provider only and they cannot claim any of the privileges and benefits of the employees of the Institute. The staff shall have no claims directly or indirectly with regard to the employment and service conditions and any other benefits available to the employees of the Institute.

3.5.10 The Service Provider must submit a reports daily, giving details of the Utility consumption, incidents happened during earlier day.

Section – 4

4.1 Tender Fee : There is no Tender Fee

4.2 Earnest Money Deposit (EMD) :

4.2.1 EMD of Rs 6.50 lakhs (Rs Six Lacs & Fifty Thousands only) has to be paid in the form of Demand Draft, in favour of “International Institute of Information Technology Bangalore” **(Enclosed along with Technical Bid).**

4.2.2 EMD of the unsuccessful bidders will be returned to them at the earliest (within 30days from the awarding of the contract to the successful bidder.)

4.2.3 EMD submitted by the successful bidder will be retained by the Institute as Security Deposit and the same will be refunded to the successful bidder, only on the completion / termination of the contract after making required deductions, if any.

4.3 Validity of the Contract : The contract, if awarded, shall be initially valid for 22 months (from 01.06.2019 till 31.03.2021). The contract may be extended for further period of 12 months on same terms and conditions.

4.4 Payments :

4.4.1 Initial cost of the contract shall be valid till 31.03.2020. No price escalation, other than revision of minimum wages as well as other statutory components such as ESI, EPF, Bonus, taxes, shall be entertained by IIITB during the period.

4.4.2 The payment will follow monthly cycle. Invoice shall be prepared and submitted to IIITB's Estate Office on or before 2nd working day of the following month along with all the supporting documents (details of earlier month's Salary transfer to the staff, ESI payment, PF payment, GST payment etc) along with attendance details.

4.4.3 IIITB's Estate Office will check the invoice and certify for payment if all aspects are as per the contractual agreement.

4.4.4 Payments will be released to Service Provider's Bank account within 15days after certification from IIITB's Estate Office.

4.4.5 No payment shall be done in advance nor any loan from any bank or financial institutions recommended on the basis of the Order of award of work.

4.4.6 All payments will be done in Indian Rupees only.

Section – 5

5.1 Force Majeure : If the whole of any part of the performance by the Parties of any part of their respective obligations hereunder is prevented or delayed by causes, circumstances or events beyond the control of the Parties including delays due to floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government, custom barriers, or other causes of like character beyond the control of the Parties, then to the extent the Parties shall be prevented or delayed from performing all or any part of its obligations hereunder by reason thereof despite due diligence and reasonable efforts to do so notwithstanding such causes, circumstances or events, the Parties shall be excused from performance hereunder for so long as such causes, circumstances or events shall continue to prevent or delay such performance.

5.2 Penalty Clause :

5.2.1 Non-compliance of monthly salary dispersal to the staff, ESI & EPF remittance as per due dates shall attract a penalty to the extent of deduction of 0.5% of the total monthly bill for each day of delay.

5.2.2 GST should be paid before due date. Failing which next month bill will not be paid and penalty will be to the extent of deduction of 0.5% of the total monthly bill for each day of delay.

5.3 Terms for Termination of Contract: Both parties can terminate the contract at any time at the end of the period of a particular year when the term expires OR the contract can also be terminated by either side after giving three months' notice period. Any notice sent by Post/Email by either party to the addresses recorded in the contract agreement shall be deemed to have been properly served for any of the purposes mentioned herein.

5.4 Arbitration: In case of any dispute arising out of the terms and conditions of contract or assignment, the matter shall be referred to the Sole Arbitrator to be appointed by the Director, IIITB as per the relevant Act and the award of the Sole Arbitrator will be binding on both the parties Further, any legal dispute arising shall be settled in the court of competent jurisdiction located within the local limits of Bangalore, Karnataka

Section -6

Annexure – 1

Covering Letter Format (Should be in the letter head of the Company)

Bid # IIITB/Fclty-001/2019-20

Date : / /2019

To,

The Chief Administrative Officer,
International Institute of Information Technology Bangalore
26/C, Electronics City Phase-1
Bangalore – 560100

Dear sir,

Bid Ref : IIITB/Fclty-001/2019-20

Having examined the Bid documents, I/we
Partner(s)/Legal Attorney/Proprietor(s)/Accredited Representative(s) of M/s.....
solemnly declare that I/we am/are submitting tender for “Integrated Facility Management Services”
against Tender Notice No. “IIITB/Fclty-001/2019-20” dated-----.

1. All information furnished by me/us in respect of fulfilment of the eligibility criteria and information given in this tender is complete, correct and true.
2. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
3. My/our bid shall be valid for a period of 60 days from the last date fixed for the bid submission in accordance with the Bidding Documents and shall remain binding upon us and may be accepted at any time before the expiry of the period.
4. If my/our bid is accepted, we commit to submit a Performance Guarantee (EMD amount will be retained) in accordance with the Bidding Documents.
5. The Commercial-Bid submitted by me/us is " WITHOUT ANY CONDITION".
6. If any information/document submitted is found to be false/incorrect, IIITB may cancel my/our Tender and can take any action as deemed fit including termination of the contract, forfeiture of all dues including Earnest Money (EMD) and blacklisting of my/our firm and all partners of the firm.
7. I/we also declare that the Government of India or any other Government body has not issued any show-cause notice or declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
8. The workers/Staff provided by us would not have any employer- employee relation with the IIITB and thereby not claim any regularization of their services or enhancement in their wages from IIITB.
9. We will deploy only police verified and well- trained workers as per the requirements of the scope of the work.
10. We have modern equipment, latest technical expertise and sufficient manpower for the subject work. We will use all consumables with quality upto the IIITB’s satisfaction.
11. I/we also accept all the terms and conditions of this bidding document; including the condition that IIITB is not bound to accept highest ranked bid / lowest bid.

Date

Name :

Signature of the Authorized Person & Company Stamp.

Annexure - 2

Technical Bid documents required.

Tender Ref. No. IIITB/FCLTY-001/2019-20 dated 08.04.2019

SI #	Document
1	EMD in the form of Demand Draft of Rs 6.5 Lakhs from any Nationalized / Scheduled Bank, in favour of "International Institute of Information Technology Bangalore" payable at Bangalore and valid for 90days from the Bid submission Date.
2	Covering letter (as per Annexure-1) on the letter head of the bidder signed by authorized signatory.
3	Self attested Tender documents (downloaded from IIITB site).
4	Self attested Experience details, atleast 3 Years of experience in providing "Integrated Facility Management Services" to the reputed Institutes like IIT / IISc / IISER / NIT / IIM / Central Universities, as mentioned in Minimum Eligibility Criteria- Clause # 3.2.1
5	Self attested proof of present operations in Bangalore, as mentioned in Minimum Eligibility Criteria- Clause # 3.2.2
6	Self attested work completion certificates or Contract copies or PO copies, as mentioned in Minimum Eligibility Criteria- Clause # 3.2.4
7	Self attested valid Firm registration certificate, Trade & Labour License, GST registration Certificate, ESIC & EPFO Registration Certificate, Firm's PAN & TAN and all other necessary certificates to provide "Integrated Facility Management Services" in Bangalore.
8	Self attested ISO certificates, OHSAS 18001 or ISO 45001 (all available certificates related to "Integrated Facility Management Services.)
9	Attested copies of tax returns for last three financial years ending on 31.03.2019, as mentioned in Minimum Eligibility Criteria – Clause # 3.2.9
10	Attested copies of audited balance sheets for the completed three financial years i.e for 2015-16, 2016-17, 2017-18 with P&L details for three years with Technical Bid, as mentioned in Minimum Eligibility Criteria – Clause # 3.2.9
11	Power of Attorney / Authorization for signing the bid documents

Signature of the authorized Person

Seal of the firm/company

Name : _____

Mobile # _____

Date : _____

Section – 7
Annexure - 3
Financial Bid

Tender Ref. No. IITB/FCLTY-001/2019-20 dated 08.04.2019

SI #	Description	Nos	Gross Monthly Salary	EPF / Month	ESI / Month	Bonus	Total Monthly Amount
Note – 1) Gross Monthly Salary should not be lesser than the Minimum wages							
2) Below mentioned numbers including the relievers							
1	Facility Executive	1					
2	Maintenance Engineer	1					
3	HK Supervisors	2					
4	HK Staff	34					
5	Electrician	4					
6	Plumber	4					
H.K+M&E Sub Total							
STP							
7	STP Operators	3					
Gardening							
8	Supervisor	1					
9	Gardeners	6					
Gardening Subtotal							
Security							
10	Officer	2					
11	Supervisors	2					
12	Guard (Male)	35					
13	Guard (Female)	7					
Security Subtotal							
Total Manpower Cost (A)							
14	Service Charges @ %						
15	HK Equip. Rental Charges	LS					
16	Horticulture Equip rental	LS					
17	Garden Consumables	LS					
18	HK Consumables	LS					
19	Integrated Pest Management						
Total Cost per month (B)							
Total Cost (A) + (B)							