

**INDIAN INSTITUTE OF MANAGEMENT UDAIPUR**

(An Autonomous Institute under Ministry of Education, Govt. of India)

**E-TENDER DOCUMENTS FOR  
PROVIDING HOUSEKEEPING, CATERING AND TECHNICAL SERVICES AT IIM  
UDAIPUR**



Tender Reference No.: IIMU/Tender/2022/01

Dated: 18 Jan 2022

**Last date for submission of Tender: 09 Feb 2022**

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Indian Institute of Management Udaipur  
Balicha, Udaipur 313001, Rajasthan Website: [www.iimu.ac.in](http://www.iimu.ac.in)

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**NOTICE INVITING TENDER (NIT)**  
**FOR PROVIDING HOUSEKEEPING, CATERING AND TECHNICAL SERVICES AT IIM**  
**UDAIPUR**

Indian Institute of Management Udaipur (IIMU) is an Autonomous Institute under the Ministry of Education, Government of India. IIM Udaipur is recognized as premier management institution in the country. IIM Udaipur is ranked 18<sup>th</sup> among all Indian management institutions according to the National Institutional Ranking Framework (NIRF) ranking 2021.

IIM Udaipur is presently operating from its permanent campus located at Balicha, Udaipur, Rajasthan with a present strength of approximately 650 (Six hundred and fifty only) students, faculty and staff on campus with a projected increase of 10% to 15% per year.

IIM Udaipur invites E-tender (online tender) from reputed and experienced agencies under two bid system Technical Bid (Part-I) & Financial Bid (Part-II) for providing Housekeeping, Catering and Technical Services at IIM Udaipur.

**Bidders must read the complete ‘Tender Documents:** This NIT is an integral part of the Tender Document and serves a limited purpose of invitation and does not purport to contain all relevant details for submission of bids. ‘Tender Information Summary’ (TIS) appended to this notice gives a salient summary of the tender information. The Bidders must go through the complete Tender Document for details before submission of their Bids.

**‘The Bidders shall sign and stamp each page of this tender document as token of having read, understood and comply with tender, the terms and conditions contained herein. Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without giving any reason.**

**Availability of the Tender Document** -This tender document containing eligibility criteria, scope of work, terms and conditions, specification and other documents, can be downloaded at/from the Central Public Procurement (CPP) Portal <https://eprocure.gov.in/cppp/> or Indian Institute of Management Udaipur website: [www.iimu.ac.in](http://www.iimu.ac.in) .

**Clarifications** – A Bidder requiring any clarification regarding the Tender Document may ask questions in writing/ electronically from Office/ Contact Person as mentioned in TIS, provided the questions are raised before the clarification end date mentioned in TIS. This deadline shall not be extended.

**Pre-bid Conference:** - The Bidders are requested to attend a Pre-bid conference for clarification on the Tenders’ technical specifications and commercial conditions, on the time, date, and place mentioned in the TIS. Participation in such a Pre-bid Conference is not mandatory. If a bidder does not participate or submit any query, then no subsequent representations from them regarding the Technical/ commercial specifications/ conditions shall be entertained. **The procuring entity reserves the right to have multiple pre bid meetings.**

**Submission of Bids, EMD and Tender document fee:** - Bids shall be submitted through online mode under the e-procurement system. No manual Bids shall be made available or accepted for submission. The bidders have to apply online through E-Procurement portal <https://eprocure.gov.in/cppp/> only. The original EMD and tender fee is to be submitted in a sealed envelope to be superscribed this tender name & the name of their agency and must reach the below address before the last date & time for submission of bid.

*The Chief of Administration  
IIM Udaipur,  
Balicha, Udaipur-313001,  
Rajasthan*

**Note** – Firms that are eligible for exemption from the tender document fee and EMD have to submit the copy of documents in support of this exemption to the tender inviting authority before the last date and time of submission of bid.

**Bid Opening-** Bids received shall be opened online *at* the specified date and time given in TIS. If the office is closed on the specified date of opening of the bids, the opening shall be done on the next working day at the same time.

**Disclaimers and Rights of Procuring Entity**

The issue of the Tender Document does not imply that the Procuring Entity is bound to select bid(s), and it reserves the right without assigning any reason to:

- (a) reject any or all of the Bids, or
- (b) cancel the tender process; or
- (c) abandon the procurement of the Services; or
- (d) issue another tender for identical or similar Services

**Note: For further details, please refer to appended TIS and the complete Tender Document.**

**Chief of Administration**

## Appendix to NIT: Tender Information Summary

<b>TENDER INFORMATION SUMMARY (TIS)</b>			
<b>1.0 Basic Tender Details</b>			
Tender Title	<b><u>PROVIDING HOUSEKEEPING, CATERING AND TECHNICAL SERVICES AT IIM UDAIPUR</u></b>		
Tender Reference Number	<b>IIMU/Tender/2022/01</b>		
Estimated cost of tender	<b>55000000.00 (Rupees Five crore fifty lakh only)</b>		
Tender Type	<b>Open</b>		
Tender Category	<b>Services</b>	No. of Covers	<b>Two</b>
Tender Inviting Authority (TIA)	<b>IIM Udaipur</b>	Address	<b>IIM Udaipur Balicha Udaipur 313001</b>
<b>2.0 Critical Dates</b>			
Published Date	<b>18 Jan 2022</b>	Bid Validity (Days from the date of Tender Opening)	<b>120 days</b>
Document Download Start Date & Time	<b>18 Jan 2022 at 1800 hrs</b>	Document Download End Date & Time	<b>09 Feb 2022 by 1800 hrs</b>
Clarification Start Date & Time	<b>18 Jan 2022 at 1800 hrs</b>	Clarification End Date & Time (including any pre bid queries)	<b>25 Jan 2022 by 1700 hrs</b>
bid Submission Start Date & Time	<b>18 Jan 2022 at 1800 hrs</b>	bid Submission Closing Date & Time	<b>09 Feb 2022 by 1000 hrs</b>
Tender Opening Date & Time	<b>10 Feb 2022 at 1000 hrs</b>	Tender Opening (Financial bid) Date & Time	<b>Will be intimated later</b>
<b>3.0 Obtaining the Tender Document and clarifications</b>			
eProcurement Portal and helpdesk for Document availability and submission	<b><a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a></b> <b><a href="http://www.iimu.ac.in">www.iimu.ac.in</a></b>		
Cost of Tender Document (INR)	<b>5000.00 (Rupees five thousand only)</b>		
Office/ Contact Person/ email for clarifications	<b>Phone – 02942477254</b> <b>Email - <a href="mailto:procurement@iimu.ac.in">procurement@iimu.ac.in</a></b>		



<b>4.0 Pre-bid Conference</b>	
Place, time, and date of the Pre-bid Conference	IIM Udaipur on 25 Jan 2022 at 1100 hrs
Place, time, and date before which Written queries for the Pre-bid conference must be received	IIM Udaipur by 1700 hrs on 25 Jan 2022 Queries may be shared to the following email - <a href="mailto:procurement@iimu.ac.in">procurement@iimu.ac.in</a>
Place, time, and date before which registration of participants for the Pre-bid conference must be received	IIM Udaipur by 1000 hrs on 24 Jan 2022 The nomination may be shared to the following email - <a href="mailto:procurement@iimu.ac.in">procurement@iimu.ac.in</a>
<b>5.0 Submission and Opening of Bids</b>	
Submission of Bids	The bid shall be submitted online on CPP Portal
Instructions for Online bid Submission	As per annexure attached to the tender documents
Tender Opening Place	<b>On e-procurement portal</b>
<b>6.0 Documents relating to Bid Security and Performance Security</b>	
Performance Security	<b>3% of the contract value</b>
EMD	<b>EMD Rs. 2500000.00 (Rupees twenty five lakh only)</b>

**PART-I : TECHNICAL BID**

**Annexure I (A)**

**(A) - HOUSEKEEPING SERVICES**

**1. Scope of Work**

The agency shall provide Housekeeping Services for the maintenance and upkeep of the IIMU premises as per the details given below:

<b>S No</b>	<b>Scope of Work</b>	<b>Area</b>	<b>Frequency of Service</b>	<b>Remarks</b>
1	<p><b><u>ACADEMIC BLOCK:</u></b></p> <p>a) Class Rooms b) Conference Rooms c) Office Rooms d) Wash Rooms e) Pantry f) Library g) Auditorium h) Lifts i) Corridors, passages and common areas j) Crèche k) Recreation room l) Gym/Health Club m) Meditation room n) Medical Room o) Other areas as decided by IIMU</p>	Area Block – A, B, C and D	<p>a) Class Rooms- Twice in a day b) Conference Rooms – Once in a day c) Office Rooms – Once in a day d) Wash Rooms – Four times in a day e) Pantry – Once in a day f) Library - Once in a day g) Auditorium - Once in a day h) Lifts – four times in a day i) Corridors, passages, j) Crèche – Once in a day k) Recreation room - Once in a day l) Gym/Health Club - Once in a day m) Meditation room - Once in a day. n) Medical Room – Twice in a day o) Other areas as decided by IIMU</p>	<p>Agency to make arrangement for sufficient number of manpower for housekeeping services (male/female as per requirement)</p> <p>Machinery and consumables shall be arranged by the agency at its own cost. Recommended brands mentioned in the para 2.3 and 2.4 of this document.</p> <p>Girls Hostels and Girls washrooms shall be attended by the female staff only.</p>



<b>S No</b>	<b>Scope of Work</b>	<b>Area</b>	<b>Frequency of Service</b>	<b>Remarks</b>
2	<p><b><u>HOSTEL BLOCK/CLUSTERS:</u></b></p> <p>a) Rooms b) Wash rooms c) Pantry d) Corridors, passages and common areas e) Other areas as decided by IIMU</p>	Hostels - 2,3,5, 6,7,8, 9,10, 11,12 A, 12B, 13A, 13B	<p>a) Rooms – Once in a day b) Wash rooms – Twice in a day c) Pantry – Once in a day d) Corridors, passages and common areas – Twice in a day e) Other areas as decided by IIMU</p>	
3	<p><b><u>VISITING FACULTY HOUSING: TYPE C</u></b></p> <p>Standard to be maintained like a hotel.</p> <p>a) Linen change b) Maintaining the records c) Tea Coffee Making facility– provide by institute d) Rooms cleaning e) Kitchen cleaning f) Washroom and washbasin cleaning g) Landscaping area garbage cleaning</p>	Total 12 VFH flats	Once a day. However, it should be kept clean all the time.	Toiletries, linen, laundry will be provided by institute.
4	<p><b><u>FACULTY/STAFF HOUSING: Type A and B</u></b></p> <p><b>Wet and dry cleaning is Required</b></p> <p>a) Corridors, passages and common areas – some wet cleaning required and some dry brooming will be fine. b) Garbage disposal Other areas in and around the specified building</p>		Once a day. However, it should be kept clean all the time.	
5	<p><b><u>AREAS TO BE CLEANED RARELY:</u></b></p> <p>a) Facade's cleaning b) Chair shampooing c) Drainage hole</p>	Area/nos. to be provided as per requirement	Frequency will be done twice in a year or frequency as decided by IIMU Administration	Glass Façade cleaning – Buildings are not equipped with suspension hooks for suspending a human being.





<u>S No</u>	<u>Scope of Work</u>	<u>Area</u>	<u>Frequency of Service</u>	<u>Remarks</u>
6	<b><u>TECHNICAL AREAS:</u></b> a) Store Room b) IT/Server room c) Chiller room d) DG set Room	Area/nos. to be provided as per requirement	Once in week or as and when required basis.	
7	<b><u>OTHERS :</u></b> <b>Dry Brooming</b> a) Road, pedestrian paths etc. b) Courtyard c) All open areas d) Pavements e) Cemented /stone areas, Line areas f) Terraces g) Playground (area will be added as and when required) h) Road from Main gate to Highway (area will be added as and when required)		<b><u>OTHERS :</u></b> <b>Dry Brooming</b> a) Road, pedestrian paths etc. – Once in a day b) Courtyard – Once in a day c) All open areas – Once in a day d) Pavements – Once in a day e) Cemented /stone areas, Line areas – Once in a day f) Terraces - Once in a week g) Playground (area will be added as and when required) – As and when required h) Road from Main gate to Highway (area will be added as and when required)	Play ground and Road from main gate to highway shall be cleaned as and when required and payment will also be done proportionately.

## 2. Terms & Conditions:

### 2.1 Cleanliness (All areas):

2.2 Cleaning shall be done with **approved material** brought by the agency from the list as given below as per para no. 2.3. The complete operation may be done manually wherever feasible and mainly using mechanized equipment like vacuum cleaners, scrubbing machine and carpet shampooing machine etc. In case there is a violation in getting of approved type of cleaning material/method of cleaning then IIMU reserves the right of cancelling the tender in part or complete/levying of penalty.

2.2.1 The agency shall keep the areas clean all the time even if the frequency needs to be increased.

2.2.2 The agency shall arrange all electrical, mechanical and other machinery along with tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area.

2.2.3 The agency shall also provide workers with required number of neat clean uniform, gumboots, rubber hand gloves, helmets, brushes, gunny bags and tools and tackles for protection, sanitation and general cleaning.

2.2.4 The agency shall ensure hygiene and safety aspect of the service and conduct training for all the deputed staff at regular intervals.

2.2.5 The agency shall ensure cleaning work on regular basis including dry sweeping of floor, wet floor cleaning and dusting of wall, doors, glass and windows from inside and outside, ceiling, staircase, dusting of blinds, cleaning of tables, chairs, cupboards, fans, removing cobweb in building, covering floor, ceiling, side balconies, corridors, stair cases, terrace, etc to ensure dust free and clean environment in the entire occupied campus.

2.2.6 The agency shall ensure that the floors and carpet area are cleaned and polished with **approved cleaning/polishing material** on a regular basis or as and when required. In no case acid will be used for cleaning purposes in any area **where** its use is prohibited.

2.2.7 Furniture, fixtures, exhaust fans, ceiling fans, air conditioning louvers, etc. to be cleaned regularly without causing any damage to their exteriors, polish, finish, paint etc so that they always appear new, clean and dust free.

2.2.8 The agency shall arrange to clean all areas covered by furniture and other items by removing the same to avoid accumulation of dust.

2.2.9 The agency shall ensure sweeping of the open area to provide dust free, neat and clean atmosphere to users.

2.2.10 Any other areas inside the campus as decided by IIMU Administration.

2.2.11 Any damage and/or loss caused to any equipment/fittings, etc. either by the agency himself or by any of his employees shall be repaired/replaced by the agency or compensated by the agency at his own cost immediately without any burden on IIMU.

2.2.12 8 hours will be considered as one shift.

2.2.13 Agency shall provide animal waste removal services e.g. cleaning of animal poop, disposal of bodies of dead animals etc.

2.2.14 Bed making in hostels is not required to be done. Dusting and resetting the study tables used by students in classrooms and hostels.

2.2.15 Students are responsible for all their belongings inside their rooms, and all cleaning and maintenance work in student room will normally be done in their presence.

2.2.16 Any theft/loss of agency, IIMU shall not be liable to it.

2.2.17 The agency must keep the allotted area clean all the time, even if it requires increasing the frequency of cleaning.

2.2.18 Institute will provide dustbins.



2.2.19 All the garbage shall be collected from various locations in segregated manner and shall be disposed in a segregated manner by hiring an outside garbage collection agency. Any payment involved in disposal of waste shall not be borne by institute and shall be responsibility of agency.

2.2.20 Timely disposal of scrap, newspapers and other waste shall be done by agency time to time as per the instructions provided by the IIMU.

2.2.21 Timely records of incoming and outgoing students/other guest in guesthouses shall be maintained and handed over to institute.

2.2.22 Maintaining check-in/check-out details of the students and list of items for which deductions to be made from Caution deposit of the students.

2.2.23 Any equipment and items handed over by IIMU to the agency shall remain at the risk and in the sole charge of the agency. The agency shall be responsible for any loss or damage thereto, arising from any cause other than the wear and tear and shall deliver in its proper condition at the time of expiry of the agreement. An inventory of these items will be made out and signed by the agency and IIMU's representative.

2.2.24 In case any project/repair work is going on in any classroom or any cabin, then the chair and other critical equipment shall be covered with plastic cloth or arrangement shall be made to protect than from dust and damage.

2.2.25 Cleaning/Refilling/Replacing of water dispensers/bottles is responsibility of the agency.

### 2.3 List of approved brands for material:

S No	Consumables & Tools	Brands
1	Mops	Taski, Unger, Roots, Gala, Konta, Scotch Brite
2	Garbage Cover	Ecofriendly garbage bag
3	Paper Items/toilet paper	Pudumjee, Origami, Mystair, JK or any other Brand approved by IIMU
4	Cleaning Pads	3M Scotch Brite or any other brand approved by IIMU
5	Cleaning Cloth	Taski, Unger, Gala, 3M Scotch Brite
6	Tools & material	Taski, Unger, konta Roots, Gala, Cam, Scotch Brite
7	Wringer Trolley (50 ltr.)	Taski, konta, Unger, Roots, Gala
8	Room Fresheners	Taski, Airwick, Ambi Pur, Odonil
9	Chemicals	Taski etc.
10	Urinal cubes	A -One, 3M scotch brite
11	Hard brooms	Any
12	Liquid soap	Taski

### 2.4 List of approved brands of machinery:

S No	Machines	Minimum no of machines req.	Brands
1.	Single Disc Scrubber	2	Taski, JD, eureka, IPC or similar
2.	Wet & Dry Vacuum Cleaner	5	Taski, JD, eureka, IPC or similar
3.	Auto Scrubber ● Battery operating scrubber machine (ride on)	2	Taski, JD, eureka, IPC or similar
4.	High pressure Jet cleaner with	1	Taski, JD, eureka, IPC or similar



	pipes		
5.	Road sweeper machine	1	Taski, JD, eureka, IPC or similar
6.	Chair & shampooing machine /equipment and chemical	1	TR101 & TR103 Taski chemicals, Machine – Taski,JD, eureka, IPC or similar

### 3. Operation:

3.1 The agency shall ensure cleaning of the administrative building, adjoining roads, pavements, footpath, lawns by 08.30 AM.

3.2 The agency shall ensure that all the office rooms, class rooms, conference rooms and service areas properly cleaned and dusted by 8.30 AM.

3.3 The agency shall spray room fresheners of the approved brands by 8.30 AM in the office rooms.

3.4 To clean the classrooms and make arrangements for the next days classes in the evening and next morning before start of the class.

3.5 The persons engaged by the agency shall be dressed properly as per official dress code prescribed and approved by IIMU and shall behave in a courteous and polite manner.

3.6 The agency shall provide the services for upkeep and maintenance round the clock and on all days of the year.

3.7 The agency shall prepare and submit a physical verification report of items handed over to the agency by IIMU in a prescribed format every quarter.

3.8 The agency will ensure that adequate number of workers and supervisors are deployed in the campus along with a manager at all times and around the clock in shift system based on the requirement of IIMU. Due approval of the manpower plan will have to be taken from IIMU Administration on monthly basis.

3.9 The agency shall ensure procurement and availability of the following toiletries from the approved brands at all times as per consumption in the toilets/wash rooms etc:

- Liquid Soap
- Paper Napkins/Towels
- Urinal Screen/urinal cube
- Air Fresheners (Spray/Block)
- Toilet Paper Rolls etc

3.10 The agency shall also ensure the availability of water in toilets/wash rooms. In case of emergency, IIMU Administration should be informed well in advance.

3.11 The agency shall also arrange for all other equipment/materials not mentioned in the list or scope that may be required for providing housekeeping and maintenance services at IIMU at his own cost.

3.12 The agency shall also ensure potable drinking water requirement in IIMU premises throughout the day. Collection & distribution of potable water from the authorized source to various consumption points shall be the responsibility of the agency. The responsibility of the agency includes the proper running of the water purification systems of IIMU. All drinking water points in the buildings will require to be serviced, wherein water from RO filtration plant/point will have to be filled in dispenser bottles and later put on dispensers on usage basis.

- 3.13 Keys management - The agency shall maintain all the keys of the institute, issue and re-issue of keys shall be made as per the instructions of IIMU, Register shall be maintained, lock and unlock the rooms in administrative building and guest houses shall be done, to make duplicate keys as and when required through an outside vendor (payment for duplicate keys will be done by Institute).
- 3.14 Penalty Clauses for lapse of deliverance of services shall be levied as and when applicable. The IIMU Administration will decide penalty.
- 3.15 Any maintenance like RO fitting, RO repair in case any water to be given to any resident shall be the responsibility of Housekeeping.
- 3.16 Any residential house or visiting faculty house off-campus (if allotted for cleaning by Management) will also be responsible of Housekeeping.
- 3.17 Any work done by technical team like any electrical work, AC work, Plumber works etc. in campus shall be cleaned by the housekeeping team.
- 3.18 Transportation – Vehicle will not be provided by institute for any employee of outsourced agency. Transportation will be provided by institute for any official work outside the campus like cleaning to be done outside campus area.
- 3.19 In case any manpower is taken on manpower payment basis then any work mentioned in the point number 9- Multitasking Services may be assigned to such staff.
- 3.20 Agency shall not deny cleaning of any area allotted by IIMU.
- 3.21 Agency shall keep the areas clean all times even when it is required to be cleaned multiple times due to construction/maintenance work or regular operations being carried out in any area by IIMU or any other agency.

#### **4. General Requirements and Documentation to be maintained by the Agency:**

- 4.1 Organizational structure and line of authority
- 4.2 Housekeeping manual and all SOP (Standard Operating Procedures)
- 4.3 List of equipment used
- 4.4 Description for each category of housekeeping
- 4.5 Maintaining records / details of Complaint book
- 4.6 Duty Roster / Deployment Sheet of Housekeeping Staff
- 4.7 Register for providing staff for shifting Work
- 4.8 Logs and checklists

#### **5. Disposal of Waste/Garbage:**

5.1 The agency shall ensure proper disposal of the collected solid/liquid waste on a daily basis under his own arrangements. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the IIMU campus. It shall be the responsibility of the Agency to segregate and dispose of garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms/practice of the local authority/IIMU.



5.2 Dust, waste materials shall be collected in proper bins segregated in wet and dry format and disposed of immediately. Plastic bags shall be used in all the dust bins in the premises, Cafeteria etc for easy collection and disposal; so that the dust bins are maintained neat & clean and in a hygienic condition. All dust bins will be washed at least once in a week.

5.3 The agency shall arrange WP-baskets, large bins required for collecting garbage and waste. The agency must arrange for Plastic bags/trolleys/transportation arrangements etc from the list of approved brands only for disposal of waste material/garbage, debris(malba), minor building rubbish, earth, etc. to be disposed of beyond the premises at its own cost.

5.4 The agency shall ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in IIMU campus for disposal even if it is outside the cleaning area provided. .

5.5 Institute will provide a room for collection of dry garbage.

5.6 Institute has a vermicomposting machine, and wet garbage shall be dumped in that machine. For every 50KGS of vermicompost and average of 7 kg of manure is produced. The extract shall be dried up in an area approved by agency and shall be used for manure of gardens. This manure can be used for a kitchen garden.

## 6. Pest Control Services:

The agency should manage entire pest control activities on campus as and when required basis under consultation with IIMU Administration. All the chemicals/equipment required for this purpose is to be brought by the agency at its own cost and should be eco-friendly and should be available at chemical storage area. Pest control team should carry following activities:

- Rodent, Snakes control
- Cockroach gel treatment
- Lizard and spider control
- Bed bugs treatment
- Termite control
- Mosquitoes and flies' control
- Kitchen fumigation periodically
- Drains and washroom spray to control insects
- Removal of Honeybee hives
- Fogging: Fogging Services in entire campus OPEN AREA for mosquito control using fogger machine using Deltamethrin 1.25 % EC @ 15 ml / Liter of Diesel. This activity is performed daily during monsoon and occasionally during other seasons as and when required. Area to be covered is as per section no. 101.1 & 101.2 of finance bid Chemicals may change as per AMC health department's directives from time to time. Frequency - Once a week or as required by IIMU).
- Spreading Fenthion 82.5 % EC @ 2ml/Lit Water in Open Drainage chambers / Storm water drain chambers / wherever the gets water accumulated in Open Area. This activity is to be performed generally during the monsoon period.
- Sanitizer and sanitizing (Once a week or as required by IIMU)

## 7. Inspection:

7.1 The agency shall maintain in the prescribed format daily a checklist for the upkeep and maintenance, which shall be submitted to the IIMU representative daily.

7.2 The agency shall allow labor Inspector for inspection and shall abide by all laws applicable.

7.3 The agency shall always keep sufficient number of supervisors for proper inspection of the Work in different areas.



7.4 The agency shall keep sufficient number of male and female manpower as per IIMU requirement.

7.5 Medical Examination, Background check, police verification is compulsory for all the employees deployed by the Agency at IIMU. Any related expenses shall be borne by the agency.

7.6 The agency shall maintain proper grooming/hygiene and medical check-up standards to be maintained for all the staff.

7.7 The employee of the agency shall be in neat and clean uniform all times.

**8. (a) Manpower deployment planning for the proposed tender (Shift wise) (Uniformed and Trained):**

<u>S No</u>	<u>Designation</u>	<u>Minimum Qualification</u>	<u>Total Manpower per shift per day</u>
1	Manager	MBA / PG with 02 years / Graduate with 05 years relevant experience	01 or more
2	Supervisor	Graduate with 02 years / Intermediate with 05 years relevant	05 male in morning shift 01 female in day shift 01 male evening shift 01male night shift
3	Housekeeping staff – Skilled/unskilled Worker/Male	Suitable experience	To be decided based on the quantum of Work in consultation with IIMU
4	Housekeeping staff – Skilled/unskilled Worker/Female	Suitable experience	
5	Safai Karmachari Male/Sweeper	Suitable experience	
6	Safai Karmachari Female/Sweeper	Suitable experience	

**8. (b) Minimum requirement:** The following is the minimum requirement of manpower institute may require apart from above-mentioned services. The following requirements will be paid as per manpower basis and it may be increased or decreased as per the requirement of institute.

<u>Sl. No.</u>	<u>Requirement</u>	<u>Number of employees</u>	<u>Shift</u>	<u>Total</u>
1.	Receptionist /Key attendance/ Key management/ Arrival/ departure/ clearance/ check-in / checkout / helpdesk – Skilled/ Semi skilled	1 in each shift	24*7 (3 shifts)	3
2.	Courier – Skilled/ Semi skilled	1 in one shift	1 (Morning)	1
3.	Programme office – attender	1 in each shift	2 (Morning, Evening)	2
4.	Administration, stores etc. department-attender	1 in morning shift	2 (Morning)	2



8.1 The personnel deployed should have a relevant professional qualifications and adequate experience in the related field.

8.2 The above deployment of manpower is indicative. This may be altered on any day as per the needs and requirements of IIMU.

**9. Multitasking Services by staff taken on manpower basis:**

- 9.1 General cleanliness & upkeep of the section/unit.
- 9.2 Shifting of any items from one place to another or carrying of files and other papers.
- 9.3 Photocopying, making sets, stapling, spiral bindings, etc.
- 9.4 Other non-clerical Work in the section/unit
- 9.5 Assisting in routine office work like diary, dispatch (including on computer entries) etc.
- 9.6 Delivering of dak inside Institute
- 9.7 Watch & ward duties.
- 9.8 Opening & closing of rooms, windows, machineries etc.
- 9.9 Cleaning of rooms in all buildings & campus of the Institute.
- 9.10 Dusting & shifting of furniture etc.
- 9.11 Work as classroom attendant even during odd hours.
- 9.12 Upkeep of area including parks, gardens, lawns, potted plants etc.
- 9.13 Cleaning of water dispensers is responsibility of the agency.
- 9.14 Refilling of water bottles is responsibility of agency.
- 9.15 All persons should have to work in- all sections of the Institute like Admin/ Academic/ Accounts/ Store/ Hostel/ Library/ Sport Complex etc.,
- 9.16 Book shelving, labeling, and rubber-stamping on books.
- 9.17 Look after duties at Academic block, Cluster, VFH, and dining hall
- 9.18 Data entry/Computer related work
- 9.19 Any other work assigned by IIMU authority.

**10. Number of clusters and Housekeeping Area**

**10(A) CLUSTERS (Table 01)**

Name of Area	Number of Rooms	Number of Toilets	Common Room	Pantry no.
<b>Cluster</b>				
<b>Cluster no. 2</b>	<b>68</b>	<b>14</b>	<b>7</b>	<b>7</b>
<b>Cluster no. 3</b>	<b>40</b>	<b>8</b>	<b>4</b>	<b>4</b>
<b>Cluster no. 5</b>	<b>68</b>	<b>14</b>	<b>7</b>	<b>7</b>
<b>Cluster no. 6</b>	<b>116</b>	<b>30</b>	<b>16</b>	<b>15</b>
<b>Cluster no. 7</b>	<b>88</b>	<b>23</b>	<b>12</b>	<b>12</b>
<b>Cluster no. 8</b>	<b>24</b>	<b>6</b>	<b>3</b>	<b>4</b>
<b>Cluster no. 9</b>	<b>58</b>	<b>14</b>	<b>8</b>	<b>8</b>
<b>Cluster no. 10</b>	<b>54</b>	<b>13</b>	<b>8</b>	<b>8</b>
<b>Cluster no. 11</b>	<b>60</b>	<b>14</b>	<b>8</b>	<b>8</b>
<b>Cluster no. 12A</b>	<b>40</b>	<b>8</b>	<b>4</b>	<b>4</b>
<b>Cluster no. 12B</b>	<b>40</b>	<b>8</b>	<b>4</b>	<b>4</b>
<b>Cluster no. 13A</b>	<b>28</b>	<b>28</b>	<b>4</b>	<b>4</b>
<b>Cluster no. 13B</b>	<b>30</b>	<b>30</b>	<b>4</b>	<b>4</b>





**10(B). HOUSEKEEPING AREA (TABLE No 2)**

<b>HOUSEKEEPING AREA</b>			
<b>S.No</b>	<b>Academic Area A and B block</b>	<b>Unit</b>	<b>AREA</b>
	<b>First floor</b>		
1	Lobby	Sqm	60.55
2	Lobby toilet	Sqm	43.68
3	Auditorium 330 seater	Sqm	410.91
4	Auditorium back side washroom	Sqm	52.36
	<b>Second floor</b>		
5	Faculty Office area	Sqm	350.76
6	Lobby Toilet	Sqm	36.61
7	Lobby	Sqm	69.2
	<b>Third Floor</b>		
8	Passage	Sqm	570
9	Faculty Office	Sqm	324
10	4 No. 70 Seater Classroom	Sqm	600
11	Front Vestibule	Sqm	97.44
12	Back vestibule	Sqm	42.88
13	2 No. Classroom 40 Seater	Sqm	161.04
14	Office near old library	Sqm	73.16
15	Old Library	Sqm	72.64
16	Lobby outside old library	Sqm	105.02
17	Faculty Office area	Sqm	80.27
18	Corridor area Toilet	Sqm	85.57
19	Lobby area/Lift area	Sqm	68.77
20	Lobby Toilet	Sqm	36.57
21	SERVER ROOM (A BLOCK)	Sqm	90.25
22	IT ROOM (A BLOCK)	Sqm	35
23	TEA SHOP AREA	Sqm	100
	<b>Fourth Floor</b>		
24	Front Vestibule	Sqm	16.43
25	Back vestibule	Sqm	19.63
26	Lobby	Sqm	67.65
27	Staircase Lobby	Sqm	10.62
28	Passage	Sqm	520.09
29	Passage Toilet	Sqm	84
30	Classroom 9- 70 Seater	Sqm	150.73
31	Front Vestibule	Sqm	28.84
32	Back vestibule	Sqm	12.43



33	Classroom 40 Seater- 8 and 10	Sqm	164.63
34	Faculty office area	Sqm	324.96
35	Lift lobby Area	Sqm	68.98
36	Lobby Toilet	Sqm	36.53
	<b>Fifth Floor</b>		
37	Classroom 11- 70 Seater	Sqm	154.44
38	Toilet CR 11	Sqm	35.35
39	Passage	Sqm	555.25
40	Faculty office area	Sqm	325.31
41	Lobby Area	Sqm	68.96
42	Toilet area	Sqm	36.65
43	Admin office	Sqm	161.64
44	Project office	Sqm	84
45	Passage Toilet	Sqm	62.1
46	New PGP office	Sqm	147
	<b>Sixth floor</b>		
47	Passage	Sqm	2587.44
48	Directors office	Sqm	200.22
49	Photocopy	Sqm	26.18
50	Bloomberg Lab	Sqm	53.6
51	ATM	Sqm	12.94
52	Yoga	Sqm	53.68
53	Toilet near yoga room	Sqm	11.5
54	Placement Office	Sqm	192
55	CDC office	Sqm	78.6
56	Placement office ( Exam Hall)	Sqm	180.9
57	Passage Toilet	Sqm	62
58	Boardroom	Sqm	80
59	Boardroom balcony	Sqm	10
60	Faculty lounge	Sqm	170.9
61	A Block corridor remaining area	Sqm	77
62	B block Lift outside Area	Sqm	10
63	Lift near director office	Sqm	8
64	Small TERRACE OPP. CDS OFFICE - wet cleaning area	Sqm	40
65	CYCLE STAND AREA	Sqm	88.65
66	Directors Staircase (From 6th to 3rd floor)	Sqm	104
67	B Block Staircase (From 1 to 6th Floor)	Sqm	168
68	B Block Lift	Sqm	10
	<b>Area - Block C</b>		
69	C1 Area lift	Sqm	10
70	C2 Lift	Sqm	10



71	C block corridor	Sqm	422.66
72	4th floor	Sqm	172
73	3th floor	Sqm	118
74	5th floor	Sqm	172
75	Price area	Sqm	80
76	CR 13	Sqm	83
77	CR 14	Sqm	157
78	CR 15	Sqm	157
	<b>Area - D1 and D2</b>	Sqm	
79	D2 AREA outside	Sqm	164.6
80	Toilets near GBH	Sqm	59
	<b>RESIDENTIAL AREA</b>		
81	Inside Gym	Sqm	178.25
82	Outside Gym	Sqm	140.25
83	Back area	Sqm	101.75
84	Community gym near type B housing	Sqm	220
85	Club House	Sqm	182
86	VFH Corridor	Sqm	285
	<b>Clusters area</b>	Sqm	
87	<b>cluster 2</b>	Sqm	1696
88	Cluster3	Sqm	996.00
89	Cluster 5	Sqm	1282.00
90	Cluster 6	Sqm	3265.00
91	Cluster 7	Sqm	2485.00
92	Cluster 8	Sqm	676.00
93	Cluster 9	Sqm	1593.00
94	Cluster 10	Sqm	1511.00
95	Cluster 11	Sqm	1629.00
96	Cluster 12 A	Sqm	994.00
97	Cluster 12 B	Sqm	994.00
98	Cluster 13 A	Sqm	901.00
99	Cluster 13B	Sqm	943.00
	<b>TYPE B housing area</b>		
100	Staff Housing (4 & 5 Common Area except Terrace 390 sq mtr)	Sqm	424.00
101	Staff Housing 2 (Common Area except Terrace)	Sqm	108
	<b>TOTAL area for 100.1 item of Finance bid</b>	Sqm	<b>33138.02</b>



	<b>Visiting Faculty Housing 100.2 item of finance bid</b>		
102	1 Flat VFH *12 House	Sqm	<b>984.00</b>
	<b>OTHER AREAS</b>		
103	Road	Sqm	10020.00
104	Pathway along road M1	Sqm	938.80
105	Lower Plaza & Stage Area	Sqm	1497.00
	<b>Other area -Faculty Housing</b>		
106	FH no. 1,2,3 & 4 Walkway	Sqm	237.00
107	FH no. 5,6,7, & 8 Walkway	Sqm	288.00
108	FH no. 9,10,11 & 12 Walkway	Sqm	106.00
109	FH no. 13,14,15 & 16 Walkway	Sqm	205.00
110	Walkway (along the road FH 1 to FH 25)	Sqm	545.00
111	Visiting Faculty outside area	Sqm	206.00
112	Ground in Faculty area outside director house	Sqm	205.00
113	CR 330 Audi Terrace	Sqm	536.00
114	Entry Foyer	Sqm	246.00
115	Plant Room @ 97m level	Sqm	696.00
116	AHU ROOMS	Sqm	141.00
117	ESR1	Sqm	240.00
118	Hostel outside area	Sqm	6323.00
119	Sub Station	Sqm	1794.00
120	Playground	Sqm	4200.00
121	Parking Area	Sqm	1196.00
	<b>Terrace For Hostels</b>		
122	Cluster 2	Sqm	265
123	Cluster 3	Sqm	223
124	Cluster 5	Sqm	243
125	Cluster 6	Sqm	1291
126	Cluster 7	Sqm	926
127	Cluster 8	Sqm	315
128	Cluster 9	Sqm	636
129	Cluster 10	Sqm	624
130	Cluster 11	Sqm	577
131	Cluster 12 A	Sqm	233
132	Cluster 12 B	Sqm	233
133	Cluster 13A	Sqm	248
134	Cluster 13 B	Sqm	248
135	Visiting Faculty terrace	Sqm	577
136	Terrace of Staff Housing	Sqm	233



137	Faculty house- bridge and stairs	Sqm	49.41
	<b>Total of other area (item 100.3 of finance bid)</b>	Sqm	<b>36541.21</b>

## 11. Computers, Software, Records & Reports

11.1 The agency shall maintain all the required records related to its operation preferably in the soft copy/software maintained for this purpose.

11.2 The agency shall arrange sufficient number of computers, mobile phones, printers and other adequate equipment in adherence to the point number 11.1 at its own costs.

11.3 The agency shall provide such Reports as required by IIMU from time to time e.g., feedback etc.

## 12. Penalty clauses are as detailed below:

12.1 The competent authority will periodically check the facility management services or any person authorized by him based on certain objective criteria which are decided to measure level of cleanliness and the Agency has to abide by those criteria. These are as follows:

12.1.1 Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows or stairs, terrace etc.

12.1.2 Dust or cobwebs etc. on roof, window grills etc.

12.1.3 Finger or palm marks, dust and gutkha stain on glass panes of windows or doors and Mirrors.

12.1.4 Dirt marks, dust, dryness and odor in Washbasin, WC Seats, floors etc. in offices/rooms/toilets/bathrooms.

12.2 In case any of Agency's personnel deployed under the contract fails to report in time and Agency is unable to provide suitable substitute in time for the same it will be treated as absence and penalty shall be levied.

12.3 In case any public complaint is received attributable to misconduct/misbehavior of Agency's personnel, A penalty (as decided by institute) for each such incident shall be levied and the same shall be deducted from Agency's bill. Further the concerned Agency's personnel shall be removed from the system immediately.

12.4 In case the Agency fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, Institute reserves the right to impose the penalty as detailed below: -

12.4.1 For any delay the Institute may cancel the agreement and get this job to be carried out preferably from other agency from open market. The difference, if any, will be recovered from the defaulter Agency and also shall be blacklisted for a period of four years from participating in such type of tender and his earnest money/security deposit may also be forfeited, if so warranted.

**Annexure I (B)**

**(B)- CATERING SERVICES**

**13. Scope of Work**

The agency is expected to provide the following services in Student Mess/Visiting Faculty house/designated place as desired by IIMU Administration, for Students, Faculty, Staff, Guests and visitors of IIM Udaipur:

**14. Cooking and serving meals**

S No	Type of meal	Remarks
1	Breakfast	1. On an average, there may be 650 students per meal. The number of pax may go above 800. 2. For up to 3 months in a year pax may go below 50 per meal per month. However, such number of months may be more in case of any unfavorable/unforeseen situation such as Pandemic etc.
2	Lunch	
3	Evening Tea with Snacks	
4	Dinner	
5	High Tea for special meetings	As per IIMU requirement
6	Special Lunch/Dinner	
7	Meetings – Tea /Coffee with two types of biscuit	

**15. Terms & Conditions:**

15.1 The agency would provide breakfast, lunch, evening tea with snacks and dinner on daily basis at the student mess, as per menu decided by the competent authority of IIMU.

15.2 The agency must have the required and valid statutory registration for rendering the catering and its allied services.

15.3 The food must be prepared in clean, hygienic, and safe conditions as per the menu.

15.4 The kitchen, dining hall, hand wash area, washrooms (Ladies & Gents), dish wash area etc. along with furniture, fixtures, walls shall be cleaned daily. After every meal (breakfast, lunch, evening tea and dinner) the tables and chairs shall be wiped and sanitized. The agency will also provide liquid soap for the wash basins in the dining area, cooking and catering area. All grease traps will be cleaned on daily basis and kept in serviceable conditions.

15.5 Deep cleaning of kitchen, dining hall, hand wash area, washrooms (Ladies & Gents), dish wash area etc. will be done once in a month or as and when required.

15.6 After every meal (breakfast, lunch, evening tea and dinner) all the crockeries such as plates, cups, bowls, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and should be available for use for cooking the next meal. The cleaning material used should be from the **approved brands**.

15.7 Efficiency, promptness, quality of food, quality service, good behavior and politeness of the agency and his staff are the essence of the contract. The agency is required to ensure that this essence of the contract is maintained at all times. Quality of services, hygiene and preparation should be maintained as per industrial practices/compliances and to the entire satisfaction of the IIMU Administration.

15.8 Agency will ensure that at all times one manager and two Supervisors/F&B executives will always be present during breakfast, lunch, evening tea and dinner. In case of any change, the IIMU Administration should be informed well in advance.

15.9 Agency needs to provide breakfast, lunch, evening tea with snacks and dinner to IIMU guests and employees as and when required and IIMU /employee will settle the bills directly.

15.10 For extra items, it will be mandatory for the agency to serve the item in unlimited quantity/fixed weight/size on demand by the IIMU Administration/Mess Committee.

15.11 All items will be cooked in the kitchen of the mess. No cooked item, except certain types of snacks identified beforehand, will be brought from outside.

15.12 On special occasions, the menu will be decided by the competent authority of IIMU and prepared by the agency.

15.13 An authorized person of IIMU will inspect the quality of food frequently and the Agency shall not deny access for such inspections. The IIMU Administration has right to take samples of all material used in cooking and check the same for quality at recognized laboratories/institution. Further, the store, kitchen can also be inspected by the IIMU Administration so as to ensure that only the brands allowed for various articles are being used. In case a violation is found, the IIMU Administration reserves the right to impose a financial penalty/cancellation of contract on repeated violation.

15.14 The agency shall ensure that no instance of fire takes place and no injury to any of his employee or the IIMU person takes place. In case any of this happens then the agency shall be responsible for fulfilling the loss occurred.

15.15 The IIMU shall neither be liable for any damages, nor be under any obligation to inform the applicants of the grounds for the same. Damages means - to property or individuals.

15.16 The agency must provide the service throughout the year without closing the mess on any day unless ordered by the Administration of IIMU.

15.17 IIMU will provide the agency dining area, dining furniture, kitchen area, kitchen equipment, cooking utensils, appliances, electricity, and water free of cost. Agency will be responsible to have monthly inventory sign off with IIMU Administration. Equipment list provided by IIMU is as follows:

Name of Item	Qty
Platform Trolley	3
Hose Reel with Spray Gun	1
Weighing Scale 200Kg	1
Weighing Scale Table Top, Cap- 10 Kg	1
Work Table With Bottom Shelf	1
SS Rack With 5 Shelves	22
PVC Dunnage Rack	10



Meat Collection Trolley	1
DOOR VERTICAL CHILIER, 670 LTRS	1
Work Table With Sink And Bottom Pipe Shelf, Sink Size-650x530x300mm	1
Work Table With Bottom And Middle Shelf	1
Work Table With Sink And Bottom Pipe Shelf, Sink Size-650x530x300mm	1
Kitchen Blender, Jar	1
Automatic Juice Machine	1
Work Table With Bottom And Middle Shelf And 2 Overhead Shelves	2
Knife Sterilizer	1
Wolk Table with Bottom Shelf	1
Central Working Table With Cross Bracing	1
Potato & Onion Bins	2
Hand wash Sink Foot Operated	2
Pulverizer, Cap-25 Kg	1
Masala Grinder, Cap-7 Kg	1
Potato Peeler Cap - 10kg	1
Work Table With Bottom Shelf	1
4 Door Vertical Chiller, 1430 Ltrs	1
SS Shelving	7
Hand wash Sink Foot Operated	1
Air curtain	6
Insect Killer, Wall Mounted	4
Bulk Cooker, Tilting Type, Cap-150 Ltrs	1
Brat Pan, Tilting Type, 60 Ltrs	2
SS Exhaust Hood With Baffle Filters, Fresh Air Grill & Fire Suppression System	1
Work Table With Bottom And Middle Shelf	7
combi oven with stand,cap-10 GN 1/1 Gn pan	1
Stock Pot Range With Ring Type Burner, Grid Size-600x600	3
SS Drain Grating With Trough	1
Idli Steamer With SS Stand, Cap- 180 Idli	1
Work Table With Bottom And Middle Shelf	2
Dosa Plate	1
Salamander, Wall Mounted	1
2 Burner Gas Rane With Bottom Pipe Shelf, Grid	1
Sink Unit With Bottom Pipe Shelf, Sink Size- 450x450x300	1
Work Table With Bottom And Middle Shelf	2
Chapatti Plate With Puffer And Bottom Pipe Shelf	1
SS Tandoor On Wheels	1
SS Exhaust Hood With Baffle Filters, Fresh Air Grill & Fire Suppression System	3
Chapatti Collection Trolley	1
Atta Kneading Machine, Cap-40kg	1
Work Table With Sink, Bottom Cross Bracing, Sink Size-500x500x300	1
Ingredient Bins On Wheels	1
Pick-up Counter With Bottom And Middle Shelf And Sliding Doors	2
SS Masala trolley on wheels Size 425X600+100X850	1
SS Pot Rack, 3 Tier	2





2 Door Vertical Chiller, 670 Liters	1
4 Door Vertical Chiller, 1430 Liters	1
Hand wash Sink Foot Operated	4
C Microwave Oven, 30 liters	1
SS Rack With 5 Shelves	8
A Chest freezer cap-600 liters	1
SS Dunnage Rack	2
Plate And Cutlery Dispensing Unit	2
Ambient Bain Marie With 2 No 1/1x150 Food Pans, Tray Slide And Sneeze Guard	2
Hot Bain Marie With 5 Nos 1/1x150 Food Pans, Tray Slide And Sneeze Guard	2
Work Counter With Bottom Shelf, On Wheels	2
Tea Urn- 12 Liters	2
Soiled Dish Table With 2 Garbage Chute And Bottom Cross Bracing	1
3 Sink Unit With Bottom Pipe Shelf	1
Pre-Rinse Spray, Wall Mounted	1
Dish Wash Machine, hood Type Cap-200 Racks/Hour	1
Work Table With Bottom And Middle Shelf	2
SS Rack With 5 Shelves	6
SS Water Cooler, Cooling Capacity-60 Liters/Hr And Storage Capacity-80 Liters	2
Glass Stand 3 Tier	2
Mixer Grinder	1
Wet Grinder Machine	1
4 Compartment Lockers With Hanger And Locking Provision	14

15.18 IIMU will not provide serving plates, teaspoons, tablespoons serving spoon, forks, knives, stainless steel/glass tumbler, bowls, any other item which may be required for serving of food. All this will have to be brought by the agency at its own cost after the approval of sample by IIMU Administration.

15.19 The agency will be responsible for repairing & maintenance of all the property of IIMU given to the agency for use in the student mess such as machines, utensils etc. The agency shall replace inventory items, equipment, furniture, and fixtures provided by IIMU in case of loss, theft or damage to the satisfaction of the IIMU Administration at his own cost and expense. On termination of the agreement, the agency will hand over all the equipment/articles as supplied by the IIMU in good working condition back to IIMU. In case of any damage beyond normal wear and tear then IIMU can recover the cost from the bank guarantee/current bill payment of the agency.

15.20 The agency will liaison with the IIMU Administration/Mess Committee and report on daily basis about all the activities of the mess service. The agency shall extend full co-operation.

15.21 The agency at its own cost shall arrange a medical examination at least once in a quarter of all the employees who handle raw/cooked food, to ensure that the employees are free from any communicable disease. It is to be done at Udaipur, at reputed test labs. Record of the same shall be maintained by the agency and shown on demand. In this regard, IIMU's doctor will check the record as and when required. The Police verification record of all the workers will have to be maintained by the agency.

15.22 Any person of the agency who are not on-duty will not be permitted to stay in the IIMU campus under any circumstances without prior approval from the IIMU administration.



15.23 IIMU shall not make any payment for the meal that may be arranged by the agency for its employees/staff.

15.24 The premises of the mess will be used for the purpose for storing of raw material, cooking, and serving food, for which the allotment is made and not for any other purpose without the written permission of the IIMU Administration. The agency will not be permitted to franchise/sublet the mess to any other party.

15.25 IIMU is not bound to provide any mode of transport in respect of employees or material required by the agency.

15.26 Use of plastic teacups and plastic carry bags is discouraged, and the agency shall use environment friendly material only for serving coffee, tea and for packing & carrying of food items.

15.27 Any change like timing of operation etc will require the permission of the IIMU Administration.

15.28 Ensure segregation and disposal of waste material in compost machine.

15.29 No electric appliances like electric heaters/ovens/fryers/cooktops will be permitted in the mess unless specifically approved by the IIMU Administration for a special purpose like baking. Complete cooking will be done on commercial LPG procured by the agency.

15.30 Food should also be served to the hostel rooms for sick student in the room as and when required/ordered by IIMU Administration at no extra costs.

15.31 Pest-Control: The agency at all times will keep the cook house/dining hall/washing area/raw material store free from flies/cockroaches/mosquitoes/rats and other pests. Frequent pest control and scientific pest control measures are required to be adopted by the agency at all times.

15.32 Firefighting arrangement provided by the IIMU at the start of the contract to be kept serviceable at all times and handed over back to the IIMU after finishing of the contract.

15.33 Penalty will be levied for any expiry product found.

**16. List of approved brands for material (refer para 3.5 above):**

<b>S No</b>	<b>Consumables &amp; Tools</b>	<b>Brands</b>
1	Mops	Taski, Unger, Roots, Cam, Gala, Scotch Brite
2	Garbage Cover	Plasto or any other brand approved by IIMU
3	Paper Items	Pudumjee, Origami, Mystair, JK
4	Cleaning Pads	3M, Scotch Bite
5	Cleaning Cloth	Taski, Unger, Gala, 3M, Scotch Brite
6	Tools	Taski, Unger, Roots, Gala, Cam, Scotch Brite
7	Wringer Trolley	Taski, Unger, Roots, Gala, Scotch Brite



## 17. MENU

Kindly note that operational services shall NOT INCLUDE preparation of menu and any policy matters related to running the mess. All such decisions will be the direct responsibility of the IIMU Administration/Mess Committee.

S No	Menu	Details
17.1	<b>Breakfast</b>	<ul style="list-style-type: none"> <li>● White Bread and Whole wheat Brown bread</li> <li>● Butter</li> <li>● Jam</li> <li>● Tomato Ketchup</li> <li>● Tea and Coffee</li> <li>● Milk</li> <li>● Cornflakes / Oats</li> <li>● Fruit seasonal</li> <li>● <u>Any one item out of the below illustrative list:</u></li> <li>● Poha and jalebi, Upma with Chutney, Masala dosa with Sambhar and chutney, Paratha with pickle (Plain/Pyaz/Aloo/Methi), Idli/vada-sambar with chutney, Chole-Bhature, Uttapam with chutney, Puri-subji, Vermicelli, Chowmin, Macroni, Veg. Cutlet with chutney, Halwa, Paav bhaji, Vada paav, Sandwich, Methi thepla, Khamman, Any other item (Indian, Continental, Chinese) (chatni wherever applicable).</li> </ul>
17.2	<b>Lunch</b>	<ul style="list-style-type: none"> <li>● Dal fry/Dal Makhani/Chana/any other type of Dal</li> <li>● One Seasonal Vegetable or Paneer (minimum two times in a week) item</li> <li>● Plain curd and Raita</li> <li>● Roti – Plain Tawa and Tandoori. (Option with Butter) Naan/Paratha/Bhatura shall be provided apart from tandoori roti once in a month after discussion with IIMU team)</li> <li>● Rice- Plain or Jeera or Pulao or biryani</li> <li>● Green Salad/ Sprouts</li> <li>● Pickle</li> <li>● Papad</li> </ul>
17.3	<b>Evening Tea/Coffee with snacks</b>	<ul style="list-style-type: none"> <li>● Tea and Coffee or Nimbu Pani</li> <li>● <u>Any one item out of the below illustrative list:</u></li> <li>● Samosa / Kachori</li> <li>● Bread / Paneer Pakoda</li> <li>● Patty Vegetarian</li> <li>● Veg Sandwiches</li> <li>● Cake</li> <li>● Bakery Biscuits</li> <li>● Wadas</li> <li>● Any other item (Indian, Continental, Chinese) (Sauce/Chutney wherever applicable)</li> </ul>



<b>17.4</b>	<b>Dinner</b>	<ul style="list-style-type: none"> <li>● Dal fry/Dal makhani/Chana any other type of Dal</li> <li>● One Paneer items (minimum Two times a week)/ One Seasonal Vegetable</li> <li>● Plain curd or Raita</li> <li>● Roti – Plain Tawa and Tandoori. (Option with Butter) (Naan/Paratha/Bhatura shall be provided apart from tandoori roti once in 1 month after discussion with IIMU team )</li> <li>● Rice – Plain/Jeera/Pulao</li> <li>● Green Salad/Sprouts</li> <li>● Pickle &amp; Papad</li> <li>● Desserts (<u>Examples of items that can be provided</u>: Custard, kheer, gulab jamun, rasgulla, halwa (carrot/suji/dal) or any other item decided by the IIMU Administration/Mess Committee)</li> </ul>
<b>17.5</b>	<b>Regular Meetings</b>	<ul style="list-style-type: none"> <li>● Tea/coffee</li> <li>● Biscuits (assorted biscuits)</li> </ul>
<b>17.6</b>	<b>High Tea</b>	<ul style="list-style-type: none"> <li>● Sweets &amp; Confectioneries(any one) – (example -Cakes/Pastry (Black Forest/Pineapple/Chocolate/Butter Scotch)/Halwa )</li> <li>● Snacks (any two) – (example- Veg Pakoda (Paneer/Cheese) / Kachori / Samosa / Veg Cutlet / fried Snacks/ Idli/Khaman/ Patties/Sandwich</li> <li>● Tea/Coffee/Nimbu Pani</li> <li>● Bakery items (any two) – (example - cookies/Monaco/Parle/Krack Jack/Sunfeast) or Wafers (branded) with different flavors)</li> </ul>
<b>17.7</b>	<b>Special Lunch/Dinner</b>	<ul style="list-style-type: none"> <li>● Soup: Veg – Hot &amp; Sour, Sweet Corn, Clear, Tomato, Mushroom, Vegetable</li> <li>● Starters: Veg- Hara-bhara kabab, Roasted Paneer, Paneer Tikka, Spring Roll etc</li> <li>● Rice- Plain/Jeera/Pulao/veg biryani</li> <li>● Roti-Plain Tawa/Tandoori/Naan/Paratha</li> <li>● Dal fry/Dal makhani</li> <li>● One Item of Paneer with gravy</li> <li>● One Vegetable dry</li> <li>● Plain curd or Raita</li> <li>● Pickles &amp; Papad</li> <li>● Sufficient quantity of Fresh seasonal fruits</li> <li>● Sweet / Ice Cream / Pudding</li> <li>● Green Salad and Sprouts</li> <li>● Saunf &amp; Mishri</li> </ul>
<b>17.8</b>	<b>Special meetings</b>	<ul style="list-style-type: none"> <li>● Can be discussed with IIMU Administration and rates can be decided with management</li> </ul>

## 18. Notes

- 18.1 The menu as given above is to be served in unlimited quantity.
- 18.2 The food shall be cooked, stored and served under hygienic conditions. The agency shall ensure that only freshly cooked food is served, and the stale is not recycled. Stale food shall be removed from mess premises as soon as possible. In case of any food related disease to any IIMU person, the agency shall be liable to bear the medical expenses incurred by the IIMU person.
- 18.3 Non- veg food to be prepared on demand basis and the same to be charged from the individual (by issuing coupon/bills). Non-vegetarian food will be cooked in a separate area with separate utensils, stored and served separately.
- 18.4 The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the IIMU community.
- 18.5 The oil that remains from deep-frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- 18.6 Soya bean, palm oil shall not be used for cooking.
- 18.7 The agency shall ensure that only hot food is served to the students/employees. The Bain-maries provided for the purpose will be optimally used.
- 18.8 Mixing of potato in vegetables will not be permitted unless specifically told.
- 18.9 For Lunch and Dinner a variety and freshness must be ensured. The agency has to ensure that drinking water is provided at dining tables regularly.
- 18.10 The Mess Committee/IIMU Administration will identify the detailed menu daily meal wise specifying the dals and vegetables to be served, in the beginning of each month. It will be mandatory for the agency to serve this pre-decided menu. In case of any difficulty in the same Mess Committee/IIMU Administration must be informed well in advance.
- 18.11 The agency will be required to provide khichri, daliya or any other suitable item for sick residents in lieu of the regular meals on demand and no extra payment will be provided by institute.
- 18.12 The agency shall provide Jain food on special demand by administration of IIMU as and when required.
- 18.13 Packed food to be delivered to residence/office rooms/ hostel rooms on request. (Tiffin/food packets/packaging item will be provided by IIMU).
- 18.13.1 The agency will not serve any item that has not been approved by the IIMU Administration/Mess Committee beforehand.
- 18.14 All raw material expiry dates will be displayed on a stock board in front of each store category wise. Under no circumstances will any expiry item be used in cooking.
- 18.15 Use of colors/banned items as per industrial practices is prohibited.
- 18.16 Nutritionist will check menu once in a quarter and record will be kept for the same by the agency at its own cost.
- 18.17 Cleaning of Dinning table and serving of water shall be maintained regularly
- 18.18 Kitchen is provided with fresh air and exhaust. Supply of RO water is provided in kitchen.
- 18.19 Food shelves for food storage will be arranged by agency. However, institute will provide the room for storage.
- 18.20 Separate dining area will be provided by institute for the employees of agency
- 18.21 Institute will provide changing room for staff.
- 18.22 The agency has to provide separate cutlery and crockery for special meetings/ lunch and dinner
- 18.23 Medical Examination, Background check, police verification is compulsory for any joiner.
- 18.24 Agency shall not sub – contract the catering service in any condition.



## 19. Area

S.No.	Name	Area (sqm)
1	Dining Hall	519.28
2	Dining Hall entrance area	23.20
3	Basin Area	63.58
4	Dish Washing Area	50.00
5	F&B Service Store	33.12
6	Toilets	45.85
7	Elevator (01 nos.)	4.95
8	Main Kitchen	157.48
9	Chef office	4.05
10	Veg. preparation area	46.78
11	Non-veg. preparation area	17.73
12	Grinding room	26.34
13	Main Store	105.93
14	Staff dining area	48.56
15	Uniform room	21.50
16	Changing room (Male)	26.52
17	Changing room (Female)	20.76
18	Unloading area	70.29
19	Garbage sorting room	33.00
20	Gas Store	13.75
21	Office area	30.14
22	Store	7.60
23	Balcony	70.73
<b>Total</b>		<b>1441.14</b>

## 20. Quality of ingredients and other items:

The ingredients used must be of reputed brands from the list as given below. In case of non-availability of the reputed brand, any other brand needs to be approved by the IIMU Administration /Mess Committee before use.

S No	Item	Brand
1.	Salt	Tata, Annapurna, Everest, Surya, Patanjali
2.	Spices	MDH, Badshah, Everest, Tata, Patanjali
3.	Ketchup	Maggi, Kissan
4.	Oil	Sunflower, Sundrop, Godrej, Saffola, Fortune, Dhara, Patanjali (Use of Hydrogenated (vanaspati) oil is prohibited). Soya bean oil and palm oil shall not be used
5.	Pickle	Mother's, Priya, Nilon, Patanjali
6.	Atta / Besan / Meda / Suji	Ashirvad, Shaktibhog, Laxmibhog, Patanjali
7.	Daal/Dalhan	Tata, Patanjali, Harvest
8.	Rice / Poha	India Gate, Dawat, Best, Patanjali,
9.	Papad	Lijjat, Bikaji, Patanjali
10.	Butter	Amul, Britannia, Mother Dairy, Saras
11.	Bread	Star, Kalory, Kabhib, Harvest
12.	Cornflakes	Mohans, Patanjali
13.	Jam	Kissan or Maggi
14.	Ghee	Amul, Mother Dairy, Britannia, Saras, Patanjali (dalda ghee shall not be used)
15.	Milk	Saras, Amul, Mother Dairy (Without Water)
16.	Paneer	Amul, Saras
17.	Tea	Brook bond, Lipton, Tata, Taaza, Wagh Bakri
18.	Sugar	Uttam, Madhur, Patanjali, Harvest
19.	Coffee	Nescafe
20.	Ice Cream	Amul, Mother Dairy, Vadilal, Kwality, Havmor

## 21. Hygiene/Turn Out:

The agency shall ensure best hygiene/turn out of his/her employees, failure to do which shall attract penalty per violation.

21.1 Approved/prescribed neat and clean properly ironed uniform including apron, gloves and head cover will be worn by all staff at the time they enter the mess .

21.2 Three set of uniforms shall be provided to employees and Uniform shall be dry cleaned and ironed condition.

21.3 Short hair.

21.4 Regular cutting of nails.



21.5 Separate shoes for use in the kitchen/dining area.

**22. Service Timings:**

Breakfast	7.30 am to 10.00 am on Monday to Saturday 8.00 am to 10.30 am on Sunday and IIMU Holiday
Lunch	12.30 pm to 3.00 pm on all days.
Evening Tea with Snacks	5.30 pm to 6.30 pm on all days
Dinner	8.00 pm to 10.30 PM on all days

**Note:** The timing stated above is subject to change by the order of IIMU Administration/Mess Committee of IIMU.

**23. Entries in software**

23.1.1 Entries to be made by the agency in the software related to mess operations and grievances

23.1.2 Report to be generated e.g., feedback grievance coordination

**24. Penalty:**

24.1 Any authorized person of the IIMU Administration can inspect the mess, kitchen, or any process without any prior notice to agency. In case of any discrepancy (in terms of quality of food or hygiene) or any case of negligence, appropriate punitive action in terms of financial penalty shall be levied.

24.2 Financial penalty will be imposed by the IIMU after giving one warning verbal or otherwise to the agency for the following:

- 24.2.1 Violation of quality parameters of food
- 24.2.2 Failure in providing sufficient quantity
- 24.2.3 Poor hygiene
- 24.2.4 Failure in keeping time schedule
- 24.2.5 Violation of non-brands for articles are being used
- 24.2.6 Non-availability of complaint register
- 24.2.7 Non-availability of Supervisor at Mess Timing
- 24.2.8 Any complaints of insects and/or foreign object (hair, rope, cloth, plastic, etc) cooked along with food found in any food item
- 24.2.9 Any complaint of stones / pebbles
- 24.2.10 Hard and/or sharp objects like glass pieces, nails, hard plastic etc
- 24.2.11 Food poisoning
- 24.2.12 Three or more complaints of unclean utensils in a day
- 24.2.13 Meal was not cooked properly
- 24.2.14 Changes in menu of any meal without taking approval
- 24.2.15 Inappropriate personal hygiene of workers
- 24.2.16 Failure to maintain a proper health check-up of the workers
- 24.2.17 In case garbage items are found in water discharge outlet and they further hamper the functioning of the drainage system/sewage treatment plant.
- 24.2.18 Improper Services
- 24.2.19 Any other thing as felt suitable by IIMU Administration



24.3 Consecutive complaints regarding any of the above points will attract a financial penalty depending on gravity of the issue and in case of similar repetition IIMU Administration can cancel the contract unilaterally without notice and bank guarantee will be forfeited.

## 25. Disposal of Waste:

25.1 The agency shall ensure proper disposal of the collected solid/liquid waste on a daily basis under its own arrangements. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the IIMU campus. It shall be the responsibility of the Agency to segregate and dispose off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms/practice of the local authority/IIMU.

25.2 Dust, waste materials shall be collected in proper bins segregated in wet and dry format and disposed of immediately. Plastic bags shall be used in all the dustbins in mess for easy collection and disposal; so that the dustbins are maintained neat & clean and in a hygienic condition. All dustbins will be washed at least once in a week.

25.3 The agency shall arrange WP baskets, large bins required for collecting garbage and waste.

25.4 Institute has a vermicomposting machine, and wet garbage shall be dumped in that machine. For every 50KGS of vermicompost and average of 7 kg of manure is produced. The extract shall be dried up in an area approved by agency and shall be used for manure of gardens. This manure can be used for a kitchen garden.

25.5 Disposal of waste outside the campus is responsibility of agency.

## 26. Manpower deployment planning for this tender (Shift wise):

S No	Designation	Total Manpower per shift per day
1	Manager	01 or more
2	Supervisor	02 or more
3	Chef	01 or more
4	Assistant Chef	02 or more
5	Waiter	To be decided based on the quantum of Work
6	Helper for Chefs	
7	Dish Washers	
8	Table Cleaner	
9	Floor Cleaner	
10	Sweeper for Wash room	

26.1 Work in the mess should take place in minimum two shifts as per statutory requirement/laws, at no stage will working norms of 08 hours per day/48 hours per week be violated for all employees. Proper rest and holiday to be given.

26.2 Minimum two chef/assistant chef are to be available at all times, they should be qualified and trained with minimum experience of 10/02 years respectively at some renowned hotel/restaurant/institution and should have the knowledge and aptitude of preparing food (Indian, Chinese, Continental) both vegetarian and non-vegetarian.



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26.3 All the personnel deployed by the agency should have relevant professional qualification and adequate experience in the related field as per the industry standard.

26.4 The above deployment of manpower is indicative. This may be altered on any day as per the needs and requirements with prior permission of IIMU Administration.

## **C) TECHNICAL SERVICES**

### **1. Scope of Work**

Complete day to day operation & maintenance services in HT electrical substations, water pumps/fire pumps/pump house, chiller rooms/room equipment's/cooling towers, Two ESRs, academic building, all hostel building, housing areas, student mess and its equipment's, common areas, 10 off campus houses etc. By deputing skilled and un-skilled manpower of relevant expertise including manager, supervisors and managing of maintenance help desk.

We are looking for professional technical service providers having trained manpower and adequate experience, proper training personnel; having own office and safety measures at IIMU which can operate around the clock for any emergency and assistance. The Contractor will have to design the technical services in conjugation with the officials of the IIMU, implement and execute the same. The above given area of responsibility may be taken as broad guideline however, the IIM, Udaipur expects to design the complete technical service and accordingly implement and execute it.

### **1. Electrical Systems**

Operation, maintenance, monitoring, and periodic recording of 33 KV/11 KV/ 415 V sub-station with energy meter readings at frequency as decided by IIMU.

1.1 Carrying out preventive maintenance of all external electrification systems including but not limited to transformers, cable trenchers, cable routes, cables and panels, switch gears, VCB's, HT isolators, other appliances and accessories to ensure proper functioning and an accident-free situation at all times.

1.2 Recording of meter reading once in a day for the substation and maintain the records for the same.

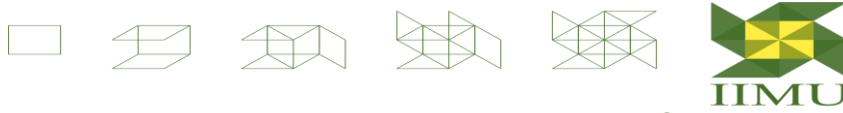
1.3 Maintaining of the HT side as per the norms and submitting the relevant documents.

1.4 Coordinate with electrical authorities including AVNL/RSEB, in maintaining the equipment's & installations as per norms and submit required records. Also coordinate with authorities in having all licenses, permissions, clearances renewed when due on behalf of IIMU. Checking & visual inspection of transformers, panels, relays, fuses, MCBs, MCCBs on a regular basis.

1.5 Recording of Energy meters readings of all sub-stations, updating and sharing the records on daily basis.

1.6 Overall Monitoring and maintaining of UPS, periodic checking of all the necessary parameters, coordinating with OEM for all the break downs. Checking & visual inspection of transformers, panels, relays, fuses, MCBs, MCCBs on a regular basis.

1.7 Overall Monitoring and maintaining of electrical panels, DBs, all other electrical fittings in all the building at IIMU, periodic checking of all the necessary parameters, coordinating with OEM for all the break downs. Checking & visual inspection of transformers, panels, relays, fuses, MCBs,



MCCBs on a regular basis. Preventive pre-maintenance schedule for all power DBs, control panels BMS Systems and fire dampers to be monitored on daily basis.

1.8 Maintaining earth pits properly, measuring earth resistance and recording quarterly for all pits.

1.9 Ensuring all the light fixtures and power points to be in working condition.

1.10 Recording Energy meter readings for Student hostels, Faculty/Staff/Visiting Faculty Housings and Vendors on monthly basis.

1.11 Making sure that all the safety controls are in healthy condition in electrical distribution systems.

1.12 Checking and maintaining of electrical appliances like TVs, Micro oven's, Toasters and washing machines and to make sure all are working properly in case any spares are required, IIMU will provide the same. Coordinating with respective vendor for rectification for any kind of problems if any and maintaining records.

1.13 Undertaking and supervising the entire break down works until and unless there are any specialization agency requirements.

1.14 Always Maintaining the power factor above 0.99.

1.15 Coordinating with the authorized testing agency for checking of switch gears, energy meters and protections once a year.

1.16 Attend to all break downs / shutdowns till the situation is rectified, and where warranted due to seriousness & urgency of situations, involve external agencies in consultation with and consent of IIMU Administration / attend to / keep all the high tension installations, equipment's and appliances stipulated by the statutory authorities including preparing / maintaining / submitting reports as stipulated.

## **2. DG Sets**

2.1 Running of DG sets and testing on load at least once in a quarter (if power failures are not there). Undertaking trial run of DG sets on a 'no load' basis every alternate day Coordinating for DG sets servicing with the AMC vendor appointed by IIMU as per the running hour/schedule specified by the manufacturer. Ensuring the DG sets are in healthy condition at all times including PLC systems. DG maintenance schedule to be complete as B check and C check at a scheduled time for which IIMU will make payment directly to the OEM.

2.2 Required HSD oil, engine oil, coolant, filters will be provided by IIMU. The required quantity is to be kept in stock with full safety and security. Proper records of usage is to be maintained in hour run diary, in terms of consumption of all the three materials and to be shown to IIMU Administration once in a week/on the day of filling/topping up. No pilferage/loss of HSD oil, engine oil, coolant, filters will be tolerated in case a pilferage/loss comes to light then financial penalty will be levied to make good the loss and over and above penalization will be done for the first time of its occurrence. In case, it is repeated IIMU can cancel a part of the tender or the entire tender and bank guarantee will be revoked.

2.3 In case of any fire related damage due to the negligence of the agency in the stocked HSD oil, engine oil and the generator, all such losses will be made up from the agency. In this regard, IIMU decision will be final.

## **3. Lifts –**

Ensuring safe and healthy operation of the lifts.

3.1 Maintaining of all preventive Maintenance and servicing records

3.2 Carrying out of Safety test with AMC vendor once in a year with check of supporting

arrangements and fasteners etc.

- 3.3 Maintaining weekly checklist of elevators.
- 3.4 Coordinate with AMC vendor for all preventive maintenance and any breakdowns/issues if any and track the SLA for early rectification of the problems.
- 3.5 Planned Preventive Maintenance (PPM) of machine room of all the lifts including ARD systems.

#### **4. Water Supply Systems and drainage work**

Monitoring and arresting any major leakage within 4 hours of information Clean and disinfect all water tanks, water sumps and water storage systems once in a quarter Maintaining of water treatment plant as per WHO standards.

- 4.1 Overall coordination with PHED, Govt. of Rajasthan / any other concerned for any related matter.
- 4.2 Having the water tested at monthly intervals from reliable laboratories.
- 4.3 Water testing and recording to be done once in 4 hours for the basic parameters by internal team and record to be maintained and put up to IIMU Administration once in a month.
- 4.4 *Once the swimming pool is constructed*, maintaining of swimming pool water filtration plant in a good working condition at all times and carry out filtrations as per approved schedule. Ensure the swimming pool water is of stipulated compositions and quality as stipulated. This includes back wash and required treatment of the swimming pool water filtration and management system.
- 4.5 All Plumbing/sanitary fitting/fixtures like WC's, health faucets etc to be overhauled annually and filters/aerators in the outlets to be cleaned on a regular basis and day to day leakage to be rectified.
- 4.6 Recording of daily readings of water meters of DEWAT, WTP, STP the same forwarded to IIMU.
- 4.7 Jointing of HDPE, copper, CPVC, UPVC, PVC and PPR pipes for any breakages in the existing pipe lines.

#### **5. Integrated Building Management Systems and SCADA**

- 5.1 Controlling and monitoring of IBMS and SCADA system.
  - 5.2 Coordinate with AMC vendor for all repairs and rectifications of the problems.
  - 5.3 Providing coaching, mentoring and technical assistance to the designers.
  - 5.4 Adherence to daily schedules and maintaining data base.
  - 5.5 Generate the MIS of fire dampers with BMS on control operation and share with IIMU Administration on desired frequencies.
- Not yet operational, but will have to be maintained by the agency once its made operational.

#### **6. Solar Water Heating Systems**

- 6.1 Operation and maintenance of hot water systems i.e. solar and geysers. Which includes,
- 6.2 cleaning of the solar panels, pump changing and panel repairing etc. Repairing of the instant different geysers
- 6.3 Maintaining regular supply of hot water to residents at design temperature all across the year and solar cells (umbrellas) to be cleaned on weekly basis.
- 6.4 Checking all hot water insulations once in a week.



## 7. Civil Works

- 7.1 Maintaining civil works like stones, tiles, grouting, polishing, painting, carpentry, brick work and construction/repair of small chambers, plastering etc. (minor requirement only).
- 7.2 Undertaking minor waterproofing works like tile grouting, plastering etc. (minor nature).
- 7.3 Re-fixing of damaged flooring tiles and skirting etc.
- 7.4 Undertaking repair /cleaning of rainwater lines and drain lines as per requirements.
- 7.5 Repair of ceilings /tiles/grid etc.
- 7.6 Maintenance of aluminum and wooden doors, windows hardware, and shelves (minor nature).
- 7.7 Executing the labor works like excavating the soil, chipping on need basis.
- 7.8 Attending the civil complaints/works as per service level agreement (SLA).
- 7.9 Attending all the complaints of all categories mentioned as per turnaround time (TAT) defined.

## 8 Plumbing and Sanitary Items/Works

- 8.1 The agency shall carry out the replacement of damaged sanitary and plumbing items in the list below. The payment for all replaceable/damaged items will be made by IIMU.
- 8.2 The agency shall note that the list specified below shall not be taken as exhaustive. As and when IIMU feels that certain works are mandatory for maintenance works and do not form part of the list above, the Service Provider shall be obligated to provide these at no additional cost to IIMU.

S No	Description
1	European water closet.
2	Indian water closet.
3	Wash basin/urine pots/sensors
4	Kitchen /pantry sink
5	Shower ball mixer
6	Vitreous china urinal
7	Sensor tap
8	Basin mixer
9	Sink tap with mixer
10	Janitor sink

## 9 Fire and Safety

Attend to preventing maintenance of fire prevention and fire suppression systems including keeping the fire hydrant charged at all times and attend to any leakages, check the fire pumps once in a month and keep them functional at all times, test the sprinkler lines using the bypass lines, once in a quarter, all fire pumps and jockey pumps, fire detection and alarm system once in a month, and maintain all sand buckets and portable fire extinguishers in good working conditions at all times.

- 9.1 Daily testing of fire hydrant pumps, jockey sprinkler and fire diesel pumps operations at specified schedules as mandated by IIMU Administration.
- 9.2 Periodic testing of the fire detection and fire alarm systems every quarterly and update the records.
- 9.3 Maintaining all portable fire extinguishers, sand buckets, fire hose reel in proper condition for emergency use as per norms.

## 10 External/Internal sewerage and drainage systems & Rainwater harvesting pits

Periodic maintenance of sewerage and drainage systems, rain water harvesting to avoid blockages.

10.1 Pre monsoon checks and remedial actions to avoid flooding and ponding in campus. Dewatering pumps of appropriate capacity for such case to be provided by the agency.

10.2 Dewatering in case of flooding.

10.3 Maintenance of all trenches, pipes, sewer line, manhole, Gully Trap etc (external/internal) including boundary wall.

## 11 Air Conditioning

The agency will provide one technically qualified and certified person with 05-07 years of experience with minimum 02 years hands on experience in handling similar HVAC system having a minimum capacity of 400 TR chiller along with AHU's and FCU's. He should be able to administer the O&M with Voltas Limited/or any other agency, who is the contractor for HVAC system at IIMU.

## 12 Cost Consciousness

Identify wastage and find ways to reduce costs and has to control the inventory and hisela the procurement process and optimize the R&M cost Work with Energy Auditors employed by IIMU for identifying the potential savings in the respective streams. Identify and implement initiatives for reduction in energy and water consumption.

## 13 Systems operating procedures

13.1 Implementation and improvement of SOPs for all systems operations. Detailed SOPs pertaining to each service is available wit Estate department.

13.2 Sustainability: Maintaining all standards and norms for sustainability as per requirement of "GRIHA-LD" certified building.

## 14 General

Carrying out preventive maintenance of the high side and low side (HT/LT) electrical equipment's and maintain records as per the preventive maintenance schedule.

14.1 Carrying out preventive maintenance of all field electrical panels as per the preventive maintenance schedule.

14.2 Maintenance all the current and future procured equipment's belonging to IIMU.

14.3 Carrying out preventive maintenance of motors/pumps as per the preventive maintenance schedule.

14.4 Maintenance of all kitchen equipment's as per preventive maintenance schedule.

14.5 Cleaning of the condenser's coils/fins of the air-cooled chiller as per preventive maintenance schedule.

14.6 Cleaning of cooling tower as per preventive maintenance schedule.

14.7 Maintenance of AHU/Exhaust fans/FCUs/FA units/TFAAs per preventive maintenance schedule.



- 14.8 Quarterly servicing of AHU cooling coils with chemical.
- 14.9 Yearly servicing of FCU coils with chemical.
- 14.10 Half yearly servicing of the indoor and outdoor units of split A/C.
- 14.11 Half yearly Cleaning of kitchen exhaust ducts.
- 14.12 Monthly Cleaning of kitchen AC/FA/EA grills.
- 14.13 Quarterly De-silting of all Sewage chambers to avoid blockage.
- 14.14 Cleaning of the closed rainwater drainage systems on need basis.
- 14.15 Quarterly cleaning of all water tanks (DEWAT, WTP, HT, CT, Sintex tanks & PT)
- 14.16 Servicing of all pumps in the campus
- 14.17 Maintenance of all solar water panels/electrical geysers and tanks as per preventive maintenance schedule.
- 14.18 Executing the planned maintenance activities w.r.t Furniture & Fixtures, Joinery and cabinets and other partitions and false ceilings
- 14.19 Preparation of estimates and budgets for spares, consumables, renovation and rectification works
- 14.20 Supervise all internal modification jobs carried out by internal team in coordination with IIMU
- 14.21 Carrying out minor activities like fabrication, welding, arranging power points, fixing of lights, civil works etc.
- 14.22 Conducting review meetings on monthly basis.
- 14.23 General cleaning after work done.
- 14.24 Transportation for out of Campus Transportation facility will be your own responsibility
- 14.25 2nos 100 kld and 2nos 50 kld DEWAT maintenance and cleaning.
- 14.26 General maintenance of 150 Solar Street Lights.
- 14.27 Any work which has been agreed between the parties but could not be executed on time by your staff and had to be executed by external vendor, that amount will be deducted from the vendors monthly bill.
- 14.28 Any damage done to the IIMU property by your, will have to rectified at your own cost or the repair/ replacement cost will be deducted from the monthly bill.

**15 Service Level Agreement (SLA)**

S No	Equipment	Availability (%)
<b><u>Electrical</u></b>		
17.1	DG set	99.50
17.2	HT panel	99.50
17.3	Dry/oil type distribution transformer	99.50
17.4	LT Switchgear	99.75
17.5	UPS	99.90
<b><u>IBMS/SCADA</u></b>		
17.6	Control & Monitoring Systems	99.00
<b><u>HVAC</u></b>		
17.7	Water cooled chillers	99.50
17.8	Chilled water pumps	99.25
17.9	AHU	99.00
17.10	Centralized air-conditioning	99.00





17.11	FCU	99.50
<b>Solar Water Heating</b>		
17.12	Hot water systems	99.50
<b>PHE</b>		
17.13	R.O systems (big & small), softener	99.00
17.14	Water treatment plant & Hydro pneumatic systems	99.50
<b>EDP</b>		
17.15	Fire pumps	99.50
17.16	Fire protection & detection systems	99.50

### Formula to work serviceability levels of major equipments

Serviceability level of major equipment = (Total available operating hours in a month – Total hours of downtime in a month)/ Total available operating hour in a month).

Note: Total available operating hours in a month excludes the scheduled planned preventive maintenance hours for the month dually approved by IIMU.

e.g.: Equipment availability as per SLA is 24 Hrs and reported outage of 10 hrs in month  $((24 \times 30) - 10 / 720) = 98.6\%$

### 16 Centralized Help Desk (24x7x365 days)

Attending all the complaints of all the categories as mentioned below as per TAT.

- a) Mechanical
- b) Electrical
- c) Civil
- d) Plumbing
- e) Air Conditioning (coordination)
- f) AV / Data networking (coordination)

### 17 Terms & Conditions:

17.1 The agency shall undertake and perform the O&M Works in accordance with IIMU's Requirements and as per Good Industry Practices in a timely and efficient manner.

17.2 The agency shall carry out the O&M Works including all aspects and associated services required to perform, execute and implement the O&M Works, to the satisfaction of IIMU.

17.3 The agency, hereby, specifically acknowledges that notwithstanding anything contained herein, the financial, technical, commercial, security, legal and other risks in relation to the performance, execution of the O&M Works shall be to the account of the agency with no recourse to IIMU.

17.4 The agency shall be responsible to ensure that the Systems & Facilities perform and operate smoothly at all times. It shall be their responsibility to ensure that the breakdown maintenance shall commence within the Response Time. The O&M Plan and Response Time shall be developed jointly by the agency and IIMU.

17.5 The agency shall, at all times, maintain the Systems & Facilities in good working order and condition. The agency shall perform the O&M Works in the manner that causes minimal disruption and inconvenience to the functioning of the IIMU, to the visitors and personnel at the IIMU.

17.6 The agency shall workout all Spares and Consumables required at stipulated timelines. He will perform any work / services, which are necessary / related to the O&M Works, and to efficient functioning of the Systems & Facilities or which is generally provided or performed in accordance with Good Industry Practice, even though such material or work may not be explicitly mentioned herein.

17.7 It shall be the responsibility of the agency before using tools, equipment, vehicles etc, whether or not supplied by IIMU, to satisfy themselves as to the safety and fitness for purpose for their use.

17.8 The agency shall maintain updated maintenance manuals, drawings, maintenance test and operating procedures, start-up and shutdown procedures as required in respect of the Systems & Facilities. The O&M Plan and standard operating procedure manuals shall be developed by the agency in respect of the Systems & Facilities and submitted to IIMU for review and acceptance during the service period. The plan should be dynamic and reviewed on a monthly basis.

17.9 Transportation – Vehicle will not be provided by institute for any employee of outsourced agency. Transportation will be provided by institute for any official work outside the campus like any technical service to be done outside campus area.

17.10 The agency shall train all his engineering employees for the complete O&M Works of the Systems & Facilities on Site, including regular Preventive Maintenance, Breakdown Maintenance, working of each Systems & Facilities and its integration into the Systems & Facilities. The training shall be imparted on rotation basis in the manner that all the employees of agency are trained to work on all the Systems & Facilities. The goals of the training program shall include without limitation:

17.10.1 Training with respect to the operation and maintenance procedures of all Systems & Facilities and their interrelations; and

17.10.2 Training with respect to safety, security and Emergency procedures of the Systems & Facilities.

17.11 All material and workmanship shall so far as procurable be of the respective standards, so as to fully ensure the compliance with the requirements and satisfaction of the standards and specifications contained herein.

17.12 Any of the O&M Works, which are rejected by the IIMU, as a result of the Service Provider's default of any nature whatsoever, shall be repaired or if it cannot be repaired, it shall be removed and replaced at their cost within seven (07) days.

17.13 The agency shall ensure that the store area within their office which is used to stock up the spare parts and consumables supplied by IIMU is maintained in an orderly manner and accounted for using a bin card systems at all times. The agency shall forecast the spare part needs one month in advance so as to give IIMU sufficient time to issue the materials before the commencement of preventive maintenance works. The agency shall also coordinate promptly and closely with IIMU for any spare parts and consumables which are needed for breakdown maintenance but not available in their store. All store records and receipts required for reconciliation shall be maintained by the agency at all times. The agency shall keep track of returned parts and update the store record accordingly. However, new spare parts are to be kept separated from returned/reconditioned parts for auditing purpose. IIMU reserves the right to audit the inventory or spare parts and Consumables at its discretion and the agency shall be obligated to provide all cooperation including but not limited to access to the store to IIMU staff for carrying out such audit.

17.14 The agency shall develop an Emergency action plan designed to respond to any Emergency. The following among other procedures, shall be included without limitation, in the plan:

- 17.14.1 Procedures to minimize personal injury and property damage;
- 17.14.2 Procedures to restore Systems & Facilities to a safe operating condition.
- 17.14.3 Immediate reporting of Emergency conditions to IIMU's representative, specifying the nature of the Emergency, the causes (if known) and the steps taken to respond; and
- 17.14.4 Submission of a written incident report to IIMU's Representative.

17.15 In case of an Emergency, the agency shall respond in accordance with the following priorities:

- 17.15.1 First: to minimize personal injury.
- 17.15.2 Second: to minimize property damage; and
- 17.15.3 Third: to restore the Systems & Facilities to normal operation as soon as possible.

17.16 With respect to the manufacturer's warranties for the Systems & Facilities:

17.16.1 The agency shall not take any action that violates any such warranty, and shall take any steps reasonably necessary to keep such warranty in full force and effect; and

17.16.2 If:

17.16.2.1 The Systems & Facilities or any component thereof is defective or fails in whole or in part to operate in its intended manner; and

17.16.2.2 Such defect or failure may be remedied under the terms of any such warranty;

The agency shall take all steps reasonably necessary to assist IIMU to enforce the terms of such warranty for the benefit of IIMU, within the time specified by IIMU.

17.17 Material / store management at the Service Area shall be the agency's responsibility. Further, all the risks pertaining to storage of all spares, material(s), Consumables at the Service Area shall be borne by the agency.

17.18 The agency shall be required to furnish the following during the services period.

- 17.18.1 A detailed O&M Plan duly approved by IIMU (as per the approved format); and
- 17.18.2 An exhaustive list of recommended Spares and Consumables along with the lead-time for sourcing such Spares and Consumables.
- 17.18.3 An estimate of space required for use as maintenance office, store room and workshop. IIMU shall endeavor to provide the required space in accordance to IIMU's allocation policy to agency. Should IIMU be unable to provide the required space, the agency shall make full use of the available space allocated to him.

17.19 The agency shall ensure that all safety precautions are taken during execution of the O&M Works and shall strictly comply with all safety rules/laws/instructions as required and as issued by the Competent Authority. The agency shall provide safety apparel and apparatus to its workers and the agency acknowledges that without such safety apparel and apparatus, the employees/ workers of the agency shall not be allowed to enter the operational area to execute the O&M Works. The agency agrees to indemnify IIMU for any loss, damage or cost that may arise/ be imposed on IIMU on account of any loss, costs, liabilities, claims or damage suffered by IIMU on account of noncompliance of safety precautions by their staff while undertaking the O&M Works.

17.20 The agency based upon the survey of the Service Area, the assessment of conditions of and requirements of Systems & Facilities, requirements of Applicable Laws and Good Industry Practice shall work out his team. IIMU hereby, reserves its right to reject / decline any personnel deployed or proposed to be deployed by the agency for valid reasons. IIMU shall reserve the discretion of participating in the selection process of personnel of senior level. The agency agrees that his Team shall perform and carry out the O&M Works in a cost-effective and efficient manner. The agency understands that Engineering Services are highly essential and vital to the operation the IIMU and,

therefore, the agency undertakes to ensure at all times that adequate number of trained personnel are deployed and the O&M Works are performed to ensure seamless and uninterrupted availability of the Systems & Facilities under this Contract.

17.21 The agency shall also ensure that there is sufficient number of personnel of appropriate authority, qualification and experience, available on a 24 hour basis to handle operations.

17.22 The agency shall ensure that the personnel deployed by him are sufficiently skilled and qualified, suitable to their level of hierarchy, to perform the O&M Works in accordance with Good Industry Practice. The O&M Works shall be performed only by competent and qualified personnel comprising the agency's Team.

17.23 The agency shall employ for the performance of the O&M Works professionally and technically competent Key Personnel, qualified, skilled and experienced supervising engineers and technical assistants to give direct supervision to the execution of the O&M Works, and such other personnel as necessary for the proper and timely execution of the O&M Works.

17.24 The agency shall maintain all requisite records, registers, accounts books etc., which are obligatory under Applicable Law and shall provide any information as may be required by IIMU in this regard from time to time.

17.25 The agency shall properly and regularly maintain the manpower deployment roaster of his Team and submit the same to IIMU containing complete attendance records.

17.26 The agency shall submit, in advance to IIMU Representative, the complete personal details of each of its personnel proposed to be deployed at the Services Area after Police Verification. IIMU may require the agency not to deploy any one or more personnel at the Services Area for valid reasons. The agency shall replace such of its personnel, within two (2) weeks from the date of issue of notice to this effect by IIMU Representative.

17.27 It is clarified that IIMU reserves the right to reject any person employed by the Service Provider to Services Area, whose admission would be, in the opinion of IIMU undesirable. In the event any of the personnel comprising the Operator's Team is away on long leave, training or resigned, the Operator shall notify IIMU Representative in writing without any delay. The agency shall, within two (2) weeks, identify, engage and deploy the replacement of such personnel, under intimation to IIMU with personnel in same category

having equivalent or higher degree of experience and qualification and in accordance with the terms and conditions contained herein so that it is not detrimental to the O&M Works.

17.28 The personnel comprising the agency's Team shall wear an approved uniform at all times and maintain a good efficient image at all times. Each person should have **3 sets** of clean uniform. No personnel shall smoke, chew tobacco, consume alcohol, litter, loiter, and stand in passage

#### 17.29 UNIFORM SET:

<u>Sr.</u>	<u>Description</u>	<u>Make</u>	<u>Approx. Quantity per Annum</u>
1	Uniform with Cap	Good quality as Approved by IMU	3 sets
2	Shoes		
2.01	Price bid: Section 100	Good quality Shoes as approved by IIMU	1



2.02	Price bid section 200	Safety Shoes – Liberty or Allen Cooper or Hi tech as approved by IIMU	1
3	Rain wear		
3.01	Price bid section 100: Rain coat to team working in open area, Umbrella & Gum boot as per site requirement	Good quality as approved by IIMU	1
3.02	Price bid section 200: Rain coat to all, Umbrella to all, Gum boot as per site Requirement	Good quality as approved by IIMU	1
4	Safety Helmet		1
	Price bid section 200: As per site Requirement	Karam or as approved by IIMU	10 in each campus

17.30 Team shall wear appropriate uniforms or overalls, safety vest, safety footwear, personal protective equipment and tools for the O&M Works. The uniforms shall clearly display proper identification thereon of the name of the agency. The agency shall comply with IIMU's security. The uniforms and PPE to be provided by agency.

17.31 IIMU, at its discretion as it deems fit, issue from time-to-time written instructions, directions and explanations, inter alia, with regards to

17.31.1 The variation or modification of the design, quality or quantity of the work or the addition or omission or substitution of any work,

17.31.2 The removal from the Service Area of any defective materials brought thereon by the agency and the substitutions of any material thereon,

17.31.3 The removal and/or re-execution of any works not in accordance to the specifications executed by the agency,

17.31.4 The opening up for inspection of any works carried out by the agency,

17.31.5 The making good of any defects,

17.31.6 The scope of spare parts, Consumables and/or materials,

17.32 The Key Personnel shall regularly attend meetings at the office of IIMU, as scheduled by IIMU at any time of the day, to review the O&M Works and to identify current major or recurrent problems encountered so as to effect improvement to the overall performance of this Contract.

17.33 The agency shall have to prepare and submit a Monthly report in the form of an MIS report, Monthly Energy Report, Monthly Stock Report by the sixth day of every Month which would include but not limited to a status on the existing inventory levels of spare parts and Consumables, the work done in the previous Month, breakdowns, forecast work for the current month etc. The format of reporting shall be as prescribed by IIMU from time to time. These reports are in addition to Daily reports as prescribed by IIMU in approved formats.

## 18 List of major equipment, consumables and tools:

The below list is only indicative and not exhaustive.



## 18.1 Electrical systems

S NO	Detail of the equipment
1	33 KV Panel Board
2	11 KV Panel Board-
3	Transformer (oil filled & dry type) 1250 KVA HT side-1 Nos 630 KVA-3 Nos 315 KVA-1Nos 160 KVA-1Nos
4	DG Set 750 KVA-1Nos 315KVA-2Nos 250KVA-1Nos 200 KVA-1 Nos 82.5 KVA-2Nos 62 KVA-1Nos -2 32KVA-1Nos
5	DG breaker/auxiliary panel and DG control panel
6	LT panels
7	UPS & battery bank (Approx 180 KVA )
8	Main UPS panel
9	APFC panel
10	HVAC panel
11	Battery, battery charger cum DCDB
12	Bus duct
13	Main distribution board and sub distribution board.
14	Lighting, power & UPS MCB distribution boards.
15	Power socket
16	A. LED lamps B. Compact fluorescent lamp C. Halogen lamp D. Metal halide lamp
17	HT cable
18	LT cable & wires
19	Solar hot water system & pumps
20	21 KONE lift
21	Solar Street lights – Around 125
22	Solar Panels
23	Heat pumps
24	Room heaters- 70nos
25	Home Appliances
26	UPS(01,02,03,06 KVA)



## 18.2 HVAC Systems

S NO	Detail of the equipment
1	Water cooled chillers & hot water generators (200 TR x3 Nos) +HWG 200 KW X2 Nos)
2	Chilled water pumps
3	Air handling units
4	Fan coil units/VRV units (Approx 500 Nos)
5	Ventilation fans
6	Tube axial fans
7	Expansion tank
8	Chemical dosing systems
9	Water softening plant
10	Chilled water piping
11	Motorized butterfly valves/butterfly valves/balancing valves/check valves/Y strainers
12	Sheet metal ducting(rectangular/square/round/taper)
13	Motor control centre
14	Control panel for AHU(s)
15	Control panel for toilet exhaust fan

## 18.3 Integrated Building Management System (IBMS)

S NO	Detail of the equipment
1	Web servers
2	Workstation with CPU, monitor and printer
3	UPS
4	Direct digital controllers for chillers, chilled water pumps, AHU, ventilation fans, DG, electrical panels, PHE systems, FDP systems and lifts

Not yet operational but will have to be maintained by the agency once its made operational.

## 18.4 PHE systems

S NO	Detail of the equipment
1	ESR & water treatment plant. Raw water pumps
2	Hydro pneumatic systems
3	Transfer pump
4	Submersible pump
5	Electric water heater
6	FRP overhead tank
7	DEWAT and soak pit
8	Control panels for PHE
9	Control panel for submersible pump set.



**18.5 FDP systems**

S NO	Detail of the equipment
	<b>Hydrant and sprinkler system</b>
1	Piping
2	Valves
3	Gun metal fire inlet connection
4	Fire brigade suction draw out connection
5	Fire hose reel with drum
6	Fire hose reel with drum
7	Heat detectors
8	Fire extinguisher
9	Clean agent gas suppression systems
10	Electrical driven fire pump
11	Electrical driven fire pump
12	Electrical driven jockey pump
13	Electrical panel
14	Diesel engine driven pump
	<b>Fire alarm systems</b>
1	Fire alarm control panel
2	Network annunciator panel
3	Mimic panel
4	Multisensors smoke detectors
5	Photoelectric smoke detectors
6	Heat detectors
7	Duct smoke detectors
8	Addressable manual call points.
9	Response indicators
10	Hooter cum speakers.
11	Visual strobes
12	Fire fighter telephone station
13	Addressable module
14	Isolator module
15	Addressable control module





**18.6**

<b>LIST OF INSTALLED EQUIPMENT AS OF DEC31 2021</b>				
<b>Flushing / Domestic Water / Drinking Water</b>				
<b>S.NO.</b>	<b>Item Description</b>	<b>Capacity</b>	<b>Quantity</b>	<b>Location</b>
1	Sintex Tanks	10,000 ltrs	3 nos.	Near ESR -01
2	Elevated Storage Reservoirs of RCC	10,0000 ltrs	2 nos.	one near hostel cluster & another near Faculty Housing
3	RO Plant		15 nos.	1 no. in Academic Block & another 13 nos. in Hostel Clusters & 1 no. in Dining Hall
4	Drinking Water Coolers	80Ltr	13	In Hostel & academic
5	Hydro-pneumatic system with vertical inline Multistage booster centrifugal SS - 3 16L pump -motor sets, 500 Ltrs pneumatic balancing tank,	Flow rate :50 M3 / Hr; Head : 105 Mts	1 nos.	Located in the plant room basement of Academic Building
6	Monoblock centrifugal pump. Each pump shall have TEFC 1450 / 2900 RPM single / three phase electric motor. The pump shall have CI body, and casing ring, SS 316-L impeller, SS 410 shaft and shaft sleeve	15 mtr 3/hr .(pump for transfer from Pump Room to water cooler with flooded suction and discharge head of 50 mtrs	1 nos.	Located in the plant room basement of Academic Building
7	water treatment plant with multigraded & activated carbon filter, vessel, resins, regeneration media, valve & all necessary piping & equipment etc working at minimum pressure of 2.5 kg /sq. cm. as per specification & following condition: Type: Downflow Treated water hardness: Less than 50 PPM Max. Flow Rate Lts / Hr, : 2.5 M3 / Hr. Quantity of resins: 1800 ltr	Capacity : 45 mtr 3/hr	1 nos.	Located in the plant room basement of Academic Building



8	On-line auto UV system for disinfection of water, SS 316 UV housing with power unit (starter) and standard UV lamp. UV system should have arrangement to diagnose failure of UV lamp all necessary piping & equipment etc working at minimum pressure of 12-13 kg /sq. cm. as per specification	Capacity : 15 LPM	1 nos.	Located in the plant room basement of Academic Building
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**Hot Water (Solar Scheme)**

S.NO.	Item Description	Capacity	Quantity	Location
1	Solar Panel & Tanks	300 LTR	28	All for Hostels on roof top
		180 LTR	1	

**Heat Pumps(Hostel)**

1	Heat Pumps	Tanl Capacity 2K Ltrs	14	All for Hostels on roof top
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**Waste Water / DEWATS - STP**

S.NO.	Item Description	Capacity	Quantity	Location
1	Dewats	30,000 Ltrs	4	1 no for Academic Building, 1 no. Faculty Housing & 2 nos. for Hostel Cluster

**SEPTIC TANK**

		Capacity	Quantity	Location
1	Septic Tanks			
1	Septic Tanks for academics	200 Users; 6 months	1	Behind Academic Building
2	Septic Tanks for Hostel cluster	200 Users; 6 months	1	Near Substation 2

**HVAC SYSTEM**

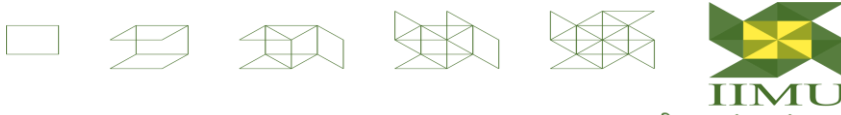
		Capacity	Quantity	Location
1	Cooling Tower			
2	AHU's			
3	FCU's			
Operation & Maintenance by Voltas Limited				

**MAIN SUBSTATION**

		Capacity	Quantity	Location
1	33 KVA HT PANEL		1 no.	
2	11 KVA HT PANEL		1 no.	
3	1250 KVA HT TRANSFORMER (33/11)	1250 KVA	1 no.	Near main entrance gate
4	160KVA HT & LT TRANSFORMER	160 KVA	1 no.	
5	LT PANEL		1 no.	



6	165 KVAR CAPACITOR PANEL	165 KVAR	1 no.	
7	82.5 KVA DG SET	82.5 KVA	2 nos.	
<b>SUBSTATION-3</b>				
		<b>Capacity</b>	<b>Quantity</b>	<b>Location</b>
1	HT Panel	11 kva	1 no.	Near Academic Building & Faculty Housing
2	630 KVA HT & LT TRANSFORMER	630 kva	2 nos.	
3	LT Panel		1 no.	
4	DG SYCHRONIATION PANEL		2 nos.	
5	285 KVAR CAPACITOR PANEL	285 KVAR	2 nos.	
6	750 KVA DG SET	1 no.	1 no.	
7	250 KVA DG SET	1 no.	1 no.	
<b>SUBSTATION-2</b>				
		<b>Capacity</b>	<b>Quantity</b>	<b>Location</b>
1	11 KVA HT PANEL	11 KVA	1 no.	Near Hostel Cluster 11
2	630 KVA HT & LT TRANSFORMER	630 KVA	1 no.	
3	LT PANEL		1 no.	
4	DG SYCHRONIATION PANEL		1 no.	
5	PLUMBING PANEL		2 nos.	
6	285 KVAR CAPACITOR PANEL	285 KVAR	1 no.	
7	320 KVA DG SET	320 KVA	2 nos.	
<b>SUBSTATION-4</b>				
		<b>Capacity</b>	<b>Quantity</b>	<b>Location</b>
1	11 KVA HT PANEL	11 KVA	1 no.	Near Visting Faculty Housing
2	315 KVA HT & LT TRANSFORMER	315 KVA	1 no.	
3	LT PANEL		1 no.	
4	DG SYCHRONIATION PANEL		1 no.	
5	165 KVAR CAPACITOR PANEL	165 KVAR	1 no.	
6	200 KVA DG SET	200 KVA	1 no.	
<b>FIRE FIGHTING SYSTEM</b>				
		<b>Capacity</b>	<b>Quantity</b>	<b>Location</b>
1	Fire Pump & Accessories ( 1 jockey; 1 main ; 1 stand- by ; 1 diesel)	88 M Head	4 nos.	In Plant room in basement of Academic Building
2	Sprinkler			
<b>FLOOD LIGHTS AND POLES</b>				
		<b>Capacity</b>	<b>Quantity</b>	<b>Location</b>
1	ELECTRIC POLES		110NOS	Along the road, playground, Clusters, Academic Block
2	FLOOD LIGHTS	50W, 72W, 400W	250 NOS	



## 19 Consumables

The agency shall note that the list specified below shall not be taken as exhaustive. As and when IIMU feels that certain consumables that are mandatory for maintenance works and do not form part of the list above, the agency shall be obligated to provide these at no additional cost to IIMU.

S.NO	Description
1	Cotton waste.
2	Marking cloth
3	Drill bits various sizes
4	Battery torch and cells
5	Insulation tapes
6	Petroleum jelly
7	Teflon tape
8	Measuring tapes
9	Hacksaw blades
10	M seal
11	General purpose grease
12	M seal and sealants
13	Welding electrodes.
14	Wire brushes and paint brushes.
15	PVC flexible hose pipe for cleaning
16	Sealant for flanges, threads & bearing.
17	Paint brush
18	Grinding wheels



### Tools required for Electrical & Allied works for Section 200 of price bid

Description	Quantity
Cable crimping tool (1.5 sqmm to 25 sqmm ) , Make – Jainson	1 No.
Cable crimping tool (25 sqmm to 400 sqmm ) , Make – Jainson	1 No.
Multimeter , Make:- Rishabh,Fluke	3 Nos.
Clamp Meter, Make:- Rishabh,Fluke	4 Nos.
Insulation tester (5KV), Make:- Meggar, Motwani	1 No.
Earth Resistance Meter, Make:- Motwani,Hioki	1 No.
Electrical Tool Bag	1 No. Per Technician
Ladder – 6 Ft (Light weight)	3 Nos.
Ladder – 10 Ft (Light weight)	2 Nos.
Ladder – 15 Ft (Light weight)	2 Nos.
Nose Player	1 No. Per Technician
Allen Key Set	1 No. Per Technician
Spanner Set	1 No. Per Technician
Drill Machine (With hammer Facility) with drill bits	2 Nos.
Grinding Machine	2 Nos.
Hole saw cutter	2 Nos.
Blower	2 Nos.
HRC Fuse Puller	2 Nos.
Tester	1 No. Per Technician
Tester	1 No. Per Helper (Elect.)
Pipe Wrench	1 No.
Pressure gauge (0 to 500 kg/cm <sup>2</sup> )	2 Nos.
Vacuum Pressure Gauge	2 Nos.
Charging Line(Refrigerant)	2 Nos.
Screw Spanner Set	1 No. Per Technician
Adjustable Spanner	2 Nos.
Temperature Meter (Digital)	2 Nos.
(Tool Kit for Refrigeration)	1 No.
Mason Thapi, Gutka, Odamba, Aluminium box section for plaster, Size 5’ long x 4” wide, Hammer, Mason hisel, Muster 1’1/2”, Mala Muster 1”, Small bucket (2No.), Pointing Bucket, Steel Square, 3 meter Measurement tape , 4” Brush, Tool Bag, Safety Helmet, Safety Belt, Safety Goggles and Gloves.	One set per mason
Carpenter Chisel 1’1/2”, Chisel 1/2”, Claw Hammer Big & small, 3 meter Measurement tape, Utility Knife, Hand saw, Level bottle, Screw Driver two side & Big 18”, Nail set, Carpentar Square, Drilling machine with bit ( size 3/8” to 1 1/2’), Tool Box 24”x27”, Safety Helmet, Safety Belt and Safety Goggles.	One set per carpenter



Plumber 18” Pipe wrench(Vandari Pana), 10” Pipe wrench(Vandari Pana), Adjustable Wrench (Popat pakkad), Screw Driver, Hammer, Chisel 1’1/2”, Chisel ½”, Hammer Big & small, Drilling machine with bit ( size 3/8” to 1 ½’), Grinder Machine, Hexo Blade, Tool Box 24”x27”, 3 meter Measurement tape, Safety Helmet, Safety Belt, Safety Goggles and Gloves.	One set per plumber
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**Note: - Above mentioned are the minimum requirements, other tools may require as per work requirement. Agency to arrange the required tools without any extra cost.**

**Note: -** These are tentative data. Actual requirement may increase/decrease as per requirement.

**20 Manpower deployment planning for this tender (Shift wise):**

**Minimum Shifts required/ Manpower Deployment Minimum Shifts required/ Manpower Deployment**

<u>Sr.</u>	<u>Particulars</u>	<u>Number of shifts required in 24 hrs</u>
<b>Section 200- Technical Services</b>		
201	Providing Electrical maintenance and allied	
201.1 & 201.2	For Buildings & For open Area other than Buildings	
	Manager Electrical operations	1
	Shift Engineer	4
	Electrical Technician	10
	HVAC Operator	4
	Pump Operator-plumber	5
	Electrical Helper, allover	2

Note - The engineer so deployed should have experience of ten years including two years’ experience as independent in-charge in same area.

### Desired Minimum Qualifications for Staff.

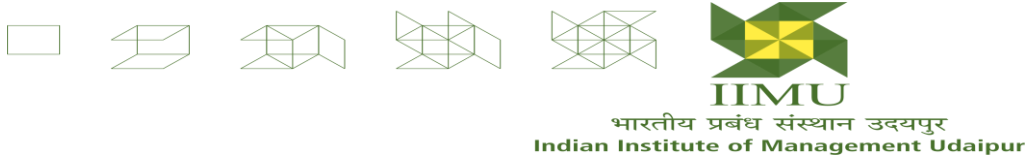
- Manager :- B. E Electrical & Should have similar work experience of minimum 10 Years
- Shift Engineer :- Diploma in Electrical and Should have similar work experience of minimum 7 Years or Degree in Electrical and Should have similar work experience of minimum 3 Years. Computer knowledge must.
  - Electrician/Technician :- ITI & Should have similar work experience in 3-Phase wiring of minimum 7 Years. Experience in HT, LT and Transformers etc.
  - AC Technician:- ITI & Should have similar work experience in HVAC minimum 3-5 Years
  - AC Operator:- ITI & Should have similar work experience in operation of VRV Systems, Package AC,AC Plant for minimum 5 Years
  - Helper:- 12<sup>th</sup> Pass & should have similar work experience of 5 year.
  - Plumber& Carpenter: ITI plus 3 years OR no qualification but with minimum FIVE years' field experience
  - Maison: no qualification but with minimum FIVE years' field experience in masonry work
  - Helpers: for general maintenance: Un skilled no experience

Note:- All Staff will be required to face the interview any time for selection.

Note:- These are tentative data. Actual requirement may increase/decrease as per requirement.

### Tentative Shift Timings for Staff

Designation	Timings
Manager	9am to 6pm
Shift Engineer	8am to 4:00 pm
	2pm to 10:00pm
Electrical Technician & Helper (Service Tower)	9am to 6 pm
	2pm to 10:00pm
Electrical Technician & Helper (SAO)	6am to 2 pm
	2pm to 10pm
	10pm to 6am(Next Day)
AC Technician	9am to 6pm
HVAC Operator	6am to 2 pm
	2pm to 10pm
	10pm to 6am(Next Day)
Solar Technician & Helper	9am to 6pm (Change as per Season)
Pump Operator	6am to 2 pm
	2pm to 10pm
	10pm to 6am(Next Day)
Plumber, Mason, Carpenter and helpers	9am to 6pm



20.1 Work in the technical area should take place in minimum three shifts as per statutory requirement/laws, at no stage will working norms of 08 hours per day/48 hours per week be violated for all employees. Proper rest and holiday to be given.

20.2 All the personal deployed by the agency should have relevant professional qualification and adequate experience in the related field.

20.3 The above deployment of manpower is indicative. This may be altered on any day as per the needs and requirements with prior permission of IIMU Administration.



**Annexure I(C) (Appnedix-1)**

<b>Price bid-Item no. 202-Terms and conditions regarding electricity usage and Electrical Maintenance Services</b>	
<b>A</b>	<b>Special instruction for Electrical maintenance services (which includes PUMP OPERATIONS, HVAC, ELECTRICAL MAINTENANCE etc.</b>
1	The scope of area is all the building on campus and open grounds pavements roads lawns complete. Only following buildings which are under a separate contract hence only the buildings internal electrical maintenance works are excluded from this contract.
2	Consumable materials will be provided by IIMU during office time only.
3	IIMU will NOT provide any supporting items like ladders, necessary tools / tackles, Air blower equipment which contractor needs to bring at the site and keep at safe place.
4	Contractors should not deploy the child labour and non-technical person for this work. Person deployed at site must have ITI electrician (if ITI Wireman must be min 4 years' experience in 3 phase distribution system) qualification with at least 5 year experience of relevant field. Helper to electrician should have basic electrical knowledge. Preferred age group 20 –30 Years for both i.e. Technician as well as helper with good physical fitness.
5	Safety of the person working at site is contractor's responsibility (Fully). Contractor has to obtain all-risk policy for the person working at site.
6	Person at work must wear proper dress code with identity card as mutually agreed between successful bidder and IIMU. Rain wear and winter wear also shall be provided by the contractor to all workmen.
7	Filling up electrical data sheet & complaint register on day-to-day basis.
8	On Duty Electrician shall always carry Measuring instruments like Clamp meter, Multi meter etc.

<b>Price Bid-Item no. 202.1-Terms and conditions regarding electricity usage and Electrical maintenance services</b>	
<b>B</b>	<b>Scope of work</b>
1	Providing day to day services for the electrical complaints to the above-mentioned area
2	To check & repair the electrical points like light point, fan point including regulator, plug point etc. or any kind of electrical items.
3	To check and repair/replace tube light fitting, bulb, ceiling fan, Exhaust fan, halogen light, CFL, LED lights fitting etc. or any kind of electrical items
4	To check circuit failure/ tripping and small wiring work and rectify the problem



5	Attending Electrical breakdown / fault
6	Regular Preventive Maintenance / check up of Electrical Installation. Extension of the any present electrical installation
7	Other work as directed by IIMU Officers/Supervisors/Engineers
8	Noting of energy meter reading of all Dorm, FPM houses, Kitchen complex, MSH, commercial offices , solar meter, etc. on each last day of the month and submission of the same to the electrical office –Main campus
9	Regular Maintenance / check up & cleaning of Electrical Installation which includes Switch-board, MCB DB, All LT Distribution Electrical Panels.
10	Temporary wiring will be provided for any function or EVENTS of the Institute or student related activities like get together, small party etc.
11	New Installation of light fixtures, fans, plug point, exhaust fans .
12	Operation of the water pumping station and in essence complete water supply operation is under this contract.
13	Maintenance of the streetlight network which includes, 70 w, 150 w sodium vapor, LED streetlight , metal halides, halogen, bollards etc
14	Operation of the electrical substation ( 4 nos.) of the campus which includes, transformers breakers, L.T. Breakers , and L.T. panels .MCCB etc.
15	Maintenance of the Solar water heating system which includes, cleaning of the solar panels, pump changing and panel repairing etc. Repairing of the instant different geysers.
16	Operation of the water pressure system of the campus.
17	To look after the air condition (various types) in the campus. (about 2000 ton ). Maintenance contract is given to a.c. contractor for various brands a.c.
18	Cleaning of AC filters
19	Maintained of earth pits and measurement of earth pit resistance and maintain the records.
20	Supervision of water softening plant for its proper and continues operation.
21	Electrical Contract License is mandatory.
22	Any water lodging at electrical panel area, faculty block basement, under pass, etc. to be pumped out.(Pump will be provided by IIMU)
<b>C</b>	<b>Scope does not include following services:</b>
1	Telephone wire, point or any related work
2	Internet/data wiring , point and related work
3	TV cabling work
4	Any appliances repairing work like TV, freeze, washing machine, computer, hot plate, water cooler, bottle cooler etc.
5	Solar PV module cleaning & maintenance.
<b>D</b>	<b>SPECIAL NOTE</b>



1	Stock maintaining at your office with updating of ledger is must and at any time IIMU authorized person ask for the material stock
2	Old and replaced items should be put at maintenance scrap store and before putting to the scrap store it should be signed and justified by the contractor's authorized person
3	IIMU will not be responsible for any theft and loss of material from your store room. Storage of material should be in lockable storage space only.
4	Firm must have electrical work permit / license
5.	Employee may have to visit outside campus of any technical work outside the campus in any IIMU staff/faculty houses etc.

**Annexure I(C) (Appnedix-2)**

Section 203 of Price Bid-Terms and conditions regarding General maintenance services

<b>A</b>	<b>Special instruction for General Maintenance services</b>
1	The scope of area is all buildings and open grounds pavements roads lawns complete campus.
2	Consumable materials will be provided by IIMU during office time only. ( like cement , bricks , plywood, pipes, etc.)
3	Contractor has to provide any supporting items like ladders, necessary tools / tackles, tile cutter, wood cutter, measure taps, all tools and tackles related to plumber, carpenter, mason and helpers and equipment which contractor needs to bring at the Site and keep at safe place.
4	Contractors should not deploy the child labor and non-technical person for this work.
5	Safety of the person working at site is contractor's responsibility (Fully). Contractor has To obtain all-risk policy for the person working at site.
6	Contractor is directly responsible for any violation of labour laws / safety laws or other Statutory and mandatory laws and responds to such queries / notices / instructions etc. from the concerned authority.
7	Filling up maintenance data sheet on day-to-day basis.
8	On Duty technicians shall always carry Measuring instruments like measuring tapes etc.

**B Scope of work – Item no. 203 of Price bid**

1	Providing day to day maintenance services related to Masonry, plastering, cement coating, tiling, pointing etc. all works related to masons, plumbing, carpentry works complaints to the above mentioned area by engaging a team of masons, plumbers, Carpenters and helpers
2	IIMU will provide space for small office cum material storage with internal telephone Facility
3	Stock maintaining at your office with updating of ledger is must and at any time IIMU authorized person ask for the material stock



4	Old and replaced items should be put at maintenance scrap store and before putting to the scrap store it should be signed and justified by the contractor's authorized person
5	IIMU will not be responsible for any theft and loss of material from your store room. storage of material should be in lockable storage space only.

**Built up area statement for price Bid item No. 201.1**

**A. CLUSTERS**

Name of Area	Number of Rooms	Number of Toilets	Common Room
Cluster			
Cluster no. 2	68	14	7
Cluster no. 3	40	8	4
Cluster no. 5	68	14	7
Cluster no. 6	116	30	16
Cluster no. 7	88	23	12
Cluster no. 8	24	6	3
Cluster no. 9	58	14	8
Cluster no. 10	54	13	8
Cluster no. 11	60	14	8
Cluster no. 12A	40	8	4
Cluster no. 12B	40	8	4
Cluster no. 13A	28	28	4
Cluster no. 13B	30	30	4

- A. CLUSTERS TOTAL AREA- 23542.24sqm**
- B. CLUSTER TERRACE- 4613 sqm**
- C. RESIDENTIAL AREA**

	PER UNIT IN SM	TOTAL UNITS	TOTAL AREA
<b>TYPE A</b>	<b>212</b>	44	9240
<b>TYPE B</b>	<b>101</b>	30	3030
<b>TYPE B COMMON AREA</b>	<b>142</b>	5	710
<b>VISITING FACULTY HOUSE</b>	<b>82</b>	12	984
<b>VFH LOBBY</b>	<b>128</b>	2	256

**RESIDENTIAL AREA- 14220sqm**

- D. SUBSTATIONS- 1557sqm**
- E. ACADEMIC BLOCK TERRACE- 5500sqm**
- F. ACADEMIC BLOCK AREA- 16200 sqm**



<b>Academic Block</b>	<b>In sqm</b>
<b>A</b>	<b>1840</b>
<b>B</b>	<b>2206</b>
<b>C1</b>	<b>6594</b>
<b>C2</b>	<b>4476</b>
<b>D</b>	<b>1084</b>
<b>TOTAL</b>	<b>16200</b>

**TOTAL AREA=A+B+C+D+E+F= 65632.24sqm**



**Section 200 of Price Bid-Terms and conditions regarding General maintenance services**

<b>A</b>	<b>Special instruction for General Maintenance services</b>
1	The scope of area is all buildings and open grounds pavements roads lawns complete campus.
2	Consumable materials will be provided by IIMU during office time only. ( like cement , bricks , plywood, pipes, etc.)
3	Agency has to provide any supporting items like ladders, necessary tools / tackles, tile cutter, wood cutter, measure taps, all tools and tackles related to plumber, carpenter, mason and helpers and equipment which Agency needs to bring at the Site and keep at safe place.
4	Agency should not deploy the child labor and non-technical person for this work.
5	Safety of the person working at site is Agency’s responsibility (Fully). Agency has to obtain all-risk policy for the person working at site.
6	Agency is directly responsible for any violation of labour laws / safety laws or other Statutory and mandatory laws and responds to such queries / notices / instructions etc. from the concerned authority.
7	Filling up maintenance data sheet on day-to-day basis.
8	On Duty technicians shall always carry Measuring instruments like measuring tapes etc.

**B Scope of work – Item no. 203 of Price bid**

1	Providing day to day maintenance services related to Masonry, plastering, cement coating, tiling , pointing etc. all works related to masons, plumbing, carpentry works complaints to the above mentioned area by engaging a team of masons, plumbers, carpenters and helpers
2	IIMU will provide space for small office cum material storage with internal telephone Facility
3	Stock maintaining at your office with updating of ledger is must and at any time IIMU authorized person ask for the material stock
4	Old and replaced items should be put at maintenance scrap store and before putting to the scrap store it should be signed and justified by the Agency’s authorized person
5	IIMU will not be responsible for any theft and loss of material from your store room. storage of material should be in lockable storage space only.

**Annexure – II**

**General Terms and Conditions of Contract**

**(1) Preparation and submission of Tender:** The tender should be submitted in two parts i.e. Technical Bid and Financial Bid. For submission of bids, all interested Agencies have to register online on e-procurement portal. After registration, Agencies shall submit their Technical Bid and Financial Bid documents online on <https://eprocure.gov.in/cppp/> duly signed and sealed on each page of Tender. For details, kindly see annexure of this tender: Instructions for Online Bid Submission.

**(2) Period of Contract:** Contract period will be valid initially for three-years. The contract may be extended subject to satisfactory performance at the sole discretion of IIMU for a further period of up to two years. In case performance of the agency is found to be unsatisfactory as per operational parameters set out in the contract or is not in conformity with the terms & conditions of the tender, then the entire or any part of the contract may be terminated by IIMU even before the scheduled time by giving advance notice of one month to this effect. In the event of premature termination of contract for reasons mentioned herein above, the Performance Bank Guarantee shall be absolutely forfeited.

**(3) Exit Clause:** Notwithstanding anything contained in any other clause of this tender, the contract can be terminated by IIMU by giving one-month notice without giving any reason or by the agency by giving three months' notice.

**(4) Contract Agreement:** The successful Agency shall be bound to execute an agreement on non-judicial stamp paper of ₹500/- (Rupees Five Hundred only). IIMU reserves the right to amend the terms & conditions of contract by mutual discussions and such amendments shall be in writing. The amended terms and conditions will form part of the agreement.

**(5) Tender Fee:** The Bidder shall deposit Non-refundable Tender fee of Rs. 5,000/- (Rupees Five Thousand only) through Demand Draft drawn in favour of “The Director, Indian Institute of Management Udaipur” payable at Udaipur.

**(6) Earnest Money Deposit (EMD):** The Bidder shall deposit Earnest Money of as mentioned in Tender Information Summary (TIS) through Demand Draft drawn in favour of “The Director, Indian Institute of Management Udaipur” payable at Udaipur. The Earnest Money Deposit will be refunded to the Bidders whose offers have not been accepted. Earnest Money Deposit of the Bidder whose offer is accepted will be kept until such time that the Performance Bank Guarantee is received.

**(7) Performance Bank Guarantee:** The successful Bidder will have to deposit a Bank Guarantee of 3% of annual amount in favour of “**Indian Institute of Management Udaipur**” payable at Udaipur drawn on any scheduled Bank before signing of the contract and valid for 60 days beyond the expiry period of contract. In case the Bidder fails to deposit the requisite performance guarantee the EMD furnished by the Bidder shall be forfeited without any further notice to the Bidder.



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- (8) Intending Bidders are advised to inspect and examine at their own cost, the site and its surroundings and satisfy themselves before submitting their bids to the nature of the site. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A Bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a Bidder implies that he has read this notice and all other contract documents has made himself aware of the scope and specifications of the work do be done.
- (9) The Institute will not provide any residential space for accommodation to the agency. The agency has to make its own arrangement for the residential accommodation to the deployed staff.
- (10) **Sub-Contracting:** The agency shall not assign, sub-contract or sub-let the whole or any part of the contract if any manner except with the specific approval of IIMU.
- (11) The agency and its personnel shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance, Cleanliness, Discipline & courteous behaviour at and around the work site, Safety Precautions and Regulation.
- (12) **Misconduct:** The conduct/characters/antecedents and proper bonafide of the personnel deputed by the agency shall be the sole responsibility of the agency. However, the agency should provide the necessary details of all its personnel to the Institute. All the personnel deputed by agency should have police verified.
- (13) The personnel deputed by the agency at the Institute are purely under outsourcing.
- (14) Under no circumstances, the Institute shall not have any liability in respect of matters connected with the employment of personnel deputed by the agency. The personnel deputed by the agency shall have no right whatsoever to claim employment or other rights from the Institute.
- (15) None of the personnel of the agency shall enter into/practice/engage in any kind of private work within the campus of Institute. Non-compliance with this condition will be deemed to be violate of the terms/conditions of the contract by inviting penalty/cancellation of contract.
- (16) The personnel employed by the agency will not form any union.
- (17) The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the Institute / Govt. of India / any State or any Union Territory.
- (18) The agency shall maintain record of major/minor incidents on daily basis and report the same to the Institute's administration. The agency shall also be responsible to lodge complaints with police authorities in instances such as theft, indiscipline, disobedience or any unauthorized





activities/criminal activities with prior permission of IIMU and take follow-up action for recovery of lost material/equipment.

**(19)** The agency will have to submit and update the details of all personnel deputed by the agency at the Institute mandatorily along with a copy of their photographs, residential address, police verification certificate, driving license etc as required by IIMU.

**(20)** The agency shall take at his own cost, if required, necessary insurance coverage in respect of personnel deputed by it in connection with the aforementioned services to Institute and shall indemnify Institute against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which Institute may have party as a result of the agency's failure to comply and of the obligation under the relevant Act / Law which the agency is required to follow.

**(21)** Power, Water and other facilities:

Sr.	Description	Remarks
1	Office Space (If Available)	Un furnished office space approx. 100 sqft carpet area.
2	Water: Usable water	For housekeeping services – Free of Charge For Catering Service – Free of charge
3	Storage space, Workshop or common space for team	Free of charge
4	Electricity at site	For housekeeping services – Free of Charge For Catering Service – Free of charge
5	Basic IIMU internal Telephone & Internet (IIMU intranet) for office and workshop	Free of charge

**(22) Vacation of premises:** The Agency shall give vacant possession of the facilities/premises made available to the Agency by IIMU and return all furniture, fixture, equipment and other items made available by IIMU in good condition after the contractual period is over or if the contract is earlier terminated. Handing over of the vacant possession of the premises and equipment etc. shall be affected within 4 days of the completion of the period of contract or termination of the contract. If the Agency fails to do so, the Owner shall be free to take possession of the premises by opening lock(s), if necessary, and make out an inventory of all furniture material and equipment and shall be free to deduct from the Agency's bill(s) or security deposit or Bank Guarantee, any item found to be missing at the replacement cost of the material/equipment, furniture etc. given to the Agency by the Owner.

**(23) Services for special occasions:**

(a) If at any time during the existence of the contract IIMU desires to utilise the services in nature of Housekeeping, Catering and Technical services for any special occasion or otherwise, the Agency shall arrange the same at the rates to be mutually agreed upon (provided the items are outside the rates of items already included in the tender).

(b) Similarly, in case the IIMU desires to include any new items in the contract the same will be negotiated with the Agency.

**(24) Rejection of Tender (s):**

IIMU reserves the right to, at any time and in its absolute discretion the following:

- (i) Accept or reject any or all bids
- (ii) To permit any Agency to resubmit its shortfall documents
- (iii) To suspend, discontinue, modify and/or terminate the Tendering process at any time.

**(25) Escalation / De-Escalation of Rates:**

- (a) Payment to workmen by the Agency:

The Agency has to work out his quoted rates based on the minimum wage declared by the central Govt.

- (b) Revision of Payment to workmen by the Agency:

Any timely escalation OR de-escalation in minimum wages declared by the Govt. shall be implemented by the Agency. Generally, every six months' central govt. declares minimum wages and hence the Agency has to revise the payment to workmen accordingly.

- (c) Payment by IIMU to the Agency:

The Tender Rates fixed for a particular year shall remain same throughout the year. The agency may be given yearly increment of 5 % on the immediate previous year's rate and will be continued if the contract is extended on all the contracted value under this tender.

**26. Precedence Clause:**

In case of any ambiguity in interpretation - IIMU's decision on interpretation of the entire contract terms and conditions shall be final and binding to all.

**27. Non- Tender Items:** In case of items which the Agency has to execute which are not covered in the tender, the rates shall be paid based on rate analysis duly certified by IIMU.

**28. Compliance of statutory obligations:** The Agency will be required to comply with all statutory obligations from time to time applicable to this contract. In the event of violation of any contractual or statutory obligations by the Agency, the Agency shall be fully and solely responsible for the same. Further, in the event of any action, claim, damages, suit initiated against IIMU by any individual, agency or government authority due to acts of the Agency, the Agency shall be liable to make good / compensate such claims or damages to the IIMU. As a result of the acts of the Agency, if IIMU is required to pay any damages to any individual, agency or government authority, the Agency would be required to reimburse to IIMU such amount along with other expenses incurred by IIMU or IIMU reserves the right to recover such amount from the payment(s) due to the Agency while settling its bills.

**29. Assignment and sub-contracting:** The successful Agency shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of unavoidable



circumstances, the successful Agency shall be able to do it with approval of the IIMU of premises. However, the job shall be sublet only to the party approved by IIMU officials.

**30. Inspection and testing by IIMU:**

(a) The Owner shall be entitled to inspect and / or test by itself or through any of its representative or an independent agency any premises of the Agency and materials stored therein for use pursuant to the Contract and/or any material to be used in the Facility Management Services intended for provision or sale pursuant to the Contract.

(b) If any material, item or component intended to be used for the work is found to be unsatisfactory (in which matter the decision of the Owner or his authorized representative shall be final) the Agency shall not use such material and shall keep the Owner indemnified from and against any claim of infection, poisoning or illness arising from any bad, stale or defective material provided by the Agency.

**31. Award of similar type of work/services on same rates:**

Upon mutual consent, IIMU may award similar type of work in the campus for which the rates shall be valid up to the contract period.

**32. Quantum of work:**

This contract is basically an item rate contract. The quantities mentioned in price bid are approximate only and may vary in actual course of execution. The Agency is therefore, advised to quote very carefully. No claim for compensation from the Agency shall be entertained due to any variation in quantities (irrespective of the quantum of variation) OR deletion of any item. The rates fixed for a particular period shall remain same throughout that duration. Actual executed quantities for respective items shall be measured and paid.

**33. Safety and Security:**

(a) Agency shall abide by the safety code provisions, EHS provisions as per safety code framed from time to time by the government/statutory authorities pertaining to this contract. Agency shall fully comply with the government guideline issued time to time for EHS like monitoring temp of their employee, using Mask, using sanitizer etc.

(b) Dealing with any Accidents/fatality of employees of the agency shall be sole responsibility of the agency.

<b>SPECIAL NOTE</b>
IIMU will provide space for small office cum material storage with internal telephone facility
Stock maintaining at your office with updating of ledger is must and at any time IIMU authorized person ask for the material stock
Old and replaced items should be put at maintenance scrap store and before putting to the scrap store it should be signed and justified by the Agency's authorized person
IIMU will not be responsible for any theft and loss of material from your storeroom. storage of material should be in lockable storage space only.
Firm must have electrical work permit / license

**(34) Taxes, Labour Laws and Other Statutory Compliances:**

34.1. The agency shall comply with all statutory requirements existing as well as those promulgate from time to time viz. Motor Vehicle Act, P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Payment of Wages Act, Migrant Labour Act and/or such other Acts or Laws of Central, State, Municipal and local governmental agency or authority etc whichever is/are applicable to the agency and shall be held responsible, accountable, answerable, explainable & liable, as the case may be, for the lapses committed by them in this regard.

34.2. The agency is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything done, or services rendered pursuant thereto.

34.3. The agency shall be responsible for proper maintenance of all registers, records and accounts it relates to compliance with any statutory provisions/ obligations under all the labour laws of India. The agency shall be responsible for making the records pertaining to Payment of Wages Act and for depositing the P.F. and ESI contributions, with the authorities concerned.

34.4. The agency shall be responsible and liable for all the claims of its personnel deputed at the Institute.

34.5. The agency shall obtain the license under the Contract Labour (R&A) Act from the agency of the Central Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill will be cleared only on the submission of the said license. The agency would be required to maintain all books and registers like Employment Register (Form A, Form B , Form C, Form D of Labour Act), Wages Register, Bonus Register, Overtime register, First Aid Box, Display of Notice, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers

34.6. The agency shall obtain adequate insurance / personal accidental policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work as per the Employee Compensation Act.

34.7. Further, the agency shall not involve the matters of IIMU in any way whatsoever in any dispute with regard to compliance of statutory provisions and in case of any violation of any law; the agency shall be solely responsible.

34.8. The agency shall indemnify and keep indemnified IIMU against all losses and claims for injuries and or damages to any person or property. The agency shall abide by and observe all applicable statutory laws and regulations in matters of Labour Law like P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Payment of Wages Act, Factory Act, Explosive Act, Workmen Compensation Act, Goods & Service Tax (GST), Royalty, Works Contract etc. and shall keep the IIMU indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law / regulations or Bylaws.



34.9. The personnel employed by the agency shall not below the age of 18 years. They shall be medically fit and keep themselves neat and clean.

34.10. Monthly wage to personnel deputed by the agency shall be in accordance with the Minimum Wages Act and be credited into respective personnel's bank account. Bank Payment details to be submitted to institute.

34.11. All Statutory related payments shall be adhered to timelines as per the respective labour laws.

34.12. The agency has to submit self-attested copy of following documents along with the monthly invoice.

- a) Attendance Register
- b) Wages Register
- c) EPF Challan, ECR, Bank confirmation slip for EPF deposit
- d) ESI ECR (Monthly History), Bank confirmation slip for ESI deposit
- e) Bank transfer confirmation of wages payment
- f) Receipt of the Bank payment details to the employees by agency can be seeked by IIMU authorities

34.13. Non-adherence of statutory compliance mentioned from 21.1 to 21.12 may impose penalty and /or termination of contract as per Annexure-II (General Terms and Conditions of Contract) of this tender document.

**(35)** Medical Examination, Background check, police verification is compulsory for any joinee. The Agency at its own cost shall provide minimum three sets of uniform, one pair of shoes and one set of raincoat to all of its employees deployed at IIMU.

**(36)** All the government/non-government holidays shall be managed by agency and must not impact the operations at IIMU.

**(37)** The agency shall deploy all or any of its employees/personnel at IIMU only after obtaining prior approval of the IIMU. The personnel deployed by the Agency in the IIMU shall be removed immediately if the IIMU considers such removal necessary. The Agency shall also immediately remove any personnel who is found not to be discharging his duties correctly or is of doubtful character or had any sort of intoxicating item on duty and shall replace him with substitute personnel either on its own or on the demand of the IIMU.

**(38) Interpretation:** All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complementary of every part and shall be read with and into the contract.

**(39) Bid Validity:** The quoted rates must be valid for a period for 120 (one hundred and twenty only) days from the date of closing of the tender. The overall offer for the assignment and Agency(s) quoted price shall remain unchanged during the period of validity. If the Agency



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quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.

**(40)** In case the Bidder withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

**(41)** In exceptional circumstances, the IIMU may request the Agency's consent for an extension of the period of bid validity. An Agency shall however be at liberty to refuse the request without risking forfeiture of his earnest money. An Agency agreeing to extend the validity of bid will not be allowed to modify his bid.

**(42)** Anyone or more of the following actions / commissions / omissions are liable to cause summary rejection of tender:

- Any BID/EMD received late without conclusive proof that it was delivered before the specified closing time.
- Any conditional bid or bid offering rebate.
- Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Documents.
- Any effort by an Agency to influence the IIMU in the bid evaluation, bid comparison or contract award decision

**(43) Authority of person signing document:** A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warrant, that he has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIMU may without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable for all cost and damages.

**(44) Access to SITE:** The agency shall allow unhindered access to the IIMU and/or any other party or person, engaged by the IIMU to work at the same site and/or to check/regulate/watch/guard/measure/inspect, solely or jointly with the agency.

**(45) Safety and Security:** The agency shall abide by the provisions of the safety code framed from time to time by the Institute/Government.

**(46) Payment of Bills:** The payment for services under this agreement shall be made on monthly basis on satisfactory completion of job contract services, through crossed cheque, drawn in favour of agency payable at Udaipur or NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues/claims of the IIMU. GST (TDS), Income Tax (TDS) or any other statutory deductions as applicable at current prevailing rate will be deducted at source.

**(47) ARBITRATION:**

Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before / after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach thereof, shall be referred to a

Sole Arbitrator to be appointed by IIMU.

If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns / withdraws for any reason from the position of arbitration, it shall be lawful for the IIMU to appoint another person to act as Arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which his predecessor left it, if both the parties consent to this effect, failing which the Arbitrator shall be entitled to precede denovo.

It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to Arbitrator at the time of invocation of arbitration under this clause. It is also term of the contract that the cost of arbitration shall be borne by the parties themselves.

The venue of arbitration shall invariably be at Udaipur.

Subject as aforesaid the provisions of the Arbitration and Conciliation Act 1996 and any statutory modifications or re-enactment thereof or rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

**(48) FORCE MAJURE:**

If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the IIMU as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract.

Provided, also that if the contract is terminated under this clause, the IIMU shall be at its liberty to take over from the Security Agency, the security personnel, vehicles & equipment deployed in the campus until a new security agency is appointed and commences the operation.

**(49) PENALTY**

Penalty for complaint, non-adherence of terms & condition specified in tender document, indiscipline & unsatisfactory operation of the services and the incidence given in the various clauses of this document for the purpose, may be levied upto Rs. 5,000/- on each occasion as per IIMU discretion which will be deducted/adjusted in subsequent monthly bill/security deposit/ performance guarantee.

**(50) Feedback:** IIMU may ask the agency to submit monthly feedback collected from the users. On the basis of feedback, IIMU may at its own discretion impose financial penalty as per penalty clause of General Terms & Conditions depending on gravity of the issue and in case of similar repetition IIMU can cancel the contract unilaterally without notice and bank guarantee will be forfeited.

- (51)** IIMU reserves the right to reject the tender in whole, or in part, without assigning any reasons thereof.
- (52)** IIMU reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the IIMU.
- (53)** All exhibits/certificates/statements/supporting documents should be indexed serially page numbered.
- (54)** The decision of the Director of IIMU will be final in all respect and will be acceptable to all the Bidders.
- (55) Jurisdiction:** All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located at Udaipur only.





**AGENCY DETAILS**

**I – Details of Bidder**

Sl No.	Particulars	Details
1	Name of Tendering Agency	
2	Name of the Proprietor / Director / Partner	
3	Full Address of registered office with pin code, Telephone Number	
4	E-mail ID of the agency	
5	Website of the agency, if any	
6	Telephone No. (Office) of five top officials with name, designation and E-mail ID	
7	Name and designation of authorized person with telephone/mobile number. (authorization letter to be enclosed)	
8	Complete client List of past 5 years	



**II – Registration & Other Statutory requirement details:**

The agency should possess the following statutory requirements:

<u>S.No.</u>	<u>Particulars</u>	<u>Number / Other Details</u>	<u>Page No. of Supporting Documents Enclosed</u>
1.	Name of the agency (Individual/HUF/PVT Ltd/Ltd Company etc.) and Month and year of establishment. (Attach self attested copy)		
3	Total number of employees employed on the payroll of the agency as on tender submission date		
4	Permanent Account Number (attach self-attested copy)		
5	GST Registration No. (attach self-attested copy)		
6	EPFO Registration No. (attach self-attested copy)		
7	ESIC Registration No. (attach self-attested copy)		
8	Labour License No., if any (attach self-attested copy)		
9	Any other registration which is mandatory for such agencies stipulated by concerned public authorities (attach self-attested copy)		
10	ISO or equivalent certified Company, if any (attach self-attested copy)		
11	Copy of last 3 years of income Tax Return F.Y – 2018 -19 F.Y – 2019-20 F.Y – 2020-21 (if available)		

Certified that all above information is correct to the best of my/our information, knowledge, and belief. All the attached relevant documents are duly signed, sealed, and serially numbered.

Place :

Date :

**(Signature of the Agency with seal)**

**ELIGIBILITY CRITERIA**

**Only those Bidders which meet the following minimum criteria will be considered for opening of financial bid. Supporting documents/annexures should be attached with this and must be serially numbered. An Index must be made for this to facilitate quick reference to the relevant page number.**

**(1)** The Bidder shall submit the original EMD and tender fee in a sealed envelope super scribing this tender name & the name of the agency and must reach at IIMU before the last date & time for submission of Bid. Photocopy of the same EMD and tender fee should be enclosed to support this along with the format given below.

S No.	Type of Fee	Details	Page number of the attached Copy
1	Tender Fee	DD No. _____ of Rs. 5,000/- (Rupees Five Thousand only) of Dated _____ drawn on Bank _____ Branch _____	
2	EMD	DD No. _____ of Rs. 2500000.00 (Twenty five lakh only) of Dated _____ drawn on Bank _____ Branch _____	

DD will be made in favour of “Indian Institute of Management Udaipur” payable at Udaipur.

**(2)** The Bidder should have valid Indian Permanent Account (PAN) and GST number as per the details given below:-

S No	Type	Number	Page number of the attached self-attested Copy
1.	PAN		
2.	GST		

**(3)** Turnover during the past four financial years ended on 31.03.2021 (should not be less than Rs. 6 crores (Rupees six crores only) in each financial year from similar services related work at any one site. The documentary evidence duly certified by CA, indicating yearly total turnover and turnover from similar services related work, should be attached in the following format.

Financial Year	Total Turnover in Rupees (in words and figures)	Turnover from similar services on one site in Rupees (in words and figures)	Name of the organization to whom similar services were	Name/ Place of one Site



			<b>provided</b>	
<b>2017-18</b>				
<b>2018-19</b>				
<b>2019-20</b>				
<b>2020-21</b>				

**Page number of the above CA Certificate.....**

(4) Details of last 5 (five) years' experience in services out of which two years' experience at State Govt./Central Govt./PSUs/Academic Autonomous institutions and other Government organisations in the following format (Please attach separate sheet, if necessary).

**HOUSEKEEPING SERVICES**

<b>Year</b>	<b>Name of Employer, Address, Tel. No</b>	<b>Contract Commencement and completion date (From – To ) (dd/mm/yyyy to dd/mm/yyyy)</b>	<b>Fill type of Organization to whom services were provided (State Govt./Central Govt./PSUs/ Academic Autonomous institutions/Other Govt organizations)</b>
<b>2016-17</b>			
<b>2017-18</b>			
<b>2018-19</b>			
<b>2019-20</b>			
<b>2020-21</b>			

- (a) Total experience of \_\_\_\_\_ months. (Overall period should not be less than 60 months).  
 (b) Total experience of \_\_\_\_\_ months in State Govt./Central Govt./PSUs/ Academic autonomous institutions/Other Govt organizations (Should not be less than 24 months)

**CATERING SERVICES**

<b>Year</b>	<b>Name of Employer, Address, Tel. No</b>	<b>Contract Commencement and completion date (From – To ) (dd/mm/yyyy to dd/mm/yyyy)</b>	<b>Fill type of Organization to whom services were provided (State Govt./Central Govt./PSUs/ Academic Autonomous institutions/Other Govt organizations)</b>
<b>2016-17</b>			
<b>2017-18</b>			
<b>2018-19</b>			
<b>2019-20</b>			
<b>2020-21</b>			

- (a) Total experience of \_\_\_\_\_ months. (Overall period should not be less than 60 months).  
 (b) Total experience of \_\_\_\_\_ months in State Govt./Central Govt./PSUs/ Academic autonomous institutions/Other Govt organizations (Should not be less than 24 months)



### **TECHNICAL SERVICES**

<b>Year</b>	<b>Name of Employer, Address, Tel. No</b>	<b>Contract Commencement and completion date (From – To ) (dd/mm/yyyy to dd/mm/yyyy)</b>	<b>Fill type of Organization to whom services were provided (State Govt./Central Govt./PSUs/ Academic Autonomous institutions/Other Govt organizations)</b>
<b>2016-17</b>			
<b>2017-18</b>			
<b>2018-19</b>			
<b>2019-20</b>			
<b>2020-21</b>			

- (a) Total experience of \_\_\_\_\_ months. (Overall period should not be less than 60 months).
- (b) Total experience of \_\_\_\_\_ months in State Govt./Central Govt./PSUs/ Academic autonomous institutions/Other Govt organizations (Should not be less than 24 months)
- (3) There should be no case pending with the police against the Bidder/ Proprietor/ Firm /Partner/Director or the Company (agency) and should not be blacklisted by any Govt agency. A self-undertaking to this effect on agency's letterhead should be attached.

<b>S No.</b>	<b>Agency/ Bidder is blacklisted (Yes/No)</b>	<b>Site on which it is Blacklisted</b>	<b>Page number of the Undertaking on agency letterhead (If not blacklisted)</b>

- (4) Number of employees on the role – Minimum 100 (one hundred) employees at one site in one shift for a total on all the days during the past 3 financial years ended on 31.03.2021. A self-undertaking to this effect on Bidder/ Agency's letterhead should be attached.

<b>Financial Year</b>	<b>Name of the Site</b>	<b>Number of employees on roll in one shift on all the days in the financial year</b>	<b>Page number of the Undertaking on Bidder/ agency letterhead</b>
2018-19			
2019-20			
2020-21			

- (5) Client satisfaction certificates – minimum 3 certificates of satisfaction for housekeeping, catering, and technical services from clients in each of the last 3 financial years ended on 31.03.2021 as per the below format.



Financial Year	S. No	Name of the Service	Name of the Client	Page number of the Certificates of satisfaction
2018-19	1.	Housekeeping		
	2.	Catering		
	3.	Technical		
2019-20	1.	Housekeeping		
	2.	Catering		
	3.	Technical		
2020-21	1.	Housekeeping		
	2.	Catering		
	3.	Technical		

(6) Bidder/ Agency should have served clients located in 3 different States of India simultaneously in any one financial year out of the past 3 financial years ended on 31.03.2021

Financial Year	S. No	Name of the Client	Name of the State
2018-19	1.		
	2.		
	3.		
2019-20	1.		
	2.		
	3.		
2020-21	1.		
	2.		
	3.		

(7) The Bidder should have visited the site and its surroundings and satisfy themselves before submitting bids. A self-undertaking to this effect on agency letterhead should be attached.

S No.	Whether Site has been visited by the Bidder (Yes/No)	Page number of the Undertaking on Bidder/ Agency letterhead

(8) The agency should possess all mandatory statutory requirement mentioned in Annexure-III (Agency Details) in this tender document.

No price should be specified in the technical bid, including such information will entail rejection of the bid.

**NOTE:** All third-party certificates should be duly signed, stamped by the bidding agency.

Certified that all above information is correct to the best of my/our information, knowledge, and belief. All the attached relevant documents are duly signed, sealed, and serially numbered.

Place :

Date :

(Signature of the Agency with seal)

## **INSTRUCTIONS FOR ONLINE BID SUBMISSION**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

### **REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification / help from the Helpdesk.

## PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

**Note:** My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

## SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) **Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.**
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.





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- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.
- 11) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 12) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.
- 13) The Agencies are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The **TIA will** not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the Agencies at the eleventh hour.
- 14) Not more than one tender shall be submitted by one Agency or Agencies having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
- 15) Bidder who has downloaded the tender from the IIMU website [www.iimu.ac.in](http://www.iimu.ac.in) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> **shall not alter/modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be altered/ modified in any manner, tender will be completely rejected and EMD would be forfeited, and Bidder is liable to be banned from doing business with IIMU.

*Annexure – VI*

**TENDER ACCEPTANCE LETTER  
(To be given on Agency Letter Head)**

Date:

To,

The Director, IIM Udaipur, Balicha, Udaipur, Rajasthan-313001.

**Sub.: Acceptance of Terms & Conditions of Tender.**

**Tender Reference No.: IIMU/Tender/2022/01**

**Name of Tender/Work: Providing Housekeeping, Catering and Technical Services at IIM Udaipur.**

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:\_\_\_\_\_ as per your advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No.\_\_\_\_to\_\_\_\_(including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/we shall abide by with the terms / conditions /clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

*Annexure – VII*

**PROFORMA OF PERFORMANCE BANK GUARANTEE**

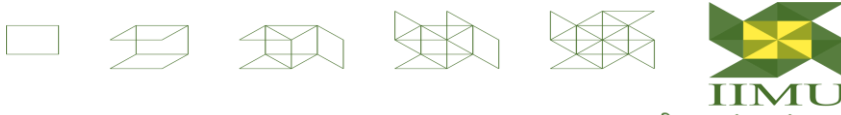
1 In consideration of the Director IIM Udaipur (hereinafter called "IIM UDAIPUR") having offered to accept the terms and conditions of the proposed agreement between IIM, UDAIPUR and ..... (hereinafter called "the said agency(s) for the work of **“Providing Housekeeping, Catering and Technical Services at IIM Udaipur”** (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rupees..... only) as a security/ guarantee from the agency(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.

2 We ..... (hereinafter referred to as the "Bank") do hereby undertake to pay amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the IIM, UDAIPUR stating that the amount claimed is required to meet the recoveries due or likely to be due from the said agency(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this Guarantee we shall be restricted to an amount not exceeding Rs..... (Rupees.....)

3 We, the said Bank, further undertake to pay to the IIM, UDAIPUR any money so demanded not withstanding any dispute or disputes raised by the agency(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment thereunder, and the agency(s) shall have no claim against us for making such payment.

4 We..... further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the IIM UDAIPUR under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Chief Administrative Officer, IIM Udaipur on behalf of the IIM UDAIPUR, certifies that the terms & conditions of the said agency(s), and accordingly discharges this guarantee.

5 We..... further agree with the IIM UDAIPUR that the IIM UDAIPUR (indicate the name of the Bank) shall have the fullest liberty without our consent , and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement or to extend time of performance by the said agency(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the IIM UDAIPUR against the said agency(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said agency(s) or for any forbearance, act of omission on the part of the IIM UDAIPUR or any indulgence by the IIM UDAIPUR to the said agency(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.



6 This Guarantee will not be discharged due to the change in the constitution of the Bank or the agency(s).

7 We..... lastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the IIM UDAIPUR in writing.

8 This guarantee shall be valid up to ..... unless extended on demand by the IIM UDAIPUR.

Notwithstanding anything contained hereinabove:

a) Our liability under this Guarantee shall not exceed Rs..... (Rupees..... Only);

b) This Bank Guarantee shall be valid up to ..... and

c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ..... . All yours rights under the said guarantee be forfeited and we shall be relieved and discharged from all liabilities thereunder.

Dated the ..... day of ..... for .....

(Indicate the name of the Bank)

**PRE-BID CONFERENCE**

1. A Pre-bid conference is stipulated in the Tender Information Summary (TIS), prospective bidders interested in participating in this tender may attend the Pre-bid conference to clarify the techno- commercial conditions of the Tenders at the venue, date and time specified therein.
2. Participation is not mandatory. However, if a bidder chooses not to (or fails to) participate in the Pre-bid conference or does not submit a written query, it shall be assumed that they have no issues regarding the techno-commercial conditions.
3. The date and time by which the written queries for the Pre-bid must reach the authority and the last date for registration for participation in the Pre-bid conference are also mentioned in the TIS.
4. Delegates participating in the Pre-bid conference must provide a photo identity and an authorization letter from their Company/ principals; else, they shall not be allowed to participate. **The pre-bid conference may also be held online at the discretion of the Procuring Entity.**
5. After the Pre-bid conference, Minutes of the Pre-bid conference shall be published on the Procuring Entity's portal within seven days from the Pre-bid conference. If required, a clarification letter and corrigendum to Tender Document shall be issued, containing amendments of various provisions of the Tender Document, which shall form part of the Tender Document.