

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH
GOREGAON (EAST), MUMBAI**

TENDER DOCUMENT FOR

**Annual Service Contract of Providing Housekeeping Services, Garden Maintenance,
Operation and Maintenance of Swimming Pool, including Lifeguards, and providing CCTV
Operators at IGIDR**

NIT No: IGIDR/Tender/2026/ED/09 Date: 06.06.2026

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

Gen. A.K. Vaidya Marg, Film city Road, Santosh Nagar, Goregaon (EAST), MUMBAI-400065.

Telephone: 022 6909 6200 / 560 / 9892910366. Fax: 022 6909 6399.

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI

Notice Inviting Tender

“NAME OF THE WORK: Annual Service Contract of Providing Housekeeping Services, Garden Maintenance, Operation and Maintenance of Swimming Pool, including Lifeguards, and providing CCTV Operators at INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 400 065.”

1. Institute invites sealed bids from reputed & qualified contractors for the following services:

Name of work	Estimated Cost (INR)	EMD (INR)	Period of Contract
(1)	(2)	(3)	(4)
Annual Service Contract of Providing Housekeeping Services, Garden Maintenance, Operation and Maintenance of Swimming Pool, including Lifeguards, and providing CCTV Operators at IGIDR	2,48,50,000.00	4,97,000/-	1 Year (Extendable for a further 2 years)

2. The tenders in two bid systems are invited for the work mentioned above. IGIDR reserves its right to award the work to the successful bidder.
3. Bidder has to submit Earnest Money Deposit **Rs. 4,97,000/-** (Rupees Four Lakh Ninety-Seven thousand only) along with the bid.
4. The tender bids in two bid systems are invited through two separate Emails to tender@igidr.ac.in: **“Email-1: EMD and Pre-qualification/Technical Bid”** and **“Email-2: Financial bid”**. The subject of the email should be mentioned as **“Email-1: EMD and Pre-qualification/Technical Bid for “Annual Service Contract of Providing Housekeeping Services, Garden Maintenance, Operation and Maintenance of Swimming Pool, including Lifeguards and providing CCTV Operators at IGIDR”** and **“Email-2: “Financial Bid for Annual Service Contract of Providing Housekeeping Services, Garden Maintenance, Operation and Maintenance of Swimming Pool, including Lifeguards and providing CCTV Operators at IGIDR”** respectively. All the bid documents should be attached as a PDF or zip file, and the financial bid file should be protected with a password.
5. The last date of submission of the tender bid shall be by end of the day **on 29.06.2026**
6. The Institute reserves the right to reject any prospective application without assigning any reasons whatsoever.

REGISTRAR

SECTION - A*

LETTER OF OFFER

Date _____

To,
The Registrar,
Indira Gandhi Institute of Development & Research,
Gen. A.K. Vaidya Marg, Film City Road,
Goregaon (East), Mumbai 400065.

Subject: Annual Service Contract of Providing Housekeeping Services, Garden Maintenance, Operation and Maintenance of Swimming Pool, including Lifeguards, and providing CCTV Operators at IGIDR.

Reference: NIT No. IGIDR/Tender/2026/ED/09 Date: 06.06.2026

Dear Sir,

With respect to your above-mentioned tender, I / We hereby submit my / our tender in the required format along with the Company Profile and supporting documents.

Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit the EMD and pay to the IGIDR the amount mentioned in the said Conditions.

I/We have deposited **Rs.4,97,000/-** through NEFT/DD/FDR/BG as an earnest money or a valid **MSME** certificate for EMD exemption to the IGIDR, which will not bear any interest.

Should I/We fail to execute the contract when called upon to do so. I/We do hereby agree that this sum shall be forfeited by me/us to the IGIDR.

I / We have carefully gone through the terms and conditions prescribed, and I / We accept the same to without any alterations / modifications.

Yours faithfully,

Signature

Name & company seal of the bidder

**To be submitted on the company letterhead with signature and stamp on it.*

SECTION - 'B'
GENERAL INSTRUCTIONS TO BIDDERS

Tender bids through email should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065.

1. Bidder has to submit Earnest Money Deposit of **Rs. 4,97,000/-** (Rupees Four Lakh Ninety-Seven thousand only) through **NEFT/DD/FDR/BG** to “INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI” **Account no. 010220100010001, IFSC code: BKID0000102**, Branch name: IGIDR, **Bank Name: Bank of India** and UTR number with a screenshot of the transaction should be included in the part of the tender document towards Earnest money.
2. **The bidders registered under MSE are exempted from submission of EMD, but they should submit the necessary copy of the MSME certificate for exemption.**
3. The tender bids in two bid systems are invited through two separate Emails to tender@igidr.ac.in: **“Email-1: EMD and Pre-qualification/Technical Bid”** and **“Email-2: Financial bid”**. The subject of the email should be mentioned as **“Email-1: EMD and Pre-qualification/Technical Bid Annual Service Contract of Providing Housekeeping Services, Garden Maintenance, Operation and Maintenance of Swimming Pool, including Lifeguards and providing CCTV Operators at IGIDR”** and **“Email-2: Financial Bid for Annual Service Contract of Providing Housekeeping Services, Garden Maintenance, Operation and Maintenance of Swimming Pool, including Lifeguards and providing CCTV Operators at IGIDR”** respectively. **All the bid documents should be attached as a PDF or zip file.**
4. All the required documents should be scanned and merged into a single PDF file or zipped into a single file and attached to the respective Emails. **The Financial bid should be attached as a PDF document protected with a password, and the password will be shared during the financial bid opening through an online meeting. The bidder should keep their password secure and be required to give it only when asked for a financial bid opening in an online meeting. If a bidder cannot attach a single bid file to an email, they can split their bid and submit it in multiple emails with mentioning in the email subject as Part-I, II, III.... etc.**
5. The bids will be received by the end of the day **on 29.06.2026**. Each copy of the tender document is under their stamp and signature. Under any circumstances, no tender will be accepted after end of the day on 29.06.2026.
6. The Email bid with the subject **“EMD & Pre-qualification/Technical Bid for Annual Service Contract of Providing Housekeeping Services, Garden Maintenance, Operation and Maintenance of Swimming Pool, including Lifeguards and providing CCTV Operators at IGIDR”** shall be opened by the tender opening committee on the next day **30.06.2026, at 02.30 PM** through an online

meeting platform. The link to the meeting will be shared with participating bidders. In case the government declares a holiday on the day of opening the bids, the bids will be opened on the next working day at the same time.

7. The Email bid with the subject **“Financial bid for Annual Service Contract of Providing Housekeeping Services, Garden Maintenance, Operation and Maintenance of Swimming Pool, including Lifeguards and providing CCTV Operators at IGIDR”** of only qualified bidders will be opened. The Institute shall inform the date of financial bid opening and link for online meeting to the qualified bidders. **The bidders should provide the password of the financial bid PDF file during the opening of the financial bid. If the bidder can NOT give a password for the financial bid at the opening, then their bid shall be rejected.**
8. The tender bid shall remain valid for acceptance by the Institute for Three months from the date of opening of the bid, which may be extended by mutual agreement. The bidder shall not cancel or withdraw the tender during this period.
9. The bidder must use only the tender forms issued by the Institute to fill in the rates. Any addition/alteration in the text of the tender document made by the bidder shall not be valid and be treated as null and void.
10. The Tender form must be filled out in English. If any documents are missing or unsigned, the tender may be considered invalid by the Institute at its discretion.
11. Rates should be quoted both in figures and in words in the columns specified. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Institute's option. No advice, especially on any change in rate specifications after the opening of the tender, will be entertained.
12. Each Page of the Tender Documents should be stamped and signed by the authorized person or persons submitting the Tender in token of his/their having acquainted himself/themselves with the General terms & conditions, specifications, special conditions of contract, etc., as laid down. Any Tender with any of the documents not so signed will be rejected.
13. A tender that EMD does not accompany will not be considered. The EMD will be returned to the bidder if their tender is not accepted by the Institute but without Interest. The EMD paid by the successful bidder shall be held/encashed by the IGIDR as security for executing and fulfilling the contract. No interest shall be paid on this deposit. The successful bidder's Earnest Money Deposit (EMD) may be converted into a Performance Security Deposit. The security deposit of the successful bidder will be forfeited if they fail to comply with any of the contract conditions. No interest will be paid on Security Deposits withheld by the Institute.
14. Tenders incomplete in any form will be rejected outright, conditional offers will not be accepted.

15. The Institute does not bind itself to accept the lowest bid and reserves the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
16. The Institute reserves the right to subdivide the work mentioned in the tender among two or more bidders at its discretion. The successful bidders will have to execute orders for part of the items placed with them at the quoted rates. Institute also reserves the right to increase or decrease the quantities and omit any work item after the order is placed. The successful bidder shall execute the same without claiming anything extra. In this context, the rates quoted for each item must be self-supporting and relevant.
17. On receipt of intimation from the IGIDR of the acceptance of his/their tender, the successful bidder shall be bound to sign the formal agreement. Within seven days, the successful bidder shall sign a contract and the Schedule of Conditions but the written acceptance by Indira Gandhi Institute of Development Research and the contractor so, whether a such formal agreement is or is not subsequently executed. The successful bidder shall bear the cost of necessary Stamp paper for execution of the agreement.
18. No bidder will be allowed to withdraw after submission of the tender; otherwise, the EMD submitted by the bidder would stand forfeited. If the successful bidder declines the offer of contract (or refuses to acknowledge or execute the contract within 15 days of award of order), for whatever reasons, their EMD will be forfeited.
19. The rates quoted in the bid shall include, PF, ESIC, Reliever charges, Management fees, Shoes, Raincoats, Uniforms, Caps etc. The rates shall also be firm and not subject to exchange variations, labour conditions or any conditions whatsoever. Bid must include in their rates and applicable GST and any other tax and duty or other levy, whether existing or future, levied by the Central Government or any State Government or Local Authority, if applicable. No claim in respect of GST or any other tax, duty, or levy, whether existing or future, shall be entertained by the Employer.
20. **The Institute reserves the right to award only one contract to one bidder in case the bidder has applied for multiple tenders or has an existing contract at the Institute.**
21. **The intending bidder can obtain any clarifications regarding the tender document, technical scope, etc., if any, by contacting Mr. Amit Gaikwad (Estate Officer) by email at estateofficer@igidr.ac.in or Telephone- 022 6909 6507 or from the Estate Department of the Indira Gandhi Institute of Development Research, Goregaon (E), Mumbai-400 065 on any Institute`s working day (Monday to Friday).**

I/We hereby declare that I/we have read and understood the above instructions, and the same will remain binding upon me/us.

Place:

Signature of the bidder with seal

Date:

SECTION - 'C'
SPECIAL CONDITIONS

1. The workmen will not be allowed to stay within the premises.
2. Permission required from the local bodies, if any, shall be obtained by the successful bidder at his cost.
3. The Successful Bidder shall offer employment to the existing workers (hereinafter referred to as “the existing Workers”) currently carrying out the works/Services as contemplated by the present contractors. If the said workers accept the offer for employment, the Successful Bidder shall absorb the said workers into their organization and deploy them for the purposes of the present tender. All obligations towards their employment shall be borne by the Successful Bidder. A list of the workers will be shared with the successful bidder.
4. The successful bidder shall employ an adequate number of persons as agreed to by the Institute for satisfactory fulfillment of his contractual obligations as per this tender and shall provide an adequate number of persons with appropriate training and experience, at its own expense, for the proper discharge of the responsibilities entrusted to them.
5. The contractor shall absorb the existing workers from the current contractor on his roll after following due compliance, procedures, and rules if the workers accept the offer.
6. The successful bidder shall decide the mode and manner of work to be done by his workmen.
7. The successful bidder shall comply with the Labour Acts or any other Labour Laws and the Minimum Wages Act in force from time to time for all of the workers employed by him.
8. The contractor shall, before commencing work, prepare a detailed work program/roster which shall be approved by the Institute.
9. In case the successful bidder contravenes any provisions of the law, and the Institute suffers any damage, or loss, or harm due to any acts of commission or omission of the successful bidder, the successful bidder is bound to indemnify the Institute. The successful bidder shall also be responsible for the discharge of all legal liabilities towards the Institute and also for observing all laws and Government rules relating to labour laws.
10. The successful bidder has to obtain permission from the local authorities as per the existing local bye-laws for such works, and the charges/fees, if any, have to be borne and paid by the contractor.
11. The successful bidder should have a valid labour license from the Labour Commissioner wherever the number of laborers' engaged is 50 or more.

12. The successful bidder shall have the addresses and photographs of their workmen being engaged by them for the said work. The entry of workmen will be allowed inside the building only on producing the photo pass issued by the Institute.
13. The successful bidder has to line up the candidates/staff to be deputed for the said contract in the Institute, and the Institute reserves the right to select the candidates from the same.
14. **The successful bidder has to transfer the payment of wages to their labour/staff for the month, and then only the Institute shall reimburse the payment to the successful bidder against the submission of a Tax Invoice with all supporting documents.**
15. **The successful bidder must transfer the payment of wages to their labour/staff to their respective bank account before the 07th day of every month. The successful bidder should submit their monthly bills not later than the 10th of the same month, and the bill payment to the bidder before the 15th of the same month.**
16. **The successful bidder should attach copies of the following statutory documents.**
 - a) **Current month's documents: Attendance sheets, Salary slips, and Bank Account statement for salary transfer to his labours/staff,**
 - b) **Previous month's documents: Copy of PF challan, ESIC challan, ECR statements of PF and ESIC, Payment receipts of PF & ESIC, Bank Transfer Receipt, pay slip certificate (with all details), Profession Tax (PT) Form 11B with PT E-Return, GST challan, GSTR-1 screenshot, GSTR-2A/2B, and GSTR-3B, etc. of the previous month to be furnished along with the next month's bill.**
17. **If the successful bidder fails to release salary wages on time repeatedly, their contract may be terminated by giving notice as per 'Termination clause No. 12 in Section-D of the tender, and the Performance Security Deposit will be forfeited at the discretion of the Institute.**
18. **In the financial bid form, if any bidder quotes the Management service charges/Overhead-profit (D) below 7.00%, then the bid shall be treated as NIL and will be rejected.**
19. **The successful bidder should provide the Housekeeping staff with 2 Sets of Uniforms (Shirt & pant, Saree with Blouse/Apron, and shoes every year. They should provide a Raincoat set of shirt & pant (Duck Back-Double layer) and Rain shoes to staff once every two years. Garden Staff – 2 sets of Uniform-Shirts & Pants (Khaki-heavy cloth), Gumshoes and White caps every year, and Raincoats (Duck Back-Double Layer Pant shirt) once every two years. CCTV Operators - 2 sets of Uniforms (White Shirts & Black Pants and shoes every year to staff and Swimming Pool Lifeguards/Pool Attendants – 2 Sets of Uniforms- Shirts and Pant, Shoes, and caps every year to staff within the first month of the contract.**

20. **If the Institute provides uniforms/shoes to the staff in case of a delay from the service provider, the expenses/amount incurred, along with overhead charges @ 10%, shall be recovered from the service provider's bill.**
21. The successful bidder should submit a copy of ESIC Form -37 issued to all the staff within one month.
22. Any damage caused to the Institute's properties shall be made good by the Contractor at their own cost.
23. The contractor should submit the following documents within **seven** days of the issuance of the work order.
- a. Workmen's Compensation Policy for all the employees/workers to be deputed on the site as per the Workmen's Compensation Act, which should also cover hospitalization. This policy will be additional to the ESIC, and the amount paid towards the Workmen's Compensation Policy would be reimbursed by the Institute after submission of the Policy document and payment receipt.
 - b. Contract agreement of Rs.500/- stamp paper, duly notarized (Draft enclosed along with Tender).
 - c. Police verification and medical of the personnel/laborers to be engaged and deployed on site.
 - d. Documents of labor engaged mentioning their bio-data and Xerox of Aadhar & Pan Card along with One Photograph, etc.

I/We hereby declare that I/we have read and understood the above terms and conditions that form part of the Formal Contract to be executed between I/us and the Institute. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Signature of the bidder with seal

Date:

SECTION - 'D'
TERMS AND CONDITIONS

Upon the declaration of an intending vendor/bidder to be the Successful Bidder by the Institute, they shall be subject to the following terms and conditions that shall form part of the Formal Contract to be executed with the Institute.

1. The successful bidder shall not assign the sub-contract. He shall not sublet any portion of the contract except with the written consent of the IGIDR. In case of breach of these conditions, the IGIDR may serve a notice in writing on the Contractor rescinding the contract.
2. The successful bidder shall carry out all the work strictly in accordance with the scope of work and as per the detailed instructions of the Institute.
3. The successful bidder must co-operate with the other contractor appointed by the Institute so that the work shall proceed smoothly to the satisfaction of the Institute.
4. The successful should ensure the fulfillment of the support staff, including the site manager are deputed at the IGIDR on all the working days. Failure, to do the same a penalty will be applicable.
5. The work has to be carried out with the least inconvenience to the staff.
6. In all matters of dispute arising on the work, the matter shall be referred to the **Registrar, Indira Gandhi Institute of Development Research, Goregaon**, for a decision.
7. **Arbitration Clause:** In the event that the Successful Bidder is not satisfied with the decision of the Registrar, Indira Gandhi Institute of Development Research, the dispute shall be settled by arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator, to be appointed by the Institute. The place of arbitration shall be Mumbai, and any award, whether interim or final, shall be made, and shall be deemed for all purposes between the parties to be made in Mumbai. The arbitration proceedings shall be conducted in the English language, and any award or awards shall be rendered in the English language. The procedural law of the arbitration shall be the Indian law. The award of the arbitral tribunal shall be final, conclusive, and binding upon the Successful Bidder and the Institute.
8. **Insurance Clause:**

The successful bidder shall be responsible for all injury to persons, animals, or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or of any nominated sub-Contractor's employees, whether such injury or damage arises from carelessness, accident, or any other case whatever in any way connected with the carrying out of the contract.

9. Payment Terms:

The payment shall be made to the contractor after successful completion of the month. The contractor should release the salary wages of the completed month to all the staff deputed under this contract and submit the Tax Invoice before the 10th of the current month, along with all the statutory supporting documents (as per section C – Clause No. 16).

The Institute will release the payment to the contractor by the 15th of the current month, subject to the fulfillment of all the documents.

10. **Tenure of Contract Period:** Initially, the contract period shall be **One year (from 1st August 2026 to 31st July 2027)**, however, it can be extended for a further **two** years based of review of performance of the contractor on a yearly basis if the performance found satisfactory on same rates (Except revision of wages as per the minimum wage act), terms & conditions.
11. **Penalty:** If the contractor fails to provide the any of the manpower and services as per the scope of work specified in the tender a penalty of **1% per day** and **maximum of 10% per month** on the service/management charges shall be applied and amount will be recovered from the bill for the respective month.
12. **Performance Security Deposit:** The successful bidder will have to deposit a Performance Security Deposit of **5%** of the total value of the contract amount for one year, within 15 days of the receipt of the formal work order. The performance security will be furnished in the form of an account payee Demand Draft or a Bank Guarantee from a commercial bank, drawn in favour of “The Registrar, Indira Gandhi Institute of Development Research, Mumbai”, payable at Mumbai. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the contractor. This deposit shall be forfeited in case the contractor fails to discharge its duties/commitments or whose contract is terminated prematurely.
13. Any damage caused to any of the Institute’s properties shall be made good by the successful bidder at their own cost.

14. Termination Clause:

12.1 Without prejudice to any other remedy available to the Institute, in case of default on the part of the contractor in the performance of this contract or in the discharge of any contractual obligations arising out of this contract or if the contractor commits substantial breach of his obligations and such breach is not corrected within 15 (fifteen) days from the date of receipt of the notice specifying the breach, by the contractor, the Institute may terminate this contract by giving a 30(thirty) days written notice of intended termination to the contractor.

12.2 In the event of this Contract being terminated, the Institute shall be liable to make payments of the amount due under this Contract up to the effective date of termination for which services (including parts thereof) have been rendered by the Contractor, subject to clause 12.5 hereunder.

12.3 Notwithstanding anything contained herein above, the Institute may terminate this contract at any time by giving one month's notice to the Contractor without assigning any reason thereof and without prejudice to the rights of the Institute to recover any money becoming due and payable to the Institute under this Contract. The Contractor may terminate this Contract at any time by giving two months' notice to the Institute without assigning any reason thereof.

12.4 Forthwith on the expiry or earlier termination of this Contract, the Contractor shall return to the Institute all materials and equipment belonging to the Institute with regard to this Contract. The Institute shall also inform the Contractor of a time when it can collect its equipment stored in the Institute, and the Contractor shall collect the same. In the event that the Contractor does not collect its equipment by the appointed time, the Institute shall not be liable for the same thereafter.

12.5 Forthwith on the expiry or earlier termination of this Contract, the Institute shall determine the costs of execution, the cost of remedying any defects (if any), and the cost of completion of the work (if required). The Institute shall be entitled to recover from the Contractor the extra costs, if incurred, after adjusting the same against the Performance Security Deposit made by the Contractor.

12.6. On the earlier termination of this Contract due to failure to discharge its duties, the Performance Security Deposit shall stand forfeited by the Institute.

I/We hereby declare that I/we have read and understood the above terms and conditions that form part of the Formal Contract to be executed between I/us and the Institute. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Signature of the bidder with seal

Date:

SECTION-‘E’

PRE-QUALIFICATION CRITERIA

• **Pre-Qualification Documents to be submitted by Bidder along with Pre-Qualification Bid:**

- a) Copy of Registration of Firm in Shop & Establishment or Certificate of Incorporation of the company.
- b) Copy of Registration of Provident fund (Mandatory)
- c) Copy of Registration of ESIC (Mandatory)
- d) Copy of Registration of Goods & Service Tax (GST) and PAN (Mandatory)
- e) Copy of a valid Registration of Labour License for engagement of a minimum **50 Nos.** labour.
- f) The bidder should have an average annual turnover of **INR 500.00 Lakh** for providing housekeeping services only in the last three financial years. The bidder should submit the audited balance sheets and P & L account statements for the last 3 financial years (i.e., FY2023-24, FY2024-25, and FY2025-26) with a positive net worth or a CA certificate for the turnover amount for the last three financial years, duly certified by a CA.
- g) The bidder should have successfully completed/executed the annual service contract of providing manpower of various types (like Housekeeping, Gardening, Swimming Pool, and CCTV operators) with any organization during the last 07 years ending last month of the date of publication of the tender, either of the following-
 - i) At least **01** annual contract of costing not less than **₹400.00 Lakh per annum** or
 - ii) At least **02** annual contracts of costing not less than **₹250.00 Lakh per annum** or
 - iii) At least **03** annual contracts of costing not less than **₹200.00 Lakh per annum.**

(Bidder should submit the copy of Work orders/Agreements along with respective completion certificates from the client).
- h) Bidder should submit the copy of one single completed work order for the annual contract housekeeping services, Swimming Pool, Garden maintenance and CCTV Operators contracts for costing of one-year period not less than **₹200.00 Lakh** in Government, Semi-Government, Public Sector undertakings (PSU) organizations, University or Higher Education Institutes.
- i) The bidder should submit copy of valid **Bank solvency certificate** for amount **₹250.00 Lakh** issued by Nationalized/Schedule bank within the last **one year** from the tender date.
- j) Bidder should submit the list of at least **three clients** along with **name & contact number of representatives.**
- k) Bidder should submit a Copy of certificate of appreciation if any.
- l) Either the Registered Office or a Branch Office of the bidder should be located in the territory region of MMRDA. The bidder should submit the copy of registration as proof of office address.

- a) The bidder should not be blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency (Submit Undertaking as per **Annexure-A**).

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice for the purpose. All documentary proof must be listed on the letter pad of the company and enclosed in a cover, to be submitted along with the qualification bid (email-1), duly stamped and signed by the authorized person of the agency.

• **Information to be furnished by the bidder:**

Sr. No.	Item	Information to be filled by Bidder
1	Name of the bidder	
2.	Address	
2	Telephone Number: Office /Residence: Mobile Number: Fax No. E-Mail address-	
3	Details of Registration (number & date)	
4	Month and Year in which the firm / company was formed/ incorporated.	
5	Type of organisation (Sole Proprietor, Partnership, Pvt. Ltd., Public Ltd., etc.)	
6	Enclose copy of partnership deed, Articles of Association or MOA or Affidavit (in case of firm)	
7	Average Annual Turnover of Last Three Financial Year (attached audited balance sheets & profit & Loss account statements)	FY 2023-24 FY 2024-25 FY 2025-26/FY 2022-23

8	Bank Account Details	A/C No. Bank Name: IFSC:
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Place:

Signature of the bidder with seal

Date:

SECTION - 'F'
SCOPE OF WORK

Part 1: Providing Housekeeping Services in Office Areas (Annexure-A)

1. Schedule of Manpower Deputation:

Site Manager – 01 No.

Housekeeping Supervisor Male – 01 No.

Housekeeping Supervisor Female – 01 No

Plumber – 01 No. (Qualified)

Carpenter – 01 No. (Qualified)

Housekeepers (Male & Female) – 21 Nos. as per the below schedule-

Washrooms – 02, Library-03, Office block, vacant flats & swimming pool- 04, Campus roads-03,

Canteen, Seminar, Auditorium & Mural door-09 Nos. – **Total 26 Nos**

1A: Providing Site Manager at Office Areas (Annexure A):

- **Schedule of Manpower Deputation:**

- **Site Manager** – 01 No.

- **Scope of Work: Daily Operation Activities**

1. Supervision & Operations

- Oversee day-to-day housekeeping/garden/swimming pool activities and CCTV operators across assigned premises.
- Deploy and monitor the staff as per the duty roster.
- Ensure timely completion of housekeeping cleaning tasks (common areas, washrooms, offices, etc.), monitoring garden staff work, issuing instructions, and ensuring assigned works are completed on time, monitoring swimming pool personnel and their daily work function, and coordinating the CCTV operator's duty and ensuring 24/7 operators are on duty.
- Conduct routine inspections of all areas.
- Follow up with their Employer and Ensure timely salary payments to all the support staff.

2. Quality Control

- Maintain high standards of cleanliness and hygiene in various areas of the campus, ensuring high quality in garden maintenance and timely cleaning of swimming areas and functions.
- Perform regular quality checks using checklists.
- Ensure corrective actions are taken for any deficiencies observed.
- Monitor use of proper cleaning methods and equipment.

3. Staff Management

- Training housekeeping/garden and Swimming pool staff on cleaning procedures, safety, and behavior with the institute members.

- Monitor attendance, punctuality, and discipline.
- Address staff grievances and performance issues.
- Conducting meetings with all the support staff at least twice a week to address their issues.
- Coordinate manpower replacement in case of absenteeism.

4. Inventory & Material Management

- Monitor stock levels of cleaning materials, chemicals, and consumables.
- Ensure proper usage and prevent wastage.
- Raise indents/requisitions for replenishment.
- Maintain inventory records.

5. Equipment Handling

- Ensure proper use and maintenance of cleaning machines and tools.
- Report breakdowns to the Estate Department and coordinate repairs/replacements.
- Maintain equipment logbook.

6. Safety & Compliance

- Ensure staff follow safety protocols and use PPE (gloves, masks, etc.).
- Ensure proper handling and storage of chemicals.
- Adhere to statutory and environmental guidelines.
- Report any hazards or incidents immediately.

7. Client Coordination

- Act as the point of contact between the client and the housekeeping/garden/swimming pool, and CCTV team.
- Attend client meetings and address complaints or feedback.
- Ensure client satisfaction and service delivery as per agreement.

8. Documentation & Reporting

- Maintain daily attendance and work reports of housekeeping, garden areas, swimming pool, etc.
- Submit periodic reports (daily/weekly/monthly) to management.
- Maintain inspection records and compliance reports.
- Record complaints and action taken.

9. Special Tasks Management

- Supervise deep cleaning and special cleaning drives of campus.
- Coordinate event-based cleaning or emergency cleaning tasks.
- Ensure readiness for audits and inspections.

1B: Scope of Work: Housekeeping Services at Office Areas:

1.1. The Contractor shall carry out cleaning and housekeeping works as specified by the Institute from time to time, particularly in the office buildings in the campus of the Institute (i.e. office complex, Recreation Centre, Barrier Free Pathways, RB-I, RB-II, RB-III, auditorium, seminar rooms, conference room etc.) as also areas including the roads, red plaza, car park areas, recreation club, tennis court, gymnasium, swimming pool and any other places as decided by the Institute from time to time.

1.2. The Contractor shall carry out the cleaning works periodically, as per the details given below:

I) Daily

- Sweeping and wet mopping of reception area, general office areas, staircases, corridors, cabins etc.
- Clearing and cleaning of waste paper baskets and ashtrays.
- Dusting of tables, chairs, side tables, cupboards and other office furniture.
- Dusting of partitions, partition glasses, doors, walls, windows, etc.
- Dusting of Venetian blinds.
- Dusting of Telephone Instruments.
- Cleaning of main entrance door and glass paneling in reception area.
- Dusting of pedestal and table fans.
- Cleaning of WCs, Wash Basins, Urinals, mirrors, etc. in all the washrooms for 3-4 times a day.
- Scrubbing and cleaning of all the toilet flooring.
- Mopping of all the toilet floors with a deodorant disinfectant and cleaning of wash basins at regular intervals through-out the day.
- Collection of all garbage, including those from occupied residential flats and disposes them in the BMC dustbin.
- Cleaning work at Director's Bungalow.
- Sweeping and wet mopping at all floors of Library.
- Shifting furniture, filing cabinets, cupboards, luggage's, boxes/cartons, etc. as and when required.
- Cleaning of the lift Car

II) Weekly

- Sweeping and wet mopping of staircase in the residential buildings.
- Cleaning of window glasses from inside and outside.
- Dusting of ceilings and removing of cobwebs.
- Dusting of wooden skirting at false ceiling level.

- Cleaning of car parking and surrounding areas and roads leading to Institute & residential buildings.
- Dusting of library books and racks.

III) Fortnightly

- Cleaning of Venetian blind blades with a wet cloth.
- Dusting and cleaning of air condition grills.
- Cleaning of wall paper on cabin partitions with a liquid cleaner.
- Scrubbing and cleaning of marble mosaic flooring in all the office areas with a detergent.
- Dusting and cleaning of light domes in corridors and common areas.

IV) Monthly

- Cleaning of all vacant flats in Residential buildings.
- Cleaning of building terraces.

IV) Quarterly

- Cleaning of Domes in the entire campus.

V) Half Yearly

- Cleaning of main water tanks and overhead water tanks (syntax) in all the buildings in the campus.

1.3 The Contractor shall be assigned any other work related to housekeeping activities as per the needs of the Institute, from time to time, which shall be carried out by the Contractor satisfactorily.

1.4 The Contractor shall carry out the work as per the instructions issued by the Institute authorities from time to time and submit work schedule for their approval.

1.5 The plumber and carpenter should take care of routine & day to day maintenance works in all over the campus.

1.6 After careful and detailed perusal of the scope of work stipulated above, the Contractor has estimated and agreed to carry out scope of work in the Campus of Institute by deploying from its workers team minimum of workers as required to carry out the housekeeping work on the Campus of the Institute on a full time basis for six days a week. In case any additional work is required and or the scope of work is reduced, the Contractor and the Institute will jointly review the changed work, the number of workmen required for its due execution, i.e. decrease or increase the workforce of his job.

1C: Providing Housekeeping Services in New Hostel and Guest House Areas (Annexure-B)

C.1 Housekeeping Service at New Hostel Block:

- **Schedule of Manpower Deputation:**
Housekeeping Supervisor – 01 No.

Housekeepers (Male & Female) – 05 Nos. as per schedule in general shift.

Total: 06 Nos

- **Scope of Work: Housekeeping services at New Hostel Block**

- **Daily Basis:**

1. Sweeping and wet mopping of floors, staircases, corridors, balconies, reception area and lobby areas.
2. Garbage collection and disposal.
3. Cleaning of washrooms in the common area (II Floor).
4. Cleaning of security room at the gate and gate area.
5. Cleaning of water fountains.
6. Cleaning of hand railings of all floors and staircases.
7. Compound area cleaning with hard broom and garbage collection.
8. Cleaning of entrance door and bridge in front of Guest House.

- **Twice a week:**

1. Cleaning of lift.
2. Cleaning of steel benches in the compound area.
3. Cleaning of ceiling and cob-webs (corridors).
4. Cleaning of dado tiles near the lift.
5. Cleaning of all windows near the lift and on the Ground Floor.

- **Weekly Basis:**

1. Cleaning the surrounding areas of the Hostel Building.
2. Cleaning of the area near the STP (recycle) plant.
3. Cleaning of electric panel room and pump room.

- **Fortnightly Basis:**

1. Total cleaning of Hostel rooms which includes sweeping and mopping, bathroom cleaning, mirror, fans, furniture, electrical fittings, window frames and nets, doors, removal of cob-web, etc. and Common rooms on the II Floor.
2. Cleaning of duct- doors on all the floors.
3. Glass glazing cleaning in common sit-out areas.

- **Monthly Basis:**

1. Cleaning of Hostel terrace.
2. Cleaning with duster of the Solar Heater panel.
3. Terrace of pump house and security cabin.
4. Cleaning of lift panel room.

- Shifting of furniture as and when required within the hostel.
- Removal of stains on floors and tiles.
- Periodical Moss cleaning surrounding area.

1D: Housekeeping Service at Guest House:

- **Schedule of Manpower Deputation:**

GH Attendants: 03 Nos. in 8 hours shift each round the clock

Housekeepers: 10 Nos (Male/Female) housekeepers in general shift.

Total: 13 Nos

- **Scope of Work: Housekeeping Services at Guest House**

- The Contractor shall regularly carry out the cleaning works particularly as under:
 - (a) Sweeping and wet mopping of staircases, corridors, reception area, floors, rooms, balconies, washrooms etc.
 - (b) Cleaning of ceiling.
 - (c) Cleaning and dusting of window glasses, ventilators, electrical fittings, domes, furniture's, fans, tube lights, etc.; arranging for repair/replacement of unusable/ damaged electrical items, water taps, flush tanks, etc.
 - (d) Disposal of garbage, cleaning of waste-baskets, ash-trays, etc.
 - (e) Wiping of telephones, tables, chairs, cupboards, beds, etc.
 - (f) Cleaning of WCs, wash basins, bathrooms, etc. in the guest house rooms and common areas.
 - (g) Changing bed sheets, towels, pillow covers etc. and keeping proper record of those items; providing drinking water to the guests in the rooms; ensure safety of the belongings of the guests residing in the rooms.
 - (h) Cleaning of sanitary-wares, removing cob-webs, removing stains from oil painted walls, doors etc.
 - (i) Cleaning of glazed tiles, marble, mirror, chromium plated fittings.
 - (j) Cleaning of surrounding areas of the building.
 - (k) Shifting furniture items, etc.; carrying luggage's of guests.

1E: Providing Facilitators at Guest House (Annexure -C)

- **Schedule of Manpower Deputation:**

Nos. of Facilitators: 04 (3 staff+ 1 reliever) for Guest House in 8 hours shift each round the clock.

Age: 25 to 35 years.

Qualification- Graduate with Computer Knowledge

Experience-Minimum 3-5 years in Facility Management area.

- **Scope & Nature of work for Facilitators in Guest House and New Hostel:**

1. Attend the reception area, answer phone calls and reply appropriately.
2. Take care of Property / Safety of people.
3. Front Office Management.
4. Coordination with working staff / departments.
5. Maintaining Registers (incoming and outgoing guests/students, etc.).
6. To carry out the Guest house check in & check out procedures.
7. Keys Management.
8. Check and report the cases of any abnormality like electricity, noise, smoke, leakages, etc.
9. Good oral and written communication skills.
10. Follow the rules set by the Institute for Guest House / Hostel.
11. Handling Medical Emergency.
12. Laundry management & to maintain the Inventory.
13. Any other job assigned by the authority of the Institute pertaining to work area.

1E: Providing services of Gym Trainer (Annexure -D)

- **Schedule of Manpower Deputation:**

No. of Gym Trainer: 01 No. (Qualified, certified and having at least 05 years' experience)

- **Scope & Nature of work for Gym Trainer at Gymnasium:**

1. The gym trainer should be present in the gymnasium during the working hours of the Institute.
2. He should guide and train the gymnasium members to use the various gym equipment's.
3. Inspection of Gym equipment's and gets it serviced from AMC contractor.

Part 2: Annual Contract for providing CCTV Operators:

o Schedule of Manpower Deputation:

The contractor is supposed to depute **three** qualified CCTV operators for monitoring of the cameras at IGIDR in **8-hour shifts, 24X7 around the clock** in the institute, as mentioned below in the scope of work.

Age of Candidate: 25 to 40 years.

Qualification: 12th /HSC passed or completed a Diploma with Computer literacy/knowledge.

Experience: Minimum **three** years' experience as a CCTV operator or monitoring a system having at least **150** cameras.

Scope of Work:

- i. The contractor shall depute an appropriate number of staff (**03 staff** in 8 hrs. shifts and **01 reliever**) to provide services of CCTV monitoring **24X7** at the IGIDR campus.
- ii. Safeguard the public, protect property, and ensure the security of data. As a CCTV operator, he will commonly have many responsibilities, ranging from operating and monitoring banks of screens, reporting incidents as evidence, and potentially contacting the Security Supervisor, police, and emergency services as and when required.
- iii. CCTV operator needs to be exceedingly observant with a high level of concentration and be able to divide their attention to monitor multiple occurrences taking place in a single setting. They will have a good understanding of body language to monitor crowds, intercept trouble before it occurs, and track specific people.
- iv. Monitor and ensure that all CCTV cameras are in operation and maintenance of associated equipment in the CCTV Control Room.
- v. Coordinate with the concerned department/ authorities as and when required.
- vi. Maintain Accurate records of data recordings and events using incident reporting software.
- vii. Strong communication skills when interacting with the police and other enforcement agencies and the ability to work without supervision for long periods of time is absolutely essential to the role.
- viii. Most importantly, a CCTV operator must be quick thinking, using their initiative whilst reacting quickly and calmly during emergencies.
- ix. Must be able to understand the importance of codes of practice, operational procedures and guidelines in CCTV operations;

- x. Maintain and respect the security and sensitivity of the service.
- xi. To evaluate different types of incidents and how to deal with them.
- xii. To be able to discuss and demonstrate surveillance techniques.
- xiii. To understand and ensure health and safety in the CCTV environment.
- xiv. Throughout the duty undertaken, CCTV operators must be diligent, maintain integrity and accuracy, and ensure the confidentiality of all information gained by compliance in line with standards and legislation.
- xv. He should maintain the log books for records of authorized access to CCTV footage.
- xvi. The CCTV operators should not be allowed to use mobile phones while on duty.

Part 3: Annual Contract for Operation and Maintenance of Swimming pool including Lifeguards at IGIDR:

Schedule of Manpower Deputation:

1.1 **Lifeguards – 2 Nos.** (01 in each shift of 8 hours)

1.2 **Pool Attendants -2 Nos.** (01 in each shift of 8 hours)

2. Nos. of Shifts/Operators: 02 operating shifts at Morning (07:00 am to 03:00 pm) & Evening (01:00 pm to 09:00 pm).

3. Qualification- The lifeguard should have a proper certificate, experience of at least 2-3 years and knowledge of pool operation & maintenance. The pool attendant/operator should have experience of at least 3 years for maintaining the swimming pool.

4. Scope of Work for Operation and Maintenance of Swimming pool including Lifeguards-

1. The contractor shall undertake the complete operations and maintenance of the Pool, filtration plant and equipment, including the supply of all the required chemicals for dosing and provide two operations staff/pool attendants and two certified lifeguards.

2. The contractor shall depute an appropriate number of staff, i.e., Lifeguards & pool attendants in shifts so as to operate & maintain the swimming pool at IGIDR campus during the operating hours of daily Morning 07:00 AM to 10:00 AM and Evening 04:00 PM to 09:00 PM except weekly off on Monday.

3. The swimming pool size is 10 Mtr X 20 Mtr with a maximum depth of 5 Feet.

4. The contractor shall regularly operate and maintain the water purification system and properly check on the chemical balance in the water. The necessary PH levels should be maintained.

5. The contractor shall give backwash to the filter at frequent intervals as may be required.

6. The Oiling, greasing, etc., of various mechanical equipment is to be taken care of.
7. Supply of chemicals such as Alum, Soda Ash/doser, bleaching powder, Chlorine TCCA-90 granules, and water parameter test kit.
8. In case of normal wear and tear of parts/equipment, charges for such items requiring replacements shall be paid extra in case you are asked to supply the parts/equipment.
9. Breakdown of machinery and electric power failure shall not result in forfeiture of the monthly charges if such occurrences are rare and are not ascribed to your O & M staff.
10. In addition, the contractor will indemnify and keep harmless the IGIDR from any claim damages, compensation, actions, losses, costs, charges, expenses, or demands of whatsoever nature raised by an employee of the contractor engaged for the purpose under the workmen's compensation Act or other Acts of a like nature that are in force issued by the various competent authorities from time to time so far as it relates to the employees of the contractor.
11. Rules and regulations/Guidelines given by the Institute should be followed strictly at all times by the Swimming pool attendants/Lifeguards.
12. The contractor shall get the pool water sample tested from BMC laboratory as per the requirement.
13. The contractor may provide the details of proposed chemicals for usage and their schedule for dosing.

Part 4: Annual Maintenance contract of the Garden at IGIDR

1. Schedule of Manpower Deputation:

- 1.1. Supervisor – 1 No.
- 1.2. Garden workers (Male) Skilled- Nil
- 1.3. Garden workers (Male) Semi-skilled- 4 Nos.
- 1.4. Garden workers (Male) Unskilled- 10 Nos.
- 1.5. An Experienced Mali cum Consultant (Consultancy Services) – 1 No.

Total – 16 Nos.

- A Mali cum Consultant should have at least 20+ years of experience in gardening.
- A consultant should visit six days a week for at least 4 hours per day for Inspection of gardens, supervision of gardening/Landscaping works, tree plantation, and consultation

with the Institute on the garden development.

- The Consultant shall advise on the improvement and maintenance of the Gardens from time to time.
- The Institute reserves the right to select an appropriate candidate for this consultancy service.
- The manpower requirement may change depending on the requirements of the Institute, and the successful bidder should be bound to fulfill the same accordingly.

2. Scope of Work:

The Contractor shall organize the renovation and maintenance of the gardens in coordination with the Institute's officials to make the gardens look and feel very colorful and beautiful. The routine works shall be Cleaning, leveling and Dressing of Green Areas, clearing of wild grass, pruning of trees, etc. of all the green lawns, the area around office premises, multistory buildings, residential quarters, Guest house, New Hostel, Swimming pool, Director's Bungalow, tennis court, children park, nursery, gardens along the road from main gate to multistory buildings, electrical sub-station, pump house and other miscellaneous works prescribed from time to time. The nature of work will be moving, cutting, and cleaning lawns, borders, and shrubs, as well as watering, manure preparing/dosing works, etc., in the garden area from time to time. Potted plants will be arranged for Seminars/conferences as and when required, as instructed by IGIDR officials.

Further, the Contractor shall carry out the following works on the campus:

- Red soil and manure are to be stored before the monsoon season for potted plants and flowering plants.
- Sharpening of garden tools
- Development and cultivation of New flower beds and seasonal flowers.
- Preparation of more flowering beds along the roadside.
- Pruning of plants & trees.
- Repotting plants in the nursery.
- Plantation of new plants & trees in monsoon.
- Sprinkler system maintenance from time to time.
- Light pruning, cleaning, and clearing wild grass and weeds around residential buildings, children's Park, guest house, swimming pool, research blocks garden, Director's Bungalow, etc.

- Tree painting, brick border/curb stone painting.
- Dressing, Manure dosing, weeds out in the garden.
- Shifting, backfilling & leveling of soil.
- The Contractor shall depute two workmen for the operation of an Organic waste converter machine or compost plants to prepare manure from garden & canteen/kitchen waste for at least 2-3 hours daily as per the requirement.

Note:

1. The contractor shall absorb the existing workers from the current contractor on his roll after following due compliance, procedures and rules if the workers accept the offer.

▪ **Materials and Articles:**

1. The Institute shall provide all necessary materials, items and articles required for maintaining and cleaning the residential premises in the campus and for satisfactory performance of obligations by the Contractor.
2. In the event of Contractor purchasing any materials and/or items with the sanction of the Institute, the amount shall be reimbursed by the Institute to the Contractor on production of necessary bill and satisfactory certification of the material received.
3. The Contractor shall be responsible for its use and has to maintain and upkeep the same in proper order.
4. In respect of raw materials, the Contractor shall maintain proper register and give account of the raw materials consumed by and the balance returned to the Institute.

Date:

Signature of the bidder with seal

Place:

SECTION 'G'

Articles of Agreement

Agreement for the Annual Service Contract of Providing Housekeeping Services, Garden Maintenance, Operation and Maintenance of Swimming Pool, including Lifeguards, and providing CCTV Operators at IGIDR

THIS AGREEMENT made and executed at Mumbai on thisday of ... Two Thousand Twenty-Five (2025);

BETWEEN

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, a Society established by the Reserve Bank of India and registered under the Societies Registration Act, 1860, and located at General Arun Kumar Vaidya Marg, Goregaon (E), Mumbai- 400065. Hereinafter referred to as “IGIDR” (which expression shall, unless it is repugnant to the context or meaning thereof, be deemed to mean and the trustee or trustees for the time being, the survivor or survivors of them and assigns) of the One Part;

AND

M/S....., a sole proprietary concern of and having an office at....., hereinafter referred to as “**the Contractor**” (which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include the heirs, successors, assignees, executors, and administrators) on the Other Part.

WHEREAS IGIDR was desirous of awarding the Tender for Annual Service Contract of Providing Housekeeping Services, Garden Maintenance, Operation and Maintenance of Swimming Pool, including Lifeguards, and providing CCTV Operators at IGIDR situated at Gen. A.K. Vaidya Marg, Santosh Nagar, Goregaon (East), Mumbai 400065, issued a Tender at IGIDR bearing Ref No. NIT No.: dated (Hereinafter referred to as “**the Tender**”) inviting bids for procuring certain as stated therein.

AND WHEREAS after having studied the terms of the Tender and upon understanding the requirements of IGIDR, the Contractor submitted his quotation and financial bid on....., 2026, and based on the representations made by the Contractor, IGIDR issued its Work Order bearing Ref. No. W.O. No. dated....., 2026 to the contractor (hereinafter referred to as “**the Work Order**”).

AND WHEREAS the Parties have thought it expedient to put forth the terms and conditions in writing as hereinafter appearing

Now, therefore, this agreement is as follows:

1. TERM

This Agreement will be valid for a period of **one** year from unless terminated as per the terms and conditions stated in this Agreement. If the performance of the Contractor is found satisfactory by IGIDR, this Agreement may be extended by IGIDR for a further period of 02 years on a yearly basis if performance is found satisfactory at the same rates of fees as stated in the Work Order (except revision of wages as per Minimum Wages Act) and on the same terms and conditions as stated herein.

2. PAYMENT TERMS AND PERFORMANCE SECURITY DEPOSIT:

2.1 IGIDR shall pay to the Contractor an aggregate sum of Rs..... (In words, Rupees..... **only**) per month for the services rendered by the Contractor and upon submission of a certified invoice with supporting documents under this Agreement. The amount is inclusive of GST.

2.2 **The payment shall be made to the contractor after successful completion of the month. The contractor should release salary wages of the completed month to all the staff deputed under this contract and submit the Tax Invoice before the 10th of the current month, along with all the statutory supporting documents (as per the Tender Section C – Clause No. 16). The Institute will release the payment to the contractor by the 15th of the current month, subject to fulfillment of all the documents.**

2.3 The Contractor has deposited with IGIDR a Performance Security Deposit (PSD) of Rs..... (In words, Rupees Only) being **@ 5%** of the total value of the contract for one year.

2.4 The Performance Security Deposit shall remain valid for a period of a further 60 (sixty) days from the date of completion of all the contractual obligations of the Contractor. The Performance Security Deposit shall be forfeited by IGIDR in case the contractor fails to discharge his duties/commitments or if this Agreement is terminated prematurely.

3. SCOPE OF THE CONTRACTOR'S WORK

The scope of work for each services is mentioned as per the Tender document NIT No. IGIDR/Tender/2026/ED/09 Dated 06.06.2026, and the schedule for the Manpower deputation of is as below:

Part 1: Providing Housekeeping Services in Office Areas (Annexure-A)

A Schedule of Manpower Deputation:

Site Manager – 01 No

Housekeeping Supervisor Male – 01 No.

Housekeeping Supervisor Female – 01 No

Plumber – 01 No. (Qualified)

Carpenter – 01 No. (Qualified)

Housekeepers (Male & Female) – 21 Nos. as per below schedule-

Washrooms – 02, Library-03, Office block, vacant flats & swimming pool- 04, Campus roads-03, Canteen, Seminar, Auditorium & Mural door-09 Nos. – **Total 26 Nos**

Part 2: Providing Housekeeping Services in New Hostel and Guest House Areas (Annexure-B)

A. Housekeeping Service at New Hostel Block:

- **Schedule of Manpower Deputation:**

Housekeeping Supervisor – 01 No.

Housekeepers (Male & Female) – 05 Nos. as per schedule in general shift.

Total: 06 Nos

B. Housekeeping Service at Guest House:

- **Schedule of Manpower Deputation:**

GH Attendants: 03 Nos. in 8 hours shift each round the clock

Housekeepers: 10 Nos (Male/Female) housekeepers in general shift.

Total: 13 Nos

Part 3: Providing Facilitators at Guest House (Annexure -C)

- **Schedule of Manpower Deputation:**

Nos. of Facilitators: 04 (3 staff and 1 Reliever) for Guest House and Hostel in 8 hours shift each round the clock.

Age: 25 to 35 years.

Qualification- Graduate with Computer Knowledge

Experience-Minimum 3-5 years in Facility Management area.

Total: 04 Nos.

Part 4: Providing services of Gym Trainer (Annexure -D)

- **Schedule of Manpower Deputation:**

No. of Gym Trainer: 01 No. (Qualified, certified and having at least 05 years' experience)

Part 5: Annual Contract for providing CCTV Operators:

- **Schedule of Manpower Deputation:**

The contractor is supposed to depute **three** qualified CCTV operators and **one** Reliever for monitoring of the cameras at IGIDR in **8-hour shifts, 24X7 around the clock** in the institute, as mentioned below in the scope of work.

Age of Candidate: 25 to 40 years.

Qualification: 12th /HSC passed or completed a Diploma with Computer literacy/knowledge.

Experience: Minimum **three** years' experience as a CCTV operator or monitoring a system having at least **150** cameras.

Total: 3 Nos.

Part 6: Annual Contract for Operation and Maintenance of Swimming pool including Lifeguards at IGIDR:

Schedule of Manpower Deputation:

1.1 Lifeguards – 2 Nos. (01 in each shift of 8 hours)

1.2 Pool Attendants -2 Nos. (01 in each shift of 8 hours)

2. Nos. of Shifts/Operators: 02 operating shifts at Morning (07:00 am to 03:00 pm) & Evening (01:00 pm to 09:00 pm).

3. Qualification- The lifeguard should have a proper certificate, experience of at least 2-3 years and knowledge of pool operation & maintenance. The pool attendant/operator should have experience of at least 3 years for maintaining the swimming pool.

raised by an employee of the contractor engaged for the purpose under the workmen's compensation Act or other Acts of a like nature that are in force issued by the various competent authorities from time to time so far as it relates to the employees of the contractor.

11. Rules and regulations/Guidelines given by the Institute should be followed strictly at all times by the Swimming pool attendants/Lifeguards.

12. The contractor shall get the pool water sample tested from BMC laboratory as per the requirement.

13. The contractor may provide the details of proposed chemicals for usage and their schedule for dosing.

Part 4: Annual Maintenance contract of the Garden at IGIDR

3. Schedule of Manpower Deputation:

3.1. Supervisor – 1 No.

3.2. Garden workers (Male) Skilled- Nil

3.3. Garden workers (Male) Semi-skilled- 4 Nos.

3.4. Garden workers (Male) Unskilled- 10 Nos.

3.5. An Experienced Mali cum Consultant (Consultancy Services) – 1 No.

Total – 16 Nos

4. CONTRACTOR'S COVENANTS AND RIGHTS

The Contractor covenants with IGIDR as under:

- 4.1 The Contractor shall maintain a proper record/register for daily activities at IGIDR.
- 4.2 The Contractor shall offer employment to the existing workers currently carrying out the housekeeping work at the campus of IGIDR. If the said workers accept the offer for employment, the Contractor shall absorb the said workers into their organization and deploy them for the purposes of this Agreement. All obligations towards their employment shall be borne by the Contractor.
- 4.3 The Contractor shall employ an adequate number of persons (inclusive of the reliever) as agreed to by the IGIDR for satisfactory fulfillment of his contractual obligations as per this Agreement and shall provide an adequate number of persons with appropriate training and experience, at his own expense, for the proper discharge of the responsibilities entrusted to them.
- 4.4 The Contractor shall employ such number of skilled workers as agreed to by IGIDR for the satisfactory fulfillment of his contractual obligations. The workers shall adhere to the code of conduct of IGIDR.

- 4.5 The Contractor shall furnish to IGIDR in writing the names, age, residential addresses, qualifications, specimen signature or thumb impression, and photographs of all workers whom he proposes to employ for the purpose of this agreement before they are so employed and deployed to IGIDR.
- 4.6 The Contractor shall carry out the work as per the instructions issued by IGIDR authorities from time to time and submit the work schedule for their approval. In the event of any or all workers failing to attend the job, the appropriate amount shall be deducted from their Invoice.
- 4.7 It is specifically agreed that neither the Contractor nor any of the workmen engaged by the Contractor shall at any time claim any benefit of employment, a lien on employment, or permanency of employment with IGIDR by virtue of having worked as a contractor and his workmen having worked as his contract workmen as per this agreement.
- 4.8 The Contractor shall ensure that the employment of workers by the Contractor, either by contract labour or otherwise, shall be in accordance with the provisions of the relevant labor laws/acts, and the Contractor shall discharge responsibilities as the employer as provided in the said labor laws. In particular, but not limited to, the Contractor shall pay to the contract workmen, wages not below the minimum wages as announced by the appropriate Government, as may be applicable to the different categories of workmen engaged by the contractor. The Contractor shall also be responsible for granting the workmen the statutory benefits as applicable to them under the provisions of the relevant labor laws, including but not limited to provident fund, gratuity, maternity leave, etc.
- 4.9 The Contractor shall be responsible for maintaining the records of all payments made by him to the workers employed for the purpose of this Agreement, whether towards salary or towards statutory payments, including but not limited to provident fund, minimum wage, gratuity, maternity leave, etc.
- 4.10 The Contractor shall furnish to IGIDR, upon the termination of this Agreement, a copy of the records maintained by the Contractor in respect of the payment of salary and statutory dues of the workmen employed for the purpose of fulfilling the scope of work under this Agreement shall be furnished to IGIDR upon the termination of this Agreement along with a certificate from the Contractor that the copies furnished are true and complete.
- 4.11 In case any of the workmen engaged by the Contractor meets with a fatal accident or injury arising out of or in the course of their employment, then the Contractor shall be responsible for the payment of compensation as may be determined under the provisions of appropriate law
- 4.12 The Contractor shall take out necessary insurance cover at his cost, the premium amount of which will be reimbursed to the Contractor by IGIDR as per the norms followed.
- 4.13 The Contractor shall also be responsible for any structural and decorative damage to property which may arise from the operation or neglect of him or of any workers, whether such injury or damage

arises from carelessness, accident, or any other case whatever in any way connected with the carrying out and performance of services under this Agreement.

- 4.14 The Contractor shall maintain up-to-date records required to be maintained under the provisions of the relevant labor laws, as well as any other act applicable to the workmen. The contractor shall also keep all such records in the premises of IGIDR at Goregaon (East) and produce them, on demand, before any authorized officer of IGIDR or any authorized Government Officer for inspection.
- 4.15 The Contractor shall transfer salary to the employee in their respective bank account only before the 07th day of every month and ensure that the employee/worker should be holding the savings bank account and the same should be recorded.
- 4.16 The Contractor shall provide copies of ESIC challan, PF challan, ECR statement, Payment receipts, Bank Transfer Receipt, Pay slip certificate (With all details), PT Tax Form 11B with PT E-Return, GST challan, GSTR-1 screenshot of GSTR-2A/2B and GSTR-3B etc. to be furnished along with the next month's bill and the previous month's bank statement, indicating payment made to the laborers with the monthly bill, to IGIDR.
- 4.28 The Contractor shall provide copies of the Certificates showing details such as Name of employee, Bank Account No., ESIC No., PF No., Amount of salary paid, Amount of employee and employer contribution towards PF & ESIC to IGIDR with the Contractor's monthly bill.
- 4.17 The Contractor shall maintain records of all such payments made by him and produce the same to IGIDR on demand. The Contractor may take out necessary cover for the workmen's compensation policy at his cost, the premium amount of which will be reimbursed to the Contractor as per the norms followed, and provide the necessary proof to IGIDR.
- 4.18 The work carried out by the Contractor shall be carried out by the Contractor without causing any inconvenience to the staff of IGIDR.

5. IGIDR COVENANTS AND RIGHTS:

IGIDR covenants with the Contractor as under:

- 5.1 IGIDR shall pay the monthly fee mentioned as per Clause 2 of this Agreement within 10 days upon the Contractor providing the monthly bill for the services rendered under this Agreement.
- 5.2 IGIDR shall ensure that there is a storage area assigned for the Contractor to safely store materials and equipment.
- 5.3 IGIDR shall have the right to forbid the employment of any person whom it may consider undesirable. The workers engaged by him shall be under the general discipline of the authority and

shall conform to such directions as may be issued by IGIDR in respect of points of entry or routes of entry to and from the premises and in respect of the use of the toilet and wash basin/rooms.

5.4 IGIDR shall have the right to inspect all of the records maintained by the Contractor at his registered office/address or pertaining to the payments and compliance with the relevant labor laws as and when they desire prior to 24 hours intimation to the Contractor. IGIDR shall also have the right to inspect the said records after the term of this Agreement for any reason whatsoever prior to 24 hours intimation to the Contractor, and the Contractor shall not deny the same.

5.5 The Institute shall reimburse the Contractor for all payments made to his employees towards Gratuity upon production of proof of such payments. All proof of such payments shall be submitted along with the detailed invoice as per clause 2, "Payment Terms."

6. INDEMNITY

6.1 The Contractor agrees to keep IGIDR indemnified against direct losses, damages, costs, expenses, penalties, payments, and liability whatsoever, including reasonable legal fees which IGIDR may suffer or incur directly as a result of rendering the Services to IGIDR under this Agreement.

6.2 The Contractor shall keep IGIDR indemnified in case any action is taken against IGIDR by any authorities on account of contravention of any of the provisions of any act or rules made there under, regulations, or notifications including amendments. If IGIDR is caused to pay or reimburse such amounts as may be necessary to cause or observe or for non-observance of the provisions stipulated in the notifications/bye-laws/acts/rules/regulations including amendments, if any, on the part of the Contractor, IGIDR shall have the right to deduct any money due to the Contractor. IGIDR shall also have the right to recover from the Contractor any sum required or estimated to be required for making good the loss or damage suffered by IGIDR.

7. TERMINATION

7.1 It is agreed, without prejudice to any other remedy available to IGIDR, in case of default on the part of the Contractor in the performance of this Agreement or in the discharge of any contractual obligations arising out of this Agreement or if the Contractor commits substantial breach of his obligations and such breach is not corrected within 30 (thirty) days from the date of receipt of the notice specifying the breach, by the Contractor, IGIDR may terminate this Agreement by giving a 30 (thirty) days written notice of intended termination to the Contractor.

7.2 In the event of this Agreement being terminated, IGIDR shall be liable to make payments of the amount due under this Agreement up to the effective date of termination for which services (including parts thereof) have been rendered by the Contractor.

7.3 Notwithstanding anything contained herein above, IGIDR may terminate this Agreement at any time by giving 1 (one) month notice to the Contractor without assigning any reason thereof and

without prejudice to the rights of IGIDR to recover any money becoming due and payable to IGIDR under this Agreement. The Contractor may terminate this Agreement at any time by giving 2 (two) months' notice to IGIDR without assigning any reason thereof.

7.4 Forthwith, on the expiry or earlier termination of this Agreement, the Contractor shall return to IGIDR all materials and equipment belonging to IGIDR with regard to this Agreement.

7.5 Forthwith, on the expiry or earlier termination of this Contract, the IGIDR shall determine the costs of execution, the cost of remedying any defects (if any), and the cost of completion of the work (if required). IGIDR shall be entitled to recover from the Contractor the extra costs, if incurred, after adjusting the same against the Performance Security Deposit made by the Contractor.

7.6 On the earlier termination of this Agreement due to failure to discharge his duties, the Performance Security Deposit shall stand forfeited by IGIDR.

8. WAIVER

No forbearance, indulgence or relaxations by any Party at any time to require performance of any provision of this Agreement shall in any way affect, diminish or prejudice the right of such party to require performance of that provision and any waiver by any party or any breach of any provisions of this Agreement shall not be construed as a waiver or an amendment of the provisions itself, or a waiver of any right under or arising out of this Agreement.

9. ASSIGNMENT

The Contractor shall not assign subcontract or otherwise transfer all or any of his rights and obligations under this Agreement without the prior written consent of IGIDR. In case of breach of these conditions, the IGIDR may serve a notice in writing on the Contractor rescinding this Agreement.

10. SEVERABILITY

If any clause of this Agreement is found to be unenforceable under the applicable law, then that clause shall be deemed to be deleted as if it never formed part of the Agreement as long as such unenforceability subsists. However, the parties shall, to the maximum extent possible, strive to achieve the commercial meaning of such deleted clause to the maximum extent possible under the applicable law.

11. AMENDMENT

This Agreement may be amended, modified, or supplemented only by a written instrument duly executed by a duly authorized representative of each of the parties.

12. DISPUTE RESOLUTION

In all matters of dispute arising on the work, the matter shall be referred to The Registrar, Indira Gandhi Institute of Development Research, Goregaon for a decision.

In the event that the Contractor is not satisfied by the decision of the Registrar, Indira Gandhi Institute of Development Research, the dispute shall be settled by arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996, or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator, to be appointed by IGIDR. The place of arbitration shall be Mumbai, and any award, whether interim or final, shall be made and shall be deemed for all purposes between the parties to be made in Mumbai. The arbitration proceedings shall be conducted in English, and any award or awards shall be rendered in English. The procedural law of the arbitration shall be the Indian law. The award of the arbitral tribunal shall be final, conclusive, and binding upon the Contractor and IGIDR.

13. GOVERNING LAW AND JURISDICTION

The law governing this Agreement shall be the laws of India and the Courts of Mumbai shall have the exclusive jurisdiction and irrespective of the place of the cause of action and rights and liabilities of the Parties hereto.

14. STAMP DUTY

The Parties agree that stamp duty payable on this Agreement shall be borne and paid by the Contractor alone.

In witness whereof the parties have hereto set and subscribed their respective hands and seals the day, month and year first above written.

Signed, sealed, and delivered
For and on behalf of IGIDR.

for and on behalf of
M/s. -----

Name _____

Name _____

Designation _____

Designation _____

Counter-signed by:

In the presence of witnesses:

1. _____

1. _____

2. _____

2. _____

Annexure – A*

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON-DEBARMENT, BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

To,
The Registrar
Indira Gandhi Institute of Development Research
Film City Road, Santosh Nagar,
Goregaon (East),
Mumbai – 400 065.

We hereby confirm and declare that we, M/s -----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/Undertaken the works/ Services during the last 5 years.

For M/s _____

Authorized Signatory

Date:

**To be submitted on the company letterhead with sign and stamp on it.*

DECLARATION

I/We have read the instructions appended to the Proforma. I/We understand that if any false information is detected at a later date, any future contract made between ourselves and IGIDR, on the basis of the information given by me/us, can be treated as invalid by IGIDR. I / We will be solely responsible for the consequences.

I/We agree that the decision of IGIDR in the selection of contractors will be final and binding to me/us.

I/We agree that I/we have no objection if enquiries are made about the work listed by me/us in the accompanying sheets.

I/We agree that I/We have not applied in the name of the sister concern for the subject empanelment/tender process.

All the information furnished by me hereunder is correct to the best of my knowledge and belief.

Place:

Date:

SIGNATURE

NAME & DESIGNATION

SEAL OF ORGANISATION