

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

TENDER DOCUMENT

FOR

**Providing Housekeeping Services for New Hostel, Guest House and
Facilitators for Guest House at IGIDR**

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

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

TELEPHONE: 022 2841 6200/560/507. FAX: 022 28416399.

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI

Notice Inviting Quotation

“NAME OF THE WORK: **“Providing Housekeeping Services for New Hostel, Guest House and Facilitators for Guest House”** at INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 400065.”

1. REGISTRAR, IGIDR MUMBAI invites bids from firms/contractors of repute for the following work:

Name of work (1)	EMD (3)	Period of Contract (2)
Providing Housekeeping Services for New Hostel, Guest House & Facilitators for Guest House	Rs. 1,00,000.00	1st January 2019 To 31st March 2020

The sealed tenders are being invited for the above mentioned work. IGIDR MUMBAI reserves its right to award the work to the successful bidder.

2. Applicant has to deposit Earnest Money of Rs. 1, 00, 000/- (Rupees One lac only) in the form of Demand Draft/ Pay order drawn in favour of Registrar, INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI. Bank guarantee is also accepted.

3. The Tender documents in sealed envelope, supported by prescribed annexure; Pre-qualification bid & financial bid shall be placed in separate sealed envelopes each marked as **“Envelope-1: EMD”**, **“Envelope-2: Pre-qualification Bid”** & **“Envelope-3: Financial bid”** respectively. All envelopes shall be submitted together in another sealed envelope superscripted as **“Tender for Providing Housekeeping Services for New Hostel, Guest House & Facilitators for Guest House at IGIDR”**. The bids will be received up to **2:00 PM on 11th December, 2018**. Each copy of the tender document under their full signature whether it is original or duplicate copy. A duplicate copy of tender has to be submitted too along with the main tender. No tender will be accepted after 2:00 PM on 11th December, 2018 under any circumstances whatsoever.

4. The envelopes Marked **“EMD & Pre-qualification Bid”** shall be opened by REGISTRAR or his authorized representative in his office on the same day at 3:00 PM. Financial bid will be opened for the Pre-qualified bidders only. The date of opening of price bid shall be informed by institute later on.

5. The department reserves the right to reject any prospective application without assigning any reason and to restrict the list of qualified contractors to any number deemed suitable by it, if too many bids are received satisfying the laid down criterion.

6. Before quoting the rates contractor should inspect the site and understand themselves about the nature and scope of the work.

REGISTRAR

SECTION 'C'
GENERAL INSTRUCTIONS TO BIDDERS

Sealed tenders in duplicate should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065 (By name) and superscripted ~ **“Tender for Providing Housekeeping Services for New Hostel, Guest House and Facilitators for Guest House” at IGIDR CAMPUS, Goregaon (E), Mumbai-400 065.**

1. Applicant has to deposit Earnest Money of Rs. 1, 00, 000/- (Rupees One lac only) in the form of Demand Draft/ Pay order drawn in favour of Registrar, INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI. Bank guarantee is also accepted.
2. The Tender documents in sealed envelope, supported by prescribed annexure; Pre-qualification bid & financial bid shall be placed in separate sealed envelopes each marked as **“Envelope-1: EMD”, “Envelope-2:Pre-qualification Bid” & “Envelope-3: Financial bid”** respectively. All envelopes shall be submitted together in another sealed envelope superscripted as **“Tender for Providing Housekeeping Services for New Hostel, Guest House and Facilitators for Guest House at IGIDR”**. The bids will be received up to **2:00 PM on 11th December, 2018**. Each copy of the tender document under their full signature whether it is original or duplicate copy. A duplicate copy of tender has to be submitted too along with the main tender. No tender will be accepted after 2:00 PM on 11th December, 2018 under any circumstances whatsoever.
3. The tender shall be submitted in a sealed envelope duly filled signed and stamped on each page. The tender shall be submitted in the office of the Registrar Indira Gandhi Institute of Development Research on or before 2:00 pm on the stipulated date and will be opened on the day at the office of Registrar Indira Gandhi Institute of Development Research, Goregaon, Mumbai. The vendor/contractor or their representatives shall choose to remain present at the time if they so desire.
4. The envelopes Marked **“EMD & Pre-qualification Bid”** shall be opened by REGISTRAR or his authorized representative in his office on the same day at 3:00 PM. Financial bid will be opened for the Pre-qualified bidders only. The date of opening of price bid shall be informed by institute later on.
5. Tender shall remain valid for acceptance by the Institute for a period of Three months from the date of opening of the bid which period may be extended by mutual agreement and the bidder shall not cancel or withdraw the tender during this period.
6. The vendor/contractor must use only the forms issued by the Institute to fill in the rates. Any addition/alteration in the text of the tender form made by the bidder shall not be valid and shall be treated as null and void.

7. The tender form must be filled in English and all entries must be made by hand and written in ink. If any of the documents is missing or unsigned, the Quotation may be considered invalid by the Institute in its discretion.
8. Rates should be quoted both in figures and in words in columns specified. All erasures and alterations made while filling the tender must be attested by initials of the vendor/contractor. 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 whatsoever especially on any change in rate specifications after the opening of the tender will be entertained.
9. Each Page of the tender Document should be signed by the person or persons submitting the Quotation in token of his/their having acquainted himself/themselves with the General Conditions of contract. General specifications, Special Conditions, etc. as laid down. Any tender with any of the documents not so signed will be rejected.
10. The tender submitted on behalf of a firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract or by a person holding the power of attorney in the case of a company. Otherwise the tender may be rejected by the Institute.
11. Indira Gandhi Institute of Development Research does not bind itself to accept the lowest or any Quotation and reserves to itself the right to accept or reject any or all the Quotations, either in whole or in part, without assigning any reasons for doing so. Indira Gandhi Institute of Development Research also reserves the right to divide the order between two or more bidders and the contractor shall carry out even the part orders for various items.
12. Indira Gandhi Institute of Development Research reserves the right to sub-divide the work mentioned in the tender, amongst two or more contractors at its own discretion and the Contractor will have to execute orders for part of the items placed with them at the quoted rates. Indira Gandhi Institute of Development Research also reserves the right to increase or decrease the quantities and even omit any item of work after the order is placed and the Contractor shall execute the same without claiming anything extra for the same. In this context the rates quoted for each item must be self supporting and relevant.
13. On receipt of intimation from the IGIDR of the acceptance of his/their tender, the successful vendor/contractor shall be bound to sign the formal Contract and within seven days thereof, the successful vendor/contractor shall sign an **agreement** in accordance with the draft agreement and the Schedule of Conditions but the written acceptance by Indira Gandhi Institute of Development Research and the Contractor so Quotations, whether such formal agreement is or is not subsequently executed. The cost of necessary Stamp paper for execution of the agreement shall be borne by the successful vendor/contractor.
14. The rates quoted in the bid shall include all charges like PF, ESIC, Reliever charges, Management fees and Uniforms etc. The rates shall also be firm and shall not be subject to exchange variations, labour conditions or any conditions whatsoever. Tender must include in their rates, 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.

The payment towards bonus and any leave encashment to worker shall be paid extra at actual as per minimum wage act. In case if institute will provide the uniforms to workers the same amount shall be recovered from the bill of successful bidder.

15. The intending bidder can obtain any clarifications regarding the tender document, scope of work etc. if any from the office of the **Office of Indira Gandhi Institute of Development Research, Goregaon, Mumbai-400 065** on any Institute`s working day.

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 Bidder

With the seal of their company

Date :

SECTION 'D'
SPECIAL CONDITIONS

1. The workmen will not be allowed to stay within the premises.
2. Permission if any, required from the local bodies 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 housekeeping work as contemplated by the present Tender. 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 is annexed as part of this Tender.
4. The successful bidder shall employ adequate number of persons (inclusive of the existing workers as mentioned in clause 3 above) as agreed to by the Institute for satisfactory fulfillment of his contractual obligations as per this Agreement and shall provide 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 successful bidder shall decide the mode and manner of work to be done by his workmen.
6. The successful bidder shall comply with the labour acts or any other Labour Laws in force from time to time for all of the workers employed by him including the existing workers.
7. 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 Contractor, the Contractor is bound to indemnify the Institute. The Contractor 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.
8. The successful bidder shall execute necessary agreement with the Institute within 07 days of issuance of the work order/declaration as the Successful Bidder, whichever is earlier.
9. The successful bidder shall use only approved brand materials if any required.
10. The work has to be carried out with least inconvenience to the staff.
11. 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, has to be borne and paid by the contractor.

12. The successful bidder should have valid labour license from Labour Commissioner wherever the number of laborers' engaged is 20 or more.
13. 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.
14. The successful bidder may explore the possibility of absorbing the workers from the current contractor on his roll after following due compliance, procedures and rules.
15. The successful bidder has to lineup 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. Any workers absorbed from the existing workers are deemed to be selected candidates.
16. The successful bidder has to transfer the payment of wages to his labour/staff to their respective bank account only before the 07th day of every month. The contractor shall attach copy of the bank statement for salary transfer to his labours/staff, copy of ESIC, PF challan, ECR statement etc to be furnished along with the next month's bill.
17. Any damage cause to any of Institute's properties shall be made good by the contractor at their own cost.
18. The successful bidder shall carry out the work strictly in accordance with specification details and instructions of the Institute's In Charge.

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 :

Date :

Signature of Bidder with seal

SECTION 'E'
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 Contractor shall not assign the 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 Contractor shall carry out all the work strictly in accordance with scope of work and as per detailed instructions of the Institute.
3. The contractor shall before commencing work prepare a detailed work program which shall be approved by the Institute.
4. The successful bidder must co-operate with the other contractor appointed by the Employer so that the work shall proceed smoothly to the satisfaction of the Institute.
5. In all matters of dispute arising on the work, the matter shall be referred to **Registrar Indira Gandhi Institute of Development Research, Goregaon** for a decision.
6. In the event that the Successful Bidder 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 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.

7. Insurance Clause:

The Contractor shall be responsible for all injury to person, 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 arise from carelessness, accident or any other case whatever in any way connected with the carrying out of the contract.

8. Payment Terms:

Payment shall be made to the contractor after successful completion of month within 7 days of submission of certified invoice along with supporting documents.

9. **Tenure of Contract:** Initially the contract period shall be from 1st January 2019 to 31st March 2020 however it can be extended for further 02 years based of review of performance of contractor on yearly basis on same rates (except revision of wages), terms & conditions.
10. The contractor should submit the following documents within 7 days of issuance of work order.
- a. Workmen Compensation Policy for all the employees/workers to be deputed on the site as per the workmen compensation act which should also cover hospitalization. This policy will be additional to the ESIC and the amount paid towards the Workmen Compensation Policy would be reimbursed by the Institute after submission of 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/ labors 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.

11. Notice to Correct:

If the Contractor fails to carry out any of his obligations, or if the Contractor is not executing the Works in accordance with the Contract terms, the Institute may give notice to the Contractor requiring him to make good such failure and remedy the same within a specified reasonable time.

Termination Clause:

If the Contractor:

- (a) Fails to comply with a notice issued by the institute within 28 days
- (b) Abandons or repudiates the Contract.
- (c) Without reasonable excuse fails:
 - To commence the Works in accordance with Letter of Acceptance, the Formal Contract and the terms and conditions as set out in this Tender
 - To proceed with the Works in accordance with the agreed terms, conditions and subsequent directions
- (d) Becomes bankrupt or insolvent, or goes into liquidation.
- (e) Fails to comply with a notice issued, within 28 days after having received it, or
- (f) Assigns the Contract or Subcontracts the Works without the required consent.

Then the Employer may, after having given **14 days' notice to the Contractor**, terminate the Contractor's employment under the Contract and expel him from the Site. The Contractor shall not be released from any of his obligations or liabilities under the Contract.

Payment after Termination

After termination, the Employer shall not be liable to make any further payments to the Contractor until the costs of execution, completion and damages (if any), and all other costs incurred by the Contractor, and the Institute have been established.

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 Contractor
With the seal of their company

Date :

PRE-QUALIFICATION CRITERION

- **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.
 - b) Copy of Registration of Provident fund and ESIC,
 - c) Copy of Registration of Goods & Service Tax and PAN
 - d) Copy of Registration of Labour License if applicable
 - e) Copy of Audited Financial statements with Balance sheet for last 03 years. The Company should be profit making in last 03 years.
 - f) Copy of Work orders at least 03 for same nature of works executed in last 05 years. Preferably provide for Educational Institutes.
 - g) List of clients and copy of certificate of appreciation if any.

SCOPE OF WORK

- **CONTRACT PART – A:**

SCOPE OF WORK: HOUSEKEEPING SERVICES AT NEW HOSTEL BLOCK

Nos. of Staff: 01 No. Supervisor and 05 Nos. housekeepers (Male-02 & Female-03) in general shift.

- **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 wash rooms 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.

- **CONTRACT PART – B:**

SCOPE OF WORK: HOUSEKEEPING SERVICES AT GUEST HOUSE

Nos. of Staff:

- a) 03 Nos. attendants/room boys in 8 hours shift each round the clock
- b) 08 Nos. housekeepers (Male-01 & Female-07) in general shift.

1. 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.

- **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.

- **CONTRACT PART – C:**

SCOPE OF WORK: FACILITATORS FOR GUEST HOUSE

Nos. of Facilitators: 04 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.

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.