



भारतीय विदेश व्यापार संस्थान

INDIAN INSTITUTE OF FOREIGN TRADE

आई.आई.एफ.टी. कोलकाता परिसर के लिए शैक्षिक एवं आवासीय भवन

EDUCATIONAL AND RESIDENTIAL BUILDING FOR KOLKATA CAMPUS OF IIFT

आवास सेवाओं के लिए निविदा पत्र

TENDER DOCUMENT FOR HOUSEKEEPING SERVICES

निविदा पत्र

TENDER DOCUMENT

अनुबंध की शर्त

CONDITION OF CONTRACT

निविदा संदर्भ संख्या / TENDER REF. NO.:

IIFT (K)/TENDER/HKS/2024-25

दिनांक / DATED:- 20.12.2024

INDIAN INSTITUTE OF FOREIGN TRADE

(A deemed to be University under Ministry of Commerce and Industry, Govt. of India)

Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata – 700107.

Sub. : Housekeeping Services at IIFT Kolkata.

निविदा संख्या /Tender No.: IIFT (K)/TENDER/HKS/2024-25

दिनांक / DATED :- 20.12.2024

Sub.-: Details related to tendering of Housekeeping Services in IIFT Kolkata Campus

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**Assistant Registrar
Indian Institute of Foreign Trade
Kolkata Centre**

SECTION – 1

NOTICE INVITING TENDER (NIT)

INDIAN INSTITUTE OF FOREIGN TRADE

(A deemed to be University under Ministry of Commerce and Industry, Govt. of India)

Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata – 700107

निविदा संख्या / Tender No.: IIFT (K)/TENDER/HKS/2024-25

दिनांक / DATED 20.12.2024

1.0 Sealed tenders in the Single Stage Two Envelope method (Part-A: Techno-commercial bid and Part-B: Financial bid) are invited on behalf of the VC IIFT for undertaking the following works:

Sl. No.	Name of the Item / Work	Estimated Cost (incl.GST)	Bid Security / Earnest Money
1.	Housekeeping Services at IIFT Kolkata Campus	Rs.80 Lakhs (Excluding GST)	Rs. 1.6 lakhs (2%)

2.0 Time Period:- One Year

3.0 Purchase of Tender Document: - The tender document shall be available for downloading from the website www.iift.edu/ / www.eprocure.gov.in/epublish/app from 20.12.2024 onwards.

4.0 Eligibility Criteria:-

4.1 The bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority [for further details refer to Clause 20.0 Section 5 (A)].

4.2 The bidder should have satisfactorily completed similar work (work of Housekeeping Services) during the last five years ending the previous day of the last date of submission of tenders as detailed below :

4.3 ONE similar work in a FY of value equal to 80% of estimated cost i.e. ₹64 lakhs each or more from any Departments / Autonomous Institutions / Public Sector Undertakings of the Government of India / State Government or Public Sector Banks.

OR

4.4 TWO similar works in a FY of value equal to 60% of the estimated cost i.e. ₹48 lakhs each or more from any Departments / Autonomous Institutions / Public Sector Undertakings of the Government of India / State Government or Public Sector Banks.

OR

4.5 THREE similar works in a FY of value equal to 40% of the estimated cost i.e. ₹32 lakhs each or more from any Departments / Autonomous Institutions / Public Sector Undertakings of the Government of India / State Government or Public Sector Banks.

Note: “Similar works” shall mean “Housekeeping Services Only”.

4.6 The experience certificate should be on the letterhead of the organization with name, designation and contact number along with the office seal of the issuing authority. The Certificate should be signed/issued by the authority not less than the “Gazetted Officer / Manager” rank officer for Govt. / semi govt. / PSU.

4.7 The bidder should have a valid PAN.

4.8 The bidder should have a Goods and Service Tax Registration Certificate. Copy of Registration Certificate is to be submitted as part of bid and bidder has to give a self-declaration that bidder is not blacklisted by GST authorities.

OR

The bidder should produce a certificate that the bidder is exempted from registering under the Goods and Services Tax (GST).

4.9 The bidder should be registered with the appropriate authorities of WB under the Employees Provident Fund and Employees State Insurance Acts.

4.10 The bidder must have an average turnover of twice the estimated value of this tender in the last five years i.e. 19-20, 20-21, 21-22, 22-23, and 23-24. The Bidder must submit an audited balance sheet in support of the same. In case the audited balance sheet for the years 23-24 is not available, a turnover certificate from a chartered accountant must be submitted.

4.11 The bidder must submit the latest Bank Solvency Certificate from the scheduled bank amounting to 40% of the estimated value.

4.12 The Tenderer/Bidder shall have at least 3 years’ experience in the relevant field (i.e. **Housekeeping services only**) in an educational institution only as per Annexure A.

4.13 The firm needs to submit documents of at least one currently running contract of a similar nature along with the Satisfactory/ Good/ Very Good service certificate as per Annexure A.

4.14 PF registration with PF code number.

4.15 ESI Registration with Number.

4.16 A valid license issued in respect of previous employers by the regional Labour Commissioner (i.e. **Govt. of West Bengal**).

4.17 The bidder must submit valid ISO certificates wherever applicable.

4.18 The Annual turnover certificate should be on the letterhead of a practicing Chartered Accountant. **In case the Account for FY 23-24 is not yet audited, a self-attested turnover statement supported by documents may be attached.** Bidders shall submit necessary documentary proof showing that they meet the eligibility criteria along with their tender bid. All documents submitted will also be self-attested by the bidder.

Note:-

Certificate of Financial Turnover and Profit

At the time of submission of tender, the tenderer shall attach an Affidavit/Certificate from a Chartered Accountant mentioning Financial Turnover and Profit of the last 05 years or for the period as specified in the tender document. There is no need to upload the entire voluminous balance sheet. However, one page of the summarized balance sheet (Audited) and one page of the summarized Profit & Loss Account (Audited) for the last 05 years or for the period as specified in the tender document shall be uploaded.

Certificates in the name of other Companies:

1. **Certificates of Subsidiary:** Any company/firm while submitting a tender can use the work experience of its subsidiary company to the extent of its ownership in the subsidiary company.
2. **Merger/ Acquisition of Companies:** In case of a Company/firm, formed after the merger and/ or acquisition of other companies/ firms, past work experience and Financial parameters like turnover, profitability, net worth etc. of the merged/ acquired companies/ firms will be considered for qualification of such Company/ firm provided such Company/ firm continues to own the requisite assets and resources of the merged/ acquired companies/ firms.

5.0 Bid Security / EMD:

- 5.1 The bidder shall furnish the bid security deposit of ₹ 1.60 lakhs / through EMD by Demand Draft / Banker's cheque/NEFT/RTGS drawn in favour of "Indian Institute of Foreign Trade" and payable at "Kolkata".

Bank Details:

Indian Institute of Foreign Trade.

A/c No: 707790007

Type: Current.

Bank Name: INDIAN BANK

Branch: Salt Lake City

IFSC: IDIB000S147

Swift Code: IDIBINBBSTR

- 5.2 The NSIC / MSME units shall be exempted from submission of Bid Security deposit on the production of requisite proof in respect of valid certification from NSIC / MSME for the tendered item/service.

6.0 Submission of Tender bids:- The tender should be submitted as detailed below:-

- 6.1 **Envelope-1:** Comprising of EMD and tender document with all relevant papers duly signed. The envelope should be super scribed as "**Technical Bid for Housekeeping Services**" along with a Technical Bid letter as mentioned in Section 9 Part A.
- 6.2 **Envelope-2:** Comprising of Price Bid. The envelope should be super scribed as "**Price Bid for Housekeeping Services**" along with a financial bid letter as mentioned in Section 9 Part-B.
- 6.3 **Envelope 1 & Envelope 2** shall be enclosed in a big envelope super scribed as "**Tender for Housekeeping Services**" and should be submitted to the **Accounts Officer, Indian Institute of Foreign Trade (IIFT), Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata - 700107**".

7.0 Last Date & Time of Submission of Tender bids: - 10.01.2025 at 15:00 hrs.

8.0 Opening of Tender bids: The Tender shall be opened in the presence of intending tenderers or their authorized representatives, who choose to attend, at a time & specified date.

9.0 Date & Time of Opening of Tender Bids:

9.1 Technical Bid: - **10.01.2025 at 15:30 hrs.**

9.2 Financial Bid: - The date will be intimated later on to the responsive bidders only.

10.0 Tender bids received after the due date & time will not be accepted.

11.0 Incomplete, ambiguous, conditional, and unsealed tender bids are liable to be rejected.

12.0 The purchaser reserves the right to accept or reject any or all tender bids without assigning any reason. The purchaser is not bound to accept the lowest tender.

13.0 The bidder shall furnish a declaration in his letterhead that no addition/deletion/corrections have been made in the downloaded tender document being submitted and it is identical to the tender document appearing on the website.

14.0 In case of any correction/addition/alteration/omission in the tender document, the tender bid shall be treated as non-responsive and shall be rejected summarily.

15.0 The supplier has to indemnify IIFT against loss of input tax credit on account of the Black-listing of the supplier during the tenure of the contract.

16.0 IIFT has the right to recover input tax credit loss suffered by it due to any misdeclaration of invoice by the supplier.

Note 1: If date fixed for sale/submission opening of bids is subsequently declared as a holiday by the IIFT, the revised date will be notified. In the absence of such notification, the date for sale/submission/opening shall be on next working day, time and venue remaining unaltered.

Note-2: All documents submitted in the bid-offer should be preferably in English. In case the certificate viz. experience, registration etc. is issued in a language other than English, the bidder shall attach an English translation of the same duly attested by the bidder & the translation to be true copy in addition to the relevant certificate.

Note 3:- All computer-generated documents should be duly signed/attested by the bidder/vendor organization.

Date & Time of Site Inspection and Pre-bid Meeting: 30.12.2024 at 11:30 hrs

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SECTION – 2

TENDER INFORMATION

1.0 Type of tender:

1.1 Single Stage Two Envelope System.

1.2 Technical & Financial bid to be submitted to Accounts Officer, Indian Institute of Foreign Trade (IIFT), Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata – 700107.

2.0 Bid Validity Period / Validity of bid Offer: - 90 days from the tender opening date.

3.0 The bid is invited in **single-stage two-envelope systems**:

3.1 The **Techno-commercial envelope** shall contain the following documents:

3.1.1 Certificate(s) showing fulfilment of the eligibility criteria(s) stated in Section 1 of the NIT. viz:

3.1.1.1 Copy of Registration with competent authority (if applicable)

3.1.1.2 Incorporation of company

3.1.1.3 Past Work Orders along with completion certificates from reputed government educational institutions (Central/State/UT/Statutory/Autonomous bodies/PSU) only like IIT/IIM/NIT/IIIT/CFTI's /IIFT etc. in respect of Section 1, clause 4.2.

3.1.1.4 Performance Certificates from reputed government educational institutions (Central/State/UT/Statutory/Autonomous bodies/PSU) only like IIT/IIM/NIT/IIIT/CFTI's /IIFT etc. in respect of Section 1, clause 4.2 as per Annexure A.

3.1.1.5 The firm needs to submit documents of at least one currently running contract of a similar nature along with a Satisfactory/Good/Very Good Service Certificate in reputed government educational institutions (Central/State/UT/Statutory/Autonomous bodies/PSU) only like IIT/IIM/NIT/IIIT/CFTI's /IIFT etc. as per Annexure A.

3.1.1.6 Minimum 03 years of experience with minimum of 100 manpower in providing Housekeeping Services (i.e. Cleaning, Sweeping and Garbage removal services etc.) at reputed government educational institutions (Central/State/UT/Statutory/Autonomous bodies/PSU) only like IIT/IIM/NIT/IIIT/CFTI's /IIFT etc. supported by Satisfactory/Good/Very Good Experience Certificates in this regard from the mentioned organization as per Annexure A.

3.1.1.7 Copy of PAN

3.1.1.8 Professional Tax Registration in West Bengal with paid challan in 2024-25.

3.1.1.9 Proof of EMD Submission or valid EMD exemption certificate.

3.1.1.10 Bank Solvency Certificate amounting to 40% of the estimated value of this tender document from the scheduled bank. The bank solvency certificate shall be issued in current/ongoing FY.

3.1.1.11 Minimum Average Turnover amounting to twice the estimated cost of this tender for the last five years along with a certificate issued in this regard by a Chartered Accountant.

3.1.1.12 Single Labor License of more than 100 nos. of Employees. The bidder must possess a valid Labour License Registration Certificate as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970. The certificate must cover a minimum of 100 employees employed by the bidder.

3.1.1.13 Bidders must demonstrate a minimum manpower strength of 100 employees actively on their payroll. Copies of EPF (Employees' Provident Fund) paid challans or ECR (Electronic Challan

cum Return) for the most recent three month, reflecting the payment for at least 100 employees.

- 3.1.1.14** Audited Financial Statements mentioning the net annual profit/loss incurred for the last 5 years.
- 3.1.1.15** The bidder must possess a valid Provident Fund (PF) Registration Certificate issued by the appropriate authority in West Bengal. The bidder must submit the last six months' paid challan related to the Provident Fund contributions.
- 3.1.1.16** The bidder must possess a valid Employees' State Insurance (ESI) Registration Certificate issued by the ESI Corporation, Government of West Bengal. The bidder must also submit the paid challans for the last six (6) months as proof of ESI contribution compliance.
- 3.1.1.17** **Additional requirements for qualification-**
- 3.1.1.17.1** **Valid Quality, Safety and Compliance certifications:**
- 3.1.1.17.2** ISO 9001:2015: Quality Management Systems.
- 3.1.1.17.3** ISO 45001:2018: Occupational Health and Safety Management Systems.
- 3.1.1.17.4** SA 8000-2014: Social Accountability standard for managing Human Rights in the Workplace.
- 3.1.1.17.5** ISO 10667-2:2020: Assessment Service Delivery.
- 3.1.1.18** **Housekeeping Materials:** The bidder must possess a valid Trade License issued either by the Kolkata Municipal Corporation (KMC) or the concerned Panchayat authority to ensure smooth delivery of Housekeeping Materials.
- 3.1.1.19** **Equipment and Machinery:** The bidder must submit document evidence or have access to the necessary cleaning equipment and tools, such as high-pressure washers, industrial vacuum cleaners, and mechanical sweepers. A list of equipment, along with proof of ownership or rental agreements, must be attached to the bid otherwise bid is rejected.
- 3.1.1.20** **Non-Blacklisting Declaration:** The bidder must submit an affidavit of 100 Rs. stating that the company has not been blacklisted by any government organization in the past 5 years.
- 3.1.1.21** **Local Office:** The bidder must have an operational office in West Bengal. Proof of address along with an incorporation certificate needs to be submitted.
- 3.1.1.22** **Litigation History:** The bidder must declare w.r.t. any pending legal proceedings or litigation that may affect their ability to perform the contract.
- 3.1.1.23** **Financial Standing:** The bidder should not be under liquidation, court receivership or similar proceedings, and should not be bankrupt. Bidder to attach undertaking to this effect with the bid.
- 3.1.1.24** **Compliance with Labor Laws:** The bidder must submit a declaration for compliance with all applicable labor laws, including payment of minimum wages, adherence to working hours, and social security benefits for all employees as and where applicable as per WB State Govt.
- 3.1.1.25** **Mandatory Site Visit:** Bidders must attend a mandatory site visit to familiarize themselves with the scope of work. A certificate of attendance duly signed by the bidding agency authorized person and the officer-in-charge of the institute must be submitted along with the bid otherwise disqualified.
- 3.1.2** All pages of Tender Documents with sign and stamp.
- 3.1.3** Documents (self-attested) stated in Clause-10 of Section 4. viz;
- 3.1.3.1** Valid NSIC / MSME certificate, if any.
- 3.1.3.2** Article of Memorandum of Association & incorporation certificate or partnership deed or proprietorship deed as the case may be.
- 3.1.4** Undertaking & declaration duly filled & signed. (Section - 6A)

- 3.1.5** Near-Relation declaration duly filled & signed. (Section - 6B)
- 3.1.6** Declaration in respect of no addition/deletion/corrections in downloaded tender (Section 6C)
- 3.1.7** Certificate regarding restrictions on procurement from a bidder of a country which shares a land border with India (Section – 6D)
- 3.1.8** Bidder’s Profile & Questionnaire duly filled & signed. (Section - 8)
- 3.2** The **financial bid** shall contain a Price Schedule. (Section-9 Part B)

******All the pages of Tender documents and submitted documents must be signed and stamped.**

Note 1: The first techno-commercial bid will be opened and evaluated by TEC. The financial bid of only responsive bidders shall be opened.

Note 2: The techno-commercial bid must contain all the documents mentioned in Section 2 clause 3.1 of this NIT as per their applicability. In case any document is missing, the bid shall be technically disqualified. No pre-historic documents (whatsoever the case may be) later shall be called by the institute.

Note 3: The L1 bidder will be decided on the Lowest Landed cost basis (i.e. Sum Total of service charge on minimum wages including EPF, ESIC, etc. and Cost of housekeeping materials supplied by the bidder for the said job).

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SECTION – 3
SCOPE OF WORK

The IIFT campus includes an administrative block, an academic block, three hostels, and a faculty housing block. The campus has 75 regular faculty members, officers, staff, and support personnel provided by outsourced service agencies. The Institute provides residential accommodation to over 600+ students in three hostel blocks located on the campus.

The scope of work and the schedule of services shall include works related to housekeeping, cleaning of buildings, toilets, sweepings(including roads and area around building), dusting of furniture, equipment etc.

The Agency on being awarded a Work Order will provide the following:

1. Necessary Manpower (Details of Manpower and their Qualifications are given in Annexure-1 & Annexure-2 respectively.)
2. Cleaning materials as per month required basis as per Annexure-3.
3. The bidder/agency must work out the requirement of the cleaning materials based on details given in Annexure 3 and 4 and also submit the same with a quotation.

The detailed Scope of Work as per the requirement of the Purchaser is mentioned below.

DUTIES AND RESPONSIBILITIES OF THE HOUSEKEEPING STAFF AT THE IIFT CAMPUS:

JOBS TO BE CARRIED OUT ON DAILY BASIS

1. Sweeping and vacuum cleaning, mechanically brooming of the **entire floor area** and collection of all the waste material (to be disposed of later on the issue of gate pass as per instructions of the Institute) before the opening of the office. The firm will also be responsible for maintaining cleanliness and maintain all sewer lines in order.
2. Cleaning of the floor area with a scrubbing machine and wet floor dusters by disinfectants etc., once in the morning before the opening of the office and thereafter every 2-3 hours, in the common areas like corridors, staircases, conference rooms, board room, reception, etc. or as per requirements from time to time.
3. Cleaning of toilets at least thrice daily (at 8:30 AM, 12:00 Noon & 3:30 PM) with phenol and detergent etc. and maintaining the toilet's floors dry during office hours. Cleaning of windows and window sills of all toilets is to be done regularly. Washbasins, urinals, and WC are to be cleaned with suitable detergent. The flushing system of all toilets is to be checked at regular intervals every day. Naphthalene balls, air purifiers, liquid soap and paper rolls are to be provided by the agency regularly to ensure continuous availability of these materials in the requisite place/container.
4. Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.

5. Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, cupboards, air conditioners, filing Almirah, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
6. Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
7. Cleaning of choking in sewer and pumping lines within premises as and when required.
8. Cleaning gulley traps and manholes within and surrounding of premises as and when required.
9. Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
10. Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
11. Cleaning, sweeping and wiping of floors, furniture hand washing area etc. during office hours.
12. Cleaning of lift walls with silver/brass liquid cleaner.
13. Room fresheners in all office areas are to be used daily in the morning. Room freshener should be of ISI Mark or standard Make.
14. Cleaning and washing of toilets by using deodorants and detergents and disinfectants, spray of finit, etc. thrice a day with signatures of the service to be maintained by agency chart.
15. Filling up of water in room coolers, storage tanks, etc.
16. In case of shortage or non-availability of water, bring water from the water tank or from outside for cleaning as well as for drinking purposes.
17. Physical arrangements for different programmes organized within the premises of the Institute including shifting of office furniture, office equipment, etc. In case of need, the agency will be required to provide manpower on holidays and before/after office hours also in connection with the activities of the Institute.
18. Sweeping and cleaning of open areas, roads, passages, etc. within the boundary wall and just outside the parking place.
19. Any other duties assigned by the Institute from time to time during office hours.

DUSTING/CLEANING

20. Regular dusting/cleaning of all office furniture and equipment, telephones, ashtrays, etc. before opening the office on working days.
21. Providing good quality liquid soap in toilets and placing of sufficient quantity of naphthalene balls and odonil cakes in urinals as per requirement. At no time, the liquid soap dispensers should be kept empty.

JOBS TO BE CARRIED OUT ON WEEKLY BASIS

1. Washing and scrubbing of floor areas.
2. Cleaning of sanitary wares without spoiling/damaging their shine and condition.
3. Cleaning of brass letters by brasso (polish).

4. Cleaning of floors and walls in toilets/rooms, and corridors with chemicals, automatic mopper/scrubbing machine to be used at least once in a week.
5. Removing stains from floors and particles by using surf or any other suitable cleaning agents as are found necessary without leaving any undesirable stains or post-cleaning marks, removing of cobwebs, etc.

JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS

1. Polish brass items using approved brass cleaning material.
2. Clean carpets in rooms using vacuum cleaners without damaging the carpet.
3. Dust false ceilings and other surfaces using a soft broom and cloth.
4. Clean sofa sets using soap and water or vacuum cleaners.
5. Wash and clean driveways, parking areas, and roads within the office premises.
6. **The floors of the lift lobby and toilets, as well as other areas as directed by the Officer-in-charge, should be cleaned using a floor scrubbing machine. A scrubbing machine should always be available on the institute premises, and no extra rent will be paid for it.**

JOBS TO BE CARRIED OUT ON MONTHLY BASIS

1. "All common area floors, including staircases, must be thoroughly cleaned with a floor scrubbing machine using soap and water to remove all stains, etc. After cleaning, the floors should be properly wax polished."
2. Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge.

MATERIAL AND CONSUMABLES:

The bidder/agency will be provided with all cleaning materials. The agency must use them judiciously in consultation with the Assistant Registrar of IIFT, Kolkata. The bidder must determine the monthly requirement and include the price in their bid. Minimum quantity as mentioned in Annexure-3 has to be ensured by the bidding agency. However, shall be able to provide over and above that in case required by the institute.

CLEANING OF ELECTRICAL & SANITARY FITTINGS

1. Periodical cleaning of all electrical fittings such as tube lights, power points, main switchboards, fans, coolers/air conditioners, plus & switches, and also carpets, bookcases, library books, filing cabinets, almirahs, etc. and sanitary fittings in the toilets and pantry.
2. Cleaning sanitary fittings including choked drain water pipes and replacing defective minor parts. New parts, wherever required, will be provided by the Institute.

BROAD DETAILS OF SCOPE OF WORK:

1. Cleaning, sweeping, moping and wiping of floors, and staircases daily from Monday to Friday or as required by the Officer-In-charge. Cleaning activity shall start at 7:00 AM to complete all the dusting/ cleaning/ moping work before 9:00 AM.
2. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.
3. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows Venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall-mounted fans etc. with dry/wet cloth, feather brush and duster.
4. Lifting, carrying and disposing the dead birds, animals, rats, and insects' etc. if found in and around the office building.
5. Clearing of any blockages in the drainage system, including manholes.
6. Removal of beehives, cobwebs, and honeycombs from the office building and its premises.
7. Sweeping and cleaning of open areas, including balconies and rooftops, using brooms.
8. The bidder must employ adult and skilled labor only. Employment of child labor will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder must rotate the staff once in six months with prior written intimation to IIFT.
9. Proper registers/records for the jobs carried out on a daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder and will be countersigned by the IIFT officer-in-charge at regular intervals and finally at the end of each month.
10. The bidder should possess or procure the needful infrastructure, gadgets and other materials required for smooth housekeeping services. No additional cost towards this will be borne by IIFT.

WASTE DISPOSAL MANAGEMENT:

The bidder will ensure collection and mechanized screening/segregation of dry and wet garbage in the earmarked area. The bidder will also ensure the segregation of biodegradable and non-biodegradable garbage. Finally, the bidder will arrange for the disposal of garbage at such a place as may be permissible by Kolkata Municipal Corporation.

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Annexure-1

Categories of Manpower for Housekeeping Work at IIFT, Kolkata Campus.

Sl No	Manpower description	Number	Shift
1.	<i>Sweepers/Cleaner</i>	<i>44+6 (Reliever)</i>	<i>As per the institute's requirement</i>
2.	<i>Supervisor(Housekeeping)</i>	<i>02+1 (Reliever)</i>	<i>As per the institute's requirement</i>

*** The housekeeping staff will be engaged in shifts (as per the institute's requirements).**

Note 1: The number and posts may vary based on the requirement of housekeeping staff for various activities by the institute only. The staff requirement is an indication of the job requirement however the manpower can be increased/decreased as per the requirement of IIFT for the successful conduct of the daily work.

Note 2: It should be noted that the agency has to arrange all the housekeeping staff mentioned in the tender document and shall provide personnel from various categories based on the requirements specified in the tender documents, with monthly remuneration as per WB minimum Wages only. However, the institute may also suggest suitable housekeeping staff under various categories based on their qualifications, experience etc. in the best institutional interest, which the agency is bound to accept.

Note 3: The agency must pay the minimum wages specified by the Ministry of Labour & Employment, Govt. of West Bengal (Commissioner Labour & Employment), EPF employer's contribution, ESIC employer's contribution, or any other statutory obligations. These payments will be reimbursed by IIFT upon submission of appropriate receipts, challans, etc., in accordance with relevant Circulars/Office Memorandums/Office Orders issued by the State Government from time to time.

Note 4: In special circumstances, the staff provided by the agency may be required to perform duty before and after normal working hours indicated above and also on holidays, in connection with the Institute's various activities and functions organized from time to time.

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Qualifications of Manpower required for Housekeeping at IIFT, Kolkata Campus

Sl No	Manpower description	Qualifications
1	<i>Sweepers/Cleaner</i>	<i>As per IIT/IIM/Central University/Reputed Organization will be followed.</i>
2	<i>Supervisor(Housekeeping)</i>	<i>As per IIT/IIM/Central University/Reputed Organization will be followed.</i>

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A mandatory List of Materials for Housekeeping work is to be provided every month:**Equipment/Machinery:**

1. Scrubbing Machine (Heavy duty)- 2 No.s
2. High Pressure washers- 2 No.s
3. Mechanical Sweeper- 2 No.s
4. Industrial Vacuum cleaner machine (Heavy duty)- 2 No.s

Material: Per month; the required minimum quantities of materials are listed below:

Sl no.	Items	Qty. per month
1	TASKI R2 of reputed make only.	20 Litres
2	TASKI R3 of reputed make only.	15 Litres
3	TASKI R6 of reputed make only.	60 Litres
4	TASKI R4 of reputed make only.	5 Litres
5	TASKI SPIRAL of reputed make only.	30 Litres
6	MURIC ACID	100 Litres
7	TASKI D7 of reputed make only.	10 Litres
8	TR101 of reputed make only.	5 Litres
9	Sanitizer	10 litres
10	COBWEB BRUSH	15 PCS
11	BRASSO (500 ML)	1 BOTTLE
12	COTTON DUSTER	40 PCS
13	GARBAGE BAG (20*24)	60 PKT
14	GARBAGE BAG (36*42)	60 PKT
15	HAND WASH of reputed makes only.	30Litres
16	PHENYL BENGAL CHEMICAL	50 Litres
17	FLOOR CLEANER of reputed make only.	50 Litres
18	DISH WASH (700 ML) of reputed make only.	20 Bottles
19	URINAL A1 QUBE	40 PKT
20	TISSUE ROLL of reputed make only.	100 PCS
21	HAND TISSUE NAPKEEN (for toilets) of reputed make only.	20 PKT
22	Toilet Cleaner (500ML) of reputed make only.	15 BOTTLE
23	WET MOP REFILL	30 PCS
24	WET MOP STICK (ALUMINIUM)	15 PCS (6 LENGTH)

25	PINJAR CLIP (WET MOP CLIP)	15 PCS
26	DRY MOP SET(EZE) (ALUMINIUM)	5 PC S
27	DRY MOP REFIL (EZE)	15 PCS
28	TOILET BRUSH	10 PCS
29	ROOM FRESHNER of reputed make only.	15 PCS
30	Toilet freshener of reputed make only.	20 PKT
31	NAPHTHALENE of reputed make only.	20 PKT
32	SCOTCH BRITE	30 PKT
33	SCOTCH BRITE WITH HANDLE	15PCS
34	PLASTIC WIPER SET (1.5) LENGTH	15 PCS
35	Mosquito repellent of reputed make only.	10 PCS
36	SURF (500 GM) of reputed make only.	10 PKT
37	BLEACHING POWDER	25 KG
38	GLASS WIPER	10 PCS
39	FLOOR SCRUB BRUSH WITH WOODEN HANDLE	5 PCS
40	HARD BROOM WITH WOODEN HANDLE (GOOD QUALITY)	10 PCS
41	SHAFT BROOM (GOOD QUALITY)	20 PCS
42	DUSTPAN WITH HANDLE (BELCHA)	4PCS
43	GREEN PAD+ RED PAD	8 PCS
44	URINAL PAD of reputed makes only.	30 PCS

Note:

1.0 All material should be ISI Mark and should be of reputed make as approved by IIFT Authorities.

2.0 The brand/make of the items has to be approved by the institute within 15 days of the issuance of the WO to L1 and shall be given as per approval only. No change in brands shall be entertained over time, in case of unavailability of any specific brand over time, the agency has to obtain prior approval from the IIFT authorities.

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Details of total no. of toilets /Users for Housekeeping purposes at IIFT Campus, Kolkata.

Sl. No.	Description								
1.	Name of the Building	Admin Building	Academic Building	Boys Hostel		Guest House/ Head Resident	Guest House (Faculty housing, 1 st floor to 8 th floor)	West Block Gr. floor	Panel
2.	No. of Storey	B+G+4 Upper floors	G+2 Upper floors	G+7 Upper floors	G+6 Upper floors	G+6 Upper floors	G+8	Groun d floor	G+ Upper floors
3.	No. of Rooms	30	Auditorium, classrooms, meeting rooms, MDP rooms, PHD rooms.	300	140	35	32 rooms each floor	
5.	No. of Toilets (Male /Female /Unisex)	15	12	Common toilet 27 with Bath	72 with Bath+14	35 with Bath	2 nd floor to 6 th floor=14x5 =70 nos, 8 th floor 3 nos	01	01 with Bath
6.	Staff / Student Strength (approx.)	120	Staff – 15 Students as per class roaster	320	140	45			15

The numbers mentioned above may vary hence the bidders are strongly advised to visit the campus to assess the material required and quote the rates accordingly.

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SECTION – 4

GENERAL INSTRUCTIONS TO BIDDERS (GIB)

1.0 DEFINITIONS:

- (a) **"The Purchaser"** means the Indian Institute of Foreign Trade (IIFT), Kolkata.
- (b) **"The Bidder"** means the individual or firm who participates in this tender and submits its bid.
- (c) **"The Supplier"** or **"The Vendor"** means the individual or firm supplying the goods / services under the contract.
- (d) **"The Goods / Services"** means all the equipment, machinery, and / or other materials / services which the Supplier is required to supply to the Purchaser under the contract.
- (e) **"The Advance Purchase Order"** or **"Letter of Intent"** means the intention of Purchaser to place the Purchase Order on the bidder.
- (f) **"The Purchase Order"** means the order placed by the Purchaser on the Supplier signed by the Purchaser including all attachments and appendices thereto and all documents incorporated by reference therein. The purchase order shall be deemed as **"Contract"** appearing in the document.
- (g) **"The Contract Price"** means the price payable to the Supplier under the purchase order for the full and proper performance of its contractual obligations.
- (h) **"Successful Bidder(s)"** means the bidder(s) to whom work in this tender is awarded.

2.0 ELIGIBILITY CONDITIONS:

- 2.1 Kindly refer to Clause 4 of Section – 1 i.e. NIT.

3.0 COST OF BIDDING:

- 3.1 The bidder shall bear all costs associated with the preparation and submission of the bid. The Purchaser will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

4.0 DOCUMENTS REQUIRED:

- 4.1 The goods/services required to be supplied; bidding procedures and contract terms and conditions are prescribed in the Bid Documents. The contents of the Bid documents are specified in Section 2 and Technical Bid Letter Section – 9 (Part-A).
- 4.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents and clarifications/ amendments/ addenda, if any. Failure to furnish all information required as per the Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in the rejection of the bid.

5.0 CLARIFICATION OF BID DOCUMENTS:

- 5.1 A prospective bidder, requiring any clarification on the Bid Documents shall notify the Purchaser by writing an E-mail to the Purchaser as indicated in the invitation to Bid. The Purchaser shall respond in writing to any request for the clarification of the Bid Documents, which it receives, 05 days before the date of opening of the Tenders/revised date of opening of a tender subject to corrigendum issued in this

regard. Copies of the query (without identifying the source) and clarifications by the Purchaser shall be sent to all the prospective bidders who have received the bid documents.

5.2 Any clarification/corrigendum issued by IIFT in response to a query raised by prospective bidders shall form an integral part of bid documents and shall amount to an amendment of the relevant clauses of the bid documents.

6.0 AMENDMENT OF BID DOCUMENTS:

6.1 The Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify bid documents by amendments prior to the date of submission of Bids with due notification to prospective bidders.

6.2 The amendments shall be notified on website www.iift.edu /www.eprocure.gov.in/epublish/app into all prospective bidders and these amendments will be binding on them.

6.3 In order to afford prospective bidders a reasonable time to take the amendment into account in preparing their bids, the purchaser may, at its discretion, extend the deadline for the submission of bids suitably.

7.0 DOCUMENTS COMPRISING THE BID:

The bid prepared by the bidder shall ensure availability of the following components:

(a) Documentary evidence establishing that the bidder is eligible to bid and is qualified to perform the contract if its bid is accepted in accordance with the Clause 2 & 10.

(b) Bid Security in accordance with Clause 12.

8.0 BID FORM:

8.1 The bidder shall complete the bid form and appropriate Price Schedule furnished in the Bid Documents, indicating the goods / services to be supplied, brief description of the goods / services, their quantity and prices as per Section- 9.

9.0 BID PRICES:

9.1 The bidder shall give the total composite price/ rate as indicated in price schedule. The basic unit price and all other components of the price need to be individually indicated in each column for the services under the contract as per the price schedule given in Section-9 Part-B.

9.2 A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

10.0 DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATION:

10.1 The bidder shall furnish, as part of the bid documents establishing the bidder's eligibility, the following documents (whichever is required) as per terms and conditions of Bid Documents:

(a) Valid NSIC / MSME Certificate, if applicable. In case the ownership of such MSE Entrepreneurs happens to be from SC / ST category, proof in this regard also need to be submitted.

(b) Documents to establish the eligibility and qualification of bidder as specified in Section-1.

(c) Power of Attorney as per Clause 14.3 (a) and (d) and authorization for executing the power of Attorney as per Clause 14.3 (b) or (c).

(d) Certificate of incorporation.

(e) Article or Memorandum of Association or partnership deed or proprietorship deed as the case may be.

11.0 DOCUMENTS ESTABLISHING GOODS / SERVICES' CONFORMITY TO BID DOCUMENTS:

11.1 Pursuant to Clause-7, the bidder shall furnish, as part of its bid, documents establishing the conformity of its bid to the Bid Documents of all goods and services which he proposes to supply under the contract.

12.0 BID SECURITY/ EMD:

12.1 The bidder shall furnish, as part of its bid, a bid security as mentioned in Section-1 (NIT).

12.2 The NSIC/MSME bidders are exempted from payment of bid security subject to:

(a) A proof regarding valid registration with NSIC/MSME for the tendered services has to be attached along with the bid.

(b) The enlistment certificate issued by NSIC/MSME should be valid on the date of opening of the tender.

12.3 The bid security is required to protect the purchaser against the risk of the bidder's conduct, which would warrant the forfeiture of bid security pursuant to Para 12.7.

12.4 A bid not secured in accordance with Para 12.1 & 12.2 shall be rejected by the purchaser being non-responsive at the bid opening stage and archived unopened.

12.5 The bid security of the unsuccessful bidder will be discharged/returned as promptly as possible and within 30 days of finalization of the tender or expiry of the period of the bid validity period prescribed by the purchaser pursuant to Clause-13.

12.6 The successful bidder's bid security will be discharged upon the bidder's acceptance of the advance purchase order satisfactorily in accordance with Clause-28 and furnishing the performance security.

12.7 The bid security may be forfeited:

(a) If the bidder withdraws or amends its bid or impairs or derogates from the bid in any respect during the period of bid validity specified by the bidder in the bid form or extended subsequently; **OR**

(b) If the bidder does not accept the APO or does not submit PBG & sign the contract / agreement in accordance with Clause-27 and Clause-28.

NOTE: - The bidder shall mean individual company / firm or the front bidder and its technology / consortium partner, as applicable.

13.0 PERIOD OF VALIDITY OF BIDS:

13.1 Bid shall remain valid for period specified in Clause-2, Section-2 of Tender Information. A bid valid for a shorter period shall be rejected by the purchaser being non-responsive.

13.2 In exceptional circumstances, the purchaser may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The bid security provided under Clause-12 shall also be suitably extended. The bidder may refuse the request without forfeiting its bid security. A bidder accepting the request and granting extension will not be permitted to modify its bid.

14.0 FORMAT AND SIGNING OF BID:

14.1 The bidder shall submit his bid through sealed envelopes complying all eligibility conditions, other terms and conditions of tender document to be read along with the clarifications and amendments issued in this respect. All the documents must be authenticated, by hand signatures, by the authorized person. The letter of authorization shall be indicated by written power-of-attorney accompanying the bid.

14.2 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person or persons signing the bid. **All pages of the original bid, shall be signed by the person or persons signing the bid.**

14.3 Power of Attorney

(a) The power of Attorney should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the concerned states(s) and the same be attested by a Notary public or registered before Sub-registrar of the state(s) concerned.

(b) The Power of Attorney be executed by a person who has been authorized by the Board of VCs of the bidder in this regard, on behalf of the Company / Institution/ Body corporate.

(c) In case of the bidder being a firm, the said Power of Attorney should be executed by all the partner(s) in favour of the said Attorney.

(d) Attestation of the specimen signatures of authorized signatory by the Company's / firm's bankers shall be furnished. Name, designation, Phone number, mobile number, email address and postal address of the authorized signatory shall be provided.

15.0 Last Date & Time of Submission of Tender bids: 10.01.2025 at 15:00 hrs

16.0 SUBMISSION OF BIDS:

16.1 Bids must be submitted by the bidders on or before the specified date & time indicated in Clause- 7 of Section-I i.e. NIT.

16.2 The bidder may, at its discretion, extend this deadline for the submission of bids by mending the Bid Documents in accordance with Clause-6 (this section) in which case all rights and obligations of the purchaser and bidders previously subject to the deadline will thereafter be subjected to the extended deadline.

17.0 LATE BIDS:

17.1 No bid shall be accepted after the specified deadline for submission of bids prescribed by the purchaser.

18.0 MODIFICATION AND WITHDRAWAL OF BIDS:

18.1 The bidder may modify, revise or withdraw his bid after submission prior to deadline prescribed for submission of bid.

18.2 Subject to Clause-20, no bid shall be modified subsequent to the deadline for submission of bids.

19.0 OPENING OF BIDS BY PURCHASER:

19.1 The Tender opening committee of IIFT shall open bids at "**Indian Institute of Foreign Trade (IIFT), Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata-700107**", in the presence of intending tenderers or their

authorized representatives, who choose to attend, on the date and time specified in Clause-9 of Section-1.

19.2 A maximum of two representatives of any bidder shall be authorized and permitted to attend the bid opening.

19.3 The following information should be read out at the time of bid opening:-

- (a) Name of the Bidder
- (b) Name of the item/services
- (c) Bid Declaration Form
- (d) Information in respect of eligibility of the bidder
- (e) Details of bid modification/ withdrawal, if applicable
- (f) Quantities/prices quoted in the bid
- (g) Taxes & levies

20.0 CLARIFICATION OF BIDS:

20.1 To assist in the examination, evaluation and comparison of bids, the purchaser may, at its discretion ask the bidder for clarification of its bid. The request for the clarification and the response shall be in writing. However, no post-bid clarification at the initiative of the bidder shall be entertained.

20.2 If any of the documents, required to be submitted along with the technical and financial bid is found wanting, the offer is liable to be rejected at that stage. However, the purchaser at its discretion may call for any clarification regarding the bid document within a stipulated time period. In case of non-compliance to such queries, the bid will be outright rejected without entertaining further correspondence in this regard.

21.0 PRELIMINARY EVALUATION:

21.1 The purchaser shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

21.2 Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the purchaser.

21.3 If there is a discrepancy between words and figures, the amount in words shall prevail.

21.4 Before the detailed evaluation pursuant to Clause-22, the purchaser will determine the substantial responsiveness of each bid to the Bid Document. For purposes of these clauses, a substantially responsive bid conforms to all the terms and conditions of the Bid Documents without material deviations. The purchaser's determination of the bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.

21.5 A bid, determined as substantially non-responsive will be rejected by the purchaser and shall not subsequent to the bid opening be made responsive by the bidder by correction of the non-conformity.

21.6 The purchaser may waive any minor infirmity, non-conformity, or irregularity in a bid that doesn't constitute a material deviation, provided such waiver doesn't prejudice or affect the relative ranking of any bidder.

22.0 EVALUATION AND COMPARISON OF SUBSTANTIALLY RESPONSIVE BIDS:

22.1 The purchaser shall evaluate in detail and compare the bids previously determined to be substantially responsive according to Clause-21.

22.2 The evaluation and comparison of responsive bids shall be done based on Net cost to IIFT based on total composite prices of the services offered inclusive of Packing, Forwarding, Freight and Insurance charges etc. but excluding Goods Service Tax which shall be paid extra.

22.3 The evaluation and comparison of responsive bids shall be based on Quality & Cost Based Selection (QCBS). The final score shall be arrived at by adding technical & financial scores with respective weights (30% for technical & 70% for financial). The bidder obtaining the highest combined weighted technical and financial score may be considered for acceptance. The procedure for technical & financial evaluation is as under:

22.3.1 Technical evaluations: The firms fulfilling eligibility criteria only shall be considered for technical evaluations. The technical evaluation shall be based on the following parameters:

22.3.1.1 Financial strength – 40 marks

22.3.1.2 Experience in Providing Housekeeping Services (Past 05 Years):– 25 marks.

22.3.1.3 Performance of works (quality as per client certificate, Annexure-A) – 25 marks.

22.3.1.4 Profit / Loss criteria of a firm in previous 5 financial years –10 marks

22.3.2 Financial evaluations: The financial bids of only those bidders shall be considered who secure 70% and above marks in technical evaluation. The maximum financial score of 100 will be given to the lowest bidder and other eligible bidders shall be given financial scores that are inversely proportional to their prices with respect to the lowest offer.

Note: The guidelines for the evaluation of technical & financial bids are given in Annexure B at the end of the section.

23.0 CONTACTING THE PURCHASER:

23.1 Subject to Clause-20, no bidder shall try to influence the purchaser on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded.

23.2 Any effort by a bidder to modify its bid or influence the purchaser in the purchaser's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

24.0 PLACEMENT OF ORDER:

24.1 The purchaser shall consider placement of orders for commercial supplies only on those eligible bidders whose offers have been found technically, commercially and financially acceptable and whose goods/services have been type approved/ validated by the purchaser. The purchaser reserves the right to counter offer price(s) against price(s) quoted by any bidder.

24.2 The ordering price of bid shall not exceed the lowest evaluated package price.

24.3 The Purchaser reserves the right to award the work to a single party or to split the work amongst two or more parties as deemed necessary without assigning any reason thereof. The contractor is bound to accept the portion of work as offered by the Purchaser after splitting up at the quoted/negotiated rates. No claim of the contractor whatsoever shall be entertained by the Purchaser on this account.

25.0 PURCHASER'S RIGHT TO VARY QUANTITIES:

Purchaser reserves the right to increase or decrease up to any amount of the quantity of goods and services specified in the schedule of requirements without any change in the unit price/service charge or other terms and conditions.

26.0 PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

The purchaser reserves the right to accept or reject any bid, to annul the bidding process and to reject all bids, at any time before the award of the contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action.

27.0 ISSUE OF ADVANCE PURCHASE ORDER:

27.1 The issue of an Advance Purchase Order shall constitute the intention of the purchaser to enter into contract with the bidder.

27.2 The bidder shall within 14 days of issue of the advance purchase order, give its acceptance along with performance guarantee in conformity with the Performa provided with the bid document at Section-7A.

28.0 SIGNING OF CONTRACT:

28.1 The issue of Advance Purchase order shall constitute the award of contract on the bidder.

28.2 Upon furnishing of performance guarantee by successful bidder (pursuant to Clause-27) and signing of contract, the purchaser shall discharge the bid security in pursuant to Clause-12.

29.0 ANNULMENT OF AWARD:

Failure of the successful bidder to comply with the requirement of Clause 27 & 28 shall constitute sufficient ground for the annulment of the award and in event the purchaser may award the work to any other bidder at its discretion or call for new bids.

30.0 QUALITY ASSURANCE REQUIREMENTS:

The quality of services will be monitored by the authorized representatives of the purchaser and their decision in this regard has to be accepted by the contractor.

31.0 REJECTION OF BIDS:

31.1 While all the conditions specified in the Bid documents are critical and are to be complied, special attention of bidder is invited to the following clauses of the bid documents. Non-compliance of any one of these shall result in outright rejection of the bid.

(a) Clauses 12.1, 12.2 & 13.1 of Section-4: The bids will be rejected at opening stage if Bid security or Bid declaration form is not submitted

(b) Clause 2 & 10 of Section-4: If the eligibility condition as per Clause 2 of Section-4 is not met and / or documents prescribed to establish the eligibility as per Clause 2 & 10 of Section-4 are not enclosed, the bids will be rejected without further evaluation.

(c) Section-9 Part-B (Price Schedule): Prices are not filled in as prescribed in price schedule.

31.2 Before outright rejection of the Bid by Bid-opening team for non-compliance of any of the provisions mentioned in Clause 31.1(a), 31.1(b) of Section-4, the bidder company is given opportunity to explain their position, however if the person representing the company is not satisfied with the decision of the Bid opening team, he/they can submit the representation to the Bid opening team immediately but in no case after closing of the tender process with full justification quoting specifically the violation of tender condition if any.

31.3 Bid opening team will not return the bids submitted by the bidders on the date of tender opening even if it is liable for rejection and will preserve the bids in sealed cover as submitted by taking the signatures of some of the desired representatives of the participating bidder/companies present on the occasion.

31.4 The In-charge of the Bid opening team will mention the number of bids with the name of the company found unsuitable for further processing on the date of tender opening and number of representations received in the Bid opening Minutes and if the Bid opening team is satisfied with the argument of the bidder/company mentioned in their representation and feel that there is prima-facie fact for consideration, the In-charge of the bid opening team will submit the case for review to Officer competent to approve the tender as early as possible preferably on next working day and decision to this effect should be communicated to the bidder company within a week positively. Bids found liable for rejection and kept preserved on the date of tender opening will be returned to the bidders after the issue of P.O. against the instant tender.

31.5 If the reviewing officer finds it fit to open the bid of the petitioner, this should be done by giving three (working) days' notice to all the participating bidders to give opportunity to participants desirous to be present on the occasion.

32.0 NEAR-RELATIONSHIP CERTIFICATE:

32.1 The bidder should give a certificate that none of his/ her near relative, as defined below, is working in the units where he is going to apply for the tender. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the VCs of the company excluding Government of India/ Financial institution nominees and independent non-Official part time VCs appointed by Govt. of India or the Governor of the state and

full time VCs of PSUs both state and central. Due to any breach of these conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and IIFT will not pay any damage to the company or firm or the concerned person.

32.2 The Company or firm or the person will also be debarred for further participation in the tenders in the concerned unit.

32.3 The near relatives for this purpose are defined as:-

(a) Members of a Hindu undivided family.

(b) They are husband and wife.

(c) The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter-in-law), Daughter(s) and daughter's husband (son-in-law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).

32.4 The format of the certificate is given in Section 6 (B).

33.0 VERIFICATION OF DOCUMENTS AND CERTIFICATES:

33.1 The bidder will ensure that all the documents and certificates submitted by him are correct and genuine before enclosing them in the bid. The onus of proving the genuineness of the submitted documents would rest with the bidder.

33.2 If any document/paper/certificate submitted by the participant bidder is found/discovered to be false / fabricated/tempered/manipulated either during bid evaluation or during award of contract or thereafter, then the purchaser will take action as deemed fit.

33.3 The bidder must have a registered office in Kolkata.

33.4 Each housekeeping staff member should receive two sets of uniforms and one pair of boots. Additionally, one sweater is to be provided during the winter season. The vendor should not charge a separate fee for the uniform, nor should it be deducted from the employees' wages. Bidders should quote accordingly.

33.5 For any violation of tender terms & conditions, a penalty of up to Rs.10,000 may be imposed by the Institute.

33.6 The successful bidder must assign a representative who will serve as the main point of contact for all official matters. This individual should have a good understanding of the tender's terms and conditions.

33.7 Any agency that has previously worked with IIFT and has violated any of the tender's terms and conditions within the past three years is ineligible to participate in this tender.

34.0 The agency must indemnify IIFT against the loss of input tax credit due to the blacklisting of the supplier during the contract period.

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Client Certificate regarding Performance of the Contractor/Bidding Agency**(To be issued on the letterhead of the client organization)**

Sl. No.	Name of work and Performance Parameter	Assessment by Client Organization
1.	Name of Organization	
2.	Date of award & Agreement no.	
3.	Date of Commencement of work	
4.	Stipulated date of completion	
5.	Actual date of completion	
6.	Details of compensation/penalty levied, if any.	
7.	The gross amount of work	
8.	Name and Address of authority under whom work executed.	
9.	Comments on the capability of the contractor i) Financial soundness ii) Mobilization of adequate T & P iii) Mobilization of Manpower iv) General Behavior	
10.	Did the contractor go for arbitration? If yes (i) total amount of claim (ii) total amount awarded	
11.	Quality of work (indicate grading) (i) Very Good (ii) Good (iii) Satisfactory (iv) Poor	

**Authorized signatory
of Client Organization**

SECTION – 5 (PART – A)

GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT (GCC)

1.0 APPLICATION:

The general condition shall apply in contracts made by the purchaser for the procurement of Housekeeping Services.

2.0 PERFORMANCE SECURITY DEPOSIT:

- (a) The bidder (including NSIC / MSMEs who are registered with the designated bodies) shall furnish a Performance Security or an amount equal to 5% (maybe revised on further notice from Dept. Of Expenditure, Govt. of India) of the value of purchase order within 14 days from the date of issue of Purchase Order by the purchaser.
- (b) Performance Security may be furnished in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee (including e- Bank Guarantee) from a Commercial bank or online payment in an acceptable form safeguarding the purchaser's interest in all respects (i.e. as per Rule 171 of GFR).
- (c) The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract.
- (d) The performance guarantee Bond shall be in the form of Bank Guarantee issued by a scheduled Bank, valid for 18 months, in the Performa provided in Bid Document.
- (e) The performance guarantee Bond will be discharged by the purchaser after completion of the bidder's performance obligations including any warranty obligations under the contract.

3.0 LABOUR REGULATIONS:

- (a) The contractor shall obtain a valid labour licence under the Contract Labour (R&A) Act 1970 and the Contract Labour (R&A) Central Rules 1971, before commencement of the work, else he will not depute more than 19 persons at a time on any day. A copy of labour licence has to be submitted by him to IIFT. He shall continue to have a valid licence until the completion of work. The contractor shall also abide by and comply with the provisions of the Employees Liability Act 2016, Maternity (Amendment) Act 2017, Apprenticeship (Amendment) Rules 2019, EPF Act latest Amendments 2021, ESI Amendment Act 2021 and Code of Wages 2019 or the modifications thereof or any other laws relating thereto and the rules made there under from time to time. The contractor is fully responsible to observe the above laws as amended from time to time in regard to his employees and compensation and other benefits / risks in relation to employees to be engaged by him.
- (b) The contractor shall indemnify IIFT against payments to be made for the observance of the laws.
- (c) The regulation aforesaid shall be deemed to be part of this contract and any breach thereof shall be deemed to be a breach of this contract.
- (d) IIFT shall have the right to deduct from the money due to the contractor, any sum required or estimated to be required, for making good the loss suffered by a worker or workers, by reason of non-fulfillment of

the conditions of the contract of the benefit of the workers, non-payment of wages or of deduction made from his / their wages which are not justified by their terms of the contract for non-observance of the Regulations. In the event of any loss / damages caused directly or indirectly to IIFT, the same will be payable by the contractor along with such penalty as may be decided by IIFT which shall not be less than 10 percent of the total loss suffered by IIFT.

4.0 SAFETY REGULATIONS:

(a) During the execution of work, unless otherwise specified the contractor shall at his own cost provide all materials and execute all work necessary for the stability and safety of all equipment, structures, and excavations and shall ensure that no damage, injury or loss is caused or is likely to be caused to any person or property.

(b) The contractor shall be responsible for taking all precautions to ensure the safety of the property whether of public or Institute and shall post such lookout men as in the opinion of the officer in charge are required.

5.0 STATUS OF THE CONTRACTOR AND ITS STAFF MEMBERS:

(a) The contractor shall have the legal status of an independent contractor. Neither the contractor nor its staff members, nor any person employed by the contractor or its agents for the performance of the services under the present contract shall be considered in any way as being staff members of IIFT.

(b) The IIFT shall accept no liability for, nor any financial or other consequences arising from, sickness, injury, damages or death of the personnel of the contractor or of any person performing on their behalf any work under the present contract, including the time spent in travel, nor for any damages which may arise because of the neglect or default of any of them.

(c) The contractor shall indemnify and hold harmless the IIFT in respect of any claim arising out of the contractor or its staff member's negligence or unlawful performance under the present contract for any liability as referred to in paragraphs 6(b) above, including their heirs and assigns, or by third parties.

(d) For this article, the term third party shall be deemed to include "inter-alia" officials of IIFT and its agents and officials, as well as any person or entity employed by the contractor or engaged for the contractor, to perform services for, or supplying goods to the contractor in connection with the implementation of the present contract.

(e) Notwithstanding anything to the contrary contained in this contract, the contractor shall only be liable, and shall only be required to indemnify the IIFT, in respect of claims or liabilities that arise out of the negligence, breach of contract or unlawful conduct of the contractor or its staff members or agents in the performance of this contract.

6.0 RESPONSIBILITY FOR PAYMENT OF WAGES:

(A) The contractor shall be responsible for the payment of wages to each worker (Manpower) deployed by him and such wages shall be paid **before 7th day of each month**.

- (B) In case the contractor fails to make payment of wages within the prescribed period or makes short payment, then IIFT shall make payment of wages in full or the unpaid balance due, as the case may be, to the worker (manpower) deployed by the contractor and recover the amount so paid from the contractor either by deduction from any amount payable to the contractor under any contract or as a debt payable by the contractor.
- (C) The contractor shall fix wage periods in respect of which wages shall be payable.
- (D) No wage period shall exceed one month.
- (E) **THE CONTRACTING AGENCY MUST PAY WAGES TO THE HOUSEKEEPING STAFF AT THE INSTITUTE'S CAMPUS IN ACCORDANCE WITH THE MINIMUM WAGES ACT. IF THE GOVERNMENT REVISES THESE WAGES, THE CONTRACTING AGENCY SHOULD ADJUST THE PAYMENTS TO THEIR WORKERS ACCORDINGLY, INCLUDING ANY STATUTORY COMPONENTS, AND THEN REQUEST REIMBURSEMENT FROM THE INSTITUTE.**
- (F) **THE CONTRACTING AGENCY WILL ENSURE PAYMENT OF WAGES TO THE STAFF DEPLOYED BY IT AT THE INSTITUTE'S CAMPUS BY THE SEVENTH DAY OF EVERY MONTH, IRRESPECTIVE OF THE FACT WHETHER THE PAYMENT OF ITS BILL SUBMITTED TO IIFT HAS BEEN RELEASED BY THE INSTITUTE OR NOT BY THAT DATE. IF THE SEVENTH DAY OF A PARTICULAR MONTH HAPPENS TO BE A HOLIDAY, THE AGENCY MAY BE REQUIRED TO MAKE PAYMENT OF WAGES TO ITS STAFF ON A WORKING DAY BEFORE THE SEVENTH DAY OF SUCH MONTH. FAILURE TO FOLLOW THIS CLAUSE WILL BE CONSIDERED A SERIOUS LAPSE AND AMOUNT TO CALL FOR LD AS PER THE TENDER DOCUMENT.**
- (G) Where the employment of any worker is terminated by or on behalf of the contractor, the wages earned by him shall be paid before the expiry of the second working day from the day on which his employment is terminated. Wages shall be paid without any deductions of any kind except those specified by the Government by general or special order in this behalf or permissible under the Payment of Wages (Amendment) Act, 2017.
- (H) A notice showing the wage period and the place and time of disbursement of wage shall be displayed at the place of work and a copy sent by the contractor to IIFT under acknowledgement.

7.0 SCHEDULE OF SUBMISSION OF BILLS:

The contractor shall submit single bill for the contract for the actual work done on monthly basis and the bills will be paid within 6 weeks thereafter as far as possible. However, any deterioration in the services should not be there on the plea of delay in receipt of payment.

8.0 PAYMENTS:

- 8.1 Payments will be made through RTGS (Real Time Gross Settlement) or NEFT (National Electronic Fund Transfer) as the case may be.
- 8.2 Mandate willing to receive e-payments signed by an authorized signatory of the vendor/agency shall be submitted by the vendor containing the following information at the time of signing of the Agreement / Contract.

- (a) Account beneficiary's name.
- (b) Account type.
- (c) Account number.
- (d) Name of the bank.
- (e) Bank Branch's NEFT code.
- (f) IFSC code in case of Transfer through RTGS.

All the above particulars which form the essential element of this mandate may be duly verified by the Banker of the vendor.

- 8.3 The monthly running bill will be submitted by the contractor along with Goods and Service Tax challans of the previous month exclusively deposited in the bank in respect of IIFT.
- 8.4 The contractor will also have to submit employee-wise proof of ESI & EPF contribution, of the previous month, as issued by an appropriate authority, along with the monthly bill. In case bills are not submitted with the above documents, IIFT will not be responsible for delay in payment.
- 8.5 If for any reason work is done for only a part of the month, payment will be made on a pro-rata basis for the number of days work has been performed. This is without prejudice to the penalty to be imposed for contractual defaults.

9.0 DEDUCTIONS:

In case the contractor fails to execute/perform the assigned works or part thereof, IIFT shall be authorized to make suitable deductions as deemed fit by IIFT from the bills of the contractor and damages will be charged to the extent of loss.

10.0 PRICES:

Prices charged by the bidder for services performed under this contract shall not be higher than the prices quoted by the bidder in its Bid.

11.0 SUBCONTRACTS:

The bidder shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in its bid. Such notification, in its original bid or later shall not relieve the supplier from any liability or obligation under the Contract.

12.0 DELAYS IN THE SERVICE PROVIDER'S PERFORMANCE:

- (a) 05 days shall be allowed for taking over possession of campus and deployment of staff from the date of submission of the Performance Guarantee.
- (b) The start of services and performance of the services shall be made by the bidder in accordance with (a) above or the schedule specified by the purchaser in its purchase order. In case the services are not started in the stipulated time period, as indicated in the Purchase Order, the purchaser reserves the right to short-close / cancel this purchase order and forfeit his performance guarantee or recover liquidated damage charges.

13.0 LIQUIDATED DAMAGES:

(a) The date of start of services specified in the work order should be deemed to be the essence of the contract and the services should be started on that date. Extension will not be given except in exceptional circumstances. Should, however, the service be started after the date specified in the work order, such starting of services will not deprive IIFT of its right to recover liquidated damages as per Clause 13(b) below.

b) Should the contractor fail to start services on the specified date, IIFT shall be entitled to recover liquidated damages to the extent of the difference in charges incurred by IIFT in making alternative arrangements along with a penalty of Rs.1, 000/- per day for the delayed period.

14.0 PENALTY CLAUSE:

The contracting agency would be expected to maintain high standards of Housekeeping services.

(a) Any **serious lapse*** noticed by the said officers/committee members would attract a minimum penalty of Rs 10,000/- (Rupees ten thousand only) for each lapse.

(b) Any **minor lapse**** noticed by the said officers/committee members would attract a minimum penalty of **Rs.1, 000/-** (Rupees one thousand only) for each lapse.

***Serious lapse: -**

1. Absent from the post without any prior intimation to the IIFT official in charge or engaging in any scuffle by the housekeeping staff which defaces the Institute.
2. Poor quality/insufficient quantity supply of Housekeeping material.

****Minor lapse: -** Dereliction of duty by the Housekeeping staff while on post.

“Serious and Minor” lapses are to be decided by the officer-in-charge. It is to be also noted that any loss or damage to the Institute’s moveable or immovable property due to the conduct of the Contractor’s staff shall be made good by the contractor. The value of the loss will be decided by the Institute based on accounting principles/market value. The decision of the Institute in this regard will be final and binding on the agency. Such decision(s) of the Institute shall be binding on the contracting agency.

If any housekeeping staff, incurs any financial fault, the onus will lie on the agency and the agency shall be responsible for taking action against that staff in that regard. The institute will recover the amount from the agency from their monthly bill.

15.0 ACTION BY PURCHASER AGAINST BIDDER(S) / VENDOR(S) IN CASE OF DEFAULT:

In case of default by Bidder(s)/ Vendor(s) such as:-

- (a) Failure to deliver and/or commission any or all of the services within the time period(s) specified in the contract, or any extension thereof granted by the purchaser.
- (b) Failure to perform any other obligation(s) under the Contract; and

(c) If the contractor persistently neglects to carry out his obligation under the contract and/or commits default in complying with any of the terms and the conditions of the contract and does not remedy it or take effective steps to remedy it within the time specified after a notice in writing is given to him in that behalf by the purchaser.

15.1 When the contractor has made himself liable for any of the cases aforesaid, the IIFT shall have the power to terminate the contract as aforesaid and forfeit the performance guarantee.

16.0 FORCE MAJEURE:

(a) If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.

(b) Provided, also that if the contract is terminated under this clause, the purchaser shall be at liberty to take over from the bidder at a price to be fixed by the purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture which may have the Supplier at the time of such termination or such portion thereof as the purchaser may deem fit, except such materials, bought out components and stores as the bidder may with the concurrence of the purchaser elect to retain.

17.0 EXTENSION OF CONTRACT:

IIFT will have the right to extend this contract on the same rates, terms & conditions at one time or in spells of a lesser time period up to a cumulative maximum period of one year or till an alternative arrangement is made whichever is earlier. Extension beyond one year on the same rates, terms and conditions will be mutually agreed upon subject to a maximum of 2 extensions of one year each.

An increase in the rate per unit of housekeeping material only, however, is applicable subject to prevalent rules and regulations of Gol during extension only and mutually agreed upon terms. No rate of HK materials shall be increased unless and until the institute allows for the same.

No increase in service charge for disbursement of wages to staff shall be entertained at any stage/extension.

18.0 TERMINATION FOR INSOLVENCY:

IIFT may at any time terminate the contract by giving written notice to the contractor without compensation, if the contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of IIFT.

19.0 ARBITRATION:

- (a) Except as otherwise provided elsewhere in the contract, in the event of any disputes, controversy or differences arising out of or related to this agreement or the breach, termination or invalidity thereof between the parties, such party or parties shall make a request to the other party or parties to amicably settle such differences or disputes and parties shall thereupon make every effort to settle the same amicably within a period of 60 (Sixty) days from the date of making of such request.
- (b) Where parties are unable to settle the disputes through conciliation, the same shall be referred to the VC IIFT for referral of such disputes to a sole arbitrator, to be mutually decided by the parties, as per the provisions of the Arbitration and Conciliation Act, 1996, any amendment thereof, and any notification issued or rules made there under from time to time. The venue of the arbitration proceeding shall be IIFT Kolkata Centre.

20.0 Restrictions on procurement from a bidder of a country which shares a land border with India [Order (Public Procurement No.1) of DOE, Public Procurement Division, No. F.No.6/ 18/2019-PPD, dt. 23.7.2020] and amendments/ clarifications issued subsequently by DOE shall apply to this tender.

- I. Any bidder from a country which shares a land border with India will be eligible to bid against this tender only if the bidder is registered with the Competent Authority [Department for Promotion of Industry and Internal Trade (DPIIT)] as specified in Annex-I of Order (Public Procurement No.1) Dated 23.07.2020.
- II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in procurement process.
- III. "Bidder from a country which shares a land border with India" for the purpose of this order means:-
 - a) An entity incorporated, established or registered in such a country; or b) A subsidiary of an entity incorporated, established or registered in such a country; or c) An entity substantially controlled through entities incorporated, established or registered in such a country; or d) An entity whose beneficial owner is situated in such a country; or e) An Indian (or other) agent of such an entity; or f) A natural person who is citizen of such a country; or g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.
- IV. The beneficial owner for the purpose of (iii) above will be as under:

- a. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation-

- i. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five percent of shares or capital or profits of the company;
 - ii. "Control" shall include the right to appoint majority of the VCs or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholder's agreements or voting agreements.
- b. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
- c. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.
- d. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
- e. In the case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen per cent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- V. An agent is a person employed to do any act for another or to represent another in dealings with a third person.
- VI. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

21.0 SET OFF:

Any sum of money due and payable to the bidder (including performance guarantee refundable to him) under this contract may be appropriated by the purchaser and set off the same against any claim of the purchaser for payment of a sum of money arising out of this contract or under any other contract made by the bidder with the purchaser.

22.0 COURT JURISDICTION:

Any dispute arising out of the tender / bid document/evaluation of bids/issue of APO shall be subject to the jurisdiction of the competent court at Kolkata only.

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SECTION – 5 (PART – B)

SPECIAL (COMMERCIAL) CONDITIONS OF CONTRACT (SCC)

(If there is any conflict in these instructions, with the other instructions in the tender document, these instructions will supersede all those instructions)

- 1.0** The vendor shall depute a competent authorized representative. The representative shall represent the vendor in his absence and all directions given to him shall be binding as if given to the vendor. The authorized representative shall not refuse to receive the instructions under any circumstances.
- 2.0** Efficiency, hygiene, promptness, quality service, good behavior and politeness of the agency and his staff are the essence of the contract. The agency shall ensure that this essence of the contract is always maintained to the entire satisfaction of IIFT Administration.
- 3.0** The IIFT reserve the right to have personal interaction with the workers (Manpower) proposed to be deployed against this contract. Only manpower approved by the IIFT shall be deployed.
- 4.0** The IIFT reserve the right to have personal interaction with the workers (Manpower) proposed to be deployed against this contract. Only manpower approved by the IIFT shall be deployed.
- 5.0** The vendor shall arrange required sanitizers for their workers to prevent COVID19/virus infections and follow government guidelines issued from time to time.
- 6.0** The vendor shall provide/issue Identity Cards bearing photographs to its staff and shall ensure that they wear them all times in the office/campus premises. The vendor shall provide to its staff all seasonal uniforms and necessary PPE kits, etc. (if required).
- 7.0** If at any time the IIFT Management decides to dispense away with any part of the work, the same shall be communicated at least 30days in advance and the vendor shall comply with same and pro-rata charges shall be deducted by IIFT.
- 8.0** The loss that IIFT may incur due to acts of omission or commission of vendor or his workers shall be deducted from the vendor's bills. The decision of Vice Chancellor IIFT or his successor in all such events shall be final and binding.
- 9.0** The loss that IIFT may incur due to acts of omission or commission of vendor or his workers shall be deducted from the vendor's bills. The decision of VC IIFT or his successor in all such events shall be final and binding.
- 10.0** If in the opinion of IIFT, any employee of the vendor is found to commit any misconduct or indulge in misbehavior, IIFT in its sole discretion may require the vendor to remove such employee and the vendor shall remove such employees without questioning the decision of IIFT in this respect. IIFT will be entitled to restrain such employees from entering the IIFT Campus.
- 11.0** The proprietor / VC of the vendor should visit and meet the management of IIFT as may be required for effective services. First, such a meeting must be had within 15 days of signing the agreement.

- 12.0** The contractor will be responsible for observing all security and safety regulations and instructions issued by IIFT from time to time in respect to persons employed by him.
- 13.0** The vendor shall not be permitted to assign or sub-contract the work awarded to him for any reason whatsoever. If the work is not done as laid down in the scope and conditions of the contract, IIFT reserves the right to terminate the contract and engage a new vendor as per Clause 15, Section-5 "Part-A"
- 14.0** The vendor has to abide by all the statutory laws regarding worker (manpower) welfare.
- 15.0** The vendor has to abide by all the statutory laws/orders related to COVID-19 issued by DDMA or the Home Ministry / Health Ministry. Nothing extra shall be paid on this account.
- 16.0** If in the opinion of IIFT, any employee of the vendor is found to commit any misconduct or indulge in misbehaviour, IIFT in its sole discretion may require the vendor to remove such employee and the vendor shall remove such employees without questioning the decision of IIFT in this respect. IIFT will be entitled to restrain such employees from entering the IIFT Campus.
- 17.0** If the vendor fails to complete work or any portion thereof assigned to him or neglects to comply with any directions given to him, IIFT shall terminate the contract. In such case the Contractor shall be liable for any expense/loss or damage which IIFT may incur or sustain by failure of Contractors.
- 18.0** The Officer-in-Charge or his representative depending upon the situation and requirement shall decide the deployment of the operator in shift.
- 19.0** The vendor has to abide by all the statutory laws regarding labour welfare.

20.0 OTHER IMPORTANT INSTRUCTIONS:

The bidder selected through the tender process has to implement strictly the following Instructions. The deputed in the Institute has to follow as well as implement/ ensure the Do's & Don't while on duty in the Institution:

DO's

1. Keep this INSTRUCTION with you while on duty.
2. Always obey and follow the policy of the Institute/department.
3. Wear your proper uniform.
4. Your uniform should be neat and properly ironed.
5. Your shoes should be neat and polished.
6. Shave daily/keep beard and mustache trimmed.
7. Ensure that you have a proper haircut.
8. Wear 'Massar' properly in case uniform is not issued to you.
9. Display your identity card on your person while on duty.
10. Be punctual.
11. Be alert and vigilant.
12. Be polite and courteous.
13. Be enthusiastic.

14. Be respectful to all customers/visitors.
15. Be aware of the Institute's locations.
16. Greet and reply the greetings in a friendly way.
17. Keep yourself healthy and fit.
18. Stay calm with an angry customer.
19. Deal respectfully with lady customers.
20. Know your senior staff.
21. Inform your supervisor/superiors about any unexpected or emergency situation.
22. Ensure secrecy of Institute's information.
23. Make sure you know your duties/responsibilities at every post.
24. Proper duty handing over should be carried out.
25. Be cooperative and build a good relationship with all.
26. Be available and flexible for any Emergency duty.
27. Do simple stretching exercises every hour while on duty.
28. Keep yourself updated about functional processes and procedures.
29. Maintain your cool while speaking over telephone.
30. Be aware of the vulnerable areas, threats and emergency exits at your location.
31. Ensure that the premises are secure after Office hours.
32. Keep a list of important telephone numbers with you.
33. Be aware of the actions to be taken in case of any emergency.
34. You should know how to frisk and check visitors if required.
35. Report any breaches of HOUSEKEEPING to your superior immediately.
36. Ensure proper key management.
37. Usage of mobile phones may be limited to official calls and bare minimum to personal calls except in case of emergency.
38. Barriers to be down/gates to be closed when not in use.
39. Make sure the first aid box is available in your post and is to be used in an emergency.
40. Make sure you know the types of fire extinguishers and how to use them in case of an emergency.

DON'T's

1. Do not leave your post unless permitted by your supervisor.
2. Do not come to work under the influence of liquor/narcotic substances.
3. Do not smoke while on duty.
4. Do not chew gum or tobacco while on duty.
5. Do not sleep on duty.
6. Do not engage in unnecessary conversation while on duty.

7. Do not take leave without permission.
8. Do not argue with or shout at customers.
9. Don't be busy in secondary matters while on duty.
10. Don't indulge in rumour mongering.
11. Do not use Institute property or services for personal gain.
12. Do not entertain your friends/relatives in the guard post.
13. Do not listen to music while on duty.
14. Do not bring your laptop/electronic devices to the work place.

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SECTION – 6

UNDERTAKING & DECLARATION

6(A) - FOR UNDERSTANDING THE TERMS & CONDITION OF TENDER & SPEC. OF WORK

(a) Certified that:

1. I / We have read, understood and agree with all the terms and conditions, and specifications included in the tender documents & offer to execute the work at the rates quoted by us in the tender form.

2. If I / We fail to enter into the agreement & commence the work in time, the EMD / Performance security deposited by us will stand forfeited to the IIFT.

3. I / We are not blacklisted by GST authorities.

(b) The bidder hereby covenants and declares that:

1. All the information, Documents, Photocopies of the Documents / Certificates enclosed along with the Tender offer are correct.

2. If anything is found false and/or incorrect and/or reveals any suppression of fact at any time, IIFT reserves the right to reject our tender offer / cancel the LOA / Purchase / work order if issued and forfeit the EMD / Performance guarantee / Bill amount pending with IIFT. In addition, IIFT may debar the contractor from participation in its future tenders.

Date:

Signature of bidder

Place:

Name of bidder

Along with date & Seal

6(B) – NEAR RELATIONSHIP CERTIFICATE

(Format of the Certificate)

"I..... S/o..... R/o..... hereby certifies that none of my relative(s) as defined in the tender document is / are employed in IIFT unit as per details given in tender document. In case at any stage, it is found that the information given by me is false / incorrect, IIFT shall have the absolute right to take any action as deemed fit / without any prior intimation to me."

Date:

Signature of bidder

Place:

Name of bidder

Along with date & Seal

6 (C) Declaration in respect of no addition / deletion / corrections in downloaded tender (To be Submitted in Original on Letter Head of the Applicant/ Bidder)

Whereas, I/we (Name of agency) has submitted bid
for.....

..... I/we hereby submit following declaration that no addition /
deletion / corrections have been made in the downloaded tender document being submitted and it is
identical to the tender document appearing on the website.

Date:

Signature of bidder

Place:

Name of bidder

Along with date & Seal

6 (D) Certificate regarding restrictions on procurement from a bidder of a country which shares a land border with India

Certificate for Tenders

“I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India I certify that this bidder is not from such a country, or if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid Registration by the Competent Authority shall be attached].”

Certificate for Tenders for Works involving the possibility of sub-contracting

“I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached]

Date:

Signature of bidder

Place:

Name of bidder

Along with date & Seal

SECTION – 7

PROFORMAS

7 (A): For the Performance Guarantee

(To be typed on non-judicial stamp paper of appropriate value)

Subject: PERFORMANCE SECURITY DEPOSIT

Whereas INDIAN INSTITUTE OF FOREIGN TRADE (hereafter referred to as "IIFT") has issued an APO no. Dated/...../20 awarding the work of "Providing Housekeeping Services in IIFT Kolkata Centre" to M/s, R/o (hereafter referred to as "Bidder") and IIFT has asked him to submit a Performance security deposit in favour of **Indian Institute of Foreign Trade** of Rs./- (hereafter referred to as "P.G. Amount") valid up to/...../20..... (hereafter referred to as "Validity Date").

Now at the request of the Bidder, We Bank Branch having (Address) and Regd. office address as (hereinafter called 'the Bank') agreed to give this guarantee as hereinafter contained:

1. We, "the Bank" do hereby undertake and assure to the IIFT that if in the opinion of the IIFT, the Bidder has in any way failed to observe or perform the terms and conditions of the said agreement or has committed any breach of its obligations there-under, the Bank shall on demand and without any objection or demur pay to the IIFT the said sum limited to Performance Guarantee amount or such lesser amount as IIFT may demand without requiring IIFT to have recourse to any legal remedy that may be available to it to compel the Bank to pay the same.
2. Any such demand from the IIFT shall be conclusive as regards the liability of Bidder to pay to IIFT or as regards the amount payable by the Bank under this guarantee. The Bank shall not be entitled to withhold payment on the ground that the Bidder had disputed its liability to pay or has disputed the quantum of the amount or that any arbitration proceeding or legal proceeding is pending between Bidder and IIFT regarding the claim.
3. We, the Bank further agree that the guarantee shall come into force from the date of its issue and shall remain in full force and effect up to its Validity date.
4. The Bank further agrees that the IIFT shall have the fullest liberty without the consent of the Bank and without affecting in any way the obligations hereunder to vary any of the terms and conditions of the said

agreement or to extend the time for performance of the said agreement from any of the powers exercisable by IIFT against the Bidder and to forebear to enforce any of the terms and conditions relating to the said agreement and the Bank shall not be relieved from its liability by reason of such failure or extension being granted to Bidder or through any forbearance, act or omission on the part of IIFT or any indulgence by IIFT to Bidder or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of relieving or discharging the guarantor.

- 5. Notwithstanding anything herein contained;
 - (a) The liability of the Bank under this guarantee is restricted to the Performance security deposit amount and it will remain in force up to its Validity date.
 - (b) The guarantee shall stand completely discharged and all rights of the IIFT under this Guarantee shall be extinguished if no claim or demand is made on us in writing on or before its validity date.
- 6. In case IIFT demands for any money under this bank guarantee, the same shall be paid through banker's Cheque in favour of "**Indian Institute of Foreign Trade**" and payable at "**Kolkata**".
- 7. The Bank guarantees that the below mentioned officer who have signed it on behalf of the Bank have authority to give this guarantee under its delegated power.

Place...

Date...

(Signature of the Bank Officer)

(Rubber stamp of the bank)

Authorized Power of Attorney Number:

Name of the Bank officer:

Designation:

Complete Postal address of Bank:

.....

.....

Telephone Numbers

Fax numbers

E-mail ID:

7 (B): For Letter of Authorization for Attending Bid Opening Event

(To be typed preferably on letter head of the company)

Subject: AUTHORIZATION FOR ATTENDING BID OPENING AND PRESENTATION

I / We Mr./Ms. have submitted our bid for the tender no.**IIFT (K)/TENDER/HKS/2024-25, Dated 20.12.2024** in respect of Providing Housekeeping Services in IIFT Kolkata Centre” which is due to open on **10.01.2025**, in the chamber of Section Officer, Indian Institute of Foreign Trade (IIFT), Plot No. 1583, Madurdaha, Chowbaga Road, Kolkata – 700107.

We hereby authorize Mr. / Ms. & Mr./Ms..... (Alternative) whose signatures are attested below, to attend the bid opening for the tender mentioned above on our behalf.

.....
Signature of the Representative

.....
Name of the Representative

Signature of Bidder/Officer authorized to sign
on behalf of the Bidder

.....
Signature of the alternative Representative

.....
Name of the alternative Representative

Above Signatures Attested

Note 1: Maximum of two representatives will be permitted to attend the Bid opening.

Note 2: Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

SECTION- 8 (Part-A)

BIDDER'S PROFILE & QUESTIONNAIRE

(To be filled in and submitted by the bidder)

A) BIDDER'S PROFILE:

1. Name of the Individual / Firm/Company:

2. Present correspondences address:
.....
Telephone No., Mobile No., FAX No.

3. Address of place of Works / Manufacture:
.....
Telephone No., Mobile No., FAX No.

4. State the Type of Firm: Sole proprietorship / Partnership Firm / Private Limited Company
(Tick the correct choice)

5. Name of the sole proprietor / partners / VC(s) of Pvt. Ltd Co.:

S. No.	Name	Father's Name	Designation
1.			
2.			
3.			
4.			

6. Name of the person authorized to enter into and execute contract / agreement and the capacity in which he is authorized (in case of partnership / Private Ltd Company):
.....

7. Bid security/ EMD DECLARATION FORM.....

8. Permanent Account No.:

9. MSME Certificate No. Valid upto:

10. GST Registration No.

11. Annual Turnover and Profit of past three years as mentioned on letter head of CA

(a) Annual turnover and Profit for FY 2019-20.....

(b) Annual turnover and Profit for FY 2020-21

(c) Annual turnover and Profit for FY 2021-22.....

(d) Annual turnover and Profit for FY 2022-23.....

(e) Annual turnover and Profit for FY 2023-24.....

12. Solvency Certificate attached : Yes / No

13. (i) Experience of providing Housekeeping services in IIMs /IITs / Top 25 B-school as per NIRF 2020
Ranking in Management(in the past 7 years) : Yes / No

If yes, kindly provide name and duration (From – Till)

.....
.....
.....
.....
.....
.....
.....
.....
.....

(ii) Experience of providing Housekeeping Services in NITs/ Other University Colleges (in the past 7 years):

Yes/ No

If yes, kindly provide name and duration (From–Till)

.....
.....
.....
.....
.....
.....
.....
.....

14. Details of the Bidder's Bank for effecting e-payments:

- (a) Beneficiary Bank Name:
- (b) Beneficiary Branch Name:
- (c) IFSC code of Beneficiary Branch:
- (d) Beneficiary Account No.:
- (e) Branch Serial No. (MICR No.):

15. Whether the firm has Office / works (i.e. manufacture of the tendered item) in Kolkata. If so, state its Address

.....
.....

B) QUESTIONNAIRE

1.0 Do you think any other detail / material is required to complete the work specified in the specification? Yes / No

1.1 If Yes, Give details:
.....

2.0 Do you think any other item of work need to be included in tender form to complete the work specified in the specification? Yes/ No

2.1 If Yes, Give details:
.....

3.0 Suggestion for improvement of the tender document:

.....
.....
.....

Date

Signature of bidder.....
Name of bidder

SECTION- 8 (Part-B)

DRAFT – AGREEMENT

(To be typed on non-judicial stamp paper of appropriate value)

Articles of agreement made and entered in to this day between the **INDIAN INSTITUTE OF FOREIGN TRADE** and **M/s** hereinafter referred to as the contractor.

Whereas the contractor have contracted with the **INDIAN INSTITUTE OF FOREIGN TRADE** in respect of Providing Housekeeping Services in IIFT Kolkata Centre **vide LOA No.** **Dated** for a period of **one year w.e.f.** **to**

And whereas the said contractor have prior to the execution of these presents offered a **Bank Guarantee No.** **dated** as Performance security deposit vide which the said has undertaken to pay to the **INDIAN INSTITUTE OF FOREIGN TRADE** an amount not exceeding **Rs.**/**- (Rupees** **only)** against any loss or damage caused to or suffered by the **INDIAN INSTITUTE OF FOREIGN TRADE** by reason of any breach of contract by the said contractor of any terms and conditions contained in this agreement.

Now these presents witness that in pursuance of the said contract it is hereby agreed and declared by and between the said parties to these presents in the manner following.

That if the said contractor shall execute / perform the works contracted to be performed by them and observe, perform and fulfill the contract entered in, to the satisfaction of the said **INDIAN INSTITUTE OF FOREIGN TRADE** and also if the said contractor or their representative shall pay or cause to be paid to the said **INDIAN INSTITUTE OF FOREIGN TRADE** for the time being all losses, damages, costs and expenses which he or they have sustained / incurred or be put in consequence of the default or failure by the said contractor for the due performance of the contract or in the execution and completion of the said work or any part thereof, then the above mentioned bank guarantee shall be returned to the said contractor.

Provided that, it is hereby further declared with true intent and meaning of the parties hereto that if default shall be made by the said contractor in the performance of the said contract to the satisfaction of the **INDIAN INSTITUTE OF FOREIGN TRADE** or in making good any losses damages or expenses hereinbefore mentioned or any part thereof, then it shall be lawful for the **INDIAN INSTITUTE OF FOREIGN TRADE** to claim **Rs.**/**- (Rupees** **only)** towards the liquidation of the liability of the said contractor in respect of such default as aforesaid.

And it is hereby declared and agreed that the retention of the cash deposit shall be as and by way to liquidate damages without reference to the relative importance of the particular breach which shall have given occasion for such retention or whether the said **INDIAN INSTITUTE OF FOREIGN TRADE** may have sustained any ascertainable pecuniary damage thereby or not.

And it is further declared and agreed to between the said parties to these presents that until the completion of the said scheduled works contracted to be executed and performed by the said contractor to the satisfaction (to be certified as aforesaid) of the **INDIAN INSTITUTE OF FOREIGN TRADE** for the time being & until the final adjustment of the accounts between the said contractor & the **INDIAN INSTITUTE OF FOREIGN TRADE** and payment of the final balance (if any) in connection with said contract, the bank guarantee shall remain in the hands and custody of the **INDIAN INSTITUTE OF FOREIGN TRADE** for the time being or in any **Treasury** in which they may be lodged by the **INDIAN INSTITUTE OF FOREIGN TRADE**. In witness where of the said contractor and the said **INDIAN INSTITUTE OF FOREIGN TRADE** acting in the premises as aforesaid have set their respective hands and seals the day and year first above written.

The terms & condition of NIT No.: IIFT(K)/TENDER/HKS/2024-25, Dated:- 20.12.2024 forms the integral part of this agreement.

SECTION – 9 (PART – A)

TECHNICAL BID LETTER

To,

Assistant Registrar

Indian Institute of Foreign Trade (IIFT)

Plot No. 1583, Madurdaha, Chowbaga Road,

Kolkata – 700107.

Sub.: Tender for “Providing Housekeeping Services in IIFT Kolkata Centre”

Ref.: Tender No.: IIFT(K)/TENDER/HKS /2024-25, Dated:-20.12.2024

With reference to the above-mentioned Tender for Providing Housekeeping Services in IIFT Kolkata Centre”, we have read the terms and conditions in the Bid Document and accept the same and furnish the following documents;

Certificate(s) showing fulfilment of the eligibility criteria(s) stated in Clause 4 of the NIT. Viz;

- I. Copy of Registration with competent authority.
 - II. Incorporation of company
 - III. Work experience certificate
 - IV. Bank Solvency Certificate from the scheduled bank.
 - V. Turnover Certificate or Balance Sheet for FY 19-20, FY 20-21, FY 21-22, FY 22-23, FY 23-24 from practising chartered accountant.
 - VI. Copy of PAN
 - VII. Copy of Goods and Service Tax Registration Certificate or the bidder should produce a certificate that the bidder is exempted from registering under Goods and Service Tax.
 - VIII. Proof of payment of Bid security / EMD through NEFT/RTGS/valid Exemption Proof
 - IX All pages of Tender Documents with sign and stamp.
 - X Past work orders with completion certificates from reputed customers.
 - XI Any other document mentioned in Section 2 clause 3.1 of this NIT
2. Documents (self-attested) stated in Clause-10 of Section 4. Viz;
 - a) Valid NSIC / MSME certificate, if any.
 - b) Article of Memorandum of Association & incorporation certificate or partnership deed or proprietorship deed as the case may be.
 3. Undertaking & declaration duly filled & signed. (Section - 6A)
 4. Near-Relation declaration duly filled & signed. (Section - 6B)
 6. Declaration in respect of no addition / deletion / corrections in downloaded tender (Section 6C)

7. Certificate regarding restrictions on procurement from a bidder of a country which shares a land border with India (Section – 6D)

9. Bidder's Profile & Questionnaire duly filled & signed. (Section - 8)

Yours truthfully,

Signature_____

Date:

Name_____

Address_____

Telephone_____

Seal of the firm_____

SECTION – 9 (PART – B)

FINANCIAL BID LETTER

From,

.....

.....

Bidder's Ref: No:, Dated

To

Assistant Registrar

Indian Institute of Foreign Trade (IIFT)

Plot No. 1583, Madurdaha, Chowbaga Road,

Kolkata – 700107.

Ref.: Your Tender Enquiry No. IIFT (K)/TENDER/HKS /2024-25, Dated:- 20.12.2024

1. Having examined the above mentioned tender enquiry document including amendment / clarification / addenda Nos. Dated the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer to supply and deliver in conformity with the said conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of the financial Bid.
2. Bid submitted by me/us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
3. I/We agree to abide by this Bid for a period of **90 days** from the date fixed for Bid opening or for subsequently extended period, if any, agreed to by me/us. This bid shall remain binding upon me/us up to the aforesaid period.
4. I/We have read the [Order (Public Procurement No.1) of DOE, Public Procurement Division, No. F.No.6/18/2019-PPD, dt. 23.7.2020] and amendments/ clarifications issued subsequently by DOE regarding restrictions on procurement from a bidder of a country which shares a land border with India. I/We understand that the submission of incorrect data and / or if certificate / declaration given by M/s. _____ (name of bidder entity) are found to be false, this would be a ground for immediate termination and further legal action in accordance with law.

5. I/We understand that False declarations will be in breach of the Code of Integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.
6. I/We understand that IIFT is not bound to accept the lowest or any bid that IIFT may receive.
7. If my/our Bid is accepted, I/we will provide you with a performance security deposit from a Scheduled Bank for a sum @ 5% of the contract value for the due performance of the contract.
8. If my/our Bid is accepted, I/we undertake to complete delivery of all the items and perform all the services specified in the contract.
9. If my/our bid is accepted, I/We indemnify against loss of input tax credit to IIFT on account of Blacklisting during tenure of contract.
10. If my/our bid is accepted, IIFT has the right to recover input tax credit loss suffered by it due to any mis-declaration on invoice by me/us.
11. Until a formal Purchase Order of Contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Yours truthfully,

Dated: day of 20...

Signature

.....

Name

Address _____

Telephone _____

Seal of the firm _____

SECTION – 9 (PART – B)

PRICE SCHEDULE

**Name of Work: Providing Housekeeping Services at IIFT, Kolkata Centre at Plot No. 1583, Madurdaha,
Chowbaga Road, Kolkata – 700107.**

Table – A:

Sl. No.	Description	Service Charge (%) on minimum wages including EPF, ESIC, wherever applicable (in figure/words)
1.	Providing Housekeeping Services as detailed in Annexure-1	
Service Charge Percentage (in words):		

Table-B

Sl. No.	Description	Rate in INR (for one month)	Total Amount (For 12 months)
1.	Providing Housekeeping Materials as detailed in Annexure – 3 (Excl. GST)		
2.	Equipment cost as per annexure 3 (excl. GST)		
Total			
Total Amount for 12 months in words (excl. GST)			

***The bidders who quote an unrealistic rate of service charges i.e. '00'% shall be debarred for further consideration and be considered financially disqualified. If the bidders quote percentages with more than two decimal points, then up to two decimal points only be considered without rounding up.**

The bidders are required to quote only service/agency charges which represent administrative/management charges/Uniform Costs/ Statutory obligations/other costs in Table A.

It should be noted that the agency has to arrange all the housekeeping staff mentioned in the tender document and shall provide personnel from various categories based on the requirements specified in the tender documents, subject to the approval of the Institute, only on minimum wages of West Bengal. However, the institute may also suggest suitable housekeeping staff under various categories based on their qualifications, experience etc. in the best institutional interest, which the agency is bound to accept.

The vendor must pay the minimum wages specified by the Ministry of Labour & Employment, Govt. of West Bengal (Commissioner Labour & Employment), EPF employer's contribution, ESIC employer's contribution, or any other statutory obligations. These payments will be reimbursed by IIFT upon submission of appropriate receipts, challans, etc., in accordance with relevant Circulars/Office Memorandums/Office Orders issued by the State Government from time to time.

Quoted Rates shall be inclusive of all expenses to be incurred by the agency for providing goods and services as specified in the Scope of Work of the tender document excluding Goods and Service Tax, which shall be paid extra, as per Goods and Service Tax rules applicable from time to time.

Minimum wage, EPF employer's contribution, ESIC employer's contribution or any statutory obligation has to be paid by the vendor as per State Govt. notification/IIFT authorities from time to time as per applicability.

BIDDER'S SIGNATURE WITH OFFICIAL SEAL / STAMP

SECTION-10

Annexure- B

Guidelines for the evaluation of technical & financial bids:

Technical Evaluation: The firms fulfilling eligibility criteria only shall be considered for technical evaluation as below:

Criteria 1: Financial Strength: 40 Marks

(a)	Average Turnover of last 5 years: Maximum Marks(32)	(i) 70% marks for minimum eligibility criteria of average turnover (i.e. twice the estimated amount of this tender document as mentioned in Section 1). (ii) 100% marks for twice the minimum eligibility criteria mentioned in point (i) or more. On a pro-rata basis if annual turnover lies in between (i) and (ii).
(B)	Solvency Certificate: Maximum Marks (8)	(i) 70% marks for minimum eligibility criteria of bank solvency (i.e. 40% of the estimated amount of this tender document as mentioned in Section 1). (ii) 100% marks for twice the minimum eligibility criteria mentioned in point (i) or more. On a pro-rata basis if solvency amount lies in between (i) and (ii).

Criteria 2: Experience of Providing Housekeeping Services (Past 05 Years): 25 Marks

(a)	In IIM's (MoE)/IIT's/Top-25 B Schools as per NIRF 2024 ranking in Management.	25
	In NIT's/IIIT's(MoE)/Other Central University/ Colleges	20
	Other than (i) & (ii) above like State Univ./Colleges/ IIIT's (PPP)/ IIM's (PPP) etc.	15

Criteria 3: Performance of Works (Quality as per client's organizational certificate as per Annexure- A):25 Marks

SI	Eligibility Status	Maximum Marks
(a)	(i) Very Good	25
	(ii) Good	16
	(iii) Satisfactory	08
	(iv) Poor	00

Note: Ongoing work shall be considered in evaluation of bid for criteria no. 2 & 3 above subject to following:

1. Only those works shall be considered which has been successfully executed at least for one year

and has been renewed subsequently or the work period is still valid, whichever is later.

2. The amount of the ongoing work in a single year should not be less than value of work order mentioned under eligibility criteria.

Criteria- 4: Profit /Loss criteria of firm in FY 19-20, 20-21, 21-22,22-23,23-24: 10 Marks

(a)	Profit in 04 years or more	10
(b)	Profit in 03 year	8
(c)	Profit in 02 year	6
(d)	Profit in 01 year	4
(e)	No Profit in any year	2

Technical qualification criteria: Total marks obtained in criteria 1, 2, 3, and 4 shall be more than 70.

Financial Evaluation:

L1 shall be decided based on the lowest cost to IIFT.

- In Table 1: For calculating service charges, the present wages and EPF & ESIC charges for Manpower as per Annexure-1 for 12 months, Rs. 65 lakhs shall be considered for deciding L1.
- In Table 2: The quoted total amount of all the materials and equipment as per Annexure 3 for 12 months will be considered.
- Accordingly, L1 will be decided based on the below-given formulae:

$[(\text{Quoted Service Charge in Table A} \times 65,00,000) + 65,00,000 + (\text{quoted rated of Housekeeping material \& equipment in Table 2})] + \text{GST.}$

**Assistant Registrar
Indian Institute of Foreign Trade
Kolkata, Centre
Email:arkol@iift.ac.in**