

**INDIAN INSTITUTE OF TECHNOLOGY BOMBAY
OFFICE OF DEAN (IPS)**

TENDER DOCUMENTS

FOR

**INTEGRATED FACILITY MANAGEMENT SERVICES FOR
HOSTEL NO. 4,7,8,19 & 21 AT IIT BOMBAY**

YEAR 2025-26



(TECHNICAL BID DOCUMENTS)



RATE CUM FEE BASED CONTRACT

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& Company Stamp


Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



1) TECHNICAL DETAILS:-

LOCATION	INDIAN INSTITUTE OF TECHNOLOGY BOMBAY, POWAI, MUMBAI - 400 076
CONTRACT PERIOD	TWELVE MONTHS
NAME OF WORK	INTEGRATED FACILITY MANAGEMENT SERVICES FOR HOSTEL NO. 4, 7, 8, 19, & 21 AT IIT BOMBAY.
NAME OF AREA	IIT BOMBAY CAMPUS

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Section I: INSTRUCTIONS TO BIDDERS

A. General

1. E - TENDER NOTICE :

Digitally signed online Technical & Financial Bids are invited for the following work through the E-tendering process of IITB from the bidders having experience in similar work in Central Government Departments/ State Government Departments/ Central or State Autonomous Bodies/ Central or State Public sector undertakings/ in reputed private companies. The detail of the work is given below.

Sr. No	Name of work	Estimated cost in (Rs.)	EMD in (Rs.)	Time Limit
1	INTEGRATED FACILITY MANAGEMENT SERVICES FOR HOSTEL NO. 4, 7, 8, 19, & 21 AT IIT BOMBAY. (PR No. 1000048443) & (RFX No. 6100002255)	13,00,00,000.00 (Including GST @ 18 %)	26,00,000.0	01 Year

Note:- Intending bidders need to register themselves on the IIT Bombay portal i. e. <https://portal.iitb.ac.in/vrp/index.jsp> iitb to get User ID and Password. Please visit https://portal.iitb.ac.in/vrp/vrp_srm_docs.jsp for the configuration process and user manual. For queries regarding vendor registration and the configuration process, please contact 8291556377, 8291556277 (SRM help desk).

All tender documents, forms, etc, are available online on <https://www.iitb.ac.in/tenders> and the Central Public Procurement portal (CPPP) E-tender publishing portal of the Government of India. The date and time for distribution/download/upload the scan copies of the tender for technical and financial bids are from 18/07/2025 to 08/08/2025 up to 06:00 pm.

2. Scope of Bid

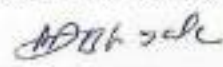
The IIT Bombay (hereinafter referred to as "**Employer/Client**") is responsible for anchoring the Integrated Facilities Management Services for Property at Location Hostel no. 4,7,8,19, and 21(hereinafter referred to as "**Asset**") at Mumbai in the State of Maharashtra

The Employer wishes to invite sealed bids on rate cum fee based contract on Quality and Cost Based Selection (QCBS) from bidders (hereinafter referred to as either the "**Bidder**" or the "**Service Provider**", both having the same meaning and reference) by way of outsourcing of Integrated Facility Management Services (hereinafter referred to as "**Services**") for the whole of constituent common equipment systems and amenities (hereinafter referred to as "**Facility**") and described more particularly in the Scope of Services, hereinafter, for the Asset

The "**Services**" (hereinafter defined) shall, inter alia, include the following, as specified or as directed.

Integrated Facility Management Services in the form of Operation & Maintenance of equipment systems, Soft Services and Auxiliary Services as well as Administrative Support Services (all of which obligations shall collectively be referred to as the "**Services**") in respect of the Facility, in accordance with the Agreement to be entered into between the Employer and the Service Provider upon award of Services.

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The successful Bidder shall render the Services in respect of the "Facility" for the Asset for a period of 1 Year from the Effective Date. LOI/Work Order for all the buildings will be provided in a single order. However, the services for 7, 8, & 21 shall start immediately on the award of the contract/ Letter of Intent, and Hostels 4 and 19 shall start later upon receiving the date of commencement by the Employer

3. Evidence of Bidder Information

3.1 Upon determination by the Employer of the Bidder having offered the most Competitive Bid, such Bidder, at the Employer's request, may be required to provide evidence of the Bidder Information furnished by the Bidder, to the satisfaction of the Employer, in support of determining its eligibility for rendering the Services.

4. Cost of Bidding

4.1 All costs relating to bid preparation, submission, clarification, revision, and extension shall be to the Bidder's account. The Employer shall in no case be responsible for or pay any expenses incurred by the Bidder in the preparation and submission of its bid and/ or for attending pre-bid meeting and/ or for any other meetings with the Employer in respect of its bid Bids shall be delivered free of charge to the Employer and the Employer shall not be liable to pay any of the Bidders' costs whether the bidder is successful or not.

5. Site Visit

5.1 The Bidder is advised to visit and examine the location of the Asset and its surroundings, details in respect of the Facility and obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering into an agreement for Services. The costs of visiting the Asset location shall be at the own expense of the Bidder.

5.2 Knowledge of Condition of the Asset and the Facility: Bidder shall be deemed to have knowledge of the area of operations and by its independent observations and enquiries to have been fully informed and having satisfied itself as to the nature of the area of operations, means of access, local facilities, climatic conditions, labour conditions and practices, topography and terrain conditions, logistics requirements, any and all security, fire, safety, explosives or other regulations which may affect the Services, all environmental concerns and conditions, the nature, extent and practicability of the Services and all matters whatsoever affecting the bid Also, they must have knowledge of IITB's rules and regulations, sustainability, security and EHS.

5.3 It is the service provider's responsibility to visit the site and refer to the drawing (Refer attached floor plan sheet) for evaluation and understanding of the premises

Hostel 7, 8, 21

<https://www.dropbox.com/scl/fo/kphtguc5lu3xmcl2ge12l/AK9p8mOZY09sp1xnDGJ0VQk?rlkey=9f0ged6enecfpneuotijn33d6w&dl=0>

Hostel 4

<https://www.dropbox.com/scl/fi/pep914tgsuvuchgexu0yz9/ARCH-DWG-SET-FOR-INFO-PDF.pdf?rlkey=xbjkeqk8w4ez4pn5m71rukeqm&dl=0>

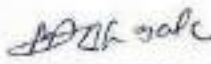
Hostel 19

<https://www.dropbox.com/scl/fo/ast91c66q0qkialh116ia/ABM4EBkgock1zVo6VRE5lio?rlkey=nn0685b6cpv5rggl1fm20qrc9&dl=0>

6. Clarification of Bidding Documents

6.1 Bidder requiring any clarification to this Tender document may notify the "Employer" in writing. The Employer shall respond to any request for clarification which he receives prior to holding of pre-bid meeting and/ or at the pre-bid meeting and/ or on or before a suitable date notified to bidders for issuing clarifications at the pre-bid meeting.

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Amendment to tender document:

- 7.1 At any time prior to the deadline for submission of bids, the Employer may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective Bidder, modify the tender documents by issuing addenda.

B. Preparation of Bids

8. Responsibility for Checking

- 8.1 The Bidder is responsible for identifying and checking against the contents that all tender documents have been received and that such documents are complete in all respects.

9. Examination of the tender document

- 9.1 The Bidder is expected to have thoroughly examined this tender document. Failure to do so shall be at Bidder's risk.

If the Bidder identifies any errors, omissions or discrepancies in the tender documents, or is in doubt of meaning or interpretation, it shall immediately write to Employer requesting clarification. Clarifications of general/common interest shall be provided to all Bidders irrespective of the Bidder who raised the query. All information and conditions contained in the Employer's clarifications to the Bidder prior to submission of its bid shall be deemed to be considered in its bid. No alteration shall be made to this tender document without the express acknowledgement of the Employer

10. Familiarity with Laws and Regulations

- 10.1 The Bidder shall be deemed to be fully familiar with the laws and regulations of the country, state, city and the location where Services shall be provided, local conditions of weather, labour supply and all other matters and circumstances which may affect its bid. No claim whatsoever on the grounds of lack of knowledge shall be entertained.

11. Language of Bid

- 11.1 The bid, and all correspondences and documents related to the bid exchanged by the Bidder and the Employer shall be written in the English language.

12. Bid Prices

- 12.1 Unless stated otherwise in the tender document, the agreement shall be for Services in respect of the whole of the Facility, which is essentially a part and parcel of the Asset, based on the schedule of rates and fees entered by the Bidder.

- 12.2 The Bidder shall fill in rates and fees for all items described in the Cost Sheet. Items against which no rate or fee is entered by the Bidder shall not be paid for by the Employer when executed and shall be deemed to be covered by the other rates and fees in the Cost Sheet.

- 12.3 All duties, taxes and other levies payable by the Service Provider under the agreement, or for any other cause, as on the date of the deadline for submission of bids, shall be included in the rates and prices and the total bid price submitted by the Bidder and the evaluation and comparison of bids by the Employer shall be made accordingly.

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12.4 The rates and fees quoted by the Bidder are subject to adjustments for statutory changes, if any, during the performance of the Services in accordance with the provisions, if any, in the Agreement to be agreed upon and entered into between the Employer and the Service Provider subsequent to the award of Services.

12.5 Deviations & Exceptions

Bidder may submit a statement of deviations from Service specifications and/ or exceptions to this tender document, if any, along with reasons for disagreement.

Anything not expressed in by way of statement of deviations & exceptions shall be construed as acceptance of the contents of this tender document.

However, the Employer is not bound by the Bidder's statement of deviations & exceptions in awarding the Services under this tender document.

13. Currencies of Bid and Payment

13.1 The unit rates and fees shall be quoted by the Bidder in Indian Rupees for Services. The Employer shall make eligible payments to the Service Provider in the currency stated above only.

14. Bid Validity

14.1 Bids shall remain valid up to a period of 180 (one hundred and eighty) Days from the due date of submission.

14.2 In exceptional circumstances, prior to expiry of the original bid validity period, the Employer may request the Bidder to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing.

15. Site Visit and Pre-Bid Meeting

15.1 The Bidder or its official representative(s) is(are) invited for a conducted site visit and to attend the pre-bid meeting

15.2 A detailed site visit will be conducted on Date 28/07/2025. Service providers are requested to be at the location at Time – 11:00 AM This will be followed by a pre-bid meeting.

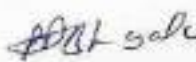
The pre-bid meeting will held on 28/07/2025 at 11:00 am , IIT Bombay. Contractors who wish to attend shall intimate to this office with number of visitors attending it with their names at office.pho@iitb.ac.in in an advance on or before 27/07/2025 upto 01:00 pm. Tenderers should be send by email all their queries, latest by 15 hours one day before to the scheduled pre-bid meeting date to office.pho@iitb.ac.in

15.3 The pre-bid meeting shall take place at Location – Gr. Flr. Room No. 3, Seminar Hall, VMCC, IIT BOMBAY on 28/07/2025

15.4 The purpose of the meeting shall be to clarify issues and to answer questions on any matters that may have been communicated in the form of queries to the Employer by the Bidder prior to the pre-bid meeting or may be raised by the Bidder at the pre-bid meeting.

15.5 The minutes of the pre-bid meeting shall be sent to all the Bidders.

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C. Submission of Bids

16. Sealing and Marking of Bids

16.1 The Bidder shall submit the bid in 1 (one) part as described below in the ORIGINAL and COPY in hard form in 2 separate envelopes, including the priced Cost Sheet, and also in soft form on a Pen Drive kept in the envelope containing the bid in the ORIGINAL.

16.2 The Bidder shall submit their bid online as well as in 2 separate sealed envelopes, one marked as "Original" and the other marked as "Copy", super scribing as stated below.

* All document must be certified by "TPIA" including Stage I, II, & evaluation criteria.

Technical & Financial Bid for "Services" in respect of "Facility" FOR HOSTEL NO. 4,7,8,19 & 21 AT IIT BOMBAY

16.3 The envelopes shall be addressed to the Employer at the following address:

Client Name & Address : IIT BOMBAY, OFFICE OF DEAN (IPS) , 1ST FLOOR, NANDAN NILKENT MAIN BUILDING, POWAI, MUMBAI-400076.

16.4 The technical details cost sheet with Bid shall comprise our list of documents in NIT as follows

- Copy of Power of Attorney of the authorised signatory;
- Form of Bid duly completed;
- Integrated Facility Management Proposal
- Complete Bidder Information.

16.5 The Financial Bid shall comprise:

- Covering Letter
- Statement of Deviations & Exceptions; and
- Consolidated Priced Cost Sheet.

All of the above documents shall be appropriately signed and stamped by the authorised signatory of the Bidder.

17. Deadline for Submission of Bids / Bid Closing Date

17.1 Online & hard copy of Bids shall be received up to 6:00 pm by the Employer at the address specified above, no later than close of business hours on Date: 08/08/2025

D. Bid Opening and Evaluation

18. Bid Opening

18.1 The bids shall be opened by the Employer on the date and time as per the convenience of the Employer. Bidder(s) presence is not required at the time of opening of the bids.

19. Evaluation and Comparison of Bids

19.1 The Employer shall evaluate and compare only the bids determined to be substantially responsive.

19.2 While evaluating the bids, the Employer reserves the right to seek additional information from the Bidder.

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19.3 In evaluating the bids, the Employer shall determine for each bid the Evaluated Bid Price by making any corrections for errors and adjusting the bid price accordingly.

19.4 Evaluation Criteria

The Evaluation Criteria will be based on QCBS (Quality and Cost Based Selection), i. e. technical evaluation is 70% and financial evaluation is 30%. For more details, also check the qualification criteria and illustration details given in Stage I, Stage II. In evaluating the bids, the Employer shall consider a number of subjective factors (e.g. overall quality of the Bidder) in addition to clearly quantifiable data (e.g. priced Cost Sheet). The Employer shall, therefore, use a number of weighted criteria to evaluate the bids. In order to outline some guidance on key factors, the primary criteria to be adopted for bid evaluation purposes are listed below (not necessarily in the order of priority):

- International Presence & Experience in Managing Universities / Education Institutes
- Managing 3 universities/education institutes – at least three Nos. locally and one internationally
- Value as per the priced Cost Sheet for Services;
- Innovative solutions to improve cost control and ensure quality services;
- Possibility to demonstrate savings through economies of scale;
- Offer made by Bidder, if any, for plant monitoring and condition recording systems and applicability of such technology;
- Commitment and approach to Health, Safety and Environment;
- Bidder's ability to provide personnel of the requisite skill and experience
- Bidder's track record of managing similar contracts and providing high-quality services for similar facilities and the availability of references from Bidder's Clientele;
- Bidder's experience and ability in managing the transition of services
- Strength of Bidder in terms of growth and market share
- Use of technology in IFMS and its ability to create seamless monitoring and reporting systems to IITB

E. Award of Services

20. Award

- 20.1 The Employer reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to the award of Services, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for the Employer's action.
- 20.2 The Employer further reserves the right to discuss the standard service level agreements with short-listed Bidders.
- 20.3 The Employer shall award the Services generally to the Bidder whose bid has been determined to be substantially responsive to the tender document and who has offered the most Competitive Bid. Determination of the most Competitive Bid shall be at the sole discretion of the Employer

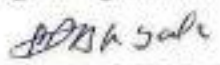
21. Notification of Award

- 21.1 Prior to the expiration of the period of bid validity prescribed by the Employer, the Employer shall notify the successful Bidder by a letter that his bid has been accepted. This letter (hereinafter called "the Letter of Intent") shall name the sum which the Employer shall pay the Service Provider based on the authorised executed items in consideration of the "Services" by the Service Provider.
- 21.2 The acknowledgement of the Letter of Intent by the Service Provider shall constitute intent on the part of the Service Provider to enter into an agreement with the Employer.

22. Signing of Agreement

- 22.1 Within 30 (Thirty) days of the Employer having issued the Letter of Intent, the Employer shall direct the Service Provider to attend his office on a date notified in writing for signing the Agreement.

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23. Confidentiality

- 23.1 Bidders shall use the information contained in this tender document solely for the purpose of responding to this tender document, and the information shall not be shared with anyone outside the Bidder's organization.
- 23.2 If the Bidder wishes the Employer to treat any information submitted by it as confidential, the Bidder must advise the Employer of this in writing while submitting its Bid. The Bidder shall care to clearly mark "Confidential" on such part(s) or whole of the information provided by it, that is to be considered and treated as confidential at the time of submission.

24. Bidders' Contacts

The Bidder shall, without fail, indicate one individual as its principal point of contact for the purposes of this tender document process. This individual will be required to have the authority to agree and/ or negotiate the terms and conditions on behalf of the Bidder (e.g. pricing, committing resources and agreeing timelines).

Section II:- Qualification Criteria:-

Stage I (Eligibility)

Bidders should upload scanned copies of documents as per the following details in technical bids for Integrated Facility Management Services for Hostels no. 4, 7, 8, 19, & 21 at IIT Bombay.

- a) Experience of having successfully completed similar works during the last 7 years ending the previous date of submission of tender as per i, ii, iii and 'b'.
- i) Copies of work orders of three similar works completed, having the costing of each work order with work completion certificate for the period of one year, not less than 40% of the estimated cost of Rs. 13,00,00,000.00.
- or
- ii) Copies of work orders of two similar works completed, having the costing of each work order, with a work completion certificate for the period of one year for not less than 60% of the estimated cost of Rs. 13,00,00,000.00
- or
- iii) Copy of single work order of similar work completed with work completion certificate with costing for the period of one year for not less than 80% of the estimated cost of Rs.13,00,00,000.00
- and
- b) Copy of one single work order of any work completed with work completion certificate, costing for the period of one year, not less than 40% of the value of the estimated cost of Rs. 13,00,00,000.00 in Govt, Semi Govt, or Public undertaking organisation may be preferred.

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- e) Valid certified copy of labour license issued by the State/Central labour commissioner office for a minimum of 300 Nos. of engagement of contract labour per day in a single Integrated Facility Management Services work contract.
- d) Copies of certificate of registration under the Companies Act, GST, PF & ESIC, copies of PF & ESIC challan for proof of payment made to the respective authority for the last six months.
- e) Copies of PAN card & Income tax return statement of last three years 2021-22, 2022-23 & 2023-24.
- f) The contractor should have an average annual turnover of Rs. 13,00,00,000.00 during the last three financial years ending 31/03/2024. This should be certified by a chartered accountant verified with UDIN certificate and should not have incurred any loss during the last two years.
- g) Copy of valid bank solvency certificate of 40% of the estimated amount of Rs.13,00,00,000.00 issued by any Nationalised/ Scheduled Bank.
- h) Please upload the copies of work orders and work completion certificates as mentioned above in Sr. No. 'a' - i, ii, iii & 'b' only. Other wise the bid capacity will not be calculated and his technical bid will be summarily rejected, and no financial bid will be opened. Please don't upload work orders and work completion certificates below 40% of the estimated cost.
- i) All bidders should submit EMD amount **Rs. 26,00,000.00 (Rupees Twenty six lakh only)** in the form of a pay order or demand draft in the Public Health Office, IIT Bombay on or before **05/08/2025 up to 4:00 pm**, in favour of "**Registrar, IIT Bombay**". Also, bidders have to upload a scanned copy of the same D.D. or Pay order along with technical documents. Contractors having a valid NSIC/ MSME certificate should submit the same in the Public Health Office instead of EMD on or before the date mentioned above.
- j) MSME having valid registration with District Industries Centers, Khadi and Village Industries Commission, Khadi and village Industries Board, Coir Board, National Small Industries Corporation, Directorate of Handicraft and Hand-loom, any other body specified by Ministry of MSME of Startups as recognized by Department of Industrial Policy and promotion shall be exempted from payment of minimum EMD detailed in the bid.

Evaluation of applications for eligibility:-

* The applications will be evaluated for conformity to the eligibility criteria as mentioned in NIT under stage-I Sr. No. 'a' - i, ii, iii & 'b' c, d, e, f, g, h, i, j as per the prescribed format along with a copy of relevant documents and certificates.

* All those applications found eligible in Stage I will only be considered for the technical evaluation as under.

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Stage- II (Technical)

* Quality/ schedule/performance/compliance evaluation of completed works shall be conducted by an Evaluation committee constituted by the Dean (IPS), IIT Bombay. Evaluation will be based on the following performance:-

1. Firm Turnover - 20 marks.
2. Scale & Size of Operation- 20 marks.
3. No. of Projects - 10 marks.
4. Presentation - 25 marks.
5. Site Visit -25 Marks

The above points are mentioned in the table below:

Sr. No	Criteria	Max Marks	Remarks/Documents for submission in the technical bid folder	Marks to be allotted	Remarks/Documents for submission in the technical bid folder
01	Firm Turnover	20	a) < 13 Cr	10 Marks	a) Firm turnover is defined as the average turnover from facility management services over the last 3 Years b) Chartered Accountant (mention UDIN number) verified / audited turnover statements to be furnished as proof for the same
			b) > 13 Cr to 50 Cr	12 Marks	
			c)> 50 Cr to 150 Cr	14 Marks	
			d)> 150 Cr to 500 Cr	16 Marks	
			e)> 500 Cr to 750 Cr	18 Marks	
			f)> 750 Cr	20 Marks	
Sr. No	Criteria	Max Marks	Remarks/Documents for submission in technical bid folder	Remarks/Documents for submission in technical bid folder	
02	Scale & Size of Operation	20	a) Single work of similar nature greater than or equal to 5.2 Cr during awarded work duration - 10 Marks b) Single work of similar nature greater than 10 Cr. Upto 25Cr. During awarded work duration- 13 Marks c) Single work of similar nature greater 25 Cr but up to 100 Cr during awarded work duration - 16 Marks d) Single work of similar nature > 100 Cr during awarded work duration- 20 Marks	a) Similar works mean – IFMS work with Mechanized cleaning of Educational Institute, Residential PSU colonies/ Government / non-residential corporate office buildings, metro rail premises , Airport work etc. b) Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement / status of ongoing work c) Level of satisfaction of client with work needs to be mentioned in the work experience certificate. d) Highest work value performed during the last 7 years of the single work will be considered for evaluation with min. of 1 year of execution of contract completed (Ongoing works meeting the above criteria will be considered)	

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Sr. No	Criteria	Max Marks	Remarks/Documents for submission in technical bid folder	Remarks/Documents for submission in technical bid folder
03	No. of Projects	10	<p>a) No. of works of similar nature greater than 1 No and lesser than 3 Nos in the past 7 Years = 5 Marks</p> <p>b) No. of works of similar nature greater than 4 Nos but lesser than 7 Nos in the past 7 Years = 7 Marks</p> <p>c) No. of works of similar nature greater than 7 Nos in the past 7 Years = 10 Marks</p>	<p>a) Definition of similar works - same as above but with at least 1 year duration. Work can be completed work / ongoing work and should have at least 1 year of work executed and should have been performed over the last 7 years.</p> <p>b) The value of each works contract should not be less than 5 Cr during the awarded duration.</p> <p>c) TPIA certification of experience certificates for completed work / ongoing work issued by the Organization awarding work shall be acceptable.</p>
04	Presentation	25	<p>The presentation by the bidders need to cover the following aspects for evaluation assessment by IITB Bombay:</p> <p>a) Client list, and size/distribution of contracts completed/ under execution</p> <p>b) Number of employees on under management</p> <p>c) Client satisfaction certificates and Client satisfaction certificates and quality certification like ISO 9001, ISO 14001, ISO 4500, ISO 41001 & SA 8000.</p> <p>d) Systems and processes followed for recruiting and training the employees</p> <p>e) Comprehensive operational plan (with all details) given the technical bid for delivering Integrated Facility Management services to IITB Bombay Mumbai.</p> <p>f) Brands of materials (Quantity, unit etc.) & equipment proposed (as per Annexure)</p>	<p>a) Presentation will be evaluated by a panel appointed by A Dean- III(IPS).</p> <p>b) Bidders are encouraged to study the referred Educational Institute, PSU Government, Private sector, University, residential Complex, Corporate Office Building and also suggest improvements for upkeep. Bidder is supposed to explicitly detail out work plan of chemical usage (make and monthly consumption quantity), manpower deployment (quantity and qualifications) as well as machinery plan (no. of machines and make) in the presentation.</p> <p>c) Work plan details of machinery, chemicals, manpower as well as innovations showcased in presentation will be added to work contract / agreement and contractor will be bound to adhere to it at all costs.</p> <p>Presentation needs to be given In-person and Date of Presentation will be intimated.</p>

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Sr. No	Criteria	Max Marks	Remarks/Documents for submission in technical bid folder	Remarks/Documents for submission in technical bid folder
04	Presentation		<p>g) Online/ real time complaint management system/ App which will be proposed in IIT Bombay including at existing working app system at contractor's site.</p> <p>h) Machinery/equipment planned to stationed at IITB Bombay</p> <p>i) Transition/takeover plan for Technical & Housekeeping services</p> <p>j) Online complaint redressal system proposed & use of technology in equipments & processes.</p> <p>k) QA certification should have been obtained at least a year before the date of the tender release.</p> <p>Certification should be valid with undertaking for periodic renewal Strategy for cleaning IIT campus.</p> <p>l) Focus on Innovative & Sustainable practices.</p> <p>m) Operating data of saving water & power & grey water</p> <p>*Marks will be allotted based on the observation of the committee.</p>	<p>d) QA certification should have been obtained at least a year before the date of the tender release.</p> <p>Certification should be valid with undertaking for periodic renewal</p>
05	Site Visit	25	Marks will be allotted based on the site visit observation of the site visit committee.	<p>The IFMS Site Visit report will be evaluated by a panel appointed by A Dean (III) IPS. The bidder should submit contact details of two clients/ customers Ongoing Projects, from whom the Performance, cleanliness & hygiene at workplace, Capability, manpower management, online/ realtime complaint management system, Quality of Work, equipment, consumable materials used, site feedback, etc. would be evaluated. The decision taken by the committee/PHO will be final and binding on everyone. Past performance will not be considered; the tender will be summarily rejected.</p>

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* A Bidder should secure mandatorily a minimum of 70% marks (i.e. 70 marks out of total 100 marks) in Technical Evaluation in order to be a qualified bidder for being eligible for Technical weightage and subsequently for opening of financial bids & financial weightage. The authority reserves the right to lower the qualification marks of 70% if at least 2 bidders do not achieve the 70 marks out of total of 100 marks.

TOTAL MARKS= 100

* The bidder shall submit documents/report detailing each of the above 6 items signed by the authorized signatory and should be part of the bid.

* To qualify, the applicant must secure at least 50% (Fifty percent) marks in each of the above criteria and 70% (seventy percent) marks in aggregate.

* Invitation for presentation and Site visit does not mean bidder is technically qualified.

* Presentation shall be given by agencies in front of committee within 3 days of intimation. The schedule will be informed in due course.

* The Indian Institute of Technology Bombay reserves the right to restrict the list of eligible Tenderers/bidders to any number deemed suitable.

* Even though an applicant may satisfy the specified criteria, he/she would be disqualified if he/she has:-

a) Made misleading or false representations or deliberately suppressed the Information in the form statements and enclosures required in the application for eligibility.

b) Record of poor performance such as, slow progress of work, abandoning of work, not properly completing the contract, or financial failures/ weaknesses etc.

* The employer reserves the right to accept or reject any application and to annul the qualifications process /Tender process and reject all applications at any time without assigning any reason or incurring any liability to the applicants.

Opening of Financial bid :-

* The bidders who are found technically qualified under the **Stage I & II** will be considered for opening the financial bid.

* **Technical Score, Financial Score and Combined Score will be calculated as mentioned below:**

A. Technical Score: A Tender Evaluation Committee shall evaluate the submitted Bids. Technical proposals of only those bidders who are found eligible as per the eligibility criteria defined in the tender document shall be considered for the Combined Technical & Financial Score (CTFS) evaluation. The criteria for the computation of the technical score of each agency/bidder are mentioned below, as an example only.

Name of the Bidder	Technical Marks Obtained	Technical Score (TS= T/T(High)*100)
A	90	$(90/90) * 100 = 100.00$
B	80	$(80/90) * 100 = 88.89$
C	75	$(75/90) * 100 = 83.33$
D	55	$(55/90) * 100 = 61.11$

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T = Technical marks obtained by the bidder

T(High) = Highest Technical marks amongst the bidders

Technical Score (TS) = $T/T(\text{High}) \times 100$

Bidder whose Technical marks are a minimum of 70 shall be technically qualified for financial bid opening & further evaluation of the bid.

B. Financial Score: Financial bids of only technically qualified bidders shall be opened and considered for Combined Technical & Financial Score (CTFS) evaluation. The "Total Bid Cost" from the financial bid shall be used for computing the financial score. For arriving at "Total Bid cost", the following formula shall be used.

The "Total Bid Cost" shall be equal to the estimated cost per month, including the service charge quoted by the bidder. For computation purposes, the estimate shall be hypothetically considered, including all charges @ Rs. 115/-.

An example of computing the financial bid score of each bidder/agency is mentioned below:

Name of the Bidder	Financial Bid (Total Bid cost)	Financial Score (FS = $LFB/F \times 100$)
A	115	$(107/115) \times 100 = 93.04$
B	110	$(107/110) \times 100 = 97.27$
C	107	$(107/107) \times 100 = 100.00$
D	Not opened as technical marks are lower than 70	Not Applicable

LFB = Lowest Financial Bid amongst the bidders

F = Financial bid of the bidder.

Financial Score (FS) = $LFB/F \times 100$

C. Combined Technical & Financial Score (CTFS) for final selection: Final selection of the agency shall be as per Quality and Cost Based Selection (QCBS) method. The contract shall be awarded to the bidder who will score the highest Combined Technical & Financial Score (CTFS) with 70:30 weightages of technical and financial score.

Name of the Bidder	Applying weightage for Technical and Financial Score ($TS \times 0.70 + FS \times 0.30$)	Combined Technical Financial Score (CTFS)
A	$(100.00 \times 0.70) + (93.04 \times 0.30)$	97.91
B	$(88.89 \times 0.70) + (97.27 \times 0.30)$	91.39
C	$(83.33 \times 0.70) + (100 \times 0.30)$	88.33
D	NA	NA

Bidder "A", securing the highest Combined Technical & Financial Score (CTFS) score of 97.91 shall be declared as the successful selected bidder.

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1. Objective

The purpose of this section on Scope of Services is to lay down the scope of work for the Service Provider providing the Integrated Facility Management Services in respect of the Facility for the Employer's Asset.

2. General Information of Asset / Facility

The relevant information and equipment details shall be given separately, including asset & facility. The deployment of services/resources will be in a phased manner and as per the agreed deployment schedule.

3. Scope of services

The scope of services under the Integrated Facility Management services is classified under four major categories:

NOTE: Building 21 is a women's hostel. The service provider shall ensure that only women shall be deployed in this building for all services. However, if there is any work where the male staff will be handling, the staff shall be accompanied by the lady supervisor of the building and shall ensure privacy is maintained without disturbing the student/resident.

3.1 Technical Services (Operation & Maintenance)

- HT & LT Electrical Systems
- Diesel Generator Sets
- UPS/inverter/lighting Systems
- Air Conditioning systems
- Mechanical Ventilation systems
- Fire alarm and detection,
- Fire Hydrant and suppression system.
- Vertical Transportation Systems
- Building maintenance
- Plumbing & sanitation
- Irrigation & water body
- Sewage treatment plants
- Water supply systems
- BMS & CCTV, access control, boom barrier systems
- Public address systems

3.2 Soft Services

- Cleaning services
- Pest control
- Gardening and Horticultural works
- Roads, Grounds &
- Drains
- Facade cleaning
- Waste Management
- Food court management and Dining Hall

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3.3 Administrative support services

- Help Desk
- AMC management
- Financial - Billing

3.4 Miscellaneous Services

4. Brief Description of Services

4.1 Technical Services

The technical services shall comprise the operation and maintenance of the equipment systems indicated above. The philosophy of services shall be guided by planned preventive maintenance, breakdown maintenance, scheduled maintenance, energy monitoring and management. The scope of services under various systems is outlined below:

ELECTRICAL systems, components & activities comprise, but are not limited to, the following:

- Generator Sets
- Capacitor Banks
- Low Voltage Panels & Systems
- High Voltage Panels & Systems
- Switch Gears
- BMS & PLCs
- Transformers
- Testing & Calibration of Meters
- Public Address System
- HVAC control system
- Fire alarm system
- Lighting and power distribution systems
- UPS /inverter
- Fire hydrants and suppression system.
- Sewage treatment.
- Access control, boom barrier, CCTV
- FM help desk

Electrical Operations comprising, but not limited to, the following:

- Ensure site electrical-related policies, procedures, work processes, safety guidelines, and programs are in compliance with all local and other pertinent codes and requirements.
- Inspect assigned systems for documentation and operating parameters.
- Check and update the panel maintenance schedule.
- Review and update the electrical PM procedure, checklist, and TPM action plan. Write down the new PM procedure, checklist and TPM action plan as needed.
- Establish performance metrics for assigned services & equipment.
- Make a tracking sheet including baseline, daily consumption data and graphic representation.
- Analyse the daily consumption data for equipment correct usage, capacity forecasting.
- For any abnormal condition, you need to check the root cause & preempt it.
- Preparing maintenance schedules & carrying out PM actions as planned and reporting to IB on any deviation/completion.

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- Coordinate with and liaise with the Electricity Supply Company to ensure continuity in power
- Determine critical parts and working stock inventory requirements.
- Provide suggestions if any parts of the equipment are end of life.
- Monitor and track the power consumption site.
- Quarterly inspection of the earth pits.
- Ensure calibration of instruments per schedule.

The Service Provider is responsible for operating electrical systems by parameters as determined by design intent and the Employer's operating requirements. The employer may provide various documents, processes and specifications to the Service Provider that explain these operating parameters according to standards. Service Provider shall obtain prior approval from the Employer before any changes are made to these parameters. Service Provider shall perform Rounds and Readings on an optimal schedule frequency using Checklists and Audits that are then captured in electronic format and used for system analysis. Energy management program execution shall be carried out through consistent monitoring of program requirements.

4.2 Lighting System Maintenance (ES) Typical work will include, but is not limited to, maintenance of interior and exterior building lighting systems. Included are the repair or replacement of fixtures and controls, and the replacement of bulbs and ballasts. All Exterior lighting including but not limited to walkways, parking lot/structure, wall packs, roof, sign, and landscape lighting, must be maintained to comply with lighting requirements/design.

4.3 Uninterrupted Power Supply Maintenance (UPS/inverter) Service Provider is responsible for all UPS systems that are owned by the Employer. Service Provider is responsible for the reliable and cost-effective operation of the UPS systems and will make every effort to ensure such systems perform as designed and intended:

Perform maintenance as recommended by the manufacturer.

To ensure all the emergency lights, office computers, BMS system, Access control and CCTV, connected is have the designed backup from inverters/UPS.

Check the health status of the battery and ensure the Execute Battery discharge.

Check load distribution.

The Service Provider is responsible for ensuring the maximum uptime of the UPS system in coordination with OEMS. Major maintenance/repairs and parts replacements will be carried out by the OEM through Annual Maintenance contracts after warranties. Service Provider is responsible for managing the warranties and is also responsible for managing AMCS with OEMS after the expiration of warranties.

4.4 Mechanical Maintenance: Service Provider shall maintain Employer's mechanical system(s). Typical work will be maintenance of building chilled water systems, cooling water systems, Exhaust, domestic plumbing and sanitary and storm sewer systems. Mechanical system maintenance, components & activities exists of, but not limited to Air cooled and water cooled chillers; Cooling towers, precision air conditioning units; chilled water pumps; condenser water pumps; feed pumps; auxiliary valves, controls and accessories; fans; blowers; handling units, return air fans; air distribution ducts HRW, VRV and diffusion system.

Key Process & Expectations

- Ensure site mechanical systems-related policies, procedures, work processes, safety guidelines, and programs conform to local codes and regulations
- Inspect assigned systems for documentation and operating parameters.
- Prepare maintenance procedures and schedules.

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- Determine critical parts and working stock inventory requirements and ensure availability at all times.
- Develop solutions to technical problems.
- Monitor mechanical systems usage.
- Ensure calibration of the instruments

4.5 HVAC Systems: The Service Provider is to provide routine preventive maintenance for the chilled water and the HVAC system. Service Provider ensures the monthly, Quarterly, Bi-annual and annual checks are performed per manufacturer specs. The Service Provider is responsible for ensuring the maximum uptime of the system in coordination with OEMS. The Service Provider is responsible for managing the warranties and is also responsible for managing and renewing AMCS with OEMS after the expiration of warranties. The Service Provider is required to submit the monthly service report.

4.6 Elevators: The Service Provider is to ensure all routine preventive maintenance and necessary inspection of elevator equipment as per the manufacturer's recommendations & Local regulations. Service Providers will ensure that all elevators are kept in a high state of availability and reliability. Major maintenance/repairs and parts replacements will be carried out by the OEM through comprehensive Annual Maintenance contracts after warranties. The vendor is responsible for managing the warranties and renewing AMCS with OEMS after the expiration of warranties. The Service Provider will ensure all the safety features in the elevators are in working order. Service Provider will be responsible for ensuring that Service Provider puts "out of order" signs on any elevator in a non-operating condition and ensures the safety of all personnel. Service Provider will ensure all elevator equipment rooms are kept meticulously clean and that they are not used for storage of any materials.

4.7 Plumbing and Sanitation: Service Provider shall provide Toilet Maintenance & Sewage services. Service Provider shall perform maintenance works which shall include, but not be limited to, the following:

- Perform daily toilet inspection for blockages, leakage, water pressures for all water taps/push taps and toilet utilities in the common area. Service Provider shall notify Employer's authorized personnel should there be any blockages or faulty parts that may require further action to be taken.
- Perform weekly inspection and clearance of all manholes/sewer lines throughout the Employer's site and shall notify the Employer's authorized personnel should there be any blockages that may require further job requests. In the event of any urgent request by the customer or Employer authorized personnel, Service Provider shall be able to respond immediately.
- Replace spares while performing the Toilet Maintenance service. Service Provider shall notify Employer's authorized personnel before changing any parts and can only perform the changes upon approval.
- The Service Provider is responsible for the operations and maintenance of the Sewage and water treatment plant and shall ensure the maximum uptime of the system.
- Service Provider shall ensure that all routine maintenance is carried out as per schedule.
- Service Provider shall procure materials, equipment and services from qualified sources with the best overall value to Employer, taking into consideration safety, quality, price, schedule, reliability and service. Service Provider shall ensure necessary Indent approvals are obtained before procurement. Purchases should be accomplished through transactions with financially sound, reputable suppliers capable of meeting the Employer's needs. When all other Service Provider attributes are substantially equal, price shall be the deciding factor.

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4.8 Life Safety System: Life Safety Systems may include, but are not limited to, the following:

- Fire Sprinklers
- Fire detectors/heat/smoke detectors
- Fire hydrant pumps
- Fire Extinguishers
- Exit and emergency lighting

Key Processes and expectations

Service Provider shall provide engineering support for Life Safety Systems as per the Site Plans and Specifications. This includes technical maintenance, fault diagnostics, responses to alerts/ alarms or notifications, compliance assistance, and system optimization—but excludes responsibility for civil or MEP design and construction. Service Provider shall optimize maintenance of systems in accordance with all applicable local, State, codes and regulations and upkeep of LSS components by:

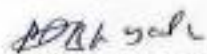
- Diagnosing faults or malfunctions in fire detection and suppression systems.
- Ensuring accurate system settings, sensor calibration, and control functionality.
- Performing minor technical adjustments to improve performance.
- Coordinating system tests such as hydrant pressure checks and detector/sprinkler testing.
- Monitoring key performance parameters (e.g., pressure levels, alarm response times).
- Scheduling and documenting preventive maintenance as per technical and legal standards.
- Service Providers will immediately respond to alarms or other notifications of system problems.

The Service Provider shall work with OEMs or consultants during system upgrades or replacements and manage Annual Maintenance Contracts (AMCs) with OEMs after the expiry of warranty periods. While not responsible for the design or installation of LSS, the Service Provider must coordinate with the Employer's Fire and Safety Section (FSS), Security, Operations, and other relevant entities to ensure full system integrity and compliance.

The Service Provider shall:

- Ensure maximum uptime and continuous readiness of all LSS equipment.
- Respond immediately to any alarms or system faults.
- Participate in all inspections by local authorities and ensure timely testing and certification of systems.
- Maintain compliance with all applicable local, state, and national safety codes and legal requirements.
- Provide appropriate Personal Protective Equipment (PPE) to all personnel involved in maintenance and testing.
- Maintain comprehensive records of all maintenance, inspections, test results, and compliance documentation.
- Submit periodic reports to the Fire and Safety Section (FSS) as per the reporting template:
Template:.....fss/2025/01.

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Key Processes and Expectations Service Provider shall provide engineering support for Life Safety Systems as may be included in the Site Plans and Specifications. Service Provider shall optimize maintenance of systems in accordance with all applicable local, State, codes and regulations. Service Providers will immediately respond to alarms or other notifications of system problems. Service Provider will work with Employer Fire and Safety Section (FSS), Security, Operations, and any other involved entity to ensure the total integrity of the life safety program. Service Provider shall not be responsible, but will coordinate, for engineering design and construction specifications for Life Safety Systems. The Service Provider is responsible for ensuring the maximum uptime of the LSS system. Vendor is responsible for managing the warranties and is also responsible for managing AMCS with OEMS after the expiration of warranties. Life Safety Systems Testing and Certification Service Provider will participate in all inspections by the Local authorities. Service Provider will track, schedule, and conduct any and all inspections necessary to keep systems in compliance with all applicable codes and legal requirements.

4.9 STP Operation and Maintenance

1. Operation and maintenance of the sewage treatment plant.
2. Testing of water quality and ensuring parameters are well maintained to adhere to the PCB norms.
3. Operation of the water softener plant and maintaining the desired PPM.

4.10 GENERAL GUIDELINES on Work Procedures:

Service Provider shall develop & establish the required process & procedure to operate facilities, buildings, and systems in a safe and consistent manner. Operational practices shall be documented in writing and shall be subject to review by the Employer.

Service Providers shall develop and utilize Work Job Plans for all routine activities that will ensure consistency and continuity in job performance. The Service Provider has the responsibility to identify and incorporate all applicable Employer requirements. Service Provider shall develop and maintain Planned Maintenance Procedures (PMP) and Standard Methods and Procedures (SMP) for all work activity. All work plans, including troubleshooting activities, will incorporate a safety component that will be reviewed and approved by a qualified supervisor before any work is done. Through coordination with the Employer, the Service Provider shall develop and adhere to an escalation procedure that determines steps taken when notifying the Employer's operations and customer stakeholders. All Service Provider personnel will be trained by Service Provider on the procedure to ensure that timely and consistent notification of events are made and recorded for follow-up by incident reaction and investigation teams.

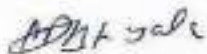
4.11 Preventive Maintenance: Service Provider shall implement a predetermined program to maintain facilities, equipment and systems according to Employer's standards, industry best practices and manufacturer's recommendations. The electrical preventive maintenance program shall be designed to provide zero unscheduled downtime of building electrical services. The program shall include, but not be limited to, preventive tasks and frequencies, and predictive maintenance techniques. Service Provider will propose a detailed PM plan showing tasks and frequencies, which will be subject to the approval of the Employer. The Service Provider will coordinate site maintenance shutdowns.

4.12 Major Maintenance and Refurbishing: Service Provider shall submit to Employer in advance any requirements for major maintenance or refurbishing of equipment. Such work shall be performed on a project basis, upon approval of the Employer.

4.13 Equipment Maintenance, Repair & Testing Requirements:

- Electrical measurements shall be taken using a multimeter of appropriate ratings.
- Circuit test pens are not allowed as a testing instrument within the Employer's premises.
- The instruments shall be used within the manufacturing range for that equipment.
- All spanners, wrenches and required hand tools must be in good working order.
- All powered tools must be equipped with individual ELCB to prevent main tripping.

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All chemicals intended for cleaning or other purposes must first obtain approval from the Public Health Officer (PHO) and must be stored with the corresponding Material Safety Data Sheet (MSDS) clearly displayed. Approval and advice from the Fire and Safety Section (FSS) may also be obtained in case of any safety-related concerns.

- All test equipment shall be calibrated to the manufacturer's requirements or every year, whichever is stricter.
- Date of calibration shall be displayed on the instrument, with the document available if required.

4.14 Work Order Priorities Service Provider shall implement a planned work environment in which work is planned, scheduled, coordinated, and documented by a work order control system and in coordination with the help desk processes. Service Provider will work with Site management to ensure there is always a response appropriate for the severity of the situation or problem. Service Provider will ensure its employees are versed in both interpreting and assigning work order priorities in a manner consistent with the Site's program.

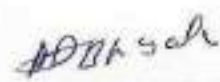
4.15 Priority Levels: (1) Safety Related - An unsafe condition related to the facility or equipment which places an individual in danger or has the potential of creating a dangerous situation. Indoor air quality issues are included. (2) Mission Critical - A condition based on a need to meet critical schedules, to complete other critical functions, to procure critical information or to address code/regulatory requirements. (3) Asset Threatening - A condition which, if unaddressed, could lead to further damage to the facility, equipment, contents, or site. This includes equipment and systems classified as critical with redundancy, and classified as non-critical, as well as Security issues. (4) Abnormal Symptom - A condition based on a reported anomaly that may have the potential to be Asset Threatening, Mission Critical or Safety Related. (5) Corrective Maintenance - Unplanned maintenance to correct an abnormal condition which will restore the item to an acceptable operating condition. (6) Preventive Maintenance - Planned maintenance which has a pre-planned schedule, pre-planned tasks and a fixed duration. Perform per the mutually agreed schedule. (7) Special Projects - Improvements, alterations, adds, moves or changes which can be scheduled as a floating project not defined within the above priorities. Complete per the mutually agreed schedule.

4.16 Shutdowns: Service Provider will be responsible for acquiring advance approval per site requirements and coordinating Building / Site shutdowns with the Employer. The coordination activity involves, but is not limited to, selecting shutdown dates and conducting update meetings with all affected business unit representatives, and communicating the shutdown plan to all customers. Service Provider will support the Employer's shutdown requirement under the terms of this contract.

4.17 Equipment Failure: Major and minor repairs or replacements due to Service Provider's failure to perform maintenance and preventive maintenance as prescribed herein will be the responsibility of the Service Provider. All equipment failures will be reviewed to ensure the appropriate maintenance has been done as required. Cases of design inadequacy will be the responsibility of Employer. Service Provider shall develop a list of equipment and system devices that are non-functional as per design intent and incomplete work tasks or work in process, before execution of this contract or any scope of work addendum. This list will serve as the bases of backlog activities and marginal equipment that the Employer will pursue funding for to have repaired or finished. The intent is to indemnify the Service Provider against equipment and system devices that are not up to normal operating standards and provide the Employer a comprehensive baseline of system capability at the beginning of this contract. There will be no compensation provided to the Service Provider for the development of this list.

4.18 Non-interruption of Employer Business: All Service Provider work shall be preplanned and job plans shall be available for review by the Employer. Service Provider shall schedule and attend work coordination meetings as necessary. Work that affects Employer operations or the work of other contractors shall be submitted to Employer per site requirements. Service Provider work shall be scheduled nights and weekends when necessary in order to affect a minimum number of building occupants, as determined by the Employer. Service Provider shall provide troubleshooting and correction to routine operations.

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4.19 Procurement of Tools: The Service Provider will acquire all tools necessary to perform the Services. In addition to standard hand and power tools, the definition of "tools" includes ladders, electronic testing equipment (multimeters, etc.), and PPE. Service Provider is responsible for specifying tools that are of the appropriate type, quality, and safety, in coordination with Employer policies.

4.20 Utility/ Energy Monitoring: Service Provider will track utility usage, including INR amounts, total liters, kilowatt-hours, tonnage and any other pertinent unit of measurement for benchmarking and process improvement tracking. Reports and analysis will be required as per the Employer's needs. In addition to the M&E activities, the Service Provider will be required to monitor the use of energy, producing reports and recommendations on how to improve efficiency and reduce costs. This contractual service will be considered part of the contract, and as such, there will be no additional payment. For avoidance of doubt, should Employer request a separate 'Energy Survey' compiling an innovative solution for energy savings – this will be considered as not part of the Agreement and thereby subject to a negotiated payment.

4.21 Hand over / Take over: Service Provider shall be responsible for taking over the assets from the project team or the leaving tenant and keep records of all such assets. Any damage to the premises / snags shall be brought to the notice (in writing) of the asset manager before permitting the exit of the client. Service Providers shall also hand over the assets / premises to the incoming client and keep a signed record of all assets handed over to them.

5. Soft Services

The scope of services will cover cleaning, pest control, waste management and related activities.

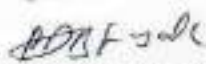
5.1 Cleaning: The Service Provider shall provide a full cleaning service to the premises. It will provide a team of on-site cleaning personnel of a number & calibre to perform the duties listed below in the schedule. It will ensure that all cleaning staff are provided with appropriate uniforms and any protective clothing necessary for carrying out their duties. A cleaning, gardening and horticultural works schedule follows, which will form a guideline for the scope of work on site; however, this will be regularly reviewed and amended as required. As the site develops, the Service Provider will arrive at a more site-specific cleaning schedule. General areas for cleaning, but not limited to, the following

- Floor of rooms, corridors, stairs, internal pathways, toilets and toilet dado, skirtings
- Walls, ceilings & partitions
- Non-glazed panels of doors and windows
- Glazed panels of doors and windows
- Washbasins, water closets and urinals
- Toilet elements like health faucets, taps and niche holders
- Toilet Mirrors, Tissue Paper holders, automatic flush valve assembly
- Waste Bins
- Light Switches, Fire Fighting Equipment

5.2 WASTE MANAGEMENT: It is a policy of the Employer to operate its business in an 'environment-friendly' way and therefore, wherever possible and practical, the Employer shall seek to promote recycling programmes. The Service Provider should, wherever possible, proactively support this policy. The Service Provider will be responsible for managing the removal of the following items of waste:

- Systems for segregation of waste.
- Collection of waste
- Disposal of general waste in the properly designated area is demarcated.
- Management of confidential waste before disposal
- Taking part in all recycling (wherever practical) and other waste management programs

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5.3 Pest Control: The service will include the furnishing of all professional services, equipment, labour and materials to provide the insect and rodent control services described in this proposal. Pest control services contemplated by these specifications will be for the control of the following pests:

- Rats and mice
- Roaches, ants and silverfish
- Control of flies and mosquitoes

The Service Provider will establish a site program to prevent such infestation. The Service Provider will develop a response plan to handle incidents or complaints of pest infestation. This Pest Control Program offers the following features:

- A pre-arranged service schedule which provides consistent service year-round.
- An On-Site Quality Service Evaluation is performed by the Service Provider on a periodic basis.

The Service Provider will submit a report on a regular basis.

Pesticide Requirements: Applications of herbicides, insecticides and fungicides shall be performed only by licensed Pesticide Applicators. The employer strongly encourages environmentally sensitive maintenance practices. Under no circumstances shall the Service Provider utilize preventative "blanket" applications of herbicides or insecticides without prior approval. Provide the Employer a minimum of 48 hours' notice prior to herbicide, fungicide or pesticide applications. All applications must be coordinated to avoid special event conflicts. All chemicals must be approved by the Employer before application. Chemicals must be applied in accordance with the manufacturer's recommendations. File an MSDS certificate for all chemicals after approval from the Employer. The Service Provider is responsible for regularly monitoring all plant material and immediately notifying the owner of any need for such control. Service Provider is responsible for any damage to plant material incurred as a result of failure to immediately notify Employer of correctable disease and or insect problems and for replacement of any such damaged plant material at no additional cost to Employer. All spray material will be of water, low-odour type.

6 Admin Support Services

6.1 Help Desk Operations to manage a 24 x7 centralised help desk. Service Provider shall be responsible for tracking and closure of issues. Preparing the helpdesk MIS. Service Provider is responsible for all facilities contracts, whether contracted or self-performed by Service Provider or not, including but not limited to the following:

- Water
- Diesel
- Indoor plants
- Painting
- M&E Spares & Consumables
- Building maintenance (carpentry and plumbing)
- Signage
- Or any other service as desired by the Employer

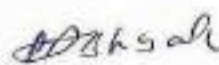
6.2 AMC MANAGEMENT

The employer will provide the necessary contractual documentation (Terms & Conditions) for the Service Provider to effectively execute contracts relating to the above services. Service Provider may provide assistance with the development of the scopes of work as required. Service Provider will be required to procure and/or source appropriate contractors and vendors to perform the works outlined within this scope of work, where necessary, on behalf of the Employer in line with the purchase procedure.

Service Provider must ensure:

- Each contract meets the stipulated Employer procurement guidelines
- Benchmark Cost/ Services
- Periodically review all Contracts for performance levels

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- Meet with all Contractors on a monthly basis to discuss performance levels
- Recommend methods to improve efficiency and achieve additional savings
- Timely renewal of existing Contracts

Service Provider is required to ensure all contractors and vendors working on site perform their works in accordance with the local regulations as they apply to the Environment, Health and Safety. Contractors must also comply with the Employer's policy on the Environment, Health and Safety. Breaches of any applicable legislation by a contractor or vendor must be brought to the attention of the Employer immediately. All Contractors should be provided with standard "House Rules" for they must comply with whilst working on site. Minimum Re-Order Levels (ROL) must be established for each item and maintained for all consumable items.

6.3 Financial Management

6.33.1 Billings: Employer will raise the invoices to internal departments/customers. Relevant inputs for the invoice can be provided by the Service provider. The Service Provider will be required to raise the invoices for the services to the Employer.

6.33.2 Invoice Management/Approvals: The Service Provider will be required to process the invoices for the procurement done on behalf of the Employer. However, the Service Provider will not be required to make any payments on behalf of the Employer. For Invoice processing, the Service Provider team must:

- Check the Invoice amount with the agreed amount/ usage
- Track the expenses with budgets

Then, forward the signed documentation to the Employer asset manager for final approval

7 MISCELLANEOUS SERVICES

7.1 Workplace Handbooks

Service Provider will be required to review the existing workplace handbooks – asset service manual, fit out guidelines, etc. and update the same as required. Any procedure related to asset management operations, as required by the Employer to be developed by the Service Provider.

7.2 Maintenance of Site Documentation

The Service Provider will be responsible for documenting and reporting every aspect related to the delivery of PM services. Site-specific documentation remains the property of the Employer at all times. This includes all reports, contracts, leases and the like.

7.3 Reporting Requirements: Management Reporting within 5 (five) days after the completion of the month. Service Provider is required to provide a Monthly Management Report to the Employer outlining activities for that month. The format, which shall contain performance measures, is to be agreed between Employer and Service Provider. Weekly Reports must be submitted by no later than Saturday for the ending week.

7.4 Statutory Compliance: The Service Provider would need to ensure that all the statutory requirements for operating a building are in force and adhered to. These shall include, but not be limited to, the following:

1. Contract labour
2. Any other aspect of occupying buildings and managing outsourced/vendor employees.

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1. Duration of Contract

Employer intends to enter into an Agreement for one year for the Facility Management services, subject to the terms of cancellation/termination.

2. Contract Price

The prices submitted shall be firm for the entire duration of the contract, except for the changes in minimum wages as and when declared by the Government. The prices for the wages to be as per existing or updated time to time by the Central / State Wages.

Detailed costing and break-up to be furnished in Schedule I: Cost Sheet

3. Terms of payment

a.No advance payment against cleaning bills will be made under any circumstances.

b.Monthly bill will be paid based on sqm. area work completed as per the scope of work and work measurement statement of that month. Amount of short manpower & sanitary material, incomplete work, and penalty if any will be deducted from the monthly bill.

c.The total security deposit equivalent to 5% of the bill will be deducted from the monthly running bill.

d.Income tax of 2% along with 1% CGST and 1% SGST will be recovered at the prevailing rates from the bills payable to the contractor.

e.As per the notification of the central Govt. GST is @ 18% and this amount will be reimbursed by IIT Bombay to the contractor. If GST is changed by Govt. then the contractor has to pay as per the revised rate and IIT Bombay will reimburse the same.

f.Wages of workers shall be paid by online method, A/c payce, cheque, or ATM through bank and Bank statement, Xerox copy of attendance sheet, salary & overtime disbursement sheet, and other documents which are mentioned in terms & conditions of the contract of all workers shall be produced to Public Health Office along with the monthly bill.

g.The contractor should submit a monthly bill for payment in two sets along with that month's workers' attendance sheets, salary disbursement sheets, Bank statement of P.F. & ESIC payment, P.F., ESIC, PT, receipt of payment of LIC premium for group gratuity & LWF contribution and online payment detail statements sanitary material challans & copy of tax invoice, GST paid challan, over time payment statements, a sheet of advance given to workers with signature, a sheet of hand gloves, masks & dusters issued to the worker with signature in particular months and any additional information required to PHO from contractor related to any payment to worker & Govt. authorities.

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h. The final bill shall be submitted by the contractor in the same manner as specified in interim bills within three months of the physical completion of the work. No further claims shall be made by the contractor after submission of the final bill, and these shall be deemed to have been waived and extinguished.

i) 10 % of the Management Fee will be linked to the performance of the Service Provider from the date of renewal of the tenure of the contract.

Employer's Personnel:

Employer shall make available to the Service Provider the items expressly specified to be provided by Employer in this tender document. The Service Provider shall be responsible for the safe custody of the items that are in its care.

The Property Manager at location will be the first point of contact of Employer and provide clarifications to the Service Provider, if required. Employer will have strict security and other regulations for the use and occupancy of Employer premises from time to time and shall give the Service Provider with a written notice thereof. Employer's authorized representatives shall have access to premises at all times. While working on the premises of Employer, employees of the Service Provider must observe all regulations in force in Employer premises. Employer has a right to require written confidentiality undertakings from those employees who are working in the premises of Employer.

Service Provider's Personnel:

The Service Provider shall recruit, hire, train, supervise and direct employees working in the Services operation. The Service Provider is also responsible for transfer and discharge of them. All personnel employed by the Service Provider shall at all times and for all purposes be solely in the employment of the Service Provider.

The Service Provider shall assign personnel of appropriate qualification and experience to perform and fulfill its obligations under this tender document. The Service Provider shall take commercially reasonable steps to ensure that staff members performing Services under this tender document are qualified and suitable to perform such Services.

The Service Provider is obliged to replace, without unreasonable delay and at no cost to Employer, any personnel whom Employer considers lacking the necessary competence or with whom Employer finds it difficult to collaborate.

The Service Provider will have to ensure compliance with all labour laws/regulations before a contract can be signed. This will include obtaining the appropriate license, PF/ESI registration, staff employment letters, etc. The Service Provider will submit copies of PF/ESI challans along with the list of staff with their individual PF/ESI numbers, along with monthly invoices. The Service Provider will ensure that the total number of staff deployed at any property is agreed with the Employer beforehand, and this number is not changed without consent from the Employer in writing. The Service Provider shall ensure that all employees assigned by the Service Provider to perform development of the Services are employees of the Service Provider and that under no circumstances shall the relationship of Employer and employee be deemed to arise between Employer and Service Provider's personnel.

4. QUALITY PERFORMANCE AND REPORTS

Service Provider agrees to advise Employer of any material or strategic changes in its operations and to ensure that such changes do not compromise the requirements for the quality performance as set out in the Scope of Work. The employer has the right to inspect the Services at any time of his choice. Employer reserves the right to reject Services which do not conform to the mutually agreed specifications and requirements, including, without limitation, the

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Scope of Work. Employer may, at its option, require prompt improvement and/ or repair of non-conforming Services. If the Services delivered do not correspond with the tender document, the Employer may request the Service Provider to place an improvement and/ or repair plan, including time schedule to improve or repair the Services based on terms mutually agreed. If the Service Provider fails to fulfil the improvement and/or repair plan as mentioned within the agreed time schedule, the Employer may terminate the agreement. Based on the work scope and tender document guidelines key performance indicator will be mutually agreed and the Service Provider will be evaluated every month on these parameters.

5. WARRANTIES

The Service Provider warrants that it has and shall exercise all reasonable skill, care and diligence in carrying out its obligations under this tender document and shall provide the Services strictly in accordance with the Scope of Services.

6. Environment, Health & Safety

The Service Provider shall inform and obtain consent from the Employer of all substances and materials used in the performance under this tender document, which may be categorised as hazardous to the environment, health, safety and security. Both parties shall comply with all legislation, regulations, orders and laws relating to the environment, health, safety and security, including but not limited to, Indian Government environmental rules for environmental management. Both parties may, where appropriate, request improvements in the other Party's practices to ensure compliance with the said principles. Service Provider shall strive to implement an environmental management system (EMS) based on the basic principles of the ISO 14001 standard or other equivalent standard. Service Provider agrees to act in the spirit of internationally recognised social and ethical standards and Employer's respective policies.

7. SAFETY GUIDELINES

- The service provider must know and follow their duties related to safety for all personnel. These guidelines are applicable to contractors as well as sub-contractors deployed by them at the site.
- All Service Provider workmen should be provided with a uniform and shall work within the Employer premises in their prescribed uniform.
- The service provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked.
- The service provider shall ensure that proper fencing, lighting and warning signs are placed on and around the work site for safety at all times.
- The service provider shall report all notifiable accidents, dangerous occurrence and potential hazard situations to Employer representative on site.
- The service provider shall provide prior information to the Employer representative about any hazardous material being brought on the site and shall ensure security storage of such material.
- The service provider must not remove or displace any guard, fencing or other safety equipment, which is designed to protect personnel or machinery or any place where safety equipment has been provided without the written permission of Employer representative.
- Completion of any work, any such guards / fencing that had to be removed must be replaced immediately and whilst work is being carried out, machinery must not be operated.
- The housekeeping standards employed by service provider and his sub-contractors must be good in all respect.
- The service provider must leave work areas in a clean, tidy and safe condition at the end of each working period.
- The service provider must obtain prior permission from Employer representative if the processes being employed to carry out that work significantly increase the ambient noise level in that area being worked.
- No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by the Employer representative.

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- All temporary structure, erected by contractors or sub-contractors for the purpose of allowing their staff to work at heights of more than 4m above floor level, must be constructed in accordance with the safety regulations. No bamboo scaffold or makeshift arrangement is allowed.
- The service provider must provide consumables, tools and equipment based on applicable regulations / codes / guidelines.
- The service provider must take prior permission from the Employer manager before working on plant services such as water lines or electricity.
- The service provider should ensure that proper qualified / trained / licensed personnel carry out the jobs and that proper supervision is done for all jobs.
- The service provider should take prior permission from the Employer representative before connecting any power tool to the electric supply and must never connect these to UPS.
- All electrical equipment / appliances must be connected by 3 core cables and 3 pin plugs / sockets. For 3-phase supply, 05 core cable (03 phase, neutral & earthing) and to be connected through appropriate industrial plug/MCBs.
- Any power / compression / percussion tools must be used by trained personnel with proper safety precautions during operation / storage.
- The service provider must take prior permission from the Employer representative before hoisting / lifting any equipment. The service provider should ensure that adequate anchorage is deployed.
- The service provider must take prior permission from the Asset Manager before bringing any lift-trucks, cranes, lift pulley systems in the premises.
- The service provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs on site.
- All workmen of the service provider or their subcontractors must have valid identifications and identity cards issued, shall display at all times during duty hours.
- During electrical work, the service provider shall ensure that rubber gloves / boots of correct grade are used ; temporary supply is tapped from source panel which is properly fabricated / fixed and earthed ; each tapping shall be through ELCB ; have double earthing for 3-phase connection.
- During welding work, the welding set shall be properly earthed to the nearest earth pit.

8. Indemnification

- The Service Provider shall indemnify and keep harmless the Client free from and against all demands, claims, actions, suits and proceedings made or instituted against the Client by any person whatsoever, in connection with performing the Services being directly attributable to any act of willful negligence or misconduct attributable to the Service Provider, during the term of the Contract, and from and against any loss, damage, damages, costs, charges and expenses, which may be paid, incurred or suffered by the Client, as a result of or arising out of the foregoing.
- The Client shall indemnify, hold harmless and defend the Service Provider, its agent, independent contractors, and employees free from and against all demands, claims, actions, suits and proceedings made or instituted against the Service Provider by any person whatsoever, directly or indirectly, with regard to the assistance and Services rendered and provided by the Service Provider under the Contract and from and against any loss, damages, costs, charges and expenses, which may be paid, incurred or suffered by the Service Provider, directly or indirectly, as a result of or arising out of any acts of negligence, carelessness on part of the Client, and/or breach of the representations, warranties, covenants, undertaking, terms and conditions of the Contract.

9. Limitation of liability

- Nothing in the Contract limits or excludes the Service Provider's liability, which cannot be limited or excluded by applicable law.
- Subject to clause no.8 of this section, the Service Provider shall not be liable to the Client, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Contract for loss of profits, sales, business, agreements, contracts, anticipated savings, goodwill, use or corruption of software, data or information, or any incidental, punitive, indirect or consequential loss.

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- Subject to clause no.8, the Service Provider's total liability to the Client, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Contract shall be limited to fees paid by the Client in the previous twelve (12) months under this Contract or the relevant Statement of Work (excluding reimbursable items and charges described in this Contract or the relevant Statement of Work), as the case may be.
- 10) Security deposit @ 5% will be deducted from all bills for the contract period, and it will be refunded after a period of 12 months from the expiry of the contract. A performance bank guarantee of 5% of work value will be deposited by the contractor before award of work order, and it will be refunded after completion of work i.e after 3 months of submission of the final bill. Deduction of Income Tax @ 2% or as per notification issued by the Income Tax Department from time to time, and any additional charges /taxes as levied by the authorities will be recovered from the bill as per the conditions of the contract accepted by the successful contractor.
 - 11) The Security Deposit thus recovered will be refunded after completion of 12 months from the date of completion of work, after the receipt of the application from the contractor along with proof of payment of provident fund & yearly online statement of all workers and ESIC payment details of the same period to that effect. If the application is not received within three years, the amount will be credited to the Institute account, and thereafter, no claim will be entertained. If the contractor fails to make the statutory payment of P.F., E.S.I.C., PT, LWF, gratuity, bonus, workmen's compensation policy & any other liability, then the unpaid amount, along with penalty if any, will be recovered from the amount of the security deposit.
 - 12) The Agreement will be concluded as per the normal procedure of IIT Bombay, for which the contractor may contact the undersigned until the same is concluded, the quotation/tender submitted by the contractor will be part and parcel of the contract.
 - 13) The contractor should work as per the terms and conditions of the tender documents of this office, and this work order will be part and parcel of this contract.
 - 14) The contractor shall follow all the provisions of the Contract Labour (Regulation & Abolition) Act 1970 and Rules 1971, Minimum Wages Act, Payment of Wages Act, Payment of Bonus Act, Payment of Gratuity Act, Inter-State Migrant Workmen (RE &CS) Act, Workmen Compensation Act, and Industrial Disputes Act.
 - 15) The Contractor shall provide PF & ESIC facility to the workers as provided in the PF & ESIC Act. The contractor shall remit PF, ESI, PT, and LWF within the stipulated time. The Contractor is liable for timely remittance. Damages, if any, charged by the concerned department, have to be borne by the contractor.
 - 16) The contractor should not employ any worker beyond normal working hours or on weekly holidays. If any worker has worked beyond normal working hours or on a weekly holiday, the contractor has to pay overtime wages as provided under the Minimum Wages Act.
 - 17) The Contractor shall pay salary to the workers between the 7th to 10th day of every month.
 - 18) The contractor shall pay salary to workers in the form of an A/C payee cheque or direct transfer to workers' accounts, and acknowledgement/signing of the salary disbursement should be made in the presence of a representative of the PHO,

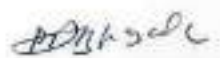
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(PANKAJ P. BHOSALE)
Public Health Officer



- 19) The contractor shall issue wage slips to all the workers at least one day before the disbursement of wages. The contractor shall issue an Employment Card, e Pelchan Card, and UAN No. to all the workers. Necessary acknowledgement/signing of the salary disbursement sheet must be taken in the presence of a PHO representative.
- 20) Every month's salary register & attendance Register shall be submitted to PHO before the release of payment for checking.
- 21) The contractor shall obtain the required license from the Assistant Labour Commissioner (Central) within 15 days from the date of issue of the work order. All returns as per the rules shall be submitted to the ALC (Central) and concerned authorities by the Contractor.
- 22) The contractor should maintain a muster roll for each site and workers should sign the muster of the contractor and do the Biometric attendance twice a day (on joining & leaving the duty) in the presence of a representative and which will be verified by Public Health Office Representative during the disbursement of salary.
- 23) The contractor should complete all daily, weekly, monthly work as per the scope of work for all working days, Saturdays, Sundays, and Holidays during the contract period.
- 24) Any liability/Penalty arising out of complaint from the worker or as directed by the Labour Commissioner's office/court or any other Govt., Semi-Govt. office shall be deducted from the bill/S.D./E.M.D. amount of contractors.
- 25) A copy of the license shall be displayed permanently at the premises where the work is being carried out. Also, a notice board shall be displayed by the contractor containing the details of the Rate of minimum wages, Date of payment of wages, Working hours, Weekly holiday, and Name and address of the Inspectors having jurisdiction.
- 26) Workers and supervisors engaged by the contractor to complete work should attend to their duty in uniform with their identity cards. The contractor can obtain temporary gate passes for their workers from the security office of his Institute, & all workers and supervisors have to produce them at all gates to security, also during morning & evening attendance to PHO representative. Also, the contractor should submit the list of workers who are working in the Institute to the Public Health Office & Security Section. The workers and supervisors who don't have a Gate pass card in the security section, at IIT Bombay shall not be allowed entry inside the IIT Bombay campus, and those who don't have ESIC card/Group insurance scheme will not be allowed to attend their duties.
- 27) All safety & security rules, regulations, and practices prevalent in the Institute should be strictly followed by the contractor and contractor workers.
- 28) The contractor should fill out the form of P.F. & E.S.I.C. and get the P.F. number & E.S.I.C. card of all eligible workers within 30 days from the date of commencement of the contract. The worker whose PF and ESIC numbers is not generated will not be allowed to join duty.

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29) The contractor shall be responsible for any injury or loss caused to his workmen while on duty. He shall obtain the necessary E.S.I.C. card, workmen's compensation policy, and any additional coverage, if any, and relieve IIT Bombay from the responsibilities/liabilities in this respect.

30) The contractor should make necessary arrangements for the welfare and health of their workers at their own cost.

31) The contractor shall submit a bill in respect of the services rendered by him in duplicate on a calendar month basis with daily, weekly, and monthly work reports in the prescribed format, duly signed by the authorized representative. A Xerox copy of the salary register, Attendance sheet P.F., E.S.I.C., P.T., LWF & GST paid challans with a statement of all workers of the same month.

32) A temporary office/ godown/ locker/ store room will be required to be constructed on the campus with the cost of bidder and at the time of final bill, the same will be removed by the contractor.

33) As per the amended Payment of Bonus Act, the contractor has to pay a Bonus @ 8.33% of wages, during the contract period, to the workers who are working in IITB under their contract. IIT Bombay will not reimburse the bonus amount to the contractor as the amount of the Bonus is inclusive of rates quoted by the contractor. The contractor should give a bonus to the worker once a year, i.e. during the Diwali Festival.

34) IITB reserves its rights to entertain the complaints related to the compliance, to investigate the matters, and if any claims are found to be correct, the said amount will be adjusted through RA bills/security deposit/performance deposit of the contractor and released the said payment to the concerned.

35) Present GST is @ 18% and in the future, if any changes take place in GST taxes, it will be reimbursed by IIT Bombay to the concerned contractor when the contractor submits proof of payment made by him to the respective Govt. authority.

36) The contractor shall be responsible for the recruitment/engagement, discharge, and payment of persons engaged by him and the completion of all work as per the scope of work of this contract.

37) It will be the whole responsibility of the contractor to supervise the jobs carried out by their workers as per the schedule & scope of work given by PHO.

38) For irregular/incomplete/unsatisfactory service, a penalty of Rs. 5000/- per day shall be imposed on the contractor, and this amount will be deducted from the contractor's monthly payment as per the direction of PHO.

39) In the event of failure to carry out the work assigned under the Integrated Facility Management Services contract to the satisfaction of IIT Bombay, performance will be evaluated by the performance monitoring committee & necessary deductions will be made from the performance bank guarantee/ security deposit. The Institute reserves the right to get the work done through alternate sources at the cost and risk of the contractor. The necessary Security deposit as well as performance bank guarantee will be forfeited, and the contract will be terminated, and it may be awarded to another contractor.

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40)The contractor has to follow all enactments that are in force at present and introduced from time to time, such as Acts enforced by the Employees Provide Fund Organisation, Directorate of E.S.I.C. and concerned inspectors under the Act, and all necessary arrangements for worker security, leave, and insurance will have to be made by the contractors at their own cost including minimum wages declared by the competent authority from time to time.

41)The contractor should produce the records i.e. labour license, proof of payment of wages, attendance register, P.F., ESIC, GST & any other Govt. authority payments, etc., as and when demanded by the Institute authorities.

42)The contractor shall indemnify the institute against any actions, awards, proceedings, claims, and demands that may be made against it due to any act of negligence, default, etc. made by the contractor or his workers during the contract period.

43)The Institute reserves the right to terminate the contract without advance termination notice of three months for noncompliance/violation/contravention of any of the provisions of worker laws, non-implementation of court orders, orders from worker law authorities received from time to time, and terms & conditions of work order and agreement, in such case, EMD, performance bank guarantee & security deposit will be forfeited.

44)Reporting about the status of the job on a day-to-day basis shall have to be ensured by your personnel to the concerned Department, Centres, Sections, Workshops, and Administration Bldg. Hostel, Guest house & residential area, and Public Health Office representative.

45)The working hours of workers should be set to carry out various jobs in 3 shifts (9 hours duty including one hour interval for rest) the working hours of workers should not exceed eight hours in a day to complete given work as per the scope of work and as per directions of PHO/Institute authority from time to time.

46)Minimum wage rates are calculated as per Notification of Chief Labour Commissioner (C) New File No., 1/6(5)/2025-LS-II dated 28/03/2025. Any increase or decrease in the basic pay, dearness allowance, P.F., and E.S.I.C. contribution will be paid by the contractor to the labourers or the concerned authority. The Institute will reimburse the difference between the initial pay & increased pay in the basic, D.A., P.F. & E.S.I.C. after the submission of payment proof is made to their workers. The present minimum wage is considered for unskilled, semi-skilled, skilled, and highly skilled workers per day & subsequent minimum wage differences will be reimbursed.

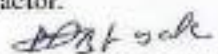
47)If the contractor wants to withdraw the contract due to inaccessibility, due to personal reasons, or local issues, before the contract expiring date, at that time, the contractor should give a written request at least three months in advance to the Public Health Officer. After withdrawing the contract, the EMD, performance bank guarantee and security deposit amount will not be refunded to the contractor.

48)The contractor shall produce a checklist of all daily, weekly, and monthly schedules one week in advance before starting the new month to carry out the work as per the scope of work.

49)Work that is not attended to by the contractor as per the scope of work, the said amount of unattended work will be deducted from his monthly bill.

50)Water & electricity will be provided free of cost by the Institute for cleaning, sweeping & upkeeping work only & use of it should be economical. Also, while cleaning with the help of the machine, staff should use electrical points which are given particularly for cleaning machine purposes, if used at other electrical points & if any damage takes place to that point, then the amount of it will be recovered from the bill of the contractor.

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51) The Contractor shall be responsible for any damage to the Institute property due to negligence of the agency and the cost of all such damages will be recovered from the bills of the contractor.

52) The contractor should not engage any workers below 18 years of age. The contractor should pay the wages to the workers as per the Minimum Wages Act as fixed by the appropriate government from time to time. If any accident takes place, the Contractor will be fully held responsible and for that, he should provide workmen compensation, insurance/ group insurance/ ESIC scheme.

53) This contract is purely based on a rate cum fee based contract and is to be carried out in given drawing areas daily, weekly, monthly, housekeeping work for all working days, Saturday, Sunday, and all Holidays as per scope of work & as per the schedule. The contractor is suggested to engage a sufficient/desired number of manpower, a supervisor, including relievers for the same. The cost of incomplete work will be with a levy of a penalty of Rs.5000 per location deducted from the monthly running bill as per PHO/Institute authority direction. Contractors have to engage sufficient manpower during all days to complete work as per the scope of work. Also, contractors have to engage more manpower at the time of events/summit/seminars and when required to complete all daily, weekly, monthly work as per the scope of work.

54) The contractor should arrange required equipment and machines working in good condition, equipment, tools & disposal plastics, and HDPE bags as per the list given in **Annexure-II**. The contractor should keep all these machines, equipment & tools permanently at the IIT Bombay site at the given place under their supervision & risk. If a given quantity of machinery at the site is not found in working condition, then the contractor has to make an alternate arrangement for minor repair work within 24 hours and for major repair work within 05 days. If the contractor fails to do this, then a penalty of Rs.5000/- will be levied upon the contractor.

55) The Contractor should provide sufficient branded sanitary consumables as mentioned in **Annexure-III**. The institute will not be responsible for any increase in the rates or tax on sanitary items. Due to misuse or excess use of sanitary materials, if an additional quantity is required to complete the work then the contractor should arrange the additional quantity of material at their own cost. The Institute will not provide any additional materials or cost of additional material. If the contractor fails to do then a penalty of Rs.5000/- will be levied on the contractor and this amount will be deducted from monthly running bills. The expiry date of all supplied sanitary materials should be valid. Sanitary material that is brought after the expiry date of that product will be rejected. If any material brand is not available in the market then the contractor has to obtain the consent of PHO for an alternative brand & in this case PHO instructions will be the final decision. Green product certification is preferred for environmental sustainability.

56) The contractor should collect form No. III from the Public Health Office, wherein the Name of work, date of commencement, Date of completion, etc. are mentioned with the declaration of the principal employer.

57) If any of the services under the scope of work is not carried out to the satisfaction of IIT Bombay the payment due to the contractor will be at the discretion of IITB. If any work is not attended then for every unattended work of each location penalty of Rs.5000/- will be levied & it will be deducted from performance deposit.

58) If any of the services under the scope of work is not carried out to the satisfaction of the IIT Bombay the payment due to the contractor, at the discretion of IITB, may be reduced by the quantum of amount shown against each point, which are as under.

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Sr. No.	Items	Quantum of penalty for non-satisfactory performance per day
a	Non-clearance of wild vegetation	Rs. 1500/- per week from the date of written communication accepted by the contractor or his supervisor
b	Non-lifting of garbage	Rs. 1000 per recorded incident per site
c	Burning Garbage/fallen leaves	Rs. 1000/- for each recorded incident or on receipt of complaint
d	Unavailability of cleaning materials, including but not limited to toiletries, brooms, and dusting cloths.	Rs. 5000 per day
e	Spitting on the wall, chewing of tobacco by contractor staff	Rs. 500 on each occasion
f	Non-submission of PF account details of workers for each completed year by 31 st July.	Reimbursement payment towards PF deposit will be withheld and Rs. 1000/- will be deducted for every month immediately after 31 st July.
g	Delay in payment of wages to workers	Rs. 200 per worker per day (Payment to be made to concern worker in next month salary)

59) The contractor should bring the sanitary material to IITB as mentioned in clause No.55 and any other consumable, if any show it to the Public Health Office concern Representative for his signature on the delivery challan and tax invoice before distribution and signed delivery material challan & tax invoice produced in PHO on the same day or before end of every month.

60) The Institute reserves the right to add new areas as per the rates of the work order or remove any area from the contract after awarding the work order. When a new area is added, then the area proportionally manpower number & material quantity will be increased and on removal of the area, it will be decreased. An increase or decrease in manpower will be decided by the contractor and informed to the PHO.

61) In the calculation of per day manpower cost includes Basic pay, D.A., PF, ESIC, workmen's compensation policy, Gratuity, Bonus, uniform, duster, hand gloves, shoes and mask. Therefore, contractors should consider all these items while bidding and provide them to workers engaged by them.

62) The 26th of January, 1st May, 15th of August & 2nd of October are paid holidays; contractors have to give paid holidays to workers who are working in their contract. Workers who are performing duty on these days are entitled to overtime wages at double the normal rate for these days only.

63) The contractor should complete all daily, weekly, and monthly work & online reporting systems. The contractor should follow this procedure, and they have to make the required manpower arrangements. The contractor should follow the biometric attendance procedure along with routine attendance of all workers every day and produce a record of it in the first week of every month for the preparation of measurement statements.

64) The contractor has to distribute hand gloves, masks, dusters, shoes and uniforms to all his workers in the presence of a PHO representative.

Contractor Signature
& Company Stamp

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



65) The renewal of the housekeeping contract to the same agency may be done at the end of the contract period, for the further period of two more year, 10 % of the Management Fee will be linked to the performance of the Service Provider from the date of renewal of the tenure of the contract, when the contractor will submit the application to the Public Health Officer for an extension of the contract three months before the expiry date of the contract and it will be extended on same prevailing work order rules, terms, conditions, and rates, after evaluating the performance of contractor by PHO tender committee and the end users.

66) Successful contractors have to do the Police verification of all their workers who will work under this contract in IIT Bombay and submit a report to PHO within a month of starting of contract.

67) Contractor should have 2 to 3 months payment capacity of his workers against their wages.

68) The gratuity amount is to be paid by the contractor to his workers through LIC Gratuity trust at a rate not less than the eligible amount as per the provision of payment of the Gratuity Act. Payment of premium with respect to Gratuity borne by the contractor & IIT Bombay will not pay the amount of Gratuity to the contractor.

69) The option clause is to be part of this tender document.

70) The contractor should give a skilled wages to the supervisor and co-ordinator. The supervisor should have a minimum 12th Std. Qualification. They must engage the Facility Manager/Manager as per the following requirement and levy a penalty for non employed. Worker should have a minimum three years experience or minimum 7th Std. Pass.

71) Shuffling of manpower after every six months in the contract period and or as per direction of PHO/Institute representative.

72) IIT Bombay will not entertain any worker's issues. The contractor must solve all worker's issues related to contract terms & conditions and as per the institute policy.

73) Unforeseen scenarios need to be taken care of by the contractor.

74) Every month performance evaluation will be done based on existing terms, conditions, and scope of work. If the performance is not satisfactory, the performance deposit will be forfeited.

75) In the event of any dispute over this contract, IIT Bombay's decision shall be final and binding on the contractor.

76) The contractor has to provide a number of workers in individual entities (Hostel and Residential area etc).

77) The worker must wear PPE (Personal Protective Equipment) all the time and follow safety precaution.

**Contractor Signature
& Company Stamp**

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



78) The contractor shall indemnify the institute against any actions, awards, proceedings, claims, and demands that may be made against it due to any act of negligence, default, etc. made by the contractor or their workers during the contract period.

79) Online/ real time complaint management system/ App to be provided by the contractor in the IIT Bombay including at existing working app system at contractor's site.

80) Manpower may increase or decrease as per the site requirement, payment will be made.

81) The contractor branch office must be in the Mumbai Metropolitan region.

Contractor Signature
& Company Stamp

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



TENDER DOCUMENT DATA

Reference	DATA
Summary of Services	Integrated Facility Management Services in the form of Operation & Maintenance of equipment systems, Soft Services, Administrative Support Services (all of which obligations shall collectively be referred to as the "Services") in respect of the Facility, in accordance with the Agreement to be entered into between the Employer and the Service Provider upon award of Services.
Name and Address of the Employer:	
Period of Services:	12 Months
Bid language:	English
Period of bid validity:	180 (one hundred Eighty) Days from the last date of submission of bids
Deadline for submission of Queries:	
Date and time of the conducted site visit	Date:
Venue, time, and date of the pre-bid meeting	Venue:
Employer's address for the purpose of bid submission:	Client Name
Deadline for submission of bids:	

Contractor Signature
& Company Stamp

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



FORM OF ACKNOWLEDGEMENT OF INVITATION TO BID**To**

Client

Attention: Mr.**Ref.** Your Invitation to tender document NO: dated _____**Sub.** **RE: Enquiry for Facility Management Services for LOCATION**

Dear Sirs

We acknowledge receipt of the above-referenced Invitation to Bid and we confirm that we will/will not* be submitting a bid for the referred supply and/ or installation/service / work*.

With reference to the Invitation to Bid, we confirm that this Invitation shall continue to be kept confidential and no details thereof shall be divulged other than to those directly involved in the preparation of our bid*

As we will not be submitting a bid, your bid documents are returned herewith. Our reason for not submitting a bid is _____*

SIGNATURE: _____

NAME: _____

TITLE: _____

COMPANY: _____

DATE: _____

TEL NO: _____

FAX NO: _____

Email: _____

* strike out/delete as necessary

**Contractor Signature
& Company Stamp**

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
 Public Health Officer



FORM OF BID**To****Client****Attention :****Ref.** Your Invitation to tender document dated _____**Sub.** **RE: Enquiry for Integrated Facility Management Services for LOCATION**

Dear Sirs,

Having carefully examined the tender document in respect of the subject as above, we, the undersigned, offer to execute the whole of the Services in conformity with the above-referred tender document for sums as may be ascertained in accordance with the said tender document process.

The following documents (1 original + 1 copy + 1 Pen Drive) are submitted herewith: -

- a) Covering Letter;
- b) Copy of Power of Attorney of the authorised signatory;
- c) Form of Bid duly completed;
- d) Integrated Facility Management Proposal
- e) Complete Bidder Information;
- f) Statement of Deviations & Exceptions; and
- g) Priced Cost Sheet.
- h) Add as per the tender document requirement

All of the above documents are duly completed, signed and stamped by our authorised signatory.

We acknowledge receipt of the following Clarifications/Corrigendum/Addenda, and these have been considered in our bid preparation:

<u>No.</u>	<u>Subject</u>	<u>Date</u>
.....
.....
.....

- (i) This bid shall remain valid for a period of 180 (one hundred and eighty) Days from the last date for submission of bids, i.e. the bid closing date.
- (ii) Upon conclusion of the award of Services, we agree to sign a formal Agreement, when called upon to do so as provided in the ITB. If we fail to sign the formal Agreement, you may, at your option and without prejudice to other remedies available to you in law, revoke your decision of award.

**Contractor Signature
& Company Stamp**

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



We understand that you may accept whole or part of our bid, but do not bind yourself to accepting the lowest bid and shall not pay for any costs incurred by us in the preparation of our bid and in pursuing the award process.

LEGAL NAME OF BIDDER

FULL REGISTERED ADDRESS OF BIDDER

FULL ADDRESS FOR CORRESPONDENCE OF BIDDER

Yours faithfully,

SIGNATURE:..... DATE:.....

NAME & TITLE OF THE PERSON HAVING POWER OF ATTORNEY TO SIGN THE BID & THE AGREEMENT (IN CASE OF SUCCESSFUL BIDDER)

Contractor Signature
& Company Stamp

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



ANNEXURE 'A' (FORMAT)**TECHNICAL BID**

Name of work :- INTEGRATED FACILITY MANAGEMENT SERVICES FOR HOSTEL NO. 4, 7, 8, 19, & 21 AT IIT BOMBAY FOR ONE YEAR

Name of the Contractor:-

Sr. No.	Name of client	Name of works	2020-21 (In Lakhs)	2021-22 (In Lakhs)	2022-23 (In Lakhs)	2023-24	
						Completed	Balance
1							
2							
Total Amount (In Lakhs)							

Note:- Contractor must upload his details as per Annexure 'A' with a declaration stating that he possesses all the original copies of work orders and experience certificates, which will be produced as and when required to IIT Bombay. However, if it is found false at a later stage, the contractor will be debarred or blacklisted. Whereas, if information is not submitted as per Annexure 'A' format, his bid capacity will not be calculated and his tender will be summarily rejected.

**Contractor Signature
& Company Stamp**

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



FORM 'B'
FINANCIAL INFORMATION

(To be duly filled, signed and uploaded along with technical bid by the tenderer.)

I) Financial Analysis:-

Details to be furnished duly supported by figures in Balance sheet/profit and loss Account for the last three years duly certified by the Chartered Accountant with UDIN number, as uploaded by the applicant to the Income- Tax Department (Copies to be uploaded separately).

Sr. No.	Details	Year ending 31 st March of		
		2021-22	2022-23	2023-24
1	Gross annual turnover in housekeeping work			
2	Profit(+)/Loss(-)			

II Financial arrangement for carrying out the proposed work.

III Income Tax Pan details (to be uploaded separately)

IV Solvency certificate from Bankers of Applicant (to be uploaded separately).

SIGNATURE OF APPLICANT (S)

SIGNATURE OF CHARTERED ACCOUNTANT WITH SEAL

**Contractor Signature
& Company Stamp**

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



FORM 'C'

(To be duly filled, signed and uploaded along with the technical bid by the tenderer)

IFMS WORK UNDER EXECUTION OR AWARDED

Sr. No.	Name of work	Owner or sponsoring organisations	Agreement no.	Cost of work	Date commencement as per contract	Stipulated Date of Completion	Up-to-date percentage progress of work	Slow progress, if any, and reasons therefor	Name and address/Tel no. Of the officer to whom reference may be made	Remarks (Indicate whether any show cause notice was issued or Arbitration was initiated during the progress of work)

SIGNATURE OF APPLICANTS

Contractor Signature
& Company Stamp

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



(To be duly filled, signed and uploaded along with the technical bid by the tenderer)

PERFORMANCE REPORT FOR WORKS REFERRED

1.	Name of the work & Location.
2.	Scope of work:-
3.	Agreement No.
4.	Estimated Cost
5.	Tendered Cost
6.	Value of work done
7.	Date of start
8.	Date of completion
i.	Stipulated date of completion
ii.	Actual date of completion
9.	Amount of compensation levied for unclean Housekeeping work
10.	Performance report based on quality of work
11.	Excellent/very good/ Good/ Fair

Date

(*Signature and seal of the client/owner to whom the work is executed)

* Certified by self will not be accepted

Contractor Signature
& Company Stamp

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
 Public Health Officer



ANNEXURE 'E'MACHINERY & EQUIPMENT & TOOLS DETAILS

Name of Work:- INTEGRATED FACILITY MANAGEMENT SERVICES FOR HOSTEL NO. 4, 7, 8, 19, & 21
AT IIT BOMBAY FOR ONE YEAR.

Name of the Contractor:-

Sr. No.	Particular	Yes/No
a)	Auto Floor scrubbing machines	
b)	Single disc floor scrubbing machine	
c)	High pressure cleaners	
d)	Wet & dry vacuum cleaners	
e)	Wet & dry vacuum cleaners(62 Ltr. Capacity)	
f)	Dry Vacuum cleaner (Back pack)	
g)	Glass cleaning kits	
h)	Various heights ladders	
i)	Telescope rods (for cobweb removal work)	
J)	Suitable length hose pipes	
k)	Plastic drums for garbage collection & storage (Neelkamal brand)	
l)	Sign boards (at the time of cleaning activity) (Neelkamal brand)	
m)	Dust collecting pans	
n)	Hand gloves & mask	
o)	Plastic buckets & mugs (Neel kamal brand)	
p)	Rubber squeezes (Gala brand)	
q)	Aluminum casing scrubbing brush	
r)	Toilet brush (Gala brand)/Hockey with both side brush	
s)	Full Body Harness	
t)	Any other tools, equipments and liner of all dust bins machine required as per scope of work -Green chemical	

Contractor Signature
& Company Stamp

PANKAJ P. BHOSALE
(PANKAJ P. BHOSALE)
Public Health Officer



Sr. No.	Particular	Yes/No
u)	Vibasafe's Nanobubble Aqueous Ozonic Equipment	
v)	Plastic dabble bucket wringer trolley (34 Ltr.K-119A)	
w)	Fiablow mopping service trolley Janitor cart (FJC 112WB)	
x)	Dustbins for wet & dry garbage collection	
y)	Compact Ride scrubber driver standard- battery operated (RB650/750) Roots/ ARA66/BM70 Columbus or equivalent Taski.make	
z)	Electric Multi plug Extension Board with cable (20 m wire)	
aa)	Electric Multi plug Extension Board with cable (15 m wire)	
bb)	Soap Dispenser (Orchids International)	
cc)	Compact Blower Vacuum with backpack 72 Lits. Collection capacity blowing speed 404 Km/hr.	

Note: Contractor must submit his details as per Annexure 'E' with declaration stating that contractor is possessing all the original equipment, tools required for awarded work, with all other required statutory & license formalities, it will be produced as and when required by concern authorities of IIT Bombay. However, if it is found false at later stage, the contractor will be debarred or blacklisted.

Contractor Signature
& Company Stamp

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



TO BE UPLOADED WORK UNDERTAKING ALONG WITH TECHNICAL BID
WORK UNDERTAKING
FORM 'F'

To,
Public Health Officer
Indian Institute of Technology Bombay,
Powai, Mumbai, Maharashtra- 4000076

Name of Work:- INTEGRATED FACILITY MANAGEMENT SERVICES FOR HOSTEL NO. 4, 7, 8, 19, & 21
AT IIT BOMBAY FOR ONE YEAR.

Dear Sir,

We are hereby quoting all the rates for the attached schedule of short tender of the above mentioned work.

We hereby accept & signed all the General Terms and Conditions of Contract.

The work will be completed within specified time limit of one year as mentioned in the notice inviting for tenders.

I/We agree to keep the tender open for One Hundred and Eighty (180) days from the due date of its opening / One Hundred and Eighty days from the date of opening of financial bid and not to make any modification in its terms and conditions.

List of information in respect of technical, non technical and manpower.

1) Technical and non technical staff to be engaged in work contract.

Information to be provided for technical staff and non technical staff as under:

Sr. No.	Name	Qualification	Designation	Discipline/stream	University	Years of experience

**Contractor Signature
& Company Stamp**

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



2) Information for labours required to be provided by the contractor for the contract period.

- i) No. of Unskilled casual labour to be required per day-----
- ii) No. of Semi skilled casual labour to be required per day -----
- iii) No. of Skilled casual labour to be required per day-----
- iv) No. of Highly Skilled casual labour to be required per day -----

Note:- The above-mentioned information is required to be provided by the contractor. If it fails to do so, the tender will be assumed incomplete and hence it will be rejected.

Thanking you,

Yours faithfully,

Signature of the Contractor

With the official Seal/ stamp of the firm.

**Contractor Signature
& Company Stamp**

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



AFFIDAVIT

I, [Your Full Name], son/daughter of [Parent's Name], aged [Your Age] years, residing at [Your Address], do hereby solemnly affirm and state as follows;

1. That I am the [Designation/position] of [Name of the Organization, if applicable], having its registered address at [Organization's Address].
2. That I am duly authorized to make this affidavit on behalf of [Name of the Organization], if applicable.
3. That to the best of my knowledge and belief, [I/My Organization] am/is not blacklisted, debarred, or prohibited by any government agency, financial, educational institution, state /central semi Government organization or any local boards or any Government and semi Government under taking regulatory authorities in any country for similar services as on date.
4. That there are no current or past instances where [I/My Organization] have/has been involved in any fraudulent, corrupt, or unlawful practices that led to being blacklisted debarred, banned on date of submission of bid.
5. I declare that A tender would not be awarded if any inquiry proceeding related to the criminal case and fail to non-compliance with mandatory statutory provision in similar services as per this contract by me and my organization and my contract is not terminated due to non-compliance with the statutory provision. If found my tender may be rejected at any stage and you are free to take any legal action as deemed fit. If noticed later stage my EMD amount may be forfeited also a criminal action may be initiated against me/us.
6. That this affidavit is made to certify and declare my/our status regarding blacklisting for the purposes of [Reason for the Affidavit, e.g., tender participation]
7. That I am making this affidavit in good faith and understand that any false declaration will be subject to legal consequences.

I, therefore, solemnly affirm that the contents of this affidavit are true to the best of my knowledge, information, and belief, and nothing material has been concealed.

Date: [Date]

Place: [Place]

Deponent's Signature: _____

[Your Full Name]

[Designation, if applicable]

**Contractor Signature
& Company Stamp**

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



VERIFICATION

I, the above-named deponent, do hereby verify that the statements made in this affidavit are true and correct to the best of my knowledge and belief.

Date: [Date]

Place: [Place]

Deponent's Signature:

You may need to notarize this affidavit for Rs. 500/-, None judicial stamp paper and submit/upload along with the technical bid; otherwise, the tender will be summarily rejected.

**Contractor Signature
& Company Stamp**

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



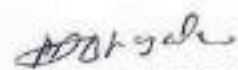
	Description	Highly Skilled Labour	Skilled Labour	Semi skilled Labour	Un skilled Labour*	Remarks
1	Basic including VDA (A-class city w.e.f. 01.04.2025)	27690.00	25506.00	23218.00	20930.00	Medical insurance need to be provided as per the WC Act for all workmen whose monthly Basic wages are more than Rs. 21,000/-.
2	EPF @13% on Basic -Employer's Contribution (Max. up to Rs. 15,000/- ceiling)	1950.00	1950.00	1950.00	1950.00	
3	ESI @3.25% -Employer's Contribution (Max. up to Rs. 21,000/- ceiling)	682.50	682.50	682.50	680.23	
4	Bonus @8.33% on Basic	2306.58	2124.65	1934.06	1743.47	
5	Gratuity @ 4.8% on Basic	1329.12	1224.29	1114.46	1004.64	
	Sub Total -1	33958.2	31487.44	28899.02	26308.34	

The above break-up is standard and can vary as per manpower designation.

MISC Works: The service provider shall also support with additional manpower during any festivals and events held within the campus (Hostels 7,8,21, 4 & 19) upon prior confirmation/intimation.

Additional work that is not defined in the contract will be on a reimbursement basis. The same shall be informed in advance and executed, which will be billed on actuals.

**Contractor Signature
& Company Stamp**


(PANKAJ P. BHOSALE)
Public Health Officer



REQUIREMENTS AND QUALIFICATIONS OF PERSONS TO BE HIRED

Sr. No.	Designation	Experience, post qualification	Qualification	Remarks
1	Property Manager	Bachelor Degree in Civil/Electrical/Mechanical Engg. with MBA and 5 years work experience (OR) Bachelor Degree in Civil/Electrical/Mechanical Engg. with minimum of 10 years experience.	Property Manager shall at least have a master degree in business administration from a recognised university/institute with bachelor degree in engineering in any discipline from a university/institute/collage accredited by The National Board of Accreditation (NBA) and the All-India Council for Technical Education (AICTE)	Approval of the person shall be obtained from the concerned Department.
2	EHS Officer	Min 3 yrs relevant experience in a reputed industry or hospitality	Any engineering degree/diploma/ BSC and with minimum 1 year regular Advanced Diploma in Safety or EHS from a state technical board recognised institute.	Approval of the person shall be obtained from FSS.
3	Technical Supervisor	Minimum 5 yrs. relevant experience	Std X Pass, Min 3 yrs relevant experience in a reputed industry or hospitality	Approval of the person shall be obtained from the concerned Department.
4	Janitor	Min 3 yrs relevant experience in a reputed industry or hospitality	Std VIII Pass,	Approval of the person shall be obtained from the concerned Department.
5	Office Boy	Min 3 yrs relevant experience in a reputed industry or hospitality	Std XII Pass,	Approval of the person shall be obtained from the concerned Department.
6	Senior Gardener	Minimum 10 yrs. relevant experience	Expertise in horticulture/gardening and experience of more than 10 years.	Approval of the person shall be obtained from the concerned Department.
7	Gardener	Minimum 5 yrs. relevant experience	Expertise in horticulture/gardening and experience of more than 5 years.	Approval of the person shall be obtained from the concerned Department.

Contractor Signature
& Company Stamp

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



Sr. No.	Designation	Experience, post qualification	Qualification	Remarks
8	Astt Manager Technical	Minimum 3 year relevant experience in BE Civil/Electrical/ Mechanical engineering or Diploma Civil/Electrical/ Mechanical engineer with Minimum 5 years' experience in Civil construction/Civil Maintenance Field/ Electrical/ Mechanical Engineering.	The executive shall have Degree in Civil Engineer with Minimum 3 year relevant experience or Diploma Civil/Electrical/ Mechanical engineer with Minimum 5 years' experience in Civil construction/Civil Maintenance Field.	Approval of the person shall be obtained from the concerned Department.
9	Astt Manager soft services	He should have Minimum 4 years relevant experience & minimum 1 year as a Executive (Soft) in a reputed industry or hospitality sector.	Graduate Preferably Facility Management / Hospitality He should have Minimum 4 years relevant experience & minimum 1 year as a Executive (Soft) in a reputed industry or hospitality sector.	Approval of the person shall be obtained from the concerned Department.
10	Accounts Executive	Minimum 3 years of relevant experience. Proficient in MS Word, Excel.	Graduate Preferably B. Com	Approval of the person shall be obtained from the concerned Department.
11	Shift Engineer	Minimum 3 year relevant experience in BE Civil/Electrical/ Mechanical engineering or Diploma in Civil/Electrical/ Mechanical engineer with Minimum 5 years' experience in Civil construction/Civil Maintenance Field/ Electrical/ Mechanical Engineering	The executive shall have Degree in Civil Engineer with Minimum 3 year relevant experience or Diploma Civil/Electrical/ Mechanical Engineer with Minimum 5 years' experience in Civil construction/Civil Maintenance Field.	Approval of the person shall be obtained from the concerned Department.
12	Help Desk Executive	Minimum 2 years of relevant experience. Proficient in MS Word, Excel., language proficiency	Graduate Preferably B.Sc./ B. Com./ Facility Management / Hospitality	Approval of the person shall be obtained from the concerned Department.
13	Electrician	Min. 5 years experience.	Wire man license	Approval of the person shall be obtained from the concerned Department.

Contractor Signature
& Company Stamp

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



Sr. No.	Designation	Experience, post qualification	Qualification	Remarks
14	DG Operator	Min. 5 years experience.	Wire man supervisor license	Approval of the person shall be obtained from the concerned Department.
15	HVAC Operator	Min. 5 years experience.	Wire man supervisor license/ Diploma in Electronics	Approval of the person shall be obtained from the concerned Department.
16	Plumber	Min. 5 years experience.	ITI in Plumber	Approval of the person shall be obtained from the concerned Department.
17	Lift technician	Min. 5 years experience.	ITI in Electrical	Approval of the person shall be obtained from the concerned Department.
18	Fire-fighting technician	Min. 5 years experience.	Diploma in Fire & Safety from a recognized Institution	Approval of the person shall be obtained from the concerned Department.
19	STP Supervisor	Min. 5 years experience.	ITI in Mechanical from a recognized Institution	Approval of the person shall be obtained from the concerned Department.
20	STP Operators	Min. 5 years experience.	ITI in Fitter from a recognized Institution	Approval of the person shall be obtained from the concerned Department.
21	BMS Operator	Minimum 3 year relevant experience in BE Electrical/ Mechanical engineering or Diploma in Electrical/ Mechanical engineer with Minimum 5 years' experience in Civil construction/Civil Maintenance Field/ Electrical/ Mechanical Engineering	The executive shall have Degree in Civil Engineer with Minimum 3 year relevant experience or Diploma Civil/Electrical/ Mechanical Engineer with Minimum 5 years' experience in Civil construction/Civil Maintenance Field.	Approval of the person shall be obtained from the concerned Department.

Contractor Signature
& Company Stamp

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



Sr. No.	Designation	Experience, post qualification	Qualification	Remarks
22	Carpenter	Min. 3 years experience.	Literate	Approval of the person shall be obtained from the concerned Department.
23	Helper	Min. 3 years experience.	Literate	Approval of the person shall be obtained from the concerned Department.
24	Mason	Min. 3 years experience.	Literate	Approval of the person shall be obtained from the concerned Department.
25	Painter	Min. 3 years experience.	Literate	Approval of the person shall be obtained from the concerned Department.
26	Supervisor	Minimum 5 yrs. relevant experience	Std X Pass, Min 3 yrs relevant experience in a reputed industry	Approval of the person shall be obtained from the concerned Department.

Contractor Signature
& Company Stamp

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



Any Consumables required for using the above machinery will be in the Service Provider's Scope. Also, Following Value Added Equipment's/Machines to be provided by the Service Provider.

Sr. No.	Equipment	Make/Model	Qty
1	Wet & Dry Vacuum Cleaner	Johnson Diversey	As per site requirement
2	Dry Vacuum Cleaner	Johnson Diversey	
3	Wringer Trolley	Johnson Diversey	
4	Cleaning Caddy	Johnson Diversey	
5	Guesthouse housekeeping Trolleys	Johnson Diversey	
6	Glass Cleaning Kit	Gala	
7	Telescopic Rod	Hunger	
8	Ladder - 12 Feet	Aluminum, Local	
9	Ladder - 6 Feet	Aluminum, Local	
10	Single Disc Scrubber	Innovative	
11	Auto scrubber	Innovative	
12	High Pressure - Jet Spray	Johnson Diversey	
13	Foam Generator	Johnson Diversey	
14	Vehicle for Garbage Collection	Any Reputed	

Sr No	Equipment	Make/Model	Qty
1	C Fold Dispensers	Pudumjee / Kimberly Clark	As per site requirement
2	Toilet Roll Dispenser	Pudumjee / Kimberly Clark	
3	Liquid Soap Dispenser	Pudumjee - Fosilvra Steel	
4	Auto Odour Neutralizer Dispenser - with Timer	Pudumjee / Kimberly Clark	
5	Automatic Virtual Janitor	Pudumjee / Kimberly Clark	
6	Hand Sanitizer Dispenser	Pudumjee / Kimberly Clark	

Value-added Equipment should be provided free of cost by the service provider, considering the volume of consumables

Contractor Signature
& Company Stamp

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



Specifications of Housekeeping Supplies & Consumables as per site requirement:-

Sr. No	Housekeeping – Supplies	Specification/Make/Model
1	C-Fold Towels	Pudumjee / Kimberly Clark
2	Toilet Roll - 2 ply	Pudumjee / Kimberly Clark
3	Liquid Hand Wash Refill	Pudumjee / Kimberly Clark
4	Facial Tissue Box (for Board Room & Cabins)	Kimberly Clark – Kleenex
5	Taski R1	Johnson Diversey
6	Taski R2	Johnson Diversey
7	Taski R3	Johnson Diversey
8	Taski R4	Johnson Diversey
9	Taski R5	Johnson Diversey
10	Taski R6	Johnson Diversey
11	Taski R7	Johnson Diversey
12	Taski R9	Johnson Diversey
13	Spiral	Johnson Diversey
14	D7	Johnson Diversey
15	Descaler Concentrate - Suma Scale	Suma Scale
16	TR 101	Johnson Diversey
17	TR103	Johnson Diversey
18	Min Cream (100ml)	Min Cream
19	Vim Bar	400 gms
20	Brasso	Brasso
21	Dettol	Dettol
22	Drainex (Kleen) Powder	Kiwi
23	Silvo	Silvo
24	Hit Spray - 500 ml	Hit
25	Sanicubes	Local
26	Air Freshener Block	Odonil
28	Air Fresheners Spray	Ambi Pur Air Effects
29	Odour Neutralizer Refills	Pudumjee / Kimberly Clark
30	Virtual Janitor Refills	Pudumjee / Kimberly Clark

Contractor Signature
& Company Stamp

Pankaj P. Bhosale
(PANKAJ P. BHOSALE)
Public Health Officer



Sr. No	Housekeeping – Supplies	Specification/Make/Model
31	Hand Sanitizer Liquid refill	Pudumjee / Kimberly Clark
32	Spray Cans	Local
33	Dust Pan	Local
34	Plastic Bucket (15 lts)	Local
35	Plastic Mug	Local
36	Choke up remover Pump (Drain/Sink Related)	Local
37	Measuring Jar - 100 ml	Local
38	Garbage Bags Small 19*21	GALA / or any good brand - 50 micron
39	Garbage Bags Big 40 * 60	GALA / or any good brand - 50 micron
40	Hand Gloves Blue Thin	Gala
41	Hand Gloves Orange Thick	Gala
42	Cotton White Gloves for Pantry Service	Local
43	Cotton Face Mask	Local
44	Wet Mop (with rod)	Gala /Unger
45	Wet Mop Refill	Gala /Unger
46	Dry Mop (with rod)	Gala /Unger
47	Dry Mop Refill	Gala / Unger
48	Indoor Broom – Soft	Gala
49	Indoor Broom – Hard	Gala
50	Outdoor Broom Hard - with Rod	Local
51	WC / Urinal Cleaning Brush	Gala
52	Nylon Brush (with rod) 18"	Gala
53	Carpet Cleaning Hand Brush – Hard	Local
54	Carpet Cleaning Hand Brush – Soft	Local
55	Feather Brush	Local
56	Floor Scrubbing Brush - 6" – Handheld	Gala/Unger
57	Floor Scrubbing Brush - 12" & 24" With Rod	Gala/Unger

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Sr. No	Housekeeping – Supplies	Specification/Make/Model
58	Soft Brush with Rod - up to 6"	Gala/Unger
59	Table Duster (Blue / Green)	Local
60	Toilet Duster (Red)	Local
61	Floor Duster (Red / Blue / Green)	Local
62	Cotton Duster	Local
63	Glass Duster (Yellow)	Local
64	Nylon Scrubber	Local
65	Handheld Squeeze / Wiper 6" to 12" for kitchen / countertops / washbasins	Gala/Unger
66	Floor Wipers with rod 12" to 24"	Gala/Unger.
67	Glass Squeeze / Wiper 6" to 24 "	Gala/Unger
68	Paint Brush	Local
69	Computer Keyboard Cleaning Brush	Local
70	Paint / Cement / Lambi Scrapper	Local
71	White Sponge	Local
72	Glass Scraper	Gala
73	Scrubbing Pad (Various Colors)	Scotch Brite
74	Urinal Screens	Local
75	Weighing machine of minimum capacity of 50 kg	Goldtech/ Essac Teroka/Approved Equivalent
76	Suitable quantity of saw dust	Local
77	Biocullum powder	Make excel industries limited or Approved Equivalent
78	Sani-treat Powder	Make excel industries limited or Approved Equivalent

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(PANKAJ P. BHOSALE)
Public Health Officer



Name of Agency:-

Name of Work:- INTEGRATED FACILITY MANAGEMENT SERVICES FOR HOSTEL NO. 4,7,8,19,& 21 AT IIT BOMBAY

Checking of Bidding Capacity based on the data given by the contractor

Years	2024-25	2023-24	2022-23	2021-22
Work done in previous years (in Lakh)				
At the current price level				
Formula for calculating the current price Level				
Highest value in 2024-25 level (in Lakh)(A)				
Work in hand (B) (in Lakh)				
Time limit in years (N)				
Biding capacity (in Lakh)				
Formula for calculating Biding Capacity + (Highest Value x 1 x Time Limit)- work in Hand				
Value of Tender (in Lakh)				
Status of Financial Bid	Consider			

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