

# Online Bids

are invited for

## *Cleaning, Sanitation and Disposal of Solid Waste*

in

Indian Institute of Technology (BHU) Varanasi

Tender No.: IIT(BHU)/Admin./2025-26/01 Date:- 04.12.2025

Bid Submission Start Date: As per GeM

Bid Submission End Date: As per GeM

Pre- Bid Meeting Date: As per GeM

Technical Bid Opening Date: As per GeM



Indian Institute of Technology (Banaras Hindu University)

Varanasi – 221005 (UP) India

Tele: 0542-2367780, email: [registrar@itbhu.ac.in](mailto:registrar@itbhu.ac.in)

Website: [www.iitbhu.ac.in](http://www.iitbhu.ac.in)

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# SECTION I

## (NOTICE INVITING E-TENDER)

1. On behalf of the Director, IIT (BHU) Varanasi, online tender from eligible, experienced and financially sound Companies/Firms/Agencies for providing Cleaning and Sanitation services and disposal of solid waste from the Hostels/ Departments/Centres/Units and other specified places of the Institute premises, is invited.
2. Tender Documents may be downloaded from Government e-Marketplace GeM Portal or IIT(BHU) website <https://www.iitbhu.ac.in/tenders> .
3. Bidders can access tender documents on the GeM Portal. They are required to select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website [GeM Portal](#) as per the time schedule given in this tender document. Aspiring Bidders who have not enrolled/registered **on** Government e-Marketplace should enrol/register before participating through the website [GeM Portal](#). The portal enrolment is free of cost.
4. Bidders are advised to go through instructions provided at “Instructions for online Bid Submission”. Bidders are requested to follow the instructions carefully as per the tender document and the instructions given in the above said website. The bidder should go through the tender documents/instructions carefully before submitting/uploading the bids.
5. **No bid will be accepted manually.** All bids (both Technical and Financial) should be submitted on the Government e-Marketplace portal before the last date as specified in critical data sheet. Further, all communications should be addressed to The Registrar, Indian Institute of Technology (Banaras Hindu University), Varanasi – 221005, U.P.

However, the Tender Fee and EMD (if Applicable) need to be submitted in Original (Hard Copy) so as to reach the same to The Registrar, Indian Institute of Technology (Banaras Hindu University), Varanasi – 221005, U.P. on or before 5 day of the last date of submission of the Bid.

6. The Institute shall not be responsible for any delay in submission of online Bids. The Institute reserves the right to accept or reject any bid, cancel the tender without assigning any reason thereof. Institute’s decision in this regard shall be treated as final. No correspondence in this regard will be entertained.
7. A Demand Draft/Banker’s Cheque for an amount of ₹ 2000/- (Rupees Two Thousand only) {plus 18% GST} (non-refundable) from Nationalized/ Scheduled bank drawn in favour of “Registrar, IIT (BHU)” payable at Varanasi has to be submitted offline and addressed to the Registrar, Indian Institute of Technology (Banaras Hindu University), Varanasi – 221005, U.P. (Scanned copy of DD/Cheque in .pdf format to be uploaded online) towards tender processing fee failing which the bid will be rejected. Bidders are requested to write their name and full address at the back of the Bank Draft / Banker’s Cheque submitted.
8. **The Earnest Money Deposit (EMD) of ₹ 08 Lakhs** shall be submitted offline/online in the form of Demand Draft/ RTGS/ NEFT drawn on Nationalized/ Scheduled bank in India in

favour of “Registrar, IIT (BHU)” payable at Varanasi and be sent to the Registrar, Indian Institute of Technology (Banaras Hindu University), Varanasi – 221005, U.P. (scanned copy of DD in .pdf format to be uploaded online along with Technical bid) within the stipulated date and time. EMD of unsuccessful bidders will be returned within Thirty (30) days of finalisation of the tender. No interest would be paid by Institute on deposited EMD.

9. The conditional bids shall not be considered and will be rejected out rightly.
10. The Financial Bids of only those bidders who qualify in the technical bid shall be opened after evaluation by a Committee constituted for the purpose. No bidder will be allowed to withdraw its bids after opening of technical bids.
11. The Institute reserves the right to reject any or all the bids submitted by the bidders at any time or relax/withdraw/add any of the terms and conditions contained in the Tender Documents without assigning any reason thereof.
12. Any subsequent Updates, Addendums, Corrigendums etc., if any, will be published only on the website [GeM Portal](#) and [www.iitbhu.ac.in](http://www.iitbhu.ac.in). All bidders are required to regularly check the websites for any update(s).

### **CRITICAL DATE SHEET**

Date of Issue/Publication of E -Tender Notice	As per GeM
Bid Document Download Start Date	As per GeM
Last date and time for submitting email queries regarding technical specification and other condition of tender document	Before Pre-Bid Meeting date
Pre-Bid Meeting Date, Time & Venue (All E-Mail queries received shall be discussed in the Pre-Bid Meeting in the presence of Prospective Bidders)	As per GeM (Kindly note that all queries are to be sent on the e-mail address given at the last row of this sheet. No e-mail queries shall be entertained after the aforementioned date and time) (Bidders willing to participate in pre-bid Meeting, shall send a request through email for participation.
Bid Document Download End Date	As per GeM
Last Date and Time for Uploading of Bids	As per GeM
Technical Bid Opening Date	- As per GeM
Tender Processing Fees (Non-Refundable)	₹ 2,000/- {Plus 18% GST}
Earnest Money Deposit	<b>₹ 08 Lakhs</b>
Address For Communication	The Registrar, Indian Institute of Technology (BHU) Varanasi – 221005, U.P. Email: <a href="mailto:registrar@iitbhu.ac.in">registrar@iitbhu.ac.in</a>

Sd/-

Registrar,

Indian Institute of Technology (Banaras Hindu University), Varanasi – 221005,

E-mail: [registrar@iitbhu.ac.in](mailto:registrar@iitbhu.ac.in)

## SECTION II

### INSTRUCTION FOR ONLINE BID SUBMISSION

This tender document has been published on the Government e Marketplace ([GeM Portal](#)). The bidders are required to submit soft copies of their bids electronically on the GeM Portal, using valid Digital Signature Certificates. The instructions given below are meant only to assist the bidders in registering on the GeM Portal, prepare their bids in accordance with the requirements and submitting their bids online on the GeM Portal. More information for submission of online bids on the GeM Portal may be obtained at [GeM Portal](#).

#### 1. Searching for Tender Documents

- 1.1 There are various search options built in the GeM Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the GeM Portal.
- 1.2 The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

#### 2. Preparation of Bids

- 2.1 Bidder should take into account any corrigendum published, if any in respect of the tender document before submitting their bids.
- 2.2 Bidder, in advance, should be ready for the bid documents to be submitted as indicated in the tender document / schedule as PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.

#### 3. Documents Comprising the Bid

The **Two Bid System**, i.e. “Techno – Commercial Bid” and “Price Bid” to be prepared by the Bidder shall comprise the following:

**A). Techno – Commercial Bid (Un-priced Bid): [Upload online scanned copies in PDF format]**

- i) Scanned copy of EMD & Tender Processing Fee (If payment is made offline)
- ii) RTGS/NEFT/UTR No. details (If payment is made online)
- iii) Scanned copy of Technical Bid (proforma given in Section – IX) and other documents.
- iv) Scanned copy of PAN Card, GST registration
- v) Scanned copy of documents mentioned in Eligibility Criteria as per Section-VIII & IX.
- vi) Scanned copy of other relevant documents as mentioned in Annexure- II.

**B). Price Bid: [Upload online in prescribed PDF format as per Bidding Document]**

- (i) Price Bid duly filled up with all the details as per Section-IX.
- (ii) It is the responsibility of Bidder to go through the Bidding Document to ensure submission of all required documents.
- (iii) All pages of the Bid should be numbered and indexed.
- (iv) The authorized signatory of the Bidder must sign the Bid duly stamped at appropriate places and initial all the remaining pages of the Bid.
- (v) A Bidder, who does not fulfil any of the above requirements and/or gives evasive, Information/ reply against any such requirement shall be liable to be ignored and rejected.

**Note: All documents should be submitted in PDF format.**

**4. Submission of Bids**

- 4.1 Bidder should log on to the site well in advance for bid submission so that he/she upload the bid in time, i.e., on or before the bid submission date. Bidder will be responsible for any delay due to other issues.
- 4.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 4.3 Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Once the details have been completed, the bidder should submit it online. If the format of financial bid is found to be modified by the bidder, the bid will be rejected.
- 4.4 The server time (which is displayed on the bidder's dashboard) will be considered as the standard time for referring the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 4.5 All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption for sensitive fields is done.
- 4.6 The uploaded tender documents become readable only after the tender opening by the authorized bid openers
- 4.7 Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 4.8 Kindly submit scanned PDF of all relevant documents.

**5. Assistance to Bidders**

- 5.1 Any query relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

5.2 In case the bidders require any clarification regarding the tender document, they are requested to submit their queries on the email id - registrar@itbhu.ac.in.

## **6. General Instructions to the Bidders**

- 6.1 The tenders will be received online through portal [GeM Portal](#). In the Technical Bids, the bidders are required to upload all the documents in **pdf format only**.
- 6.2 Bidders are advised to follow the instructions provided in the Instructions to the Bidder for the e-submission of the bids online through the Government e-Marketplace for e Procurement at [GeM Portal](#).
- 6.3 Bidder who has downloaded the tender from the Government e Marketplace (GeM) website [GeM Portal](#) and [www.iitbhu.ac.in](http://www.iitbhu.ac.in), **shall not tamper/modify the tender form including downloaded price bid template in any manner**. If the same is found to be tempered/ modified in any manner, tender will be completely rejected and Bid Security would be forfeited.

## SECTION III

### INSTRUCTIONS TO BIDDERS

#### 1. Scope of Work

Scope of work is provided in Section VII of this document.

#### 2. Cost of Bidding

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

#### 3. Tender Processing Fee

The tender processing fee (₹ 2000/-){plus 18% GST} (non-refundable) from Nationalized/Scheduled bank drawn in favour of “Registrar, IIT(BHU)” payable at Varanasi has to be submitted offline/online (If payment is made offline Scanned, a copy of DD/Cheque in .pdf format to be uploaded online) towards tender processing fee failing which the bid will be rejected. Bidders are requested to write their name and full address at the back of the Bank draft / Bankers Cheque. (*Note: Tender Fee Exemption is allowed for eligible bidders*)

- 4. Earnest Money Deposit (EMD):** Bidder should furnish an EMD of a refundable amount of ₹ **8,00,000 (₹ Eight lakh Only)** in the shape of RTGS/NEFT/Demand Draft and FDR from a scheduled bank in India drawn in favor of “The Registrar, IIT (BHU), Varanasi” payable at Varanasi and be sent to the Registrar, Indian Institute of Technology (Banaras Hindu University), Varanasi – 221005, U.P. This EMD should be submitted in a sealed envelope super-scribed as EMD & GeM Bid No. The bidders should enclose bank details of their firm to enable us to return the EMD of bidders accordingly. Failure to deposit Earnest Money will lead to rejection of tender. In the event of the bidder (if any) withdrawing its bids within the bid process or not honoring the contract their EMD submitted will be forfeited and such bidders shall be blacklisted from the Institute for future participation in the bids of the Institute. (scanned copy of DD in .pdf format to be uploaded online along with Technical bid) within the stipulated date and time. (*Note: EMD Exemption is allowed for eligible bidders*)

#### 4.1 Return of EMD:

- The earnest money of unsuccessful bidders will be returned to them without any interest within 30 working days after awarding the contract.
- The earnest money of the successful bidder will be returned to them without any interest within 30 Days after receipt of performance security against the contract awarded to such bidder.

#### 4.2 EMD Exemption:

The bidders who are registered with the Central Purchase Organization, National Small Industries Corporation (NSIC) or the concerned Ministry of MSME are exempted from payment of EMD. To claim the exemption, the bidder must be a service provider of such



services for which bid is invited. The exemption shall not be provided to the bidders who are acting as an agent / trader for some other vendor.

## **5. Content of Bidding Documents**

**5.1** The services required, bidding procedures and contract terms are prescribed in the bidding documents. In addition to Invitation of Bids, the bidding documents shall include:

- (a) Instructions for Online Bid Submission
- (b) Instructions to Bidders (ItB);
- (c) Introduction
- (d) Definitions
- (e) Details of Requirement
- (f) Scope of Work
- (g) Minimum eligibility criteria required for bidding
- (h) Proforma for Technical & Financial Bids
- (i) Evaluation Scheme
- (j) General Conditions of Contract (GCC);
- (k) Service Level Agreement

**5.2** The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information sought by the bidding documents or submission of a bid not responsive to the bidding requirements in every respect will be at the Bidder's risk and may result in rejection of bid.

## **6. Amendment of Bidding Documents**

**6.1** At any time prior to the deadline for submission of bids, the Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment.

**6.2** In order to facilitate prospective bidders' reasonable time within which the amendment, if any, may be accounted in preparing their bids, the Institute, at its discretion, may extend the deadline for the submission of bids.

## **7. Language of Bid**

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid shall be written in English language.

## **8. Documents Comprising the Bid**

### **8.1 Techno commercial un-priced bid and priced Bids:**

The bids are to be uploaded in two parts in (.pdf) format i.e. Techno commercial un-priced bid and priced Bids.

- (a) Techno commercial un-priced bid shall be submitted through GeM Portal. If the proof of Tender Processing Fee & EMD is not uploaded along with the technical bid, such bid will not be considered.
- (b) Priced bid.

## 8.2 Techno commercial un-priced bid:

Proforma for techno commercial un-priced bid is given at Section IX.

## 8.3 Price Bid

The scanned copy of completely filled financial bid in the proforma provided at Section IX is to be uploaded in .pdf format.

- (a) The prices quoted must be net per unit as shown in the Section IX.
- (b) Bidders quoting less than **3.85 %** Service Charge shall not be considered for further evaluation. The Minimum Service Charge of **3.85 %** has been arrived at giving consideration to deductions on account of TDS; Bonus, stationery, accounting and administrative charges, cost of recruitment process etc. along with suitable profit thereafter to the prospective bidders.
- (c) This has been decided as the Institute as Principal Employer, has the responsibility to ensure that unduly lower rate of Service Charge will not lead to complaints from workers regarding delay in payment, improper reduction in wages, seeking monetary return by the contractor from workers, etc. thereby affecting the performance of the works.
- (d) Details of Expenditure vis-a-vis Service Charges with a view to prevent instances as mentioned above, Bidders have to submit details of estimated expenditure in the prescribed format along with documentary evidence like estimates in support of expenditure along with the price bid.
- (e) The rate must be stated for each item separately both in words and figures. If there is a discrepancy between the price quoted in word and figures the higher price quoted will be treated as final.
- (f) The prices once accepted by the Institute shall remain valid till the successful expiry of the contract period and the work fully effected and accepted or **12 months** from the date of acceptance of contract whichever is later. The Institute shall not entertain any increase in the rates during the period. However, in the event there is a reduction or increase in Government levy/duties/taxes during the period of execution of the order, the rates shall be suitably adjusted with effect from the date notifying the said reduction or increase in the Government levy/taxes/duty, if any.

## 9. Bid Currencies

Prices shall be quoted in Indian Rupees only.

## 10. Period of Validity of Bids

- 10.1 Bids shall remain valid for **180** days after the date of bid opening prescribed by the Institute. A bid valid for a shorter period shall be rejected as non-responsive.
- 10.2 In exceptional circumstances, the Institute may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder may refuse the request. A Bidder granting the request will not be required nor permitted to modify the bid.

10.3 Financial Bid evaluation will be based on the bid prices without taking into consideration the above modifications.

**11. The tender has to be submitted ONLINE before the due date. The offers received after the due date and time will not be considered. Manual submission of bids will not be considered. The Institute may, at its discretion, extend this deadline for submission of bids.**

## **12. Modifications and Withdrawal of Bids**

**12.1** The Bidder may modify or withdraw its bid after the ONLINE bid's submission, as per the provision of GeM Portal.

**12.2** No bid may be modified subsequent to the deadline for submission of bids. No documents will be accepted in support of essential **criteria** after the last date of submission of bids.

**12.3** No bid may be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of bid validity specified by the Bidder in the bid form.

## **13. Opening of Techno commercial un-priced Bids**

All techno commercial un-priced bids will be opened in the first instance.

## **14. Clarification of Bids**

**14.1** During evaluation of the bids, the Institute may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

**14.2** No Bidder shall contact the Institute authority on any matter relating to its bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Institute, it should be done in writing.

**14.3** Any effort by a Bidder to influence the Institute's authority in its decisions on bid evaluation, bid comparison or contract award decisions may result in rejection of the Bidder's bid.

## **15. Evaluation of Techno commercial un-priced Bid**

**15.1** Prior to the detailed technical evaluation, the authority of the Institute will determine the substantial responsiveness of each bid. A substantially responsive bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviations and meets all the essential criteria. If any bidder does not meet the essential criteria as laid down in this bid document, then his bid will be rejected. No document will be accepted in support of essential criteria after the last date of submission of bids.

**15.2** The bidders short-listed by the Institute based on meeting the essential criteria and detailed evaluation regarding satisfying the technical criteria laid down in this tender document may be called for detailed discussions with a team selected for the purpose, at a specified date, time and venue, if needed.

## **16. Opening of Price Bids**

- 16.1** Price Bids of only those bidders who meet the essential criteria and whose techno commercial un-priced bids have been found to be eligible and substantially responsive will be opened.
- 16.2** The price Bids of the technically qualified bidders shall be opened in the presence of the tender committee. Bidders are **not required to be physically present** during the opening of price bids.

## **17. Evaluation and Comparison of priced Bids**

- 17.1** Arithmetical errors will be rectified on the following basis: If there is a discrepancy between words and figures, whichever is the higher of the two shall be taken as bid price.

## **18. Institute's right to accept any bid and to reject any bid or all bids**

The Institute reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for the Institute's action.

## **19. Award Criteria**

The Bidder/Company/Firm/Agency achieving the lowest rate will be declared qualified. The second or subsequent bidder who agrees to work at the rates quoted by the bidder scoring highest may also be considered for award of the work.

## **20. Notification of Award**

Prior to the expiry of the period of validity, the authority of the Institute will notify the successful Bidder in writing by e-mail, to be confirmed in writing by e-mail/speed post or hand delivered letter, that its bid has been declared qualified.

## **21. Fall clause**

- 21.1** - The price quoted by the bidder should not be higher than the maximum retail price, if any, for the stores and the same shall not be higher than the price usually charged by the bidder for stores/services of the same nature, class or description to any other procuring entity.
- 21.2** -The price charged for the stores/services supplied under the contract by the Company shall in no event exceed the lowest price at which the Company sells the stores/services of identical description to any other person during the period till performance of all contractual obligation placed during the currency of the contract is completed. If at any time during the period the Company reduces the sale price of such stores/services or sells such stores/services to any other person including his dealers at a price lower than the price chargeable under the contract, he shall forthwith notify such reduction or sale to the Institute and the price payable under the contract for these items of stores/services supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced.

**21.3** If it is discovered that the Company has contravened the above conditions, then without prejudice to any other action which might be taken against him, it shall be lawful for the Institute to (a) revise the price at any stage so as to bring it in conformity with sub-clause (21.1) above, or (b) to terminate the contract with recovery of loss.

## **22. Site Survey.**

Before quoting, the Contractor in his own interest shall carry out site visits to know the site conditions and full implications of the assignment. This will also help him in proper assessment of the work. Failure to do so will not absolve the bidder of his responsibility to carry out the work as specified in the Tender Documents. The cost of visiting the site shall be borne by the bidder and shall be at his own responsibility and risk. The prospective bidders may take prior appointment by email: **administration@itbhu.ac.in** before visiting the Institute for site survey.

## **23. Right To Accept or Reject the Bids:**

IIT (BHU) Reserves the right to accept/reject any or all the bids received without assigning any reason whatsoever. The bids in which any of the particulars and prescribed information is missing or is incomplete in any respect and/or the prescribed conditions are not fulfilled, shall be considered non-responsive and are liable to be rejected. Bids, not meeting the eligibility criteria as stipulated in the document shall be summarily rejected.

## SECTION IV

### INTRODUCTION

Indian Institute of Technology (BHU), an Institute of National Importance under the Ministry of Education, Government of India requires the services of a reputed, well established and financially sound Company/Firm/Agency for:

- (i) Cleaning & Sanitation of the Hostels, Departments/Centres/Units and other specified places of the Institute premises, to be carried out using trained manpower and handheld machine (Partially Machine Work).
- (ii) Collection of solid waste from designated sites of the Institute (**Table- 2, Page No.- 27 & 28**) and its disposal at Nagar Nigam site.

At present the Institute makes available the cleaning materials / consumables to its departments/units at its end. However, the bidder may be required to provide the cleaning materials/consumables (which shall be optional and may not form the part of financial evaluation). However, if the selected bidder is required to supply the cleaning materials/consumables then the rates quoted by it will be open to discussion:-

A pre-bid meeting with the prospective bidders will be held on **12.12.2025 at 11:30 Hrs (Tentative)** to apprise the bidders about the expectations of the Institute and to familiarize them with the scope of work and obligations in the proposed contract. The prospective bidders, desirous to bid, should visit the Institute and acquaint themselves with the scope and schedule of work, supervision and commitment needed on or before the date set for the pre-bid meeting.

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# **SECTION V**

## **DEFINITIONS**

1. “Bid” (including the term ‘tender’, ‘offer’, ‘quotation’ or ‘proposal’ in certain contexts) means an offer to supply goods, services or execution of works made in accordance with the terms and conditions set out in a document inviting such offers;
2. “Bidder” (including the term ‘tenderer’, ‘consultant’ or ‘Service Provider’ in certain contexts) means any eligible firm or company or agency participating in a procurement process/work contract offering with a Procuring/Entity;
3. “(Standard) Bid(ding) documents” (including the term ‘tender (enquiry) documents’ or ‘Request for Proposal Documents’ – RfP documents in certain contexts) means a document issued by the Procuring Entity, including any amendment thereto, that sets out the terms and conditions of the given procurement and includes the invitation to bid;
4. “Bid security” (including the term ‘Earnest Money Deposit’(EMD), in certain contexts) means a security from a bidder securing obligations resulting from a prospective contract award with the intention to avoid: the withdrawal or modification of an offer within the validity of the bid, after the deadline for submission of such documents; failure to sign the contract or failure to provide the required security for the performance of the contract after an offer has been accepted; or failure to comply with any other condition precedent to signing the contract specified in the solicitation documents.
5. “Competent authority” means the officer(s) who finally approves the decision.
6. “e-Procurement” means the use of information and communication technology (especially the internet) by the Procuring Entity in conducting its procurement processes with bidders for the acquisition of goods (supplies), works and services with the aim of open, non-discriminatory and efficient procurement through transparent procedures.
7. “Notice inviting tenders” (including the term ‘Invitation to bid’ or ‘request for proposals’ in certain contexts) means a document and any amendment thereto published or notified by the Procuring Entity, which informs the potential bidders that it intends to procure goods, services and/or works.
8. “Outsourcing of Services” means deployment of outside agencies on a sustained long term (for one year or more) for performance of other services which were traditionally being done in-house by the employees of Organisation (e.g. Security Services, Horticultural Services, Janitor/Cooking/Catering/Management Services for Hostels and Guest Houses, Cleaning/Housekeeping Services, Errand/Messenger Services and so forth).
9. “Procurement Contract” (including the terms ‘Purchase Order’ or ‘Supply Order’ or Withdrawal Order’ or ‘Work Order’ or ‘Contract for other services’ under certain contexts), means a formal legal agreement in writing relating to the subject matter of procurement, entered into between the Procuring Entity and the supplier, Service Provider or Company/Firm/Agency on mutually acceptable terms and conditions and which are in compliance with all the relevant provisions of the laws of the country.
10. “Service” is defined as any subject matter of procurement other than goods or works, except those incidental or consequential to the service and includes physical, maintenance, professional, intellectual, training, consultancy and advisory services or any other service classified or declared as such by a Procuring Entity but does not include appointment of an individual made under any law, rules, regulations or order issued in this behalf.

## SECTION VI

### Details of Service and Manpower for Cleaning, Sanitation & Disposal of Solid Waste Requirement

#### (A) Details of Services:

- (i) Cleaning and sanitation of the Hostels, Departments/Centres/Units and other specified places of the Institute premises, to be carried out using trained manpower and handheld machine (Partially Machine Work).
- (ii) Collection of solid waste from designated sites of the Institute (Table-2, Page No.-32) and its disposal at the Nagar Nigam site.

#### (B) Details of Manpower (For Cleaning, Sanitation & Disposal of Solid Waste):

Requirement of the following minimum manpower to be deployed for providing the service:

S. No.	Description of Manpower	Category	Minimum Qualification and Experience	Estimated No. Required
1.	Supervisor- In-Charge	Skilled	Graduate in any discipline	01 (tentative)
2.	Supervisor	Semi Skilled	Graduate in any discipline	09 (tentative)
3	Safai karmi	Unskilled	8 <sup>th</sup> class pass	241(tentative)
			Total	251(tentative)

#### (C) LIST OF BARE MINIMUM REQUIRED EQUIPMENTS & TOOLS TO BE ARRANGED BY THE AGENCY (This is not an exhaustive list):

Sl. No.	Name of the Equipment	Specifications	Required Quantity
1	Pressure Machine for Washing of Bathrooms & Toilets	Motor-3 Kw, Operating Range-50-150 Bar, Water flow rate-600-700 Ltr/Hr., RPM-1400-280 Make: Diversey/Godrej/Eureka Forbes/BOSCH	20
2	Walk behind Electric Operated floor Cleaning Machine with Vacuum Cleaner (Commercial Disc Auto Scrubber)	Recovery tank (ltrs.) – 40-50 ltrs., solution tank volume (ltrs.) – 40-45 Ltrs., brush pressure-25-43 Kg., Working width-400-510 mm Make: Diversey/Godrej/Eureka Forbes/BOSCH	20
3	<b>A minimum of 04 Tractor Trolley and 02 Loader will be required</b>		04
4	High Pressure Jet150	With foaming, rising and vacuum functioning. Make: Diversey/Godrej/Eureka Forbes/BOSCH	01
5	Glass/façade cleaning materials and wiping equipment with Accessories (safety belt)	10 meter (Telescopic Pole Foldable), squeegee & Brush	10
6	Wall duster with extensible handle / pole for removing Cob webs from room Ceiling with height 10- 12 meters.	10-12 meters extensible handle/pole	10

**Note- (i) : Manpower means Manpower for Cleaning, Sanitation & Disposal of Solid Waste.** The Manpower required as above is not exhaustive. **Requirement as indicated above may be reduced/increased as per the requirement of the Institute at any time.** Company/Firm/Agency is required to deploy workers as per the actual requirement informed by the Institute and eligibility mentioned above, to ensure that the services rendered by them are in accordance with the Tender Document.

Further, it shall be the sole responsibility of the Service Provider to ensure that employees/workmen, deployed by it/them, fulfil the obligations undertaken by the Service



Provider under the agreement, to be signed with the successful bidder. The Service Provider should ensure to maintain the required number of manpower to meet the contractual obligation.

It will be the responsibility of the Service Provider to arrange a suitable substitute of manpower in time if required. The Service Provider shall provide replacement of personnel, in case of absenteeism, casual/sick leave, etc., so as to ensure full staff at all time. In case of absence/leave by any particular person, the Service Provider shall make alternate arrangement immediately, failing which a penalty, which may extend up to wages at double the rates may be deducted per day per person of absence from the Admin./Service Charge of the service provider.

Besides, the Service Provider shall be required to supply necessary equipment required for fulfilment of its obligations under the agreement. At present the Institute makes available the cleaning materials/consumables to its departments/units at its end. However, the bidder may be required to provide the cleaning materials/consumables (which shall be optional and shall not form the part of financial evaluation). If the selected bidder is required to supply the cleaning materials/ consumables then the rates quoted by it will be open to discussion.

**Note- (ii)**

- a) The successful bidder will have to submit the price justification matching with their price in the BOQ, along with rates of the aforementioned items before award of work & the same will be part of the Contract Agreement.
- b) Bidder shall provide all connecting Cables, Extension Cords, Switch Boards, tools and tackles etc. required for operating above mentioned Machines. The required water and electricity will be provided by the Institute free of cost.
- c) The cost of Machines, Repair, Maintenance, Training of Staff, Fuel requirement etc. shall be borne by the Bidder under his own arrangements and expenditure.

## SECTION VII

### ***SCOPE OF WORK/ DEPLOYMENT AND SUPERVISION OF WORK***

#### **A. SCOPE OF WORK:**

1. In brief, the job function is
  - a. Cleaning & sanitation of the specified locations in IIT (BHU) premises **(as per Table-1, appended below).**
  - b. **Disposal of Solid Waste (Both Wet and Dry including Green waste such as branches of trees, leaves etc.)** from the Hostels, Road sides, Departments/Centres/Units and other specified places **(as per Table-2 appended below)** of the Institute premises, to be carried out using mechanized equipment, gadgets and trained manpower and dispose it off at the designated site in compliance with the provisions of Nagar Nigam, Varanasi for upkeep of the IIT(BHU) premises absolutely clean and hygienic.
  - c. The bidders, in their bids, shall clearly specify the design, material and size (i.e. ***Trio Dustbin (Segregated) 180 Liters (60L × 3) 44" × 30" × 17" (L×H×W) SS 304 Grade***) of garbage bins to be placed at various locations. These bins should be well protected from stray animals and no littering around these should take place. The process of segregation of waste (biodegradable and non-biodegradable), emptying process of bins (whether mechanized or manual) and mode of transportation of waste (it should preferably be done in less polluting vehicles) must also be indicated in the bid.
2. The agency shall be fully responsible for the sanitation services and disposal of solid waste in the institute as laid down in the tender and the agency shall work under overall supervision, control and directives of the Institute.
3. **The Agency shall be responsible for:**
  - a. Sweeping and mopping of floor area, twice in a day.
  - b. Cleaning of all toilets, urinals, latrines, bathrooms and lobby in the Hostel sectors twice in a day.
  - c. Cleaning of all toilets, urinals and lobby in the different Departments/Sections/Schools/Units of the IIT(BHU) twice in a day.
  - d. Collection of waste after sorting plastic / paper / thermocol and other waste separately and disposal of all wastes from Institute buildings and premises areas at specified locations/bins on daily basis as per the instructions given from time to time.
4. At present the Institutes provide consumables & cleaning materials like Phenyl, floor cleaner, naphthalene balls, room freshner, harpic, handwash, odonil etc to the Departments/Sections /Schools/Units. The cost of consumables, equipment and cleaning materials, ***other than those consumables which are presently being provided by the Institute*** will be borne by the contracting agency.

5. Agency shall arrange to spray air fresheners in rooms, offices and conference halls as and when required. The air freshners shall be provided by the Institute.
6. All materials to be used for cleaning and other consumable shall be in conformity with the specifications/brand/make approved by the Institute.
7. The work to be carried out under this tender shall also include arranging of vacuum cleaners, scrubbing and polishing machines and equipments which are required to be used during execution of the work. All the machineries used should be appropriate for the surfaces existing on the site and in no way damage the surface/ fixtures/ fittings/furniture's beyond normal wear and tear. In case the agency or its employee damages the surface/fixtures/fittings/furniture, the department will be well within its right to recover the cost of restoring the damaged area and /or impose a penalty on the agency. The decision of the Competent Authority, Indian Institute of Technology (Banaras Hindu University) will be final and binding on the agency.
8. The Institute through its authorized representative(s), reserves the right of altering the specifications of works by adding or omitting any item of work or of having portions of the same carried out by others in the Institute and such alterations and variations shall not violate the contract signed with the successful bidder.
9. Areas & premises to be cleaned are the buildings of Academic, Hostel, Residential, Institute, Admin Offices, Labs, Guesthouse, Library, Mess, Cafeteria, Dining areas, Gates, Roads, Tracks, Pathways, GSS (Grid Sub Stations), Project Offices, Play Fields, Circles/ Chowks, Roof tops, Sewerage Lines, Security Barracks, Institute entrances, Classroom, laboratories and surrounding areas.
10. Within any building, Housekeeping Services shall include cleaning of Flooring, Lifts, Steps, Railings, Toilets, Furniture, Fixtures, PCs, Fans, Almira's, Drawers, Chairs, Doors, Windows, glasses, Machines, Drinking Water coolers with purifiers, Curtains, Blinds, Foot mats, Dustbins, Flag Posts and Underground Water Pipes etc.
11. The frequency for housekeeping services/cleaning process is required as per the tender terms and conditions. The buildings as well as surrounding areas has to be maintained as dust free and stain free. The guidelines and details of activities of housekeeping services/cleaning process as per frequencies are mentioned below. However, the cleaning may have to be done more frequently, on a required basis, on the instructions of the Officer-in-Charge for which no extra charges shall be paid.
12. **Mechanized cleaning of floors should be done wherever it is required.**
13. **Once daily:** Proper sweeping and mopping of all offices, floors in the buildings, railings, entry roads of various buildings etc. covering the entire constructed areas. No betel stains or cobwebs etc. should be visible anywhere.
14. **Twice daily:** Cleaning of main staircases, entrance lobby area, corridors, wastepaper baskets, sanitation bin & disposing of garbage/refuse as directed.
15. ***Cleaning of glass/facade of front elevation, windows should be done continuously at least once a week and as required for special occasions.***

16. Toilets & urinals including floors to be cleaned regularly and continuously **at every two hours throughout the day** with phenyl and other disinfectants. Suitable number of female cleaners should be deployed for taking care of cleaning works of ladies toilets and ladies rooms. **Only male workers should be deployed to clean the Gent's toilets in the premises and only female workers to clean ladies toilets.** The toilets should be cleaned every day with utmost care and by placing naphthalene balls, toilet rolls, liquid soap, handwash, air-fresheners, etc. procured by the contractor.
17. Removing of cobwebs and dusting is to be done on regular basis in all furniture, almirahs, cupboards, partition walls, doors, windows, notice boards, flower vases & pieces of decoration and other materials available in the admin, hostel, academic and residential buildings of the IIT(BHU).
18. Porcelain fixtures are to be cleaned with soft cleaning materials like liquid soap, Harpic, etc.
19. To spray room fresheners/perfume to maintain pleasant odour as and when required at important locations.
20. To attend, clean and remove chocking of drains, sanitary fixtures, manholes and underground sewer lines, whenever required for smooth functioning and as directed by Supervisor/Officer-in-charge of the Institute.
21. Thorough cleaning of rooms with floor cleaning disinfectant etc. as may be required and as directed by Supervisor/Officer-in-charge of the Institute.
22. Thorough cleaning of dirty passages, approach road, and entrances of buildings.
23. Daily collection of waste from the different buildings and places of IIT(BHU) and proper dumping in specified place as per instruction of the Supervisor/Officer-in-Charge of the Institute.
24. **WEEKLY** Cleaning of carpets, curtains, venetian/vertical blinds, phones and electrical fittings on walls in rooms, passage and corridors in the building, and terraces in all buildings.
25. **WEEKLY** Cleaning of fans, tube-lights, false ceiling, ceiling, false ceiling sheets, and walls.
26. **WEEKLY** Polishing of steel and other metal surfaces.
27. **WEEKLY** Cleaning of glass/facade of front elevation, windows
28. **MONTHLY** Sweeping and cleaning of service ducts, service rooms, service shafts and all drainage pipes including those of toilets.
29. **MONTHLY** Cleaning of drains and manhole lines connected from all types of buildings to the main drains and sewer line and underground sewer lines.
30. **MONTHLY** Removal /cleaning of vegetation growth on the walls and roofs and in the open areas around the buildings.
31. **MONTHLY** Sewage drain blockage. Removal of Malba obtained after cleaning of Sewer line and Storm water drains.
32. No machinery/equipment shall be supplied by IIT(BHU).
33. The sweeping/cleaning/scrubbing/vacuum cleaning/buffing etc. all shall be carried out by machines wherever it is mentioned. However, in exceptional cases where cleaning is not possible with machines, manual cleaning will be permitted.
34. The Agency shall ensure that all the machinery that are provided to the Institute by the Agency in accordance with the terms and conditions of the tender document are always running conditions. There will be no down time acceptable and hence at least one machinery should always be available as standby. However, in cases of machine break-down, it shall be the responsibility of the Agency to provide immediate replacement of the machinery with the similar technical specifications/ brand.
35. The Agency shall exercise adequate supervision to reasonably ensure proper performance of Mechanized Housekeeping Services in accordance with Schedule of Requirements.
36. The Agency shall ensure that trained housekeeping staff are deployed for operating the machinery for cleaning, vacuuming etc. The Agency shall also ensure that the annual maintenance of the machinery is appropriately awarded by them to the authorized agencies for maintenance of the machinery in Client's Office. The Agency shall be required to provide workable machinery with the updated models / brand in force on the consent of the Institute.
37. Equipment and tools mandated in this tender shall be maintained by the Agency in serviceable condition all the time. Use of equipment like vacuum cleaner, scrubbers, hydro jets, telescopic ladders so as to reach inaccessible areas for cleaning of glass or vegetable growth on the roof, flexible rodding equipment, for de-clogging sewage lines, etc. is considered inherent in housekeeping service. Such tools and equipment as necessary shall be maintained by the Agency on the institute premises readily available and in functional condition.

38. Tree Leaves collected during sweeping from the roads, road berms, open spaces etc. will not be burnt. All leaves collected would be disposed off at prescribed sites for bio decomposition. This will be followed even in summer and winter where leaves collected would be more. Tree Leaves on the streets should be heaped in a place for lifting instead of brooming into the hedges. The heaped of tree leaves shall be lifted on the same day.
39. The Agency will ensure the cleanliness of the bins in the drop sites and also the area around it.
40. Housekeeping Service includes machine enabled cleaning, sweeping, wiping, dusting, moping, freshening, garbage collection, segregation & disposal of garbage, vacuum cleaning, disinfecting, polishing, scrubbing and such other tasks.
41. The persons deployed for work should not be involved in any politics and any police case or any case should be pending against them. Police verification certificate for the persons deployed for work to be submitted.
42. The workers deployed by the Contractors shall maintain personal hygiene and wear prescribed uniform while on duty. They should behave politely and amenable to discipline and should be reliable, trustworthy, alert and efficient.
43. The contractor's workers will be present on the premises and carry out duty for entire eight hours of a shift excluding lunch recess in shifts / staggered duties as assigned by competent authorities.
44. The workers should maintain office decorum and discipline and behave politely with the faculty, staff, students and guests. They should not argue with anyone.
45. If in the opinion of the IIT(BHU) authorities, the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behaviour is not conducive to retaining them for the work, he/she should be replaced immediately. In case of any complaint or any unusual behaviour of the worker, he/she should be replaced within 2 days after receipt of intimation from the Institute.
46. In case it is found at a later date that the work done is of inferior quality and proper action was not taken at the time of execution of the work, the Contractor shall remain liable to pay compensation to the Institute for the inferior works as determined by the IIT(BHU) and in case all payments have been made to the Contractor for this work, this amount may be deducted from any sum due to the Contractor on any other work within the Institute.
47. The IIT(BHU) through its officers, reserves the right of altering the specifications of works of adding to or omitting any items of work or of having portions of the same carried out in the Institute by others and such alterations and variations shall not violate this contract.
48. The services of employees of Contractor should be made available on all days on six-day week basis irrespective of holidays and on Sundays, if required.
49. The Contractor should not be an employee of IIT(BHU), or any other central/state Government. He should submit a declaration to this effect.
50. The Contractor and his staff will make their own residential arrangement outside the premises of the IIT(BHU). No one will be granted permission to stay in the Hostel during the night or during non-functional hours.
51. The solid waste collected from the said buildings shall be disposed of in areas assigned by IIT(BHU) for solid waste disposal.
52. In the event of local problems arising while discharging the functions at IIT(BHU) the Contractor will deal with them appropriately and he will not involve IIT(BHU) for such matters.
53. The service of the workers is required on all days in a month irrespective of holidays and they should be prepared to work on shifts as may be required. The Contractor has to ensure proper attendance and proper weekly off of the personnel deployed.
54. The Contract personnel shall undergo medical examination at the expense of the Contractor to ensure that they are free from any communicable diseases and medical examination certificate to be furnished as and when called for as and when required by the Institute.

55. The engagement of personnel by the contracting agency/firm/organization will solely be at their discretion, as per usual norms and qualifications and in no way make them entitled to any job or employment or permanency or any incumbency status in IIT(BHU).
56. Cleaning of external/internal façade, cladding, glass panes/partitions/columns) of buildings with labour, materials & machines as required as per scope of work.
57. The vendor should prepare a washroom cleaning checklist which is comprehensive and covers all key items like clean & tidy of washbasins, urinals, commode, mirrors, taps, etc. Checklists should be displayed neatly in each washroom.
58. The staff shall always remain in proper uniform. Else, penalty will be levied.
59. The successful Bidder shall be responsible for carrying out and providing periodic and daily skills training to perform daily tasks. No staff shall be allowed to perform any task unless they are completely trained and competent enough to perform the assigned task.
60. In addition to initial training as mentioned above, the successful Bidder shall be responsible to provide refresher training to its employees at minimum one day per quarter to each employee and the successful Bidder shall submit the proof for the same.
61. The successful Bidder shall provide below mentioned trainings at the time of induction of each employee and all awareness trainings and all expenses shall be borne by the successful Bidder.

**TABLE-1**

**(SPECIFIED LOCATIONS FOR CLEANING AND SANITATION)**

<b>Details for Cleaning and Sanitation Works in different Departments/Sections/Schools/Units/Hostels of IIT(BHU)</b>		
<b>Sl. No.</b>	<b>Place</b>	<b>Monthly Cost in ₹</b>
<b>1</b>	All Departments/Schools/Units (Annexure A-1& A-2)	
<b>4</b>	All 20 Hostels (Annexure B-1& B-2)	
<b>5</b>	<b>Total Cost Per month</b>	
<b>6</b>	<b>Total Cost Per Year</b>	

**IMPORTANT:** THE AFOREMENTIONED TABLE AND ANNEXURES THEREOF (A-1 TO B-3) SHALL FORM PART OF THE FINANCIAL BID AND MUST BE SUBMITTED/UPLOADED ALONG WITH FINANCIAL BID ONLY.

**NOTE:** If new hostels/buildings are added in the scope of work, the Institute shall decide the number of manpower for cleaning, sanitation & Disposal of Solid Waste etc. to be deployed with mutual consent.

<b><u>Annexure A-1</u></b>				
<b>Details of total building area including Latrines, Urinals, Washbasins, and Bathrooms in Departments/Office/Section for Housekeeping work between 6:00 AM to 2:30 PM</b>				
<b>Sl. No.</b>	<b>Department/Unit/Office</b>	<b>Total Building Area (Including Steps(Jeena) Lobby, rooms, Floors, Bathrooms, Washbasins, Urinals, Latrines etc.) Sq. /Meter</b>	<b>Volunteers</b>	
			<b>Shift A</b>	<b>Shift B</b>
1	DEPTT. OF PHYSICS	4200		
2	CIVIL ENGINEERING	5361		
3	ACADEMIC AND EXAMINATION UNIT	1000		
4	IIT BHU GYMKHANA	2250		
5	MATHEMATICAL SCIENCES	1702		
6	PHARMACEUTICAL ENGG. & TECH.	5925		
7	JOINT CHIEF PROCTOR OFFICE	276		
8	ABLT OPPOSITE DIRECTOR OFFICE	3310		
9	NCC BUILDING	2625		
10	DEPTT. OF ARCHITECTURE	-		
11	CERAMIC ENGINEERING	5700		
12	COMPUTER SCIENCE & ENGINEERING	8002		
13	ELECTRICAL ENGINEERING	45400		
14	ELECTRONICS ENGINEERING	15500		
15	METALLURGICAL ENGINEERING	17132		
16	MINING ENGINEERING	11014		
17	SCHOOL OF BIO- MEDICAL ENGINEERING	6666		
18	GRTA	6664		
19	TRAINING & PLACEMENT CELL	3200		
20	ADMINISTRATIVE BUILDING+ FIRST FLOOR OF MAIN LIBRARY+ DEAN R & D OFFICE	15975		
21	STUDENT ACTIVITY CENTRE (SAC)	-		
22	TIH BUILDING	-		
23	GTFRFC	-		
24	LT-1 (BEHIND IIT-CAFETERIA)	2400		
25	LT-2 ( BEHIND MATHEMATICAL SCIENCES)	480		
26	IIT-CAFATERIA	760		
27	GTAC	14300		
28	SCHOOL OF BIO-CHEMICAL ENGG.& TECH.	7400		
29	CHEMISTRY	6390		
30	LT-3 BEHIND PHYSICS	3500		
31	MAIN WORKSHOP	20100		
32	CIFC	1600		

33	SMST	6390		
34	MECHANICAL ENGINEERING	12929		
35	IWD	2704		
36	CHEMICAL ENGINEERING& TECHNOLOGY	47101		
38	NC JAIN SCHOOL OF DESIGN SCIENC TECHNOLOGY	-		
39	DEV & VARDHAN GOSWAMI LECTURE HALL COMPLEX	-		
<b>Volunteers and Supervisors have been proposed to be employed for sweeping and cleaning.</b>				
<b>Note:-</b>				
i	Sweeping and cleaning will be done at least two times in a day, in the morning (between 6 a.m. to 10 a.m.) and in the afternoon (between 1.00 p.m. to 5.00 p.m.). If required, the services may be requisitioned at any time.			
ii	Deployment of volunteers will be done as per direction of the Administration, IIT(BHU).			

			<b><u>Annexure A-2</u></b>
<b>ESTIMATE FOR SWEEPING &amp; CLEANING OF TEN DEPARTMENTS, ROOMS, VERANDAH, TOILETS, BATHROOMS, URINALS AND WASHROOMS AT IIT BHU, VARANASI , U.P</b>			
<b>Sl. No.</b>	<b>Particulars</b>	<b>₹</b>	<b>Amount</b>
1	Manpower = Safaikarmi x 30 days @ ₹674/- Per day	₹	#
2	Manpower = Supervisors x 30 days @ ₹760/- Per day	₹	#
3	Manpower = Supervisors-In-Charge x 30 days @ ₹893/- Per day		
	<b>Total</b>	₹	
4	E.P.F. @ 13.00%	₹	
5	E.S.I. @ 3.25 %	₹	
5	Cleaning Material (Lump-sum) optional	₹	
6	Service Charges @ (Percentage)% (on ₹ #)	₹	
	<b>Grand Total Per month</b>	₹	
	<b>Total Cost Per Year</b>	₹	

**NOTE: The requirement of materials must be categorized as monthly/bi-monthly/quarterly and mentioned against each.**



## Annexure B-1

**Detailed information of 20 Hostels for Housekeeping work 6:00 AM to 2:00 PM and 2:00 PM to 10:00 PM**

S. No.	Name of the Hostels	No. of Rooms in the Hostels	Area of common room in the Hostels (Sqft)	Area of Lobby (Sqft)	Area of Office in the Hostels (Sqft)	Area of passage in the Hostels (Sqft)	Area of lawn & Road in the Hostels (Sqft)	No. of Toilets	No of bath rooms	No of Urinals	Volunteers proposed to employed between 6 AM to 2 PM (First Shift)	Volunteers proposed to employed between 2 PM to 10 PM (Second Shift)
1	2	3	4	5	6	7	8	9	10	11		
1	C.V. Raman	202	2000	18500	270	1000	4000	24	24	24		
2	Morvi	200	2000	19000	800	600	2400	24	46	16		
3	DhanrajGiri	189	2000	19500	800	900	1200	24	24	16		
4	Rajputana	189	2000	17500	800	900	1200	34	40	20		
5	Limbdi	189	2000	19245	800	900	1400	32	32	24		
6	S.C.Dey Girls	122	800	10900	800	480	1000	24	24	16		
7	Vivekanand	198	800	18470	800	250	1440	28	30	28		
8	Vishwakarma	198	800	19000	800	300	2400	28	28	32		
9	Vishweshraiya	312	1200	23250	225	480	4400	36	36	24		
10	Dr. S. Ramanujam	128	2000	10700	144	720	1575	35	48	24		
11	A.S.N. Bose	125	5000	18000	150	1200	2450	30	30	18		
12	Aryabhattach-I (A & B Block)	243	610	24200	484	883	2462	100	100	32		
13	IIT Girls-I	25	140	1200	160	200	4000	7	6	-		
14	IIT Girls-II	6	-	1750	125	100	200	2	2	-		
15	G.S.C (OLD)	83	1200	1900	900	1800	400	24	24	-		
16	G.S.C Extension.	72	800	13627	160	1750	450	48	48	-		
17	Aryabhattach-II (C & D Block)	219	5000	21270	160	1800	1200	76	76	40		
18	IIT BOYS' (Saluja)	6	-	1750	125	100	200	2	2	-		
19	Satish Dhawan											
20	Morvi Ext.											
21	Extra Manpower to provide substitute in case of weekly offs											
	Total	2706	28350		8503	14363	32377	578	620	314		
Total Volunteers												
Total Supervisors												
Total Manpower												

1. Sweeping and cleaning will be done at least two times in a day, in the morning (between 6 a.m. to 10 a.m.) and in the afternoon (between 1.00 p.m. to 5.00 p.m.). If required, the services may be requisitioned at any time.

2. Deployment of volunteers will be done as per direction of Administration, IIT BHU.

**Annexure B-2****ESTIMATE FOR SWEEPING & CLEANING OF 20 HOSTELS, COMMON AREA ,  
LOBBY AREA , TOILETS, BATHROOMS, URINALS AND WASHROOMS AT IIT BHU,  
VARANASI , U.P**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Amount</b>
<b>1</b>	Manpower = Volunteers x 30 days @ ₹674/- Per day	₹
<b>2</b>	Manpower = Supervisors x 30 days @ ₹760/- Per day	₹
	<b>Total</b>	₹
<b>3</b>	E.P.F. @ 13.00%	₹
<b>4</b>	E.S.I. @ 3.25 %	₹
<b>5</b>	Cleaning Material (Lump-sum) Optional	₹
<b>6</b>	Service Charges @ (Percentage)% (on ₹ #)	₹
	<b>Grand Total Per month</b>	₹
	<b>Total Cost Per Year</b>	₹

**TABLE-2****(SPECIFIED LOCATIONS FOR COLLECTION OF SOLID WASTE)**

<b>Sl. No.</b>	<b>Name of the Hostel/Department</b>
1.	C.V. Raman
2.	Morvi
3.	Dhanrajgiri
4.	Vishweshwaraiya
5.	S.N. Bose
6.	S. Ramanujan
7.	Aryabhatt (Block-I)
8.	Aryabhatt (Block-II)
9.	IIT Boys Hostel (Saluja House )
10.	Rajputana
11.	Limbdi
12.	S.C. De Girls
13.	Vivekanand
14.	Vishwakarma
15.	GSMC
16.	GSMC (New)
17.	Gandhi Technology Alumni Centre (GTAC)
18.	Gurudev Rabindranath Tagore Apartments (GRTA)
19.	GTFRC
20.	Director Office
21.	Main Workshop
22.	Computer Sc. &Engg.
23.	Mechanical Engg.
24.	Chemical Engg.

Sl. No.	Name of the Hostel/Department
25.	Mining Engg./ Metallurgical Engg.
26.	Physics & Proctor Area
27.	Chemistry
28.	Carpentry Shop
29.	Cafeteria
30.	Any other area as may be decided by the Institute

## B. SUPERVISION OF WORK:

1. The work of cleaning should start from 06:00 am in the first shift and from 01:00 pm in the second shift. The service shall be required on all days in a month irrespective of holidays and the manpower deployed for this work should be prepared to work in shifts as may be required.
2. Beside daily routine, the service provider may be required to perform the task at specified locations, if required.
3. The Service Provider has to ensure proper attendance and weekly off of the manpower deployed. The Service Provider shall be fully responsible for prevalent labour contract laws for the manpower deployed and ensure that this does not become an excuse in effective daily routine service.
4. The services (Cleaning, Sanitization & Disposal of Solid Waste) of the Service Provider should be made available on all days on six-day week basis irrespective of holidays and on Sundays except national holidays.
5. The Service Provider will be required to depute one of its representatives as may be needed to supervise and guide the workers for proper execution of the work as per directions/instructions laid out by of the Officer-in-charge/Committee nominated by Institute to administer the contract.
6. **Verification of character and antecedents:** The persons deployed for work should not be involved in any police case. Police verification certificate for the persons deployed for work has to be submitted by the Service Provider. A verification report in respect of all the personnel of Service Provider from the concerned police Station of concerned residential areas should be submitted and also list of employed manpower with bio-data, photograph, address and phone number of each person posted to the Institute along with thumb impression should be handed over to the designated officer of IIT (BHU). Any changes should be reported immediately.
7. **Medical Examination:** The personnel deployed shall undergo medical examination at the expense of the Service Provider to ensure that they are free from any communicable diseases and medical examination certificate to be furnished as and when called for by the Institute.
8. The Service Provider's Supervisor shall maintain Daily Attendance Registers to keep record of personnel on duty.

9. The workers must maintain highest discipline and behave politely with the faculty, staff, students and guests. They should not argue with anyone. The persons deployed by the Service Provider should be reliable, trust worthy, alert, honest and efficient.
10. The workers should maintain personal hygiene and wear prescribed uniform while on duty.
11. If in the opinion of the Institute authorities, the performance of any of the persons deployed is not satisfactory or he/she is not amenable to discipline or their behaviour is not conducive to retain them for the work, he/she should be replaced immediately. In case of any complaint or any unwarranted behaviour of the worker, he/she should be replaced with immediate effect after receipt of intimation from the Institute.
12. The Service Provider or his representative should remain in touch with the Administrative Section/concerned officer-in-charge, if he needs any instruction(s).
13. The representative of the Service Provider shall be responsible to coordinate, record daily attendance, grant of weekly off, discipline, execute the work promptly and effectively, interact with office-in-charge for the day to day work.
14. **Details of activities of Housekeeping services to be performed in various buildings and their frequency**

S.N	Type of Building	Activities	Frequency
	Faculty/Staff Houses	(1) Sweeping /Cleaning of all open circulation area inside and outside the building	Once a day (every Morning)
		(2) Mopping with wet cloth (Pocha) mixed with Phenol (Approved brand only) Water in all the circulation area inside the building and cleaning of S.S. Railing	Once a day (every Morning)
		(3) Washing of all open circulation area inside the building with water mixed with detergent/phenol etc.	Twice a week
		(4) Mechanised cleaning of floors by Machine	Once in a week
		5) Removal of cobweb from the building /Cleaning of building vicinity including drain, garden up to radius of 5m.	Once in a month
2	Hostels Buildings	(1) Sweeping /Cleaning of all open circulation area inside and outside the building	Twice a day (Morning and afternoon)

		(2) Mopping with wet cloth (Pocha) mixed with Phenol (Approved brand only) Water in all the circulation area inside the building and cleaning of S.S. Railing	Twice a day (Morning and afternoon)
		(3) Washing of all open circulation area inside the building with water mixed with detergent / phenol etc. (Approved brand only)	Thrice a week (every alternate day)
		(4) Mechanised cleaning of floors by Machine	Once in a week
		(5) Cleaning of toilets ,Bathroom and Lobby areas.	Thrice a day
		(6) Washing of floors and wall tiles of toilets with detergent/phenol etc. (Approved brand only)	Once a day
		(7) Cleaning of glasses (glazing) from outside & inside, removal cobwebs Note:- Open circulation area inside the hostels consists of Study room, Warden Room, Meeting Room or any other	Once in a month
		(2) Mopping with wet cloth (Pocha) mixed with Phenol Water in all the circulation area inside the building and cleaning of S.S. Railing	Twice a day (Morning and afternoon)
		(3) Washing of all open circulation area inside the building with water mixed with detergent/ phenol etc.	Thrice a week (every alternate day)
		(4) Mechanised cleaning of floors by Machine	Once in a week
		(5) Cleaning of glass from outside & inside, removal of cobweb	Once in a month
3	Toilets	(1) Sweeping & Cleaning by wet cloth	Twice a day
		(2) Washing with water mixed with detergent / phenol etc.	Once a day (every Morning)
		(3) Cleaning of glass from outside & inside	Once in a month
4	Academic and Institute buildings) Faculty offices and general offices	(1) Sweeping / Cleaning, removing od garbage, packaging, dustbins etc.	Once a day (every Morning)

		(2) Mopping with wet cloth (Pocha) mixed with Phenol Water (Approved brand only).	Once a day (every Morning)
		(3) Washing with water mixed with detergent/ phenol etc. (Approved brand only).	Twice a week
		4) removal of cobwebs	Once in a month
5	Classrooms	(1) Sweeping /Cleaning	Twice a day depending on the requirement.
		(2) Mopping with wet cloth (Poucha) mixed with Phenol Water	Twice a day
		(3) Washing with water mixed with detergent/ phenol etc.	Thrice a week (Every alternate day)
		4) removal of cobwebs	Once in a month
6	Open circulation area inside the buildings	(1) Sweeping /Cleaning of all open circulation area inside and outside the building ,	Twice a day (Morning and afternoon)
		(2) Mopping with wet cloth (Pocha) mixed with Phenol Water in all the circulation area inside the building and cleaning of S.S. Railing	Twice a day (Morning and afternoon)
		(3) Washing of all open circulation area inside the building with water mixed with detergent/ phenol etc.	Thrice a week (every alternate day)
		(4) Mechanical cleaning of floors by Machine	Once in a week
		(5) Cleaning of glass from outside & inside, removal of cobweb	Once in a month
7	SAC, Gymkhana and Community centre	(1) Sweeping /Cleaning of all open circulation area inside and outside the building	Once a day (every Morning)
		(2) Mopping with wet cloth (Pocha) mixed with Phenol Water in all the circulation areas inside the building and cleaning of S.S. Railing	Once a day (every Morning)
		(3) Washing all open circulation area inside the building with water mixed with detergent/ phenol etc.	Twice a week
		(4) Mechanical cleaning of floors	Once in a week

		by Machine	
		(5) Cleaning of glass from outside & inside. Removal of cobweb	Once in a month
8	Roads and Open Area	(1) Sweeping of roads (2) For garbage collection	Twice a day
9	Miscellaneous works	(1) Removal /cleaning of vegetation growth in the open area (2) Sewage drain blockage (3) Removal of Malba obtained after cleaning of Sewer line and Storm water drains	Once in a month. Within two hours. Immediately after cleaning.
		(1) Manual cleaning of Lifts (inside & outside) by collin	Twice in a week.
10	For Night Shift	(1) Sweeping /Cleaning/For waste management	



## SECTION VIII

### MINIMUM ELIGIBILITY CRITERIA REQUIRED FOR BIDDING

#### 1. Pre-Qualification Bid (Mandatory Requirement):

Details to be submitted in Section IX (Annexure –A)

The bidders having following minimum qualification are eligible for bidding:

- (i) **Legal Valid Entity:** The Bidder should necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 2013 or a Partnership firm or Proprietorship firm or Corporation. Bidder in the form of Joint Venture/Consortium is not permitted (Enclose a self-attested copy of the registration certificate/ relevant document)
- (ii) **Valid License for Supply of Cleaning, Sanitation & Disposal of Solid Waste:** The bidder must have a valid license/Certificate of Registration for the Cleaning, Sanitation & Disposal of Solid Waste to the organisations/institutions from the concerned Registering Authority under Contract Labour (Regulation & Abolition) Act – 1970. The license/Certificate of Registration must be valid as on the date of submission of their bids. (Enclose a self-attested copy of the document).
- (iii) **Registration:** The bidders must be registered with the Employees' Provident Fund Organisation (EPFO), Employees' State Insurance Corporation, and such other Tax Authorities as Income Tax, Goods & Services Tax (GST) [Enclose copies of registrations such as EPFO, ESIC, GST, PAN etc.]
- (iv) **Minimum Experience:** *The bidder must have provided /supplied a minimum of 200 Manpower for Cleaning, Sanitation & Disposal of Solid Waste to an organization for a single campus exclusively in the same area i.e. providing Cleaning, Sanitation & Disposal of Solid Waste Services to any Centrally Funded Educational Institutions/Universities/Government/Semi Government Departments/Government Autonomous Bodies/ **Local Bodies (Municipal Corporation/ Nagar Nigam / Cantonment Board)** in at least any one of the last three year (2022-23, 2023-24 and 2024-25). A copy of the Experience/Performance Certificate must be enclosed.*

**Note:** 200 Manpower for Cleaning, Sanitation & Disposal of Solid Waste as mentioned above in a single campus is the same area refers to the campus of an Educational/Research Institute and whereas the same for Municipal Corporation/Nagar Nigam/Cantonment Board refers to the Complete area of the Corporation/Nigam/Board or a part of it where a minimum of 200 manpower are deployed for this work.

\* Details of all such works executed/being executed in last three years (2022-23, 2023-24 and 2024-25) **be submitted in Annexure-V.**

\* An Order must cover at least Seven (07) Months of Service in a Financial Year in order to qualify for consideration for evaluation for that particular Financial Year.

- (v) **Mandatory Five Years-** The bidder must have at least 05 years experience of providing Cleaning, Sanitation & Disposal of Solid Waste Services to organization (to be considered from the date of registration, supported by relevant documents)

**Note:- Bidders meeting the Pre-Qualifications Bid criteria will only be considered for further evaluation. Bidders not meeting the Pre-Qualification Bid criteria will be summarily rejected.**

**2. Techno-Commercial Bid:** Details to be submitted in Section- IX (Annexure-B)

- (i) **Mandatory Five Years-** The Bidder must have at least **05 years experience** of providing Cleaning, Sanitation & Disposal of Solid Waste Services to organization (to be considered from the date of registration, supported by relevant documents).
- (ii) Bidders must have provided Cleaning, Sanitation & Disposal of Solid Waste Services to IITs, NITs, IIITs, State Universities, Central Funded Universities for minimum One year in any one of them.
- (iii) The Bidders must have an average Annual Turnover of **15 Crore or above** in each of the preceding three (03) financial years (2022-23, 2023-24 and 2024-25) in the books of account, ***from the work of Cleaning, Sanitation & Disposal of Solid Waste Services***. Specific certificate regarding the Turnover from the **Cleaning, Sanitation & Disposal of Solid Waste Services** are required to be furnished from the Chartered Accountant Firm which had undertaken Audit of the bidder during these three financial year.
- (iv) Certificates of satisfactory performance from at least two Government (Central/State) Departments/PSUs/Autonomous bodies of Central or State Government including Higher Educational Institution/Central Research Organisation for the last three years 2022-23, 2023-24 and 2024-25. The certificates must have been issued on the letter head of the organization clearly indicating the **duration of contract, details of manpower for Cleaning, Sanitation & Disposal of Solid Waste Services provided (Number & Category), Value of contract etc.** Please note that copies of work-orders/Letter of Awards/Agreements shall not be considered for this purpose.
- (v) The Bidders should have undertaken/completed the following work for **Cleaning, Sanitation & Disposal of Solid Waste** in the last 3 years (2022-23, 2023-24 and 2024-25):

One work order for **Cleaning, Sanitation & Disposal of Solid Waste** of value not less than 500.00 Lakhs per annum in the last 3 financial years (2022-23, 2023-24 and 2024-25).

**OR**

Two work orders for **Cleaning, Sanitation & Disposal of Solid Waste** each of value not less than 300.00 Lakhs per annum in the last 3 financial years (2022-23, 2023-24 and 2024-25).

**OR**

Three work orders for **Cleaning, Sanitation & Disposal of Solid Waste** each of value not less than 200.00 Lakhs per annum in the last 3 financial years (2022-23, 2023-24 and 2024-25).

- (vi) Providing Cleaning, Sanitation & Disposal of Solid Waste Services to any Centrally Funded Educational Institutions/Universities/Government Autonomous Bodies such as IITs, NITs, IIITs, PSUs or any other educational Institute of Central/State Government.

**Note:**

- (i) The work executed in the own name of the bidder only will be considered for meeting the eligibility criteria.
- (ii) **Certificate of Experience:** The Bidder must produce certificate of experience from the clients. The certificate should clearly mention the following details:

<i>Sl. No.</i>	<i>Description</i>
1	Name of the client and full address
2	Telephone and FAX number of the client
3	Details of work performed
4	Number and type of Manpower for Cleaning, Sanitation & Disposal of Solid Waste and equipment/ machines
5	Period of work (starting and ending)
6	Value of work completed in Contract for Cleaning, Sanitation & Disposal of Solid Waste services

- a. The certificate of experience should be **exclusively for Cleaning, Sanitation & Disposal of Solid Waste**.
- b. Certificates containing the value of contract work and not clearly specifying the value of the work of ***Cleaning, Sanitation & Disposal of Solid Waste Services*** completed during the period of contract, **WILL NOT BE ACCEPTED**.
- c. *Copy of work order/agreement and/or self-certified certificates WILL NOT BE ACCEPTED as certificate of experience. If any document other than certificate of experience is produced, such document WILL NOT BE ACCEPTED. Bids not accompanied by certificate of experience issued by the client WILL AUTOMATICALLY STAND DISQUALIFIED*

**3. An affidavit, in original:** Duly certified by a Notary that :

- a. The Partners of the firm or sole proprietor or Company as the case may be, has never been black-listed and the name of the firm or company has not been changed.
- b. That there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or Company as the case may be, and that he has never been punished by any Court.
- c. That there are no dues towards income tax as on the date of the affidavit.

**4. Production of originals for verification:** The bidder may be asked to produce the original documents for verification at any stage of tender process as and when sought for, failing which the bids are liable for disqualification.

5. The bidder/Company/Firm/Agency will have to provide details of Income Tax and Service Tax return of their firm for last three financial years (2022-23, 2023-24 and 2024-25).

6. The bidder/Company/Firm/Agency has to submit Profit & Loss Account/ Income and Expenditure Account along with Balance Sheet and Independent Audit report for the preceding three financial years (2022-23, 2023-24 and 2024-25).

7. The bidder /Company / Firm / Agency should have valid PAN and GST Number.

8. The bidder /Company / Firm / Agency should be registered with appropriate authorities under the Employees Provident Fund and Employees State Insurance Act.

**9. Either the Registered Office or one of the Branch Offices of the bidder should be in Varanasi. If the bidder does not have an office in Varanasi, they must establish one within one month of being awarded the tender.**

10. The bidder /Company / Firm / Agency should have its own Bank Account.

**11. The bidder /Company / Firm / Agency shall have to submit minimum qualification of staff to be deployed at IIT (BHU) as per the minimum qualification given in Table under Para 2 of Section VI of this tender document.**

12. The bidder /Company / Firm / Agency shall submit an affidavit stating that the agency has not been blacklisted by Central Government/ State Government/ any PSU in last three year.

13. Exemption to comply with any of the above criteria should be duly supported by the Government orders/ other Government documents.

14. Non compliance with any of the above conditions by the Service Provider will amount to non-eligibility for the services for which tender has been floated and its tender will be rejected being non responsive.

15. Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed on the letter pad of the company and enclosed in a cover, to be submitted with the technical bid.

16. Financial Bid: Details to be submitted in Section IX (Annexure-C) for for Cleaning, Sanitation & Disposal of Solid Waste indicating Admin./Service Charge in percentage of the gross wages.

17. The bidder has to submit an integrity pact as per Annexure VI, if the quoted value in financial Bid is more than Rs. 01 Crore, which is to mandatorily be executed on a Non-Judicial Stamp Paper of Rs. 100/- duly signed by the Bidder.

## SECTION IX

### ANNEXURE-A

#### 1. Proforma for Technical Bid

(For providing cleaning & sanitation and solid waste disposal services in IIT (BHU) Varanasi)  
(Upload duly signed scanned copies of all documents in PDF format on the online portal of GeM)

Sl. No.	Particulars	Page Number
1.	Name of Tendering Company/ Firm/ Agency (Attach Certificate of Registration)	
2.	Name of Director/Proprietor of Company/Firm/Agency	
3.	Full Address of Registered Office with (i) Mobile No. (ii) Fax (iii) E-mail	
4.	Full Address of operating/ Branch office with (i) Mobile No. (ii) Fax (iii) E-mail	
5.	Banker of Company/ Firm/Agency with full Address (Attach a certified copy of Bank Statement)	
6.	PAN (Attach self attested copy)	
7.	GST No. (Attach self-attested copy)	
8.	E.P.F. Registration No. (Attach self-attested copy)	
9.	E.S.I. Registration No. (Attach self-attested copy)	
10.	Number of years of experience in providing Cleaning, Sanitation & Disposal of Solid Waste services in <b>Government (Central/State) Departments/PSUs/Autonomous bodies of Central or State Government including Higher Educational Institution/Central Research Organisation (Attach self-attested copy of all relevant documents)</b>	
11.	Satisfactory Performance Certificate from the last Two Major Clients	
12.	Details of equipment available with the Bidder to be used for cleaning/sanitization purposes along with supporting documents	
13.	Income Tax returns for financial year (2022-23, 2034-24 and 2024-25)	
14.	Total annual turnover financial year-wise for the preceding three years at least (Attach separate sheet as per the format given below)	
15.	Total number of employees in the Company/ Firm/ Agency	
16.	Affidavit stating that the Company/Firm/Agency has not been blacklisted by Centre/ State Government/ PSU in the last three years.	
17.	Declaration about non-involvement in fraud and corrupt practices (Duly signed and attested)	

18	Details of Earnest Money Deposit (i) DD/Cheque No./NEFT/RTGS (ii) Date (iii) Amount Drawn Bank									
19	Details of Tender Processing Fees (iv) DD/Cheque No./NEFT/RTGS (v) Date (vi) Amount (vii) Drawn Bank									
20.	ISO Certification									
21.	Ongoing similar contracts in PSUs/Central/State Government/ Central Autonomous Bodies/Central Research Organisation <table><tr><td>S.No.</td><td>Details of client along with address, telephone and e-mail Id</td><td>Amount of Contract (in ₹)</td><td>Duration of Contract (From To)</td></tr><tr><td></td><td></td><td></td><td></td></tr></table>	S.No.	Details of client along with address, telephone and e-mail Id	Amount of Contract (in ₹)	Duration of Contract (From To)					
S.No.	Details of client along with address, telephone and e-mail Id	Amount of Contract (in ₹)	Duration of Contract (From To)							
22.	Any other details									

Note: Bidders may annex separate sheets wherever required for furnishing above details. However, such sheets must be duly signed with seal and uploaded in .pdf format. Unsigned documents may lead to rejection of bids.

**Proforma for annual turn over exclusively for Cleaning, Sanitation & Disposal of Solid Waste (to be issued by a Practising Chartered Accountant)**

Description	Financial Year		
	2022-23	2023-24	2024-25
Annual Turnover			
Profit before Tax			
Profit after Tax			
Current Assets			
Current Liabilities			

**Signature (in ink, with date) and Seal of Bidder/Tenderer**

**(Company Letterhead of Bidder/Tenderer)**

**Declaration**

I, ..... Son/Daughter/Wife of Shri.....  
Director/Partner/Proprietor/Authorised signatory of the Company/Firm/Agency.....is competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;

3. The information/ documents furnished for this tender are true and authentic and are to the best of my knowledge and belief. I/ We, am/are aware of the fact that furnishing of any false information/ fabricated documents would lead to rejection of my/our tender at any stage besides any liabilities towards prosecution under the appropriate law.

Date:

Signature of the authorised person

Place:

Full Name

Seal

**2. Proforma for Techno-Commercial Bid**

Sl. Nos.	Particulars	Details (Attached supportive document)			Page No.	
1	<b>Experience:</b>					
	Five (05) Years					
	For every two (02) years of experience after Five (05) Years					
2	<b>Experience of providing for Cleaning, Sanitation &amp; Disposal of Solid Waste Services In:</b>					
	IIT's					
	NIT's/IIT's/Central funded Higher Educational Institutes					
	State Government Universities					
3	<b>Average Annual Turnover in the preceding three (03) financial years (2022-23, 2023-24 and 2024-25) for the work of Cleaning, Sanitation &amp; Disposal of Solid Waste Services.: Description</b>					
	<b>2022-23</b>					
	<b>2023-24</b>					
	<b>2024-25</b>					
4	<b>Works undertaken/completed in the last 3 financial years (2022-23, 2023-24 and 2024-25) in Government (Central/State) Departments/PSUs/Autonomous bodies of Central or State Government including Higher Educational Institution/Central Research Organisation.</b>					
		<b>Year</b>	<b>Client</b>	<b>Annual Value</b>		
	One work order of value not less than 500.00 Lakhs per annum.	<b>2022-23</b>	1. 2. 3.			
		<b>2023-24</b>	1. 2. 3.			
		<b>2024-25</b>	1. 2. 3.			
	<b>OR</b>					
	Two work orders each of value not less than ₹300.00 Lakhs per annum.	<b>2022-23</b>	1. 2. 3.			
		<b>2023-24</b>	1. 2. 3.			
		<b>2024-25</b>	1. 2. 3.			
	<b>OR</b>					
	Three work orders each of value not less than ₹200.00 Lakhs per annum.	<b>2022-23</b>	1.			
		<b>2023-24</b>	2.			
		<b>2024-25</b>	3.			

Note: An order must cover at least seven months of service in a financial year in order to qualify for consideration for evaluation for that particular financial year.



**3. Proforma for Financial Bid****(For cleaning and sanitization services and solid waste disposal in IIT (BHU), Varanasi)****(Upload duly signed scanned copies of all documents in PDF format on online portal of GeM)**

1. Name of the Service Provider:

Sl. No.	Description	Unit	Amount (in ₹)	
1.	Admin./Service Charges (Payable on gross wages only). The gross wage for the month of October 2025 was approx ₹ 60,00,000/-. The ESI @ 3.25 % and Employer share of EPF @ 13% are not part of the monthly gross wages. <i>(Details of expenditure for justification of service charges are to be provided separately as per proforma given below)</i>	Per Month	Indicate Admin./ Service charges in percentage of the gross wages.	Amount (In Rupees) of Admin./ Service charges based on the wages paid in the month of October 2025 This figure shall be considered for evaluation purposes.
2.	(a) Total charges for providing equipment/ machinery for collection of solid waste <i>(Please attach detailed break-up of charges separately, duly signed)</i>	Per Month	Indicate the total amount on equipment/ machinery.	
	(b) Total charges for disposal of solid waste at Nagar Nigam site.	Per Month	Indicate the total amount for disposal of solid waste at Nagar Nigam site.	
	(c) Total charges for disposal of Dead Animal. <i>(This is an optional requirement and the Institute shall not take it into account while financial evaluation)</i>	As per Requirement	Indicate the total amount for disposal of Dead Animal	
3.	Total charges for cleaning materials/ consumables. <i>(This is an optional requirement and the Institute shall not take it into account while financial evaluation) However, if the selected bidder is required to supply the cleaning materials/ consumables, then the rates quoted by it will be open to discussion.</i>	Per Month	Indicate the total amount on cleaning materials/consumables.	
4.	<b><u>Total charges for Dress Material.</u></b> <b>(This will be part of the financial bid. The bidder should submit a proposal for the dress material to the Institute as mentioned in Annexure - C-2.The institute will be free to include it in the financial bid evaluation or not.</b>			
	(Please attach detailed break-up of charges separately, duly signed as per Annexure-C-2)			

	Indicate the total amount on Dress Material.  Per person. #	
	Total (in Words) (S. No. 1 to 4)	Total of admin/service charges, charges for providing equipment/machinery, dress and disposal of solid waste, materials at Nagar Nigam Site be indicated.
<b># Uniforms as requirement to issued annually however, payment towards the same is to be quoted for per person per month.</b>		
<b>Important: Admin./Service charge quoted on gross wages as at Sl.no. 1 shall only be payable to the service provider. No Admin./Service charge shall be payable on items mentioned at sl.no. 2(a), 2(b), 2(c), 3 &amp; 4.</b>		

**Signature (in ink, with date) and Seal of Bidder/Tenderer**

**Note:** 1. Please note that the price should be quoted as per the above minimum quantity, if any per month but monthly billing will be on the basis of actual quantity used. Further, taxes, if any, shall be paid in addition to the above rate to Company/Agency/Firm on monthly bill basis.

2. One Month means 30 calendar days.

3. Quoted price should be exclusive of all taxes. Govt. Taxes as applicable shall be paid extra to the Service Provider.

4. Quoted Service/Admin charges should be sufficient to meet out all the statutory deductions. If a firm quotes Nil charges/ consideration, the bid shall be treated as unresponsive and will not be considered.

5. Following rates are prevalent in the Institute as per minimum rates of wages as per the order of Ministry of Labour & Employment, Govt. of India and are subject to amendment/modification in accordance with the subsequent order, if any of Ministry of Labour & Employment, Govt. of India:

S.No.	Category	Rates of wages including VDA per day for area "B" (in ₹)
1	Skilled	893/- p.d.
2	Semi Skilled	760/- p.d.
3	Unkilled	674/-p.d.

**Statement of Details of Expenditure for justification of service charges**

<b>S.No.</b>	<b>Particulars</b>	<b>Expenditure (in ₹ Per month)</b>
1	On account of TDS	
2	Stationery	
3	Accounting & Administrative Charges	
4	Cost of Recruitment Process	
5	Bouns	
5	Profit	

**Signature (in ink, with date) and Seal of Bidder/Tenderer**

<b><u>SET OF UNIFORMS</u></b>			
<b><u>S/NO</u></b>	<b><u>ITEMS</u></b>	<b><u>BRAND</u></b>	<b><u>Remarks*</u></b>
	<b><u>Summer uniform</u></b>		
1.	Navy Blue Shirt	Standard Quality	1 pc each as per person
2.	Navy Blue Full Pant	Standard Quality	1 pc each as per person
3.	Rubber shoes	Standard Quality	1 pc each as per person
4.	Sari / Salwar Suit for Women	Standard Quality	1 pc each as per person
5.	Orange Jacket combat with Radium light	Standard Quality	1 pc each as per person
	<b><u>Winter uniform</u></b>	Standard Quality	1 pc each as per person
6.	Navy Blue Warm Track Suit	Standard Quality	1 pc each as per person

**\*Note:** **Uniform for Housekeeping workers**

**In addition to above** the Agency will also provide the uniform to the housekeeping staff and the same shall be provided within one month of signing of the contract. The uniform design/sample shall be vetted with IIT (BHU) prior to its supply. The following items as a part of the uniform are to be provided by the agency: Reflective jackets orange shade for workers and Neon green shade for assistant supervisors with Name Plate (“Housekeeping Services” sticker on back side), Shoes for male workers, Shoes for female workers, Socks (Two pairs to each worker) & Gum boots (10 pairs). The staff shall always remain in proper uniform. The sample may be shown during the presentation to the Tender Committee.

Only housekeeping and waste management service provider agency will responsible to provide the proper uniform to its newly joined worker/reliever or to replaced worker

## SECTION X

### **A. EVALUATION OF TECHNICAL BIDS:**

Technical bids will be evaluated on the basis of parameters given in the Eligibility criteria on the following marks based system. If a bidder does not fulfill any of the Mandatory (Pre- Qualification Bid) Criteria as mentioned in Point No-1 of Section-VIII, he/she will be stands disqualified.

Sl. Nos.	Particulars	Allocation of Marks	Total Marks
1	<b>Experience:</b>		20
	Five (05) Years	<b>10 (Mandatory)</b>	
	For every additional two (02) years of experience after Five (05) Years	<b>2 (Subject to a maximum of 10 marks)</b>	
2.	<b>Experience of providing for Cleaning, Sanitation &amp; Disposal of Solid Waste Services In:</b>		10
	IIT's	<b>10</b>	
	NIT's/IIIT's/Central funded Higher Educational Institutes	<b>08</b>	
	State Government Universities	<b>04</b>	
	Others	<b>02</b>	
3.	<b>Average Annual Turnover in the preceding three (03) financial years (2022-23, 2023-24 and 2024-25) for the work of Cleaning, Sanitation &amp; Disposal of Solid Waste Services :</b>		35
	₹ 10.00 Crore per annum	<b>15 (Mandatory)</b>	
	For each additional ₹ 10.00 Crore per annum	<b>5 (Subject to a maximum of 20 marks)</b>	
4.	<b>Works undertaken/completed in the last 3 financial years (2022-23, 2023-24 and 2024-25) in Government (Central/State) Departments/PSUs/Autonomous bodies of Central or State Government including Higher Educational Institution/Central Research Organisation.</b>		15 (Mandatory)
	One work order of value not less than 500.00 Lakhs per annum.		
	<b>OR</b>		
	Two work orders each of value not less than ₹300.00 Lakhs per annum.		
	<b>OR</b>		
	Three work orders each of value not less than ₹200.00 Lakhs per annum.		
	<b>AND</b>		

	For each additional work order of value more than ₹500.00 Lakhs per annum	<b>5</b> <b>(Subject to a maximum of 20 marks)</b>	<b>35</b>
	<b>OR</b>		
	For each two additional work orders of value more than ₹300.00 Lakhs per annum		
	<b>OR</b>		
	For each three additional work orders of value more than ₹200.00 Lakhs per annum		
<b>Total</b>			<b>100</b>

**Note (For Item No. 3 above):**

1. The work order(s) may either be separate work order(s) in each financial year independently, or there may be a single work order spanning more than one financial year. **If it is a single work order spanning more than one financial year** then the contract value for each financial year must be clearly indicated, otherwise an average value will be taken into consideration, for example, an order for ₹ 300 Lakhs awarded for three financial years' will be considered as single order of Rs 100 Lakhs in each financial year, for evaluation purposes, if annual values are not indicated.
2. An order must cover at least seven calendar months of service in a financial year in order to qualify for consideration for evaluation for that particular financial year.
3. **Bidders are required to calculate marks for Item No. 4, as above, and submit along with relevant order(s) in support of the same with the technical bid.**

**B. THE STAGE-WISE EVALUATION PROCESS OF FINAL SCORE IS AS UNDER:**

1. **Technical Evaluation:** The technical evaluation shall comprise of the following two stages:

Stage-I      Evaluation on 100 points as indicated above.



**The BIDDERS scoring 60 (Sixty) and above marks in Stage – I will be invited for Stage- II i.e. document verification & presentation before the committee.**

Stage-II

1. Presentation will carry **20** marks.
2. Total full marks for Technical Evaluation is 120 marks.
3. Bidders who score a minimum of **72** marks in both stages are eligible for opening of the financial bid



**Presentation Marks distribution**

**(a) Work plan methodology (Manpower/Machinery/Chemicals) with cleaning plan for IIT(BHU) buildings and open areas.**

**: 10 Marks**

**(b) New Technology usage / Innovations in Housekeeping.**

**: 07 Marks**

**(c) Worker retention/incentive Plan.**

**: 03 Marks**

**"It is mandatory for all bidders to bring one set of uniform at the time of presentation."**

**The total technical score from both stages, out of 120, will be normalized to 100 marks.**

**For example, if a bidder scores 72 out of 120, the normalized technical score will be calculated as  $(72 \times 100) \div 120 = 60$ .**

**# Tie-Breaking Clause:**

In case two or more bidders score equal marks in the Final score then the following criteria will be adopted for tie-breaking in the following order:

- i. Annual value of turnover:** The bidder having a larger turnover will be given preference.
- ii. Value of similar works executed:** Bidder having a larger value of similar works executed will be given preference.
- iii. As per GeM**

**Note-**

(i) Presentation will be on offline mode (date of presentation will be intimated) and evaluated by the Committee appointed by the Competent Authority of IIT (BHU) on the aspects defined in scoring criteria. Bidders are encouraged to study the IIT BHU site and suggest improvements for upkeep. Bidder is supposed to explicitly detail out work plan of chemical usage (make and monthly consumption quantity), manpower deployment as well as machinery plan (no. of machines and make) in the presentation. 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.

(ii) To become eligible for short listing, the bidder must secure at least 60 marks in aggregate. In case the number of qualified bidders remains less than three, the Committee may relax the minimum score criteria to make at least three bidders eligible for further evaluation. The bidders who will be declared technical eligible by the Committee will only be considered for financial bid evaluation.

The commercial bid with the overall lowest price will be the highest evaluated bid.

Any effort on the part of the bidder or his agent to exercise influence or to pressurize the employer would result in rejection of his bid. Canvassing of any kind is prohibited.

## SECTION XI

### GENERAL CONDITION OF CONTRACT

#### 1. Application

These General Conditions shall apply to the extent that they are not inconsistent with the Agreement signed between the Service provider and the Institute. In case of inconsistency between these General Conditions and the Agreement; the Clauses of the Agreement shall prevail.

#### 2. Standards

The Goods/ Services supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standard appropriate to such standards as shall be the latest issued by the concerned Institution.

#### 3. Use of Contract Documents and Information

**3.1** The Service Provider shall not, without the Institute's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Institute in connection therewith, to any person other than a person employed by the Service Provider in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

**3.2** The Service Provider shall not, without the Institute's prior written consent, make use of any document or information except for purposes of performing the Contract.

**3.3 Patent Rights:-** The Service Provider shall indemnify the Institute against all third-party claims of infringement of patent, trademark or industrial design rights arising from the use of the Goods /Services or any part thereof.

#### 4. Submission of the bids.

**4.1** All bids complete in all respects must be submitted online on or before the Bid Closing date and time as mentioned on the Critical Data Sheet. Tenders received without Bid Securing Declaration Form as EMD etc. shall be rejected.

**4.2** Tender documents are available on IIT (BHU) website: [www.iitbhu.ac.in/](http://www.iitbhu.ac.in/) and Government e Marketplace Portal.

**4.3** Interested bidders may submit their bid through the Government e Marketplace(GeM) [GeM Portal](http://www.geM.gov.in/).



## **5. Other Conditions for bid submission**

- 5.1** Any conditional bid shall not be considered and will be out rightly rejected in the very first instance.
- 5.2** The bidder shall quote the Technical and Financial bids as per the format enclosed for the same.
- 5.3** The bidder must include the list of Organisation where they have provided similar services at least in the last 3 years, along with name, phone and fax number of the contact person there, so that references for their services can be obtained, if required.

## **6. Other General Conditions**

- 6.1** IIT (BHU) being an Educational Institution, the Service Provider will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the owner.
- 6.2** All personnel/employees/workmen employed by the Service Provider shall be, preferably, in the prescribed age group with good health and sound mind. The personnel/employees/workmen of the Service Provider shall be liable to security screening by the Security Staff deployed by IIT (BHU).
- 6.3** The Service Provider shall appoint fully qualified and competent workers as per the requirement and eligibility at their own cost, to ensure that the services rendered by them are the best.
- 6.4** The employees employed by the Service Provider shall always be under the direct and exclusive control and supervision of the Service Provider and the Service Provider may transfer its employees /workmen and in accordance with their needs in consultation with the Institute. Adequate and necessary numbers of employees / workmen are deployed by the Service Provider for fulfilment of their contractual obligations under this agreement. It shall be the sole responsibility of the Service Provider to ensure that employees/workmen, deployed by them, fulfil the obligations undertaken by the Service Provider under this agreement and the Service Provider shall provide such employees/workmen at their own cost, with such equipment as may be considered necessary.
- 6.5** The successful bidder shall furnish the following documents in respect of the individual manpower for Cleaning, Sanitation & Disposal of Solid Waste who will be deployed before the commencement of work:
- a. List of Manpower short-listed by Service Provider for deployment containing full details i.e. date of birth, marital status, address etc.;
  - b. Bio-data of the persons with passport-size photograph
  - c. Character certificate from a Gazetted officer of the Central / State Government.
  - d. Police verification report
  - e. Their deployment will be only after the clearance from the security unit of IIT BHU.

- 6.6** Any theft or damage caused due to negligence of the Service Provider shall be borne by the Service Provider. An appropriate amount of penalty after due consideration and hearing will be imposed by the Director, IIT (BHU) or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the Service Provider.
- 6.7** The services will be provided round the clock on all days of the year (24x7x365) with sufficient number of manpower required to run the operation. Leaves of the employees of the Service Provider should be strictly as per the statutory norms. Any unauthorized absence of manpower from the workplace would be subject to a penalty to the Service Provider.
- 6.8** No Accommodation shall be provided by the Institute. The Service Provider shall have to make his own arrangement for the lodging and boarding for their workmen, if required.
- 6.9** IIT (BHU) will not be responsible for any injury, accident, disability, or loss of life to the Service Provider or to any of its personal that may take place while on duty. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the Service Provider. The Service Provider has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their pay roll and submit a proof to this effect.
- 6.10** The selected Firm/Agency shall be solely responsible for the redressal of grievances of the persons employed. IIT (BHU) shall in no way be responsible for settlement of such issue.
- 6.11** IIT (BHU) shall not be responsible for any damages, losses, financial or other injury claims to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
- 6.12** The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of the Tax Department, as amended from time to time and a certificate to this effect shall be provided to the Service Provider by IIT (BHU).

## **7. Terms of Payment:**

The Service provider will **first pay the wages of the month to its workers by 1st week of next month and thereafter submit the monthly bill to the Institute, in duplicate along with necessary verifications/documents in support of attendance, payments made, statutory deductions as per Govt. of India rules and service charges, for reimbursement of the same.** The reimbursement will be made by the Institute after all deductions such as T.D.S., EPF, etc. as per rules, modified from time to time, as per approved rate (award of contract/work order) on monthly basis by IIT (BHU) for the services provided, on receipt of bill after invoice entry and certification that the satisfactory services have been rendered during the month. Attendance sheet, with signature/attendance status of persons deployed and verified (by the identified person of the Institute) shall be enclosed with the bill. A copy of challan for proof of EPF and ESI deposited and any other payments thereto contractual and statutory obligation, made in respect of such engaged employees deputed for this service/work, must be enclosed by the

Company/Firm/Agency, with the monthly bills. A certificate that previous month payments of the employees under the contract and payment to the supplier/general order vendors, if any, has been made and cleared in all respect shall be enclosed, along with the list/details of such disbursement. Monthly payment will be made by IIT(BHU) preferably within 15 days of submission of bills, in favour of the Company/Firm/Agency (in the name of the firm/agency, as per award of contract and agreement) after making necessary deductions (Income Tax/TDS, surcharge, other statutory taxes, losses, penalty etc.). Taxes (if applicable, as per rules) shall be paid on submission of documentary proof. **IIT (BHU) reserves the right to inspect any or all the payment related documents including statutory payments made by the Company/Firm/Agency in this regard at any point of time during the contract and the Company/Firm/Agency shall assist the authority of the Institute whenever inspection of records is done by the Institute's Authority.** Any misbehaviour/non cooperation by the officials of the Company/Firm/Agency in this regard shall attract appropriate action including imposition of financial penalty by the Institute on the Company/Firm/Agency.

## **8. Legal Compliances**

- 8.1 Compliance of statutory regulations, e.g.,** payment of central government minimum wages act, employer's liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be whole sole responsibility of the Service Provider. In this regard the Service Provider at all-time should indemnify IIT (BHU) against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make its available for inspection/verification to the concerned government officer/labour enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to imposition of fine by State/Government machinery and summary termination of contract and/or such other action as the Government may deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the IIT (BHU) authority for verification and record.
- 8.2** For all intents and purposes, the bidder shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower so employed and deployed at IIT (BHU).
- 8.3** The manpower deployed by the Service Provider for the contract job shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IIT (BHU) during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the Service Provider shall not be entitled to or and will have any claim for absorption or relaxation for absorption in the regular / otherwise capacity in IIT (BHU). The Service Provider should communicate the above to all the manpower deployed in IIT (BHU) by the Service Provider.
- 8.4** The selected agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IIT (BHU) to concerned tax collection authorities from time to time as per extant rules and regulations.

**8.5** The selected agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of IIT (BHU) or any other authority under Law.

**8.6** In case, the Service Provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIT (BHU) is put to any loss / obligation, monetary or otherwise, IIT (BHU) will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.

**8.7** The selected agency will indemnify IIT (BHU) from all legal, FINANCIAL, statutory, taxation, and associated other liabilities.

## **9. Contract Amendments**

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

## **10. Subcontracts**

The Service Provider shall notify the Institute in writing of all subcontracts awarded under this Contract if not already specified in the bid. Such notification, in his original bid or later, shall not relieve the Service Provider from any liability or obligation under the Contract.

## **11. Delays in the Service Provider's Performance**

If at any time during performance of the Contract, the Service Provider or its sub-Service Provider(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Service Provider shall promptly notify the Institute in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service Provider's notice, the Institute shall evaluate the situation and may, at its discretion, extend the Service Provider's time for performance with or without penalty, in which case the extension shall be deemed to have been ratified by the parties as an amendment of the Contract.

## **12. Damages and Losses**

Upon end of contract / termination thereof, the Service Provider shall be liable to return materials, if any, to IIT (BHU) in good working condition barring normal wear and tear. For shortage/misplacement/theft, replacement cost of the items will be recovered from the final bill or security deposit of the Service Provider as the case may be.

## **13. Complaints**

The Service Provider shall attend to all the complaints and address the same as early as possible to the satisfaction of IIT (BHU).

## **14. Force Majeure**

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term "force majeure" as employed herein shall mean, acts of god, war revolt, riots, fire, flood and act and regulations of the Government of India or any of its authorized agencies. Upon the

occurrence of such cause and upon its termination the party alleging that it has been rendered unable as aforesaid thereby shall notify the other party in writing within 7(seven) days of the alleged beginning and ending therefore giving full particulars and satisfactory proof. Time for performance or relative obligation suspended by the Force Majeure shall be extended by the period for which cause lasts or condoned by the Institute without any penalty. If the work is suspended by force majeure conditions lasting for more than 1 (one) month, the Institute shall have the option to cancel the contract in whole or part thereof at its own discretion. For the period of force majeure, no amount shall be payable to the Service Provider.

## **15. Dispute Resolution and Arbitration**

**15.1** In the case of any dispute **under or relating to the contract**, the decision of the Director of the Institute shall be final.

**15.2** However, if the dispute even after the decision of the Director still persists and the dispute, difference, question or disagreement or matter whatsoever, during continuance of the Contract, before or after completion or abandonment of work or during extended period of the Contract, arises between the parties, as to the meaning, operation or effect of the contract or in respect of or relating to the contract or breach thereof, shall be referred to a Sole Arbitrator to be appointed by the Director of the Institute. The provisions of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof and the rules made thereunder and for the time being in force shall apply to the arbitration proceedings under this clause. The venue of arbitration, if any, shall be at Varanasi only.

## **16. Termination of Contract**

**16.1** In the event of the appointed service provider failing to fulfill or committing any breach of any of the terms and conditions of this contract or indulge in omission or commission as detailed in the terms & conditions and scope of work of the tender document, then without prejudice to the Institute's rights and remedies to which otherwise, the Institute shall be entitled, the contract shall be terminated without notice; the performance bank guarantee shall be forfeited and encashed; the service provider shall be blacklisted and the housekeeping & sanitation services shall be hired from any third party at the absolute discretion of the Institute without prejudice to any other action which may be taken by the Institute. The cost of such hiring together with all incidental charges or expenses may be recoverable from the service provider at the absolute discretion of the Institute. The omission or commission may include interalia the following: -

- If the service provider or its employees are found guilty of fraud and/or misrepresentation in respect of the contract or any other contract entered into by the service provider with the Institute or any of his partners or representatives thereof; or
- If the service provider becomes insolvent or applies for relief as insolvent debtor or commences any insolvency proceedings or makes any composition with its/their creditors or attempts to do so; or if

- In case, any document/declaration furnished by the service provider is found to be false/forged at any stage, it would be deemed to be a breach of terms of contract and thereby, making the service provider liable for legal action, besides termination of contract and/or forfeiture of performance guarantee.

**16.2** The service provider shall comply with all statutory liabilities and obligations of Central Government, State Government, and Local Bodies Rules & Regulations etc. Any contravention/ non-compliance on the part of the service provider would be construed as a sufficient ground for termination of the contract without notice at the discretion of the Institute. **Further**, in the event of the Institute being imposed with any penalty/ fine etc., by any agency/authority due to the non- compliance/contravention on the part of the service provider to any statutory laws/rules/regulations etc., the Institute reserves the right to recover such fine/penalty etc., from the service provider.

**16.3** If the performances of the housekeeping & sanitation services provided by the service provider are not found satisfactory in the initial trial period or at any time thereafter, the Institute shall have the power to terminate the contract without notice. Upon such termination, the performance guarantee of the service provider shall be liable to be forfeited.

**16.4** In case of termination of the contract not related to (a) act or omission of the service provider,(b) noncompliance of statutory liabilities and obligations by the service provider(c) related to performance of the service provider, the Institute will give a notice of termination of the contract at least 30 days before the intended date of termination of the contract.

**16.5** The service provider may discontinue the contract at any point of time, by giving a notice at least 30 days before the intended date for discontinuation.

However, in case of discontinuation without a notice or a notice less than 30 days prior to the intended date of discontinuation, the performance bank guarantee shall be forfeited. In addition to forfeiting the performance bank guarantee of the service provider the Institute shall have the right to claim damages and recover them from the service provider.

## **17. Penalty Clause:**

**17.1.1** If the Service Provider fails to perform the Services within the period(s) specified in the Contract, the Institute shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as penalty, a sum equivalent to 1% per week and the maximum deduction is 10% of the contract price of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance. Once the maximum is reached, the Institute may consider termination of the Contract. Further, the Institute reserves the right to impose the financial penalty to be deducted from the monthly bill for habitual short attendance of man power, non-maintenance of cleanliness and for violation of any other condition which may lead to non performance of contractual obligations.

- 17.1.2 Unforeseen and weird circumstances will be dealt separately and quantum of penalty will be decided by the Institute. The decision of the Director, IIT (BHU) will be final and binding in this regard.
- 17.1.3 The Agency shall ensure regular and effective supervision and control of the personnel deployed by him and gives suitable direction for undertaking the contractual obligations. Any failure to fulfill these requirements shall attract the penal provisions of this contract arising out of the resultant non-execution of the work.
- 17.1.4 The following Penalties as mentioned below are leviable on the Contractor for failure to contractual obligations.

<b>Sl. No.</b>	<b>Reasons For Penalty</b>	<b>Penalty amount in ₹</b>
1	Worker not in Uniform	100 per person per day
2	Wrong attendance record	500 per day
3	Lapse in maintaining washroom for not providing/placing of consumables in toilets. Not maintaining cleanliness etc.	100 per day per washroom
4	Not maintaining cleanliness	200 for each complaint received/each instance recorded on daily inspection
5	Shortfall in staff by more than 10% in a day	200 per day
6	Rude and unpleasant behavior of Contractor's personnel with Faculty/Staff/Visitor	200 per person
7	Indiscipline/Rowdiness/rioting in campus	500 per person
8	Theft and/or carrying of items unauthorizedly	500 per person
9	Inaction of supervisor to complaint	100 per complaint
10	Damage to the Institute property due to negligence	Book value
11	Workers/supervisors/managers found sleeping /missing from the place of duty without any reason during duty hours	300 on each occasion
12	Participation in any trade union activities or agitation on the premises of the Institute.	500 per person on each Occasion
	<i>Forming or joining of any Union/Association by the workers of the contractor is strictly prohibited.</i>	
13	Shortage of Material	1.5 times the cost price
14	Unserviceable Machinery for more than 48 Hours	500/Day/Machine
15	Other than the reasons mentioned in this table	100 per complaint
16	If disbursement of wages is delayed beyond 10 <sup>th</sup> of every month to the Workers	5,000/- per day x Number of Days payment delayed.
17	Repeated delay in wages disbursement, non-compliance of Statutory obligations, Tender Terms & Conditions and serious lapses even after issue of Show Cause Notice	50,000/- per month and debar from further participation in IIT(BHU) service tenders for next 3 years.
18	In respect of all labour directly or indirectly employed in the work for the performance of the Agency's part of this contract, the Agency shall at his own expense arrange for the safety provisions as per Safety Code framed from time to time and shall at his own expense provide for all facilities in connection therewith. In case the Agency fails to make arrangement and provide necessary facilities as aforesaid, he shall be liable to pay a penalty of ₹ 5,000 for each default and in addition, the IIT(BHU) shall be at liberty to make arrangement and provide facilities as aforesaid and recover the costs incurred in that behalf from the Agency.	

**Note:**

- The penalty shall be deducted from the bills submitted by the Contractor or from the Security Deposit.
- For any act of inadequate performance of contract not specifically stated herein, the officer in-charge of the Institute will determine the penalty based on the merits of each act after providing an opportunity to the contractor.
- In case of **Sl.No.6** the person(s) involved should be adequately warned by the Contractor and in case of second occurrence, the person should be discontinued from the workforce of the Institute.

- iv) In case of **Sl.No.7**, the person(s) involved should be adequately warned by the contractor and in case of second occurrence, the person should be discontinued from the workforce of the Institute.
- v) In case of **Sl.No.8**, the person in involved in theft and/or carrying item unauthorizedly should be discontinued from the workforce of the Institute.
- vi) In case of **Sl.No.12**, the person(s) involved should be adequately warned by the contractor and in case of second occurrence, the person should be discontinued from the workforce of the Institute.
- vii) Any missing / damaged fittings, fixtures, machines or IIT(BHU) property will be charged to the contractor on actual/ The deductions due to above penalties should not affect minimum wages of staff.
- viii) If the contractor is penalized for 10% of his overall monthly work bill over 3 consecutive months as stipulated by the conditions in the contract, the contract will be liable to be terminated. The Agency shall however continue to provide the services as required in the contract for further 90 days or till new tender is awarded, whichever is earlier. "The decision of IIT(BHU) shall be final in such cases."

**17.2 List of Acts and Omissions for which fines can be imposed:** The following are to be displayed prominently at the site of work both in English and local Language.

- 17.2.1 Willful insubordination or disobedience, whether alone or in combination with other.
- 17.2.2 Theft fraud or dishonesty in connection with the contractors beside a business or property of IIT(BHU).
- 17.2.3 Taking or giving bribes or any illegal gratifications
- 17.2.4 Habitual late attendance.
- 17.2.5 Drunkenness lighting, riotous or disorderly or indifferent behaviour.
- 17.2.6 Habitual negligence.
- 17.2.7 Smoking near or around the area where combustible or other materials are locked.
- 17.2.8 Habitual Indiscipline
- 17.2.9 Causing damage to work in the progress or to property of the IIT(BHU) or of the contractor.
- 17.2.10 Sleeping on duty.
- 17.2.11 Malingering or slowing down work.
- 17.2.12 Giving of false information regarding name, age, father's name, etc.
- 17.2.13 Habitual loss of ID cards supplied by the contractor.
- 17.2.14 Unauthorised use of employer's property of manufacturing or making of unauthorised particles at the workplace.
- 17.2.15 Making false complaints and/or misleading statements.
- 17.2.16 Engaging on trade within the premises of the establishments.
- 17.2.17 Any Unauthorised divulgence of business affairs of the employees.
- 17.2.18 Collection or canvassing for the collection of any money within the premises of an establishment unless authorised by the contractor.
- 17.2.19 Holding meeting inside the premises without previous sanction of the IIT(BHU).
- 17.2.20 Threatening or intimidating any workman or employer during the working hours within the premises

**18. Bonus**

- 18.1.1 The Agency shall produce to the Institute the details of payments of benefits like bonus, leave, relief, ESI, employer's contribution towards EPF etc. from time to time to its personnel.
- 18.1.2 Actual wages and bonus to be followed as per Ministry of Labor and Employment notifications and revisions from time to time. Payment of Bonus will be made, once a year on receipt of notification from the Ministry of Labor of Employment and approval of the competent authority. Further, conditions governing payment of Bonus relating to minimum service, etc. will also be followed before releasing payment of Bonus.



- 19.** The bidder has to submit an integrity pact as per Annexure VI, if the quoted value in financial Bid is more than Rs. 01 Crore, which is to mandatorily be executed on a Non-Judicial Stamp Paper of Rs. 100/- duly signed by the Bidder.

## SECTION XII

### Service Level Agreement

This agreement is made at Varanasi on ..... between the **Indian Institute of Technology (Banaras Hindu University), Varanasi** hereinafter to be called the **First Party** through its Director or his representative and M/s ..... hereinafter to be called the **Second Party**.

Whereas the **First Party** is on the lookout for a suitable party for Cleaning, Sanitation & Disposal of Solid Waste Services at the designated sites of the Institute for the upkeep of the IIT(BHU) premises absolutely clean and hygienic.

Whereas M/s ..... hereinafter to be called the **Second Party** on the other part has quoted the rates, agreeable to the First Party, to carry out the work to the satisfaction of the First Party.

Both the parties hereby agree on the terms and conditions set out hereinafter before the witnesses as set forth herein.

#### **1. PERIOD OF CONTRACT:**

- (i) The contract will be for a period of 1 (one) year initially with a trial period of 2 (two) months. If the services during the trial period are satisfactory, the contract will be extended for the remaining period of 10 (ten) months. In case the services during the trial period are not satisfactory, the contract will be terminated in accordance with point No. (iii) under Section 7 of the agreement.
- (ii) IIT(BHU) may renew/extend the contract to such further period(s), as it may deem proper and in any case not exceeding 3 (three) years from the date of commencement of work, having regard to the quality and manner of the Service Provider's performance. However, it shall be with consent/written request by the Service Provider in this regard.

#### **2. OBLIGATIONS OF THE SECOND PARTY:**

- i. The Second Party shall arrange to maintain the Supply of Manpower for Cleaning, Sanitation & Disposal of Solid Waste services in IIT (BHU) premises **(as per Section VI of the Tender Document)** on a continuous basis.
- ii. The Second Party shall provide the necessary manpower and machinery/tools for carrying out the work.

- iii. The second party shall arrange group life insurance of the manpower engaged by it for as sum of 5 lacs or any other sum to be decided by the First Party. For implementation of Group Life Insurance as above, the Second Party shall submit a proposal with financial implication to the first party, on approval of the same by the first party, the same shall be implemented by the second party by a making corresponding monthly deduction form the wage of its manpowers deployed.
- iv. The Second Party shall maintain the list of all persons engaged by it.
- v. The Second Party shall issue identity badge, dress materials, equipments and other necessary articles needed for the entrusted work to all their persons engaged as per the Contract Labour Regulation Act-1970 as amended from time to time and any other law of the land.
- vi. Only such of the persons of the Second Party as are previously authorized will be allowed entry at the premises of the First Party on production of identity badge.
- vii. The Second Party shall obtain prior permission of the First Party before permanent withdrawal/removal of person/persons engaged by it in the premises of the First Party. Further, if in the opinion of the First Party any person(s) is/are found no longer desirable to work in the premises of the First Party, the Second Party shall remove them forthwith on a written intimation by the First Party.
- viii. In case of requirements of additional manpower, Machines/Tools, the Second Party will provide the required additional manpower, Machines/Tools to the First Party within a fortnight of submission of requirement by the First Party.
- ix. The persons deployed for work should not be involved in any police case. **Police verification certificate for the persons deployed for work has to be submitted by the Service Provider.** A verification report in respect of all the personnel of the Service Provider from the concerned police station of concerned residential areas should be submitted and also list of employees with bio-data of each employee posted to the Institute along with photo and thumb impression should be handed over to the designated officer of IIT (BHU). Any changes should be informed immediately.
- x. The Second Party shall maintain all records and registers concerning attendance and wages of persons engaged by them as required by the various labour legislations in force from time to time.
- xi. The Second Party shall carry out supervision/overseeing of persons deployed in the First Party premises. The First Party shall not have any direct control over them. The First Party will have the right and discretion to ensure that work is carried out as per the contract and complete satisfaction of the First Party.
- xii. The Second Party will ensure that these workers remain confined only to the assigned jobs and they should not involve or interfere in any other activities of the First Party.
- xiii. The Second Party will ensure that persons deployed by the Second Party, who have to perform the work, shall not join any union or interfere with internal working of the establishments of the First Party.
- xiv. The Second Party will depute one person from its own establishment for monitoring of the work and verification of daily attendance of the workers deployed by the Second Party at the premises of the First Party. The said deputed person will report to the designated officer of the First Party for further confirmation on daily basis. Further, such deputed person will be available as and when required for any verification.

- xv. The duty hours of the persons deployed shall be as desired by the First Party.
- xvi. The workers will be allowed for weekly rest of one day as per the provisions of the Contract Labour (Regulation & Abolition) Act-1970.
- xvii. The personnel deployed by the Second party at the premises of the First Party shall not have claim to become employees of the First Party and there will be no Employee and Employer relationship between the personnel engaged by the Second Party for deployment at the First Party.

### **3. PAYMENT OF WAGES**

(i) The payment of wages to the workers engaged by the Second Party for the assigned work shall be the sole responsibility of the Second Party in consideration of the work performed as per the agreement.

(ii) The payment of wages/allowances/ remuneration and other benefits admissible to persons employed by the Second Party for the job shall be the sole responsibility of the Second Party as their employer under law. The minimum wages payable to the workers deployed by the firm will be as per wages revised from time to time by the Ministry of Labour, Government of India

(iii) The Second Party shall be responsible for the compliance with regard to minimum wages, ESI, PF, Workmen Compensation Act etc. and for payment for any liability (ies) under such acts, and any other law of the land.

**(iv) The Second party shall first pay the wages of the month to its workers by 1st week of next month and thereafter submit the monthly bill to the Institute, in duplicate along with necessary verifications/documents in support of attendance, payments made, statutory deductions as per Govt. of India rules and service charges, for reimbursement of the same.** The payment of the same will be made by the First Party after all deductions such as T.D.S., EPF, ESIC, etc. as per rules, modified from time to time.

(v) Workers engaged will be paid wages as per “Minimum Wages Act 1948” applicable to the Central Government establishments. These rates may be revised subject to approval of the First Party. The Second Party shall be responsible for submission of revised rates from time to time as communicated by competent authority. On revision of minimum wages by the Govt. of India, the Second Party shall be responsible for seeking approval of the revised rates from the First Party along with the copy of the order of competent authority for such revision. Any liability arising on account of delay in the same will lie on the Second Party.

(vi) The First party shall pay Admin./Service Charges to the Second Party **3.85 %** of the total consolidated wages at the time of payment of bill after ensuring necessary statutory deductions.

#### 4. COMPLIANCE OF LAWS OF LAND:

(i) The Second Party shall be solely responsible for compliance of the various Labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to the personnel deployed by it at premises of the First Party or for any accident caused to them and the FIRST PARTY shall not be liable to bear any expense in this regard. The SECOND PARTY shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the FIRST PARTY for whatever reason. The SECOND PARTY shall also be responsible for the insurance of its personnel. The SECOND PARTY shall specifically ensure compliance of various Laws / Acts in force, including but not limited to with the following and their re-enactments / amendments / modifications :-

- (a) The Payment of Wages Act 1936
- (b) The Employees Provident Fund Act, 1952
- (c) The Contract Labour (Regulation) Act, 1970
- (d) The Payment of Bonus Act, 1965
- (e) The Payment of Gratuity Act, 1972
- (f) The Employees State Insurance Act, 1948
- (g) The Employment of Children Act, 1938
- (h) The Motor Vehicle Act, 1988
- (i) Minimum Wages Act, 1948
- (j) The Industrial Disputes Act 1947
- (k) The Industrial Employment (Standing Orders) Act 1946
- (l) Pollution Control and Environment Protection Laws in force from time to time

(ii) The Second Party shall obtain a license from the Labour Department of the Govt. of India of the region under the Contract Labour (Regulation & Abolition) Act-1970 and shall also have a separate ESI, EPF, Code number and shall be responsible to cover all their employees under ESI and EPF Acts. EPF and ESI will be paid by the First Party alongwith the first month bill and subsequently the same will be paid on monthly basis alongwith the bill only if deposit challan along with Electronic Challan Cum Receipt (ECR) issued by the Employees Provident Fund Organisation (EPFO) of the previous month is enclosed along with the bill. Any liability arising on account of the delay in same will lie solely on the Second Party.

(iii) The Second Party shall be legally liable and responsible for any contravention of any legal requirement and consequent liability with regard to persons deployed by them in connection with the work assigned to them by the First Party.

#### 5. PERFORMANCE SECURITY:

The Second Party will have to deposit a security amount of **5% of the proposed gross annual value of the contract** in the form of F.D.R./Bank Guarantee in favour of “Registrar, IIT (BHU)”, Varanasi **within 15 days of signing of the agreement**. The performance security shall be released only after 90 days of completion of the contract or otherwise and if there is no recoverable from the Second Party. The amount shall be interest free in the form of security deposit for due and complete performance of the terms & conditions of this license. The said performance bank

guarantee shall be valid for the period of license under the agreement. This security money will be refunded after three month of expiry of contract or its termination. The First Party shall be entitled to adjust any claim/ penalty/ due amount from the said security deposit.

## **6. DISPUTE RESOLUTION AND ARBITRATION**

- (i) In the case of any dispute under or relating to the contract, the decision of the Director of the Institute shall be final.
- (ii) However, if the dispute even after the decision of the Director still persists and the dispute, difference, question or disagreement or matter whatsoever, during continuance of the Contract, before or after completion or abandonment of work or during extended period of the Contract, arises between the parties, as to the meaning, operation or effect of the contract or in respect of or relating to the contract or breach thereof, shall be referred to a Sole Arbitrator to be appointed by the Director of the Institute. The provisions of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof and the rules made thereunder and for the time being in force shall apply to the arbitration proceedings under this clause. The venue of arbitration, if any, shall be at Varanasi only.

## **7. TERMINATION OF CONTRACT**

- (i) In the event of the appointed service provider failing to fulfill or committing any breach of any of the terms and conditions of this contract or indulge in omission or commission as detailed in the terms & conditions and scope of work of the tender document, then without prejudice to the Institute's rights and remedies to which otherwise, the Institute shall be entitled, the contract shall be terminated without notice; the performance bank guarantee shall be forfeited and encashed; the service provider shall be blacklisted and the housekeeping & sanitation services shall be hired from any third party at the absolute discretion of the Institute without prejudice to any other action which may be taken by the Institute. The cost of such hiring together with all incidental charges or expenses may be recoverable from the service provider at the absolute discretion of the Institute. The omission or commission may include interalia the following: -
  - If the service provider or its employees are found guilty of fraud and/or misrepresentation in respect of the contract or any other contract entered into by the service provider with the Institute or any of his partners or representatives thereof; or
  - If the service provider becomes insolvent or applies for relief as insolvent debtor or commences any insolvency proceedings or makes any composition with its/their creditors or attempts to do so; or if
  - In case, any document/declaration furnished by the service provider is found to be false/ forged at any stage, it would be deemed to be a breach of terms of contract and thereby, making the service provider liable for legal action, besides termination of contract and/or forfeiture of performance guarantee.

- (ii) The service provider shall comply with all statutory liabilities and obligations of Central Government, State Government, and Local Bodies Rules & Regulations etc. Any contravention/ non-compliance on the part of the service provider would be construed as a sufficient ground for termination of the contract without notice at the discretion of the Institute. Further, in the event of the Institute being imposed with any penalty/ fine etc., by any agency/authority due to the non- compliance/contravention on the part of the service provider to any statutory laws/rules/regulations etc., the Institute reserves the right to recover such fine/penalty etc., from the service provider.
- (iii) If the performances of the housekeeping & sanitation services provided by the service provider are not found satisfactory in the initial trial period or at any time thereafter, the Institute shall have the power to terminate the contract without notice. Upon such termination, the performance guarantee of the service provider shall be liable to be forfeited.
- (iv) In case of termination of the contract not related to (a) act or omission of the service provider, (b) noncompliance of statutory liabilities and obligations by the service provider, (c) related to performance of the service provider, first party will give a notice of termination of the contract at least 30 days before the intended date of termination of the contract.
- (v) The service provider may discontinue the contract at any point of time, by giving a notice at least 30 days before the intended date for discontinuation.

However, in case of discontinuation without a notice or a notice less than 30 days prior to the intended date of discontinuation the performance bank guarantee shall be forfeited. In addition to forfeiting the performance bank guarantee of the service provider the Institute shall have the right to claim damages and recover them from the service provider

## **8. MISCELLANEOUS:**

- (i) In case any damage is caused to the property or products of the First Party by the persons engaged by the Second Party under this contract or if any instance of theft takes place owing to the involvement of the persons or otherwise, the Second Party shall reimburse the cost of such damage to the First Party suitably.
- (ii) The Second Party shall obtain proper license as required under the law and will be responsible for any violation of rules and regulations governing the same. Soon after, the job is completed; the Second Party shall take all the persons deployed by them from the premises of the First Party.
- (iii) The Second Party shall be bound to provide full support and help in extinguishing any fire that breaks out anywhere. In case, if it is due to mishandling or any other reasons by any person deployed by Second Party, the full damage will be recovered from the Second Party.

- (iv) All correspondence pertaining to this contract shall be addressed to the authorized representative of the First Party.
- (v) The Second Party shall be responsible for any accident/death during deployment of all the workers by the Second Party at the premises of the First Party or outside the premises for the work of First Party.
- (vi) All the documents submitted during the process of tendering by the Second Party including the Tender Document issued by the First Party for the purpose, shall be presumed to form the part of the Agreement.

M/s .....	For and on behalf
	Indian Institute of Technology (Banaras Hindu University), Varanasi
<b>Second Party</b>	<b>First Party</b>
<b>1. Witness:</b> (a) Signature ..... (b) Name ..... (c) Address .....	<b>1. Witness:</b> (a) Signature ..... (b) Name ..... (c) Address .....
<b>2. Witness:</b> (a) Signature ..... (b) Name ..... (c) Address .....	<b>2. Witness:</b> (a) Signature ..... (b) Name ..... (c) Address .....



## **Annexure I**

### **FORMAT FOR PERFORMANCE BANK GUARANTEE (PBG)**

(To be typed on Non-Judicial stamp paper of the value of Indian Rupees of Ten Thousand)

**(To be established through any of the Nationalised Commercial Banks, whether situated at Varanasi or outstation, with a clause to enforce the same on their local branch at Varanasi)**

To,

The Registrar,  
Indian Institute of Technology (BHU),  
Varanasi-221005

### **LETTER OF GUARANTEE**

WHEREAS Indian Institute of Technology (BHU), Varanasi (Procuring Entity) has invited tender vide Tender No..... dated..... for procurement of ***Cleaning, Sanitation and Disposal of Solid Waste in Indian Institute of Technology (BHU) Varanasi***.

AND WHEREAS the said tender document requires that eligible successful bidder (Service Provider) M/s..... wishing to supply the service ***Cleaning, Sanitation and Disposal of Solid Waste in Indian Institute of Technology (BHU) Varanasi*** in response thereto shall establish an irrevocable Performance Bank Guarantee in favour of **“The Registrar, Indian Institute of Technology (BHU), Varanasi”** in the form of Bank Guarantee for Rs ..... and the Performance Bank Guarantee shall remain valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations of the Service Provider, including warranty obligations from the date of issue of Performance Bank Guarantee and the eligible successful bidder (the Service Provider) shall submit the same within 15 (Fifteen) days from the date of Award of Contract.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said bidder (Service Provider) fails to abide by any of the conditions referred to in tender document / Award of Contract, this Bank shall pay to Indian Institute of Technology (BHU), Varanasi on demand and without protest or demur Rs ..... (Rupees.....).

This Bank further agrees that the decision of Indian Institute of Technology (BHU), Varanasi (Procuring Entity) as to whether the said bidder (Service Provider) has committed a breach of any of the conditions referred in tender document / Award of Contract shall be final and binding.

We, ..... (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the bidder (Service Provider) and/ or Indian Institute of Technology (BHU), Varanasi (Procuring Entity). **Notwithstanding anything contained herein:**

1. Our liability under this Bank Guarantee shall not exceed ₹ .....(Indian Rupees ..... only).
2. This Bank Guarantee shall be valid up to .....(date) and

3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT (BHU), Varanasi serve upon us a written claim or demand on or before .....(date). This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at **Varanasi** situated at..... (Address of local branch).

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

## **Annexure II**

### **BID SUBMISSION**

#### **Online Bid Submission:**

The Online bids (complete in all respect) must be uploaded online in **two** covers as explained below:

<b>Cover I - Technical Bid</b> (Following documents to be provided as .pdf file)		
<b>S.No.</b>	<b>Content</b>	<b>File Types</b>
1	<b>Legal Valid Entity:</b> Certificate of Incorporation/ Partnership firm or Proprietorship etc.	.pdf
2.	Valid license/Certificate of Registration for Cleaning, Sanitation & Disposal of Solid waste to the organisations/ institutions from the concerned Registering Authority under Contract Labour (Regulation & Abolition) Act – 1970.	.pdf
3.	PAN, GST, EPFO & ESIC Certificate	.pdf
4.	All Experience/Performance Certificate issued on the letter Head of the client (in the format mentioned in Section- VIII) and related with Cleaning/Sanitation/Housekeeping/Disposal of Solid Waste only.	.pdf
5.	Average Annual Turnover in the preceding three (03) financial years (2022-23, 2023-24 and 2024-25) issued and signed by a Chartered Accountant on their letter head.	.pdf
6.	Scanned Copy of Tender Fee & EMD (if Applicable) or MSME Certificate.	.pdf
7.	Tender acceptance Letter, Proof of Local Branch Address of the Firm (if Applicable), and scanned copy of Affidavit stating that the agency has not been blacklisted by Central Government/ State Government/ any PSU in last three years	.pdf
8	All other Documents, as required /mentioned in the tender document	.pdf
<b>Cover II – Price/Financial Bid</b> (Following documents to be provided as .pdf file)		
1	Duly filled and signed financial bid proforma Part A as well as Part B as per Section IX (Price Bid)	.pdf

## **Annexure III**

### **Technical Compliance Statement**

S.No.	Description	Yes/No
1.	5 (Years) years of experience in providing Cleaning and Sanitation services in Public Sector Undertakings/Central/State Government Departments/Central Research Organizations.	
2.	Details of successful completed contracts of minimum 1 year duration in providing Cleaning and Sanitation services in Public Sector Undertakings/Central/State Government Departments/Central Research Organizations.	
3.	ISO 9001-2015 certification (Desirable only)	
4.	At least 1(One) ongoing similar contract in Public Sector Undertakings/Central/State Government Departments/Central Research Organizations.	
5.	Average annual turnover of ₹ 50 crore or more in the last three financial years (2022-23 to 2024-25)	
6.	Details of Income Tax and Service Tax return of their firm for last three financial years (2022-23 to 2024-25)	
7.	Profit & Loss Account/ Income and Expenditure Account along with Balance Sheet and Independent Audit report for the preceding three financial years (2022-23 to 2024-25)	
8.	Valid PAN and GST Number	
8.	ESI and EPF Registration Number	
10.	Proof of either the Registered Office or one of the Branch Offices of the bidder should be located in Uttar Pradesh	
11.	Affidavit stating that the agency has not been blacklisted by Central Government/ State Government/ any PSU in last three years	
12.	Details of successful contracts of minimum 1 year duration for Cleaning and Sanitation services in Public Sector Undertakings/Central/State Government Departments/Central Research Organizations.	
13.	Satisfactory Certificate from last Two Major Client	
14.	Details of equipment available with the Bidder to be used for Cleaning and Sanitation services along with supporting documents	
15.	Total turnover financial year wise for preceding three years at least (As per attached proforma)	
16.	Declaration about fraud and corrupt practices (Duly signed and attested)	
17.	The bidder has to submit an integrity pact as per Annexure VI, if the quoted value in financial Bid is more than Rs. 01 Crore, which is to mandatorily be executed on a Non-Judicial Stamp Paper of Rs. 100/- duly signed by the Bidder.	

## **Annexure IV**

### **AFFIDAVIT REGARDING BLACKLISTING/ NON-BLACKLISTING FROM TAKING PART IN GOVT./PSU/CAB TENDER**

**(To be executed on ₹100/- Stamp paper & attested by Public Notary/Executive Magistrate by the bidder)**

I / We Proprietor/ Partner(s)/ Director(s) of M/S.----- hereby declare that the firm/company namely M/S.----- has not been blacklisted or debarred/ no Police Case or Vigilance enquiry pending or ever been punished by any Hon'ble Court/ no due towards income tax as on the date of the affidavit in the past by IIT(BHU), Varanasi or any other Government organization/PSU/Central Autonomous Body from taking part in Government/PSU/Central Autonomous Body tenders

**Or**

I / We Proprietor/ Partner(s)/ Director(s) of M/s ----- hereby declare that the firm/company namely M/s-----was blacklisted or debarred/ Police Case or Vigilance enquiry pending or ever been punished by any Hon'ble Court/ due towards income tax as on the date of the affidavit by IIT(BHU), Varanasi, or any other Government Department/PSU/Central Autonomous Body from taking part in Government tenders for a period of ----- years w.e.f.-----.

The period is over on----- and now the firm/company is entitled to take part in Government tenders In case the above information found false I/We are fully aware that the tender/ contract will be rejected/cancelled by IIT (BHU), Varanasi, and EMD/SD shall be forfeited. In addition to the above IIT (BHU), Varanasi, will not be responsible to pay the bills for any completed/ partially completed work.

**Signature .....**

**Name.....**

**Capacity in which assigned: .....**

**Name & address of the firm: .....**

**Date:**

**Signature of Bidder with Seal**

## **Annexure V**

### **On Bidder's Letter Head**

Details of Contracts completed with 200 Manpower for Cleaning, Sanitation & Disposal of Solid Waste to an organization for a single campus exclusively in the same typed Services .

Sl. No	Name of Contract with Name of Client and location.	Number of Manpower for Cleaning, Sanitation & Disposal of Solid Waste in a single campus (Min.150 per day)	Annual Value of Contract (Excluding Taxes)	Financial Year	Litigation arbitration pending /in progress with details	Supporting Document

Note: -

- (i) letter of award with agreement self-attested copy.
- (ii) Work for no. of Manpower (for Cleaning, Sanitation & Disposal of Solid Waste) less than 200 shall not be considered.
- (iii) Attached supporting document for claims.

**Date:**

**Signature of Bidder with Seal**

**PRE-CONTRACT INTEGRITY PACT**

**General**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on \_\_\_ day of the month of \_\_\_ 2025, between, on one hand, the President of India, acting through Shri \_\_\_\_\_ designation of the officer, Ministry/Department, Government of India (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/S \_\_\_\_\_ represented by Shri \_\_\_\_\_, Chief Executive Officer (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (name of the Stores/ Equipment/ Item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Ministry/ Department of the Government of India/PSU performing its functions on behalf of the President of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/ prejudiced dealings prior to, during and subsequent to the currency of the contract entered into with a view

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereby agree to enter into this Integrity Pact and agree as follows:

**Commitments of the BUYER**

- 1.1. The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2. The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

- 1.3. All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

## **Commitments of BIDDERS**

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:
  - 3.1. The Bidder will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Buyer, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the Contract.
  - 3.2. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
  - 3.3. BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
  - 3.4. BIDDERS shall disclose the payments to be made by them to agents/ brokers or any other intermediary, in connection with this bid/contract.
  - 3.5. The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity of the stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
  - 3.6. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.



- 3.7. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9. The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12. If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.  
The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act, 1956.
- 3.13. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

#### **4. Previous Transgression**

- 4.1. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- 4.2. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

#### **5. Earnest Money (Security Deposit)**

- 5.1 While submitting commercial bid, the BIDDER shall deposit an amount \_\_\_\_\_ as specified in the RFP as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:
  - (i) Bank Draft or a Pay Order in favour of \_\_\_\_\_
  - (ii) A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
  - (iii) Any other mode or through any other instrument, as stated in RFP.

- 5.2 The Earnest Money / Security Deposit shall be valid up-to a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.
- 5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

## **6. Sanctions for Violations**

- 6.1. Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:
- (i) To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
  - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefor.
  - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
  - (iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
  - (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
  - (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
  - (vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.
  - (viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
  - (ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
  - (x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1 (i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860, or Prevention of Corruption Act, 1988, or any other statute enacted for prevention of corruption.

- 6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **7. Fall Clause**

- 7.1. The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub system was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

## **8. Independent Monitors**

- 8.1. There shall be Independent Monitors (hereinafter referred to as Monitors) appointed by the BUYER for this Pact in consultation with the Central Vigilance Commission.

Shri Rajiv Kumar Srivastava, IFoS (Retd.)	Email: rksifs@gmail.com
Shri Rajiva Ranjan Verma, IPS (Retd.)	Email: rajivaranjanin@yahoo.co.in

- 8.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 8.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 8.4. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 8.6. The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 8.7. The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 8.8. The Monitor will submit a written report to the Foreign Secretary, Ministry of External Affairs, within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

## **9. Facilitation of Investigation**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the

BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

**10. Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER

**11. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

**12. Validity**

- 12.1. The validity of this Integrity Pact shall be from the date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.
- 12.2. Should one or several provisions of this Pact turn out to be invalid, the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.
- 13. The parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_

BUYER  
Name of the Officer  
Designation  
Department/Ministry/  
PSU

BIDDER  
CHIEF EXECUTIVE OFFICER

Witness

Witness

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_

- 1. \_\_\_\_\_
- 2.

\* Provision of these clauses would need to be amended/ deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.

