



INDORE DEVELOPMENT AUTHORITY

7, RACE COURSE ROAD, INDORE – 452003

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**NAME OF WORK : HOUSEKEEPING WORK PEST CONTROL
AND CONSUMABLE MATERIAL MANAGEMENT SERVICES
FOR IDA HEAD OFFICE INDORE**

COST OF TENDER DOCUMENT : Rs 2360/-

NIT NO : IDA/ETENDER/2018-19/133 DATE : 28-01-2019

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7, RACE COURSE ROAD, INDORE – 452003

Facsimile number: 0731-2430553

Website ida@idaindore.org Email: idaindore7@yahoo.in

SECTION 1

TENDER ID 2019_DTCP_8087_1

Notice Inviting e-Tenders

N.I.T.No :IDA/ETENDER/2018-19/133

Dated : 28-01-2019

Online percentage rate bids for the following works are invited from Experienced Bidders and firms of repute fulfilling the following criteria:

Tender documents can be purchased from website <https://www.mptenders.gov.in>. Help manual to the contractors can be seen on the portal of e-procurement system.

S. No.	Work	Office	Probable Amount of Contract in Rs.	Completion Period (months)
1.	HOUSEKEEPING WORK PEST CONTROL AND CONSUMABLE MATERIAL MANAGEMENT SERVICES FOR IDA HEAD OFFICE INDORE	Indore	1794600/-	12 Months

Note:

1. The Bid Document can be purchased only online from **28-01-2019 at 18:00 hrs to 13-02-2019 at 17:30 hrs**. Other key dates may be seen in bid data sheet.
2. Amendments to NIT, if any, would be published on website only, and not in newspaper.
3. Any type of exemption in Tender Form Fees / EMD will not be allowed and Tender without Tender form Fees / EMD shall be rejected prima-facie.

(S.N. Mishra)
Administrative Officer
Indore Development Authority
Mobile No. : 9406801273

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Notice Inviting Tender

Online percentage rate bids for the following works are invited from Experienced Bidders and firms of repute fulfilling the following criteria:

Tender documents can be purchased from website <https://www.mptenders.gov.in>. Help manual to the contractors can be seen on the portal of e-procurement system.

Name of Work	Office	Probable Amount of Contract (Rs.)	Earnest Money Deposit (EMD) (In Rs.)	Cost of Bid Document (In Rs.)	Period
HOUSEKEEPING WORK PEST CONTROL AND CONSUMABLE MATERIAL MANAGEMENT SERVICES FOR IDA HEAD OFFICE INDORE	Indore	1794600/-	35892/-	2360/-	12 Months including rainy season

1. All details relating to the Bid Document(s) can be viewed and downloaded free of cost on the website.
2. Bid Document can be purchased after making online payment of bid document & portal fees through Credit/Debit/Cash Card/internet banking.
3. At the time of submission of the Bid the eligible bidder shall be required to:
 - i) Pay the cost of bid document,
 - ii) Deposit the Earnest Money Online as per website link.
 - iii) Submit an affidavit.

Details can be seen in the Bid Data Sheet.

4. ELIGIBILITY FOR BIDDERS:

I Cost of tender form Rs 2360/- in the form of Online payable in the name of Indore Development Authority, Indore in case tender document is downloaded from website.

II The bid security/Earnest Money of Rs. 35892/- (Seventy One Thousand Four hundred thirty only), shall be deposited online through Debit / Credit / Net Banking or system generated challan.

III. At this stage the past relevant experience and financial strength of the bidder will be assessed and the bidders will be qualified on the basis of the criteria mentioned below and have to submit followings:-

- a. Covering Letter as per Format
- b. Audited Balance Sheet for last three years.
- c. Certified Copy of Memorandum and Articles of Association.
- d. Partnership deed and registration certificate, if applicable.
- e. List of Directors/Partners/Proprietor with address and contact numbers.
- f. Copies of PAN, Service Tax Registration, GST Registration, EPF Registration duly attested by the director of the Company/partner of the firm/proprietor of the concern whichever is applicable.
- h. Duly Notarized Power of Attorney authorizing the representative by the director/partner/proprietor as the case may be.
- i. Details of similar other projects managed by the Bidder.
- j. This Tender document with initials of the bidder on each page as token of acceptance of terms and conditions.
- k. An undertaking that the bid shall be valid and irrevocable for a period of 120 days from the date of its opening.
- l. Experience of Similar nature of work for more than 3 years.

Note: Please ensure that all the information and documents duly attested by the director/partner/proprietor of the bidding company/firm are annexed.

Technical evaluation shall be done as given below: Criteria for technical qualification

TECHNICAL EVALUATION SHEET : First technical eligibility will be evaluated and marks will be given on scale as mentioned below on the basis of technical eligibility criteria those bidders who are Technically eligible only their, financial bid will be opened.

	Criteria	Marks
1	Turnover & financial standing Upto 45 lacs : 11 marks. 1 mark each capped for additional 10 lacs upto 85 lacs only.	15 marks
2	New worth upto 20 lacs: 11 mark each capped for additional 5.0 lacs upto 40 lacs only	15 marks
3	Experience	20 marks

	Up to 1 years experience – 10 marks and for additional 1 year experience, 2 marks will be awarded capped at 5 years only.	
4	Experience of similar nature of works in (10 marks of each category any three as below) IT Parks, Malls, Clubs, Township, big corporate building please give details of each project.	30 marks
5	Owner/Director/Promoter of the firm should be MBA from Institute of National repute like IIM etc.	15 marks
6	Company/ Firm ISO certified.	05 marks
	Total	100 marks

Note: Minimum qualifying marks – 60, the financial of the bidder who qualify the minimum qualifying marks criteria shall be opened.

(S.N. Mishra)
Administrative Officer
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Mobile No. : 9406801273

SECTION 2

INSTRUCTIONS TO BIDDERS (ITB)

A. GENERAL

1. SCOPE OF BID

The detailed description of work, hereinafter referred as 'work', is given in the Bid Data Sheet.

2. General Quality of Work:

The work shall have to be executed in accordance with the technical specifications specified in the Bid Data sheet/ Contract Data/BOQ and shall have to meet high standards of workmanship, safety and security of workmen and works.

3. PROCEDURE FOR PARTICIPATION IN E-TENDERING

The procedure for participation in e-tendering is given in Tender document.

4. ONE BID PER BIDDER

The bidder can be an individual entity or a joint venture (if permitted as per Bid Data Sheet). In case the J.V. is permitted, the requirement of joint venture shall be as per the Bid Data Sheet.

No bidder shall be entitled to submit more than one bid whether jointly or severally. If he does so, all bids wherein the bidder has participated shall stand disqualified.

5. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of his bid, and no claim whatsoever for the same shall lie on the Government.

6. Site Visit and examination of works

The bidder is advised to visit and inspect the Site of Works and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the bid and entering into a contract for the work. All costs in this respect shall have to be borne by the bidder.

B. Bid Documents

7. CONTENT OF BID DOCUMENTS

The Bid Document comprises of the following documents:

1. NIT with all amendments.
2. Instructions to Bidders, Bid Data Sheet with all Annexures
3. Conditions of Contract:
 - i. Part I General Conditions of Contract and the Contract Data with all Annexures; and
 - ii. Part II Special Conditions of Contract.

4. Technical and Financial Bid
5. Letter of Acceptance
6. Agreement, and
7. Any other document(s), as specified.

8. Amendment of Bid Documents

Before the deadline for submission of bids, the Employer may amend or modify the Bid Documents by publication of the same on the website.

All amendments shall form part of the Bid Document.

The Employer may, at its discretion, extend the last date for submission of bids by publication of the same on the website.

C. Preparation of Bid

9. The bidders have to prepare their bids online, encrypt their Bid Data in the Bid Forms and submit Bid Seals (Hashes) of all the envelopes and documents related to the Bid required to be uploaded as per the time schedule mentioned in the key dates of the Notice Inviting e-Tenders after signing of the same by the Digital Signature of their authorized representative.

10. DOCUMENTS COMPRISING THE BID

The bid submitted online by the bidder shall be in the following parts:

Part 1 – This shall be known as Online **Envelope A** and would apply for all bids. Online **Envelope A** shall contain the following as per details given in the Bid Data Sheet:

- i) Payment of the cost of Bid Document;
- ii) Scanned copy of proof of EMD
- iii) An affidavit duly notarized.

Part 2 – This shall be known as Online **Envelope B** and required to be submitted only in works where pre-qualification conditions (if any) and/or special eligibility conditions (if any) are stipulated in the Bid Data Sheet. Online **Envelope B** shall contain a self-certified sheet duly supported by documents to demonstrate fulfillment of pre-qualification conditions/ Eligibility of Bidder.

Part 3 – This shall be known as Online **Envelope C** and would apply to all bids. **Envelope C** shall contain financial offer in the prescribed format enclosed with the Bid Data Sheet.

11. Language

The bid as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Employer shall be in English or Hindi. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English. In such case, for the purposes of interpretation of the bid, such translation shall govern.

12. TECHNICAL PROPOSAL

Only, in case of bids with pre-qualification conditions defined in the Bid Data Sheet, the Technical Proposal shall comprise of formats and requirements given in the Bid Data Sheet.

All the documents/ information enclosed with the Technical Proposal should be self-attested and certified by the bidder. The Bidder shall be liable for forfeiture of his earnest money deposit, if any document / information are found false/ fake/ untrue before acceptance of bid. If it is found after

acceptance of the bid, the bid sanctioning authority may at his discretion forfeit his performance security/ guarantee, security deposit, enlistment **deposit** and take any other suitable action.

13. FINANCIAL BID

- i. The bidder shall have to quote rates in format referred in Bid Data Sheet, in overall percentage, and not item wise. If the bid is in absolute amount, overall percentage would be arrived at in relation to the probable amount of contract given in NIT. The overall percentage rate would apply for all items of work.
- ii. Percentage shall be quoted in figures as well as in words. If any difference in figures and words is found, Higher of the two shall be taken as valid and correct.

14. PERIOD OF VALIDITY OF BIDS

The bids shall remain valid for a period specified in the Bid Data Sheet after the date of “close for bidding” as prescribed by the Employer. The validity of the bid can be extended by mutual consent in writing.

15. EARNEST MONEY DEPOSIT (EMD)

The Bidder shall furnish, as part of the Bid, Earnest Money Deposit (EMD), in the amount specified in the Bid Data Sheet.

The EMD shall be deposited online only.

Bid not accompanied by EMD shall be liable for rejection as non-responsive.

EMD of bidders whose bids are not accepted will be returned within ten working days of the decision on the bid.

EMD of the successful Bidder will be discharged when the Bidder has signed the Agreement after furnishing the required Performance Security.

Failure to sign the contract by the selected bidder, within the specified period, for whatsoever reason, shall result in forfeiture of the earnest money deposit.

D. Submission of Bid

16. The bidder is required to submit online bid duly signed digitally, and Envelop 'A' in physical form also at the place prescribed in the Bid Data Sheet.

E. Opening and Evaluation of Bid

17 PROCEDURE

Envelope 'A' shall be opened first online at the time and date notified and its contents shall be checked. In cases where Envelop 'A' does not contain all requisite documents, such bid shall be treated as non-responsive, and Envelop B and/or C of such bid shall not be opened.

Wherever Envelop 'B' (Technical Bid) is required to be submitted, the same shall be opened online at the time and date notified. The bidder shall have freedom to witness opening of the Envelop 'B'. Envelop 'C' (Financial Bid) of bidders who are not qualified in Technical Bid (Envelop 'B') shall not be opened.

Envelope 'C' (Financial Bid) shall be opened online at the time and date notified. The bidder shall have freedom to witness opening of the Envelop 'C'.

After opening Envelop 'C' all responsive bids shall be compared to determine the Lowest evaluated bid.

The Employer reserves the right to accept or reject any bid, and to annul the bidding process and reject all the bids at any time prior to contract award, without incurring any liability. In all such cases reasons shall be recorded.

The Employer reserves the right of accepting the bid for the whole work or for a distinct part of it.

20. Confidentiality

Information relating to examination, evaluation, comparison and recommendation of contract award shall not be disclosed to bidders or any other person not officially concerned with such process until final decision on the bid.

Any attempt by a bidder to influence the Employer in the evaluation of the bids or contract award decisions may result in the rejection of his bid.

Award of Contract

21. Award of Contract

The Employer shall notify the successful bidder by issuing a 'Letter of Acceptance' (LOA) that his bid has been accepted.

22. Performance Security

Prior to signing of the Contract the bidder to whom LOA has been issued shall have to furnish performance

security of the amount in the form and for the duration, etc. as specified in the Bid Data Sheet.

Additional performance security, if applicable, is mentioned in the Bid Data Sheet and shall be in the form and for the duration, etc. similar to Performance Security.

23. Signing of Contract Agreement

The successful bidder shall have to furnish Performance Security and Additional Performance Security, if any, and sign the contract agreement within 15 days of issue of LOA.

The signing of contract agreement shall be reckoned as intimation to commencement of work. No separate work order shall be issued by the Employer to the contractor for commencement of work.

In the event of failure of the successful bidder to submit Performance Security and Additional

Performance Security, if any or sign the Contract Agreement, his EMD shall stand forfeited without prejudice to the right of the employer for taking any other action against the bidder.

24. CORRUPT PRACTICES

The Employer requires that bidders observe the highest standard of ethics during the procurement and execution of contracts. In pursuance of this policy, the Employer:

- i. may reject the bid for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract; and
- ii. may debar the bidder declaring ineligible, either indefinitely or for a stated period of time, to participate in bids, if it at any time determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, a contract.

For the purposes of this provision, the terms set forth above are defined as follows:

- a. "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party;
- b. "fraudulent practice" means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- c. "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- d. "Collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party.

[End of ITB]

Bid Data Sheet

GENERAL		
SR. No.	PARTICULARS	DATA
1	Office inviting tender	INDORE DEVELOPMENT AUTHORITY, INDORE
2	NIT No	IDA/ETENDER/2018-19/133
3	Date of NIT	28-01-2019
4	Bid document download available from date & time	28-01-2019 18:00 hrs
5	Website link	https://www.mptenders.gov.in
SECTION 1 – NIT		
CLAUSE REFERENCE	PARTICULARS	DATA
2	Portal fees	As notified in E-Tendering Website
3	Cost of bid document	Rs. 2360/- i/c portal processing fee
	Cost of bid document Payable at	As per website link
	Cost of bid document In favor of	As per website link
4	Affidavit format	Annexure B
5	Pre-qualifications required	Yes ✓
	If Yes, details	Annexure C
6	Special Eligibility (If yes, prior permission of E-in-C required)	YES NO
	If Yes, details	Annexure D
7	Key dates	Annexure A
SECTION 2 – ITB		
CLAUSE REFERENCE	PARTICULARS	DATA
1	Name of 'work'	HOUSEKEEPING WORK PEST CONTROL AND CONSUMABLE MATERIAL MANAGEMENT SERVICES FOR IDA HEAD OFFICE INDORE
2	Specifications	-
3	Procedure for participation in e-tendering	Annexure – F
4	Whether Joint Venture is allowed	NA

Bid Data Sheet

	If yes, requirement for Joint Venture	-
CLAUSE REFERENCE	PARTICULARS	DATA
12	<p>Envelope-A containing :</p> <p>i. Registration number or proof of application for registration and organizational details as per Annexure- H</p> <p>ii. Cost of Bid Document</p> <p>iii. Scanned copy of proof of EMD</p> <p>iv. An affidavit duly notarized as per Annexure - B</p> <p>iii. should reach in physical form in the office of :</p>	<p>ADMINISTRATIVE OFFICER INDORE DEVELOPMENT AUTHORITY 7, RACE COURSE ROAD, INDORE (MP) Fax : 0731-2430553 Email : idaindore7@yahoo.in</p>
14	Envelope-B Technical Proposal and document related to Eligibility of Bidder	As per Clause- 4 (Eligibility of Bidder)
15	Envelope-C Financial Bid	Annexure - J
	Materials to be issued by the department	-
16	Period of Validity of Bid	120 Days
17	Earnest Money Deposit	Rs. 35892/-
	Forms of Earnest Money Deposit	Online payment through Debit / Credit / Net Banking or system generated challan
	EMD valid for a period of	Six months or more
	Account details for Online EMD payment	1) Name of A/c.Holder..... 2) A/c.No..... 3) Bank Name..... 4) IFS Code.....
21	Letter of Acceptance (LoA)	Annexure L
22	Amount of Performance Security	5% of contract amount for this works (bank guarantee at the time of agreement.)
	Security Deposit	5% (to be deducted from running bills and it will be released six month after the successful completion of the work)
	Additional Performance Security, if any	Equal to an amount arrived at, by multiplying the contract amount with difference of percentage between percent rates (below/minus), of successful bid and ten percent (below/minus), considering bid rates less than ten percent below PAC, to be unworkable and shall require additional performance security (guarantee)
	Performance security/Additional	Annexure M

Bid Data Sheet

	performance security in the format	
	Performance security/Additional performance security in favor of	INDORE DEVELOPMENT AUTHORITY, INDORE
	Performance security/Additional performance security valid up to	Operative period plus 3 months

Annexure – A*(See clause 1, 7 of Section 1 -NIT)***KEY DATES**

S. No	Works Department Stage	Bidder's Stage	Start		Expiry		Envelope s
			Date	Time	Date	Time	
1	-	Purchase of Tender – Online	28-01-2019	18:00 hrs	13-02-2019	17:30 hrs	Envelope A/B/C
2	-	Bid Submission –Online			13-02-2019	17:30 hrs	Envelope A/B/C
3	Mandatory Open (Envelope- A & B)	-			15-02-2019	18:00 hrs	Envelope A & B
4	Financial Bid open (Envelope-C)	-			18-02-2019	18:01 hrs	Envelope C

Note : Scanned copy of portal receipt of online payment of Tender form fees and EMD along with technical and relevant documents should reach to ADMINISTRATIVE OFFICER, INDORE DEVELOPMENT AUTHORITY, 7 RACE COURSE ROAD, INDORE M.P. By 15-02-2019 upto 17:30 hrs through Speed Post / Regd. Post A.D. / Private Courier Services. Authority will not be responsible for any Postal/Courier Service delays.

Annexure – B

(See clause 3 of Section 1 -NIT)

|| AFFIDAVIT ||

(To be Contained in Envelope A)

(On Non Judicial Stamp of Rs. 100)

I/we _____ who is/ are _____ (status in the firm/ company) and competent for submission of the affidavit on behalf of M/S _____ (bidder) do solemnly affirm an oath and state that:

I/we am/are fully satisfied for the correctness of the certificates/records submitted in support of the following information in bid documents which are being submitted in response to notice inviting e-tender No. _____ for _____ (name of work) dated _____ issued by the _____ (name of the department).

I/we am/ are fully responsible for the correctness of following self-certified information/ documents and certificates:

1. That the self-certified information given in the bid document is fully true and authentic.
2. That:
 - a. Term deposit receipt deposited as earnest money, demand draft for cost of bid document and other relevant documents provided by the Bank are authentic.
 - b. Information regarding financial qualification and annual turnover is correct.
 - c. Information regarding various technical qualifications is correct.
3. No close relative of the undersigned and our firm/company is working in the department.

OR

Following close relatives are working in the department:

Name _____ Post _____ Present Posting _____

Signature with Seal of the

Deponent (bidder)

I/ We, _____ above deponent do hereby certify that the facts mentioned in above paras 1 to 4 are correct to the best of my knowledge and belief.

Verified today _____ (dated) at _____ (place).

**Signature with Seal of the
Deponent (bidder)**

Note: Affidavit duly notarized in original shall reach at least one calendar day before opening of the bid.

PRE-QUALIFICATIONS CRITERIA

The bidder should have:

Technical evaluation shall be done as given below: Criteria for technical qualification shall be minimum 60% marks:

	Criteria	Marks
1	Turnover & financial standing Upto 45 lacs : 11 marks. 1 mark each capped for additional 10 lacs upto 85 lacs only.	15 marks
2	New worth upto 20 lacs: 11 mark each capped for additional 5.0 lacs upto 40 lacs only	15 marks
3	Experience Up to 1 years experience – 10 marks and for additional 1 year experience, 2 marks will be awarded capped at 5 years only.	20 marks
4	Experience of similar nature of works in (10 marks of each category any three as below) IT Parks, Malls, Clubs, Township, big corporate building please give details of each project.	30 marks
5	Owner/Director/Promoter of the firm should be MBA from Institute of National repute like IIM etc.	15 marks
6	Company/ Firm ISO certified.	05 marks
	Total	100 marks

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Annexure - D

(See clause 6 of Section 1 -NIT)

SPECIAL ELIGIBILITY CRITERIA

NA

Procedure for Participation in e-Tendering

1. Registration of Bidders on e-Tendering System:

All the PWD registered bidders are already registered on the new e-procurement portal <https://www.mptenders.gov.in>. The user id will be the contractor ID provided to them from MP Online. The password for the new portal has been sent to the bidders registered email ID. For more details may contact National Information Centre email id: mptenders@mpsdc.com. Helpdesk phone numbers are available on website.

2. Digital Certificate:

The bids submitted online should be signed electronically with a Class III Digital Certificate to establish the identity of the bidder submitting the bid online. The bidders may obtain Class III Digital Certificate issued by an approved Certifying Authority authorized by the Controller of Certifying Authorities, Government of India. A Class III Digital Certificate is issued upon receipt of mandatory identity proofs along with an application. Only upon the receipt of the required documents, a Digital Certificate can be issued. For details please visit cca.gov.in

Note:

i. It may take upto 7 working days for issuance of Class III Digital Certificate; hence the bidders are advised to obtain the certificate at the earliest. Those bidders who already have valid Class III Digital Certificate need not obtain another Digital Certificate for the same.

The bidders may obtain more information and the Application Form required to be submitted for the issuance of Digital Certificate from cca.gov.in

ii. Bids can be submitted till bid submission end date. Bidder will require digital signature while bid submission.

The digital certificate issued to the Authorized User of a Partnership firm / Private Limited Company / Public Limited Company and used for online bidding will be considered as equivalent to a no-objection certificate / power of attorney to that user.

In case of Partnership firm, majority of the partners have to authorize a specific individual through Authority Letter signed by majority of the partners of the firm.

in case of Private Limited Company, Public Limited Company, the Managing Director has to authorize a specific individual through Authority Letter. Unless the certificate is revoked, it will be assumed to represent adequate authority of the specific individual to bid on behalf of the organization for online bids as per information Technology Act 2000. This Authorized User will be required to obtain a Digital Certificate. The Digital Signature executed through the use of Digital Certificate of this Authorized User will be binding on the firm. It shall be the responsibility of Management / Partners of the concerned firm to inform the Certifying Authority, if the Authorized User changes, and apply for a fresh

Digital Certificate for the new Authorized User.

3. Set Up of Bidder's Computer System:

In order for a bidder to operate on the e-tendering System, the Computer System of the bidder is required to be set up for Operating System, Internet Connectivity, Utilities, Fonts, etc. The details are available at <https://www.mptenders.gov.in>.

4. Key Dates:

The bidders are strictly advised to follow the time schedule (Key Dates) of the bid on their side for tasks and responsibilities to participate in the bid, as all the stages of each bid are locked before the start time and date and after the end time and date for the relevant stage of the bid as set by the Department.

5. Preparation and Submission of Bids

The bidders have to prepare their bids online, encrypt their bid Data in the Bid forms and submit Bid of all the envelopes and documents related to the Bid required to be uploaded as per the time schedule mentioned in the key dates of the Notice inviting e-Tenders after signing of the same by the Digital Signature of their authorized representative.

6. Purchase of Bid Document

For purchasing of the bid document bidders have to pay Service Charge online ONLY which is Rs. [as per Bid Date Sheet]. Cost of bid document is separately mentioned in the Detailed NIT. The Bid Document shall be available for purchase to concerned eligible bidders immediately after online release of the bids and upto scheduled time and date as set in the key dates.

The payment for the cost of bid document shall be made online through Debit/Credit card, Net banking or NeFT Challan through the payment gateway provided on the portal.

7. Withdrawal, Substitution and Modification Of Bids

Bidder can withdraw and modify the bid till Bid submission end date.

Annexure - H

(See clause 12 of Section 2 -ITB & clause 4 of GCC)

ORGANIZATIONAL DETAILS
(To be Contained in Envelope - A)

S. No.	Particulars	Details
1.	Name of Organization/ Individual/ Proprietary Firm/ Partnership Firm	(If applicable, scanned copy of proof of application for registration to be uploaded)
2.	Entity of Organization Individual/ Proprietary Firm/ Partnership Firm (Registered under Partnership Act)/ Limited Company (Registered under the Companies Act-1956)/ Corporation/ Joint Venture	Registration No. _____ Date _____ (Scanned copy of Registration to be uploaded)
3.	Address of Communication	
4.	Telephone Number with STD Code	
5.	Fax Number with STD Code	
6.	Mobile Number	
7.	E-mail Address for all communications	
8.	Details of Authorized Representative	
9.	Name	
	Designation	
10.	Postal Address	
11.	Telephone Number with STD Code	
12.	Fax Number with STD Code	
13.	Mobile Number	
14.	E-mail Address	

Note: *In case of partnership firm and limited company certified copy of partnership deed/ Articles of Association and Memorandum of Association along with registration certificate of the company shall have to be enclosed.*

Signature of Bidder with Seal

Date: _____

Annexure – J

(See clause 14 of Section 2-ITB)

FINANCIAL BID**(To Be Contained in Envelope-C)****NAME OF WORK HOUSEKEEPING WORK PEST CONTROL AND CONSUMABLE MATERIAL MANAGEMENT SERVICES FOR IDA HEAD OFFICE INDORE**I/We hereby bid for the execution of the above work for the time specified at the **rate (in figures)**_____ (**in words**)

_____ **percent below/ above or at par** based on the amount of tender wise rates given therein in all respects and in accordance with the Map and instructions in writing in all respects in accordance with such conditions so far as applicable.

Should this bid be accepted, I/We hereby agree to abide by and fulfill all the terms and provisions of the said conditions of contract annexed hereto so far as applicable, or in default thereof to forfeit and pay to the Governor of Madhya Pradesh or his successors in office the sums of money mentioned in the said conditions.

Note:

- i. Only one rate of percentage above or below or at par based on the amount of tender given therein shall be quoted.*
- ii. Percentage shall be quoted in figures as well as in words. If any difference in figures and words is found higher of the two shall be taken as valid and correct rate. If the bidder is not ready to accept such valid and correct rate and declines to furnish performance security and sign the agreement his earnest money deposit shall be forfeited.*
- iii. In case the percentage "above" or "below" is not given by a bidder, his bid shall be treated as non-responsive.*
- iv. All Taxes and duties levies by State Govt. and Govt. of India shall be as applicable for the work i.e. all taxes and duties liable to be paid by the bidder.*

Signature of Bidder Name of Bidder

The above bid is hereby accepted by me on behalf of the Governor of Madhya Pradesh dated the _____ day of _____ 20_____

Signature of Officer by whom accepted

Annexure – L

(See clause 21 of Section 2-ITB)

LETTER OF ACCEPTANCE (LOA)

No. _____

Dated: _____

To,

M/s. _____

(Name and address of the contractor)

Subject: _____

(Name of the work as appearing in the bid for the work)

Dear Sir (s),

Your bid for the work mentioned above has been accepted on behalf of the Governor of Madhya Pradesh at your bided percentage _____ below/ above or at par on the amount of tender given therein.

You are requested to submit within 15 (Fifteen) days from the date of issue of this letter:

- (in figures)
- a. The performance security/ performance guarantee of Rs. _____ (Rupees) _____ in words only). The performance security shall be in the shape of term deposit receipt/ bank guarantee of any nationalized / schedule commercial bank valid up to three months after the expiry of operative period.
- b. Sign the contract agreement.

Please note that the time allowed for carrying out the work as entered in the bid is _____ months shall be reckoned from the date of signing the contract agreement.

Signing the contract agreement shall be reckoned as intimation to commencement of work and no separate letter for commencement of work is required. Therefore, after signing of the agreement, you are directed to contact the Engineer-in-charge for taking the possession of site and necessary instructions to start the work.

Yours Faithfully

(S.N. Mishra)
Administrative Officer
Indore Development Authority
Mobile No. : 9406801273

Annexure - M

(See clause 22 of Section 2 - ITB)

PERFORMANCE SECURITY

To

_____ [name of
Employer]

_____[address of Employer]

WHEREAS _____[name and address of Contractor]
(Hereinafter called "the Contractor") has undertaken, in pursuance of Letter of Acceptance No. _____ dated _____
_____ to execute
_____ [name of Contract and brief description of Works] (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligation in accordance with the Contract;

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you on behalf of the Contractor, up to a total of

_____ [amount of guarantee]* _____ (in words), such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____ [amount of guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the contractor before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract of the Works to be performed there under or of any of the Contract documents which may be made between you and the Contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

Our liability under this bank guarantee shall not exceed Rs. (Rs..... Only)& We further declare that this Bank

Guarantee will be valid from To and we declare that this Bank Guarantee will be renewed automatically: we undertake

to renew this Bank Guarantee on our own till the matter is settled & fully discharged by the CEO IDA Indore. The liability of the bidder shall not be discharged in any account without the consent of the CEO IDA Indore in writing.

This guarantee shall be valid until 3 (three) months from the due date of expiry of the operative Period.

Signature, Name and Seal of the guarantor _____ Name of Bank _____

Address _____

Phone No., Fax No., E-mail Address, of Signing Authority _____ Date ____

* An amount shall be inserted by the Guarantor, representing the percentage the Contract Price specified in the Contract including additional security for unbalanced Bids, if any and denominated in Indian Rupees.

**SCHEDULE OF ITEM FOR HOUSEKEEPING WORK, PEST CONTROL &
SUPPLY OF CONSUMABLE (ALLIED SERVICES) FOR
IDA HEAD OFFICE INDORE**

Sr. No.	PARTICULARS OF ITEMS	Qty.	Rate
	Housekeeping-		
A	Housekeeping staff 10 person @8086/- per person sanction rate	10 Nos.	80860/-
B	Supervisor-01 Person	01 Nos.	13290/-
C	Pest Control- once in a month	Once in Month	2750/-
D	Housekeeping material / Consumable required in 1 month Lump-sum qty.	Lump-sump	50250/-
J/2	Plumber per day @400 assuming 3 days per month (as & when required)	01 Nos.	1200/-
J/3	Carpenter per day @400 assuming 3 days per month (as & when required)	01 Nos.	1200/-
			149550/-

Remark- 1. Quantum of work may increase or decrease as per office requirement.

GENERAL CONDITION OF DOCUMENT

Tender forms shall be filled in ink or typed. No tender filled in pencil shall be considered. The bidder shall sign the tender form at each page and at the end, in token of acceptance of all the terms and conditions of the tender.

Rates shall be written both in words and figures. There should not be errors and/or over-writings. Corrections, if any, should be made clearly and initialed with dates.

Bidders shall quote firm prices against each of the items as detailed in the financial bid. No conditional discounts shall be quoted in the bid e.g. discounts based on conditions linked with bid/performance security/guarantees, advance payments, selection of combination of products or product options, number of personnel etc. Financial bids with such conditional discounts would be summarily rejected.

Direct or indirect canvassing on the part of the bidder or his representative will be a disqualification.

Any Change in the constitution of the company, etc. shall be notified forth in writing to the I D A Indore authority and such change shall not relieve any former member of the company, etc., from any liability under the contract.

The contractors shall comply with the provisions of all applicable labour rules and legislations mandatory. All statutory obligations such as PF, ESI, Minimum Wages, etc. has to follow. The bidder or his vendor shall not pay wages lower than minimum wages of labour as fixed by the Govt. of M.P.

If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be resolved based on mutual consent of both the parties as per Arbitration Act.

Income Tax will be deducted at source as per rules.

The bidder shall be vicariously liable to indemnify I D A. INDORE in case of any misuse of data/ information by the bidder, deliberate or otherwise, if this comes to the knowledge IDA. Indore of during the performance of the contract.

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties i.e. the Bidder and I D A.Indore

The I D A Indore reserves the right to accept any bid, and to annul the tender process and reject all bids at any time prior to award of contract, without assigning

reasons & without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the I D A Indore's action.

The bidders shall visit the work place, understand the scope of work thoroughly (even if it is not mentioned in this Tender) and quote for.

The bidder, his agents, workers and representatives are required individually to be in possession an identity card or pass to be obtained from I D A. The identity card or pass will be examined by the security staff at the time of entry into or exit from the restricted area and also at a time or number of times

inside the restricted area.

The bidder shall be bound by the Official Secret Act 1923 and will be signed before physically taking over site for operation

Upon commencement of services, a register detailing the inventory of all equipments and various facilities will be handed over to the Bidder. It is the sole responsibility of Bidder to update this inventory on a quarterly basis in consultation with

I D A INDORE On completion of the contract period, the Bidder has to handover the premises to I D A Indore as per the Inventory register. Any and all losses if any, will be recovered from payments due to the Bidder.

Conservation and economical use of electricity energy and water is to be made in the premises by the Bidder. Electricity and water required for operation & maintenance work will be provided by I D A free of cost.

Bidder shall assume full responsibility for all property in its case, custody and control, except for loss by fire, flood, strike, riots and acts of God or other causes beyond Bidder's control and, upon termination of this agreement/contract, surrender possession of the same to owner/occupant/bidder in the same condition as and when received except, ordinary wear and tear accepted.

The Tendering Authority I D A., Indore reserves the right to accept any tender not necessarily the lowest, reject any tender without assigning any reasons and accept tender for all or anyone or more of the articles for which bidder has bid.

Any bid received by the Tendering Authority after the deadline for submission of bids will be rejected & not be considered and may be returned unopened to the bidder.

The Unit Manager/ Supervisor appointed by the Bidder for the said premises will be fully responsible for the day-to-day operations of the services within the scope of services mentioned earlier.

Managerial and security personnel, Electrician, Plumbers and other essential staff should have walky-talky for proper control.

This whole document will be part of service agreement.

13- PERIOD OF CONTRACT

The period of the contract is **3 years**, which can be extended after mutual discussion for further 2 years based on quoted rates of the bidder.

14- Taking Over of Assets

After selecting successful bidder and issue of letter of acceptance and before handing over work to bidder a detailed list of Assets, equipments Man Power Management Services provider (hereinafter Bidder) shall detail a dedicated team of experts who will associate with I D A. INDORE to assist in taking over of completed project consisting of all services, to ensure that commissioning test of all completed services i.e. Housekeeping, Lifts operating, Pest Controlling etc.

After the completion of the contract the bidders shall handover all assets to IDA /its authorized agency in healthy condition failing which EE, IDA reserve the rights to

deduct the losses from the security deposit.

15- PERFORMANCE SECURITY DEPOSIT

5% of Contract amount, performance security will be submitted by successful bidder in form of Bank guarantee, this amount has to be submitted before the commencement order is given and within 7 days of signing the final agreement with the successful bidder and it shall remain valid during the tenure of contract period. Additional 5% SD (Security Deposit) will be deducted from each running bill and this will be released after 6 months, after successful completion of contract. No interest shall be paid on the Service guarantee.

Forfeiture of Security Deposit

When the terms & conditions of the contract are breached
 When the bidder fails to comply with minimum service levels agreed upon.
 Failure of the bidders to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the Service guarantee
 Notice of reasonable time will be given in case of forfeiture of security deposit

Release of Security deposit

The security deposit/Service guarantee will be released after successful completion after 6 months of contract period, provided there is no claim for liquidated damages from IDA. INDORE side.

16- FORCE MAJEURE:

Notwithstanding the provisions of contract, the bidder shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For Purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include but are not restricted to acts of the I D A. Indore either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the bidder shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the I D A Indore in writing the bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means not prevented by the Force Majeure event.

17- TERMINATION

I D A. Indore may terminate this contract, by giving a written notice of minimum 30 days to the bidder being unable to perform a particular portion of the services for a period of more than 15 days.

The I D A Indore may at any time terminate the contract by giving written notice to the bidder, without compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the I D A. Indore.

If the Services delivered is not satisfactory as per service level agreement, I D A INDORE may instruct service provider Consultant to place an improvement and/or repair plan including time schedule to improve or repair the

Services. If the service provider Consultant fails to fulfill the improvement and/or repair plan as mentioned within the agreed time schedule, I D A. INDORE may terminate the agreement.

Death or permanent liability of contractor

If the contractor is an individual or a proprietary concern, partnership concern, dies during the currency of the contract becomes permanently incapacitated where the surviving partners only minors, the contract shall be closed without laying any damages/compensation is provided for in contract agreement.

However, if the heirs of the individual work proprietary authority is satisfied about the competence of the survivors, then the competent authority shall enter into a fresh agreement for the remaining work strictly on the same terms and conditions, under which the contract was awarded.

SETTLEMENT OF DISPUTES AND ARBITRATION

17.5.1 Amicable Settlement

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or the interpretation thereof.

17.5. 2 Dispute Settlement.

Any dispute between the Parties as to matters arising pursuant to this Contract which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement may be submitted by either Party for settlement.

If the dispute(s) is not resolved amicably then it shall be referred to arbitration and shall be dealt as per the provisions of The Madhya Pradesh Madhyastha Abhikaran Adhinyam 1983. Arbitration may be commenced prior to or after completion of the Works, provided that the obligations of the Employer and the Consultant shall not be altered by reason of the arbitration being conducted during the progress of the Works.

18- MODE OF PAYMENT

Service Provider Consultant payments shall be made monthly for the services rendered in the preceding month. Billing cycle will be 1st of the month to the last day of the month. The Service Provider bidder shall submit bill and after scrutiny payments shall be released by IDA Indore.

Payment shall be made in Indian Rupees only.

The Service Provider Consultant shall also ensure that payments to vendors working under IPM contact are made within reasonable time. The delay in payment of bill by IDA Indore shall not affect the payments to vendors and all payments to vendors shall be released not later than 30 days of the completion of service by them.

19- PENALTY FOR NON-PERFORMANCE

The bidder or an experienced supervisor engaged by the bidder shall personally visit installations under operation daily and ensure work schedule is followed strictly. He shall also ensure proper manning of each installation by authorized Technician and by organizing the operators engaged by the bidder in such a manner that all services are manned, during office hours or as ordered by management. In case it is found that any installation is not clean tidy penalty for each activity, not performed as per schedule will be as follows-

S. No.	ACTIVITY	PENALTY	REMARK
1	HOUSEKEEPING	Rs. 100/- day	The decision of IDA Indore shall be final. Activity for which work was not performed satisfactory.
	b) Toilet Cleaning-	Rs. 100/- per toilet per day	
	c) Staircase Cleaning-	Rs. 50/- Per day	
	f) Pantry-	Rs. 50/- per day	
	h) Door, Windows, Ceiling, Glass, wall corner, Facade Cleaning etc.	Rs. 50/- per day/item	
2	PEST CONTROL If found any kind of Pest on any floor.	Rs. 500/- per day	

Action when the work is Left Incomplete, Abandoned or Delayed beyond the Permitted Limit Allowed in the contract or by the Managing Director.

In any case in which under any clause of this contract, the contractor shall have rendered himself liable to pay compensation amounting to the whole of his security deposit (whether paid in lump sum or of deducted in instalments) or committed a breach of any of the rules or in the case of abandonment of the work, except due to permanent disability or death of the contractor or any other cause, the EE on behalf of the IDA Shall give a notice before 15 days for work costing up to Rs.10.00 lacs, and before 30 days for works costing above Rs. 10.00 lacs, and in the event of the contractor failing to comply with the direction contained in the said notice, shall have power to adopt any of the following courses, as he may deem fit in the interest of the Nigam.

- (a) To rescind the contract (of which rescission notice in writing to the contractor under the hand of the Managing Director shall be conclusive evidence) and in which case the security deposit of the contractor shall stand forfeited and be absolutely at the disposal of Nigam.
- (b) To employ labor paid by the Department and to supply material to carry out the work or any part to the work debiting the contractor with the cost of the labor and the price of the materials (of the amount of which cost and price certificate of the Accounts Officer shall be final and conclusive against the contractor) and crediting him with the value of the work done in all respected in the same manner and the same rates as if it had been carried out by the contractor under the terms or his contractor or the cost of the labor and the price of the material as certified by the Accounts Officer, whichever is less. The certificate of the Account Officer as to the value of the work done shall be final and conclusive against the contractor.
- (c) To measure up the work of the contractor and to take such part there of as shall be unexecuted out of his hands, and to give it to another contractor to complete in which case any expensed which may be incurred in excess of the sum which would have been paid to the original contractor, if the whole work had been executed by him (or the amount of which excess certificate in writing of the accounts officer shall be final and conclusive) shall be born and paid by the

original contractor and may be deducted from any money due to him by Nigam under the contractor or otherwise from his security deposit or the proceeds of sale thereof or a sufficient part thereof.

In the event of any above courses being adopted by the Managing Director, the contractor shall have no claim to compensation for any loss sustained by reason or his having purchased or procured any materials or entered into any agreements or made any advance on account of or with a view to the execution of the work or the performance of the contract. And in case the contract shall be rescinded under the provision aforesaid the contractor shall not be entitled to recover or be paid any sum for any work there to for actually performed under the contractor Executive Engineer/Project Engineer will have certified in writing the performance of such work and the value payable in respect thereof and he shall only be entitled to be paid the value so certified.

Whenever action is taken as per tender document the contractor's bill shall be finalized within one month from the date of rescission both in the case of building works and road and bridge works.

Power to Take Possession of or Require removal of Materials, Tools Plants of sale of Contractor's Plants etc.

In any case in which any of the powers, conferred upon the Managing Director here of, shall have become exercisable and the same shall not be exercised, the non-exercise thereof shall not constitute a waiver of any of the condition here of and such powers shall notwithstanding be exercisable in the event of any future case of default by contractor for which be any clause of clauses here of he is declared liable to pay compensation amounting to the whole of his security deposit and the contractor for the past and future compensation shall remain unaffected in the event of the Managing Director putting in force either of the power (a), (b) or (c) vested in him under the proceeding clause, he may if he so desires, take possession of all or any tools plant material, and stores, in or upon the works, of the site thereof or belonging to the contractor or procured by him and intended to be used for the execution of the work or any part there of paying or allowing for the same in account at the contract rates, or in case of these not being applicable, at current market rates, to be certified by Managing Director whose certificate there of shall be final, otherwise the Managing Director may give notice in writing to the contractor of his clerk or the works foreman or other authorized agent asking him to remove such tools, plant, material, or stores from the premises (with in a time to be specified in such notice) and in the event of the contractor failing to comply with any such requisition, the Managing Director may remove them at the contractor's expenses or sell them by Action or private sale on account of the contractor and at his risk in all respects and the certificate of the Managing Director as to the expense of any such removal, and the amount of the proceeds and expenses of any such sale shall be final and conclusive against the contractor.

SECTION 4 : SCOPE OF WORK

HOUSEKEEPING:-

The Service Provider shall be responsible for:

Daily cleaning of the following:

- All floor areas, walls, staircase Spot clean all marks, stains and spills.
- Vinyl or Tiles: Scrub or spray to remove scuff marks wherever necessary.
- Clean and polish entrance doors and hardware – remove finger and/ of scuffmarks.
- Clear all dustbins under each workstation at least every four (4) hours.
- Ensure vendor checks for the correct placement of all keyboards and chairs in the office when not occupied.
- Front area to be free from rubbish, swept clean, carpeted areas to be vacuumed.
- And other services related to Housekeeping as directed by Managing Director.
- All housekeeping staff shall be in uniform and ID cards.
- Absenteeism of housekeeping staff shall be deducted proportionately.
- Penalty as decided by management time to time shall be imposed in event of services below par

Reception Area:

- Floors buffed and polished (all stone and ceramic floors to be washed with a neutral detergent)
- Reception desk and surface to be wiped / dusted thoroughly.
- Wipe clean and polish walls in foyer and to glass entrance doors and windows to be spot cleaned for any finger marks, stains or other marks.
- Flower boxes/ plants (if any) to be cleared of rubbish.
- Special attention to be given to entrance areas (as required)
- Shake out front doormats (if applicable) and sweep footpath outside the premises.
- Clean all windows ceil.
- Sweep all external walkways and landings.
- Cleans all door mats.

Work Stations and Offices:

- Empty all waste bins at least every (5) five hours.
- Wipe, replace bin liners as required.
- Vacuum carpet areas.
- Clean tables, cabinet chairs etc.
- Clean doors and partitions.
- Clean writing boards.
- Clear any debris from plants (i.e. leaves fallen from the plant).
- Recycling.
- Conduct a full clean each weekend for offices.

Conference Rooms:

- Empty all waste bins every day.
- Water bottles to be replenished and kept clean.
- Vacuum carpet areas.
- Clean tables, cabinet tops and chairs etc.
- Clean doors and partitions.
- Clean writing boards in conference.

Toilets/Restrooms:-

- Check on the general cleanliness of each toilet block every 2 hours.
- Provide a checklist for recording routine inspections in toilet.
- Wipe clean all cubicles and urinals using a appropriate disinfectant and hygienic sanitary blocks.
- Wipe clean all basins / taps/ wall dryers / fixtures and fittings etc.
- Replenish all consumables including hand towels, C fold paper and toilet rolls as required. Floors to be cleaned and moped at least 4 times per day.
- Clean the mirrors.
- Keep air fresheners.

Server Rooms / Data Centre /AHUs etc:-

- Full clean of all floors / wall and doors daily, window panels.
- AC ducts / lightings.
- Remove any rubbish.

- Must be accompanied by authorized personnel from IT.

Weekly cleaning of the following:

- Wipe all internal doors, workstation partition metal works/ plastic and wall surface (other than bare masonry)
- Clean all desk, bench top or table surfaces, chairs.
- Wipe out wastepaper bins or replace liners.
- Vacuum clean of front door mats, vertical blinds and drapes.
- A/C vents/ lighting and window panels.

Monthly Cleaning of the following:

- Thoroughly clean all windows. Both sides of reception area glass and entrance doors, including all aluminum frames and door handles, dust all interior walls, ledges furniture and equipment.
- Vacuum upholstered furniture.
- Workstations to be cleaned.
- Deep clean conference meeting rooms and auditorium.
- Deep clean of all toilets.

Quarterly cleaning of the Following:

- Deep cleaning help desk area.
- Clean internal windows, sills and blinds.
- Carpet shampoo (once in a year).
- Apply approved polish hard to floors- maintenance of all fine wood finishes that may include, but shall not be limited to the following: executive furniture, conference room furniture, common area furniture, walls, baseboards, doors and moldings.
- Aluminum composite panel, structural glazing.

Regular Services:

- Floors, work station areas, conference rooms, meeting rooms, internal glass fixtures, common areas, heavy traffic areas external areas and general cleaning as specified :

SUPERVISOR:-

- Supervisor will do daily inspections to monitor the performance of employees.
- Supervisor will maintain the employees perform services to the above specified scope.

- Supervisor will monitor, ensure that its employees completes the daily housekeeping checklist.
- Supervisor ensure all equipment is maintained to the highest possible standard (Operational, clean and not in a state of disrepair).
- Supervisor Maintains water, pantry stocks.

B. PEST CONTROL

Service Provider has to provide following services-

- **Mosquitoes by soft & thermal fumigation**
- **Honeybee Hive treatment**
- **Rodent Control**
- **Cockroach Management**
- **Lizard Management**
- **Ant Management (Black & Red)**
- **Termite Control**

Total pest of the common area constituting the podium, First & Second Floor of building Staircase, parking areas .

- Operational areas, sensitive areas, general areas & rodent control areas need to be attended at normal frequency & the non-operational area at a lesser frequency.
- Bidder will carry out the work in such a manner that entire buildings and campus should be free from Pest all the time.
- All the drainage, gutter, chambers shall also be treated controlling the density of rodents. Care should be taken that rodents should not run away from the areas.
- All the dead animals should be removed from all the treated premises immediately
- Your representative working in or around the premises specified in this contract shall wear distinctive uniforms.
- All the consumables and equipments required are to be provided by bidder.

- The pesticide should not affect any human being, plants, flowers or any items of the hospital chemically or physically.
- The pesticide should not leave any undesirable marks on the floor, walls etc.
- Bidder's person will maintain a record of all services. Time to time checking will be done by IDA Indore officials.
- The work has to be carried out as per table below:-

S. No.	Particulars of services for Pest Control services
1	Mosquitoes by soft & thermal fumigation Honeybee Hive treatment.
2	Rodent Control
3	Cockroach Management
4	Lizard Management
5	Ant Management (Black & Red
6	Termite Control

C. HOUSEKEEPING MATERIAL/ CONSUMABLE:-

S No.	Items
1	M- Fold Napkin/ Hand towels
2	Toilet roll stand will be provided by service provider
3	Liquid Hand Wash, Brand – Lifebuoy, Dettol etc.
4	Sanicubes
5	Toilet Cleaner Brand- Domex, sanifresh, Harpic etc.
6	Floor Cleaner (15 Lts.)
7	Dry & Wet Mop
8	Hand Napkin
9	Dusting Clothes
10	Air Freshener Brand- Odonil, Airwick,Ambipur etc.
11	Room Freshener Brand-Ambipur,Airwick, Premium etc.
12	Odonil (For Toilet)
13	Brooms
14	Dish Wash Bar Brand- Vimbar etc.
15	Check Duster
16	Garbage Bags Big (5 K.g.)
17	Garbage Bags Small (5 K.g.)
18	Glass Cleaner (5 Ltr.) Brand –Colin,Homex etc.
19	Dust Pan

20	Floor Wiper
21	Kitchen wiper
22	Chauk Pump (for Toilet)

- Service provider has to repair / replace / install the various works during housekeeping works in case of any urgent requirement.
- For the above mentioned work of repair / replace / installation, separate will be made to service provider as per M.P. PWD SOR 2014 with up to date amendment till date of NIT.
- The repair / replace / installation work shall not be more than Rs. 5.00 lacs per year.
- Service Provider to ensure to attend the call within 2 hours of receiving complaint from IDA Indore representative at the site for normal breakdown however, if the machine undergoes for major breakdown, Service provider to provide a standby machine.
- **Commercial Terms and Conditions:-**
- Applicable GST will be extra at actual.
- Service provider will raise bills per month for the services rendered and premises supplied in that month, accordingly per month.
- IDA Indore will release the payment within 30 days of receipt of duly authorized bills.
- IDA Indore will reserve the right to purchase the machine at prevailing depreciated value or continue with zero rent with servicing maintenance.

S. No.	PARTICULARS	RATE	QTY.	AMOUNT
1	Plumber		1	

SECTION 5

The Service Provider shall maintain the following standards:

The working hours:-All the activities will be carried out as per floor space availability dependent on works hours of the office. Manpower for cleansing would be planned in the lean office hours for deep cleaning cycles and they should also be available for spot cleaning and support all through. All the services will be provided for 6 days week during office hours or as directed by the Managing Director.

- Daily inspections to monitor the performance of its employees.
- Performance monitoring, ensure that its employees completes the daily housekeeping checklist.
- Ensure the employees perform services to the above specified scope.
- Ensure all equipment is maintained to the highest possible standard (Operational, clean and not in a state of disrepair).
- Maintains water, pantry stocks.

List of items to be provided by services provider:

1. Toilet Paper.
2. Toilet fresheners.
3. Garbage Bags.
4. All cleaning Accessories including Vacuum Cleaner.
5. Hand Towels (Paper as well as Cloth).
6. Room Freshener.
7. C fold paper, any other item deemed necessary to adhere to the standards set herein.

DEFINITION AND STANDARDS:

It is recognized that some marks and stains require special cleaning processes to effect removal. These shall be reported to Administrative Officer. Similarly difficult to remove graffiti shall be reported to Administrative Officer.

- **Appliances – Damp Dust**

After damp dusting is complete all external surface shall be free of all dust and dirt to leave a clean, dry, uniform appearance.

- **Carpet – Spot Clean**

After spot cleaning of carpet, the surface should be free of marks, dirt, and spots (including substance such as chewing gum, glue, tar etc.) and residue cleaner leaving a visible clean finish with a uniform appearance.

- **Carpet Vacuum**

After vacuuming is complete, carpet shall be free of all visible litter, dirt,

dust and build up (especially on edges) ensuring a clean uniform appearance. Chairs, Cloth-Vacuum. After cleaning, chairs are to be free of dirt and marks.

Chairs, Cloth-Shampoo Extraction.

When extraction shampooing is complete, the surface should be free of all deep seated dirt, stains and soiling and be left in a reasonably dry condition giving a clean uniform appearance.

- **Chairs- Clean**

After cleaning, chairs are to be free of dirt and marks. Water and beverage vending machines- clean.

On completion of cleaning, all surfaces are to be free of visible dirt, bacterial and residue cleaner leaving a clean appearance.

Floors (all) Sweep

After sweeping, all floor surfaces shall be free of visible dust, loose dirt and litter shall be collected and disposed of in an approved rubbish bin.

- **Floor (Concrete) and tiles- Damp Mop**

On completion of damp mopping all floor surfaces shall be free of all marks and dirt especially in corners and edges, visibly clean and without streaks.

- **Floors (Granite) – Machine Scrub**

On completion of machine scrubbing, all floor surfaces shall be free from all visible dirt, marks, grime, residue cleaner and any build-up (especially the edges) to display a uniform clean appearance.

Glass (window, partitions, Doors) spot clean.

After spot cleaning of glass, partitions , windows and doors , all marks and dirt on windows shall be removed leaving the surface visibly cleaned and unmarked.

- **Glass (Windows, Partitions, Doors) –Wash**

After washing of glass is complete, the surface shall be free of visible dirt and smears.

- **Grills (In doors, Air conditioning, Diffusers, Vents) –Damp Dust**

After damp dusting is complete, all grilles shall be free of dirt and dirt to leave a clean, dry uniform appearance.

Rubbish Bins- Empty and Replaces Liners.

After rubbish bins have been emptied, the bins shall be free of dirt and litter. Liners shall be changed, with a size compatible with that of the bin, whenever they contain moist materials, food or have tears or holes in them.

- **Surfaces- Damp Dust**

After damp dusting is complete, all surfaces shall be free of visible dust, dirt and build-up (especially in corners and edges) to leave a clean, dry uniform appearance.

- **Tables, Cupboards, Chairs, Desks- Damp Dust/ Clean**

After damp dusting/ cleaning of tables, cupboards, chairs and desks is complete, all surfaces shall be free of dirt, dust and residue cleaner to leave a clean, dry uniform appearance.

- **Toilets, Toilet Units, Hand Basins- De-scaling**

On completion of de-scaling and toilet bowls shall be free of calcium build-up. Acid, odor, bacteria, residue cleaner and all visible dirt leaving the surfaces with a clean appearance. After sanitizing toilet and hand basins will be free of dirt, stains and dust. The cleaning materials utilized in the service of cleaning the toilet facilities shall not be used for the purpose of cleaning other areas.

- **Toilet Partitions –Clean**

On completion of cleaning of toilet partitions the surface shall be free of removable marks dust and be visibly clean with a uniform appearance.

- **Toilets Units, Hand basins- Clean and sanitize**

After cleaning and sanitizing, toilets and hand basins shall be free of dirt, dust, stains and marks, cleaner residue and bacteria. The cleaning material utilized in the services of cleaning the toilet facilities shall not be used for the purpose of the cleaning of the other areas.

- **Horticulture:**

Service Provider has to plant & maintain approximately 30-40 plants according to the aesthetics of the office premises and maintain & replace them if required on regular basis.

- **Other Terms of service:-**

The Service Provider shall make his own arrangements for transportation of his

staff from his office to the IDA. and back.

The Service Provider shall make his own arrangements for all required infrastructure. The Service Provider shall be responsible for maintaining the complete inventory of the consumables.

The Service Provider shall be responsible for collection and disposal of (both wet and dry) waste from the office as per the prescribed norms. These have to be properly disposed by using adequate proven techniques (hand- gloves, garbage bags etc.).This is included in the scope of works and will not be paid separately.

The Service Provider upon request shall furnish the names of the persons engaged along with their detailed medical report. These medical tests have to be carried out on the personnel at least once in a year these have to be submitted as and when the same is carried out at the cost of the Service Provider without any additional cost.

The Service Provider shall provide further details of the personnel so deployed such as age, qualification, residential address, professional track record and any other details required by IDA

The Services Provider personnel are to have to proper uniforms /badges and personal protective gear.

In addition to the conditions mentioned above, the Service Provider is expected to adhere and accept any alteration to general provisions, and any additional clauses required by any law/rule/ regulation or the bye-laws of the land, in effect at the time or execution of the

contract.

- **DOCUMENTATION REQUIRED IN SUPPORT OF DELIVERABLES** :- Daily register for maintenance of housekeeping services shall be maintained by the bidder and counter signed by the owners representative , copy of the same shall be submitted with the bill.

GENERAL ADMINISTRATION

Sr. No.	SERVICE LEVEL DESCRIPTION	STANDARDS	IDA RESUREMENTS	PARAMETERS
1	Establishment of Control room to handle local complaints received from units.	Managing and maintaining of all records of complaints	No customer complaints	100% performance all complaints should be handled immediately.
2	Appliances			
	Refrigerators	Need based maintenance	Response: Immediate with complaint logging. Resolution 24 hrs. if spares involved.	Response: immediate with complaint logging. Resolution 24 hrs if spares involved.
3	Panty services	Good quality food	100% availability	100% performance
4	In-house material supply	Stock management, ordering and control.	100% availability	100% performance
5	Other tea/coffee arrangement.	Made to order tea/coffee, visitor service.	Professional arrangement with neatly dressed personnel and quality tea/coffee prepared. To be made available within 5 min.	100% performance
6	Drinking water supply	Bubble top and bottle contract.	Quality as defined & accepted water availability for 24 hrs. with clean & dry dispensers.	100% performance
7	Labour control	Floor wise pantry services,	Neatly dressed, well mannered personnel to	

		services to meetings and conference.	discharge the duties with hygiene as a factor.	
	Communication			
A	Control by Walky-talky	Managerial and security personnel, Electrician, Plumbers and other essential staff should have walky-talky		100%, to have better and efficient control on works,.
B	EPBX	For fast communication between reception and Units/ main gage and supervision on campus boundaries	EPBX of required line as per site condition. For better connection at reception and at every units, on boundaries of campus, on terrace to safeguard building	100% performance
C	Management of Audio-Video System	Video system, audio system, public address system for meeting rooms and for conference	Ready to plug in facility all the time.	100% performance
8	Better Schedule of utilities to save energy	In night after working hour lifts and lights can switched off	To save energy in night unnecessary lights should be switch off	100% performance if not found unnecessary wastage of energy, liable to be penalized.

25 PF AND ESL

*All liabilities for ESI, PF for the men power deployed for the O&M would be the responsibility of the Bidder.

26. Taxes and Statutory charges :-

Any statutory charges and taxes like property taxes, Municipal taxes shall be payable by ID A as owner of the property. Other taxes shall be liability of the contractor.

Format of covering letter

Date: _____ Place: _ To,

C.E.

I D A

Indore, MP (INDIA)

Pin: 452003

Dear Sir,

Sub: Integrated Property Management Services at **IDA HEAD OFFICE**

Please find enclosed one (1) original + (1) copy issued by **IDA. INDORE**

No.: _____ Dated _____. We hereby confirm the following:

This bid is being _____ (name of the bidding firm) who is a submitted by

bidder in accordance with conditions stipulated in the Tender

The information submitted in this bid is complete strictly as per the terms and conditions of Tender and is correct to the best of our knowledge and understanding. We would be solely responsible for any errors in this bid.

We agree and undertake to abide by all the stated terms and conditions of the Tender and any subsequent communications sent by **IDA. INDORE**

We as the Bidding firm designate Mr. /Mrs./Miss _____ as our authorized signatory and representative who is authorized to perform all tasks including, but not limited to providing information, responding to enquires, entering into contractual commitments on behalf of our firm.

For and on behalf of:

Signature (authorized signatory)

Name of person:

Designation:

DETAILS OF AREA FOR HOUSEKEEPING BUILDING

S. NO.	PARTICULARS	QTY (IN Sq.ft)	Remark
1	GROUND FLOOR Entrance and Staircase Lobby	Approx. 2000 sqft	
2	FIRST FLOOR	10000 sqft	
3	SECOND FLOOR	10000 sqft	
4	THIRD FLOOR	10000 sqft	
5	FIFTH FLOOR	5000 sqft	

Service Provider Agreement

THIS AGREEMENT is made on the _____ day of 2019 between IDA Indore hereinafter called "the Employer" of the One Part and _____ (Name of O & M agency _____ (Mailing address of Contractor) the other part.

WHEREAS the Employer is desirous that HOUSEKEEPING / PEST CONTROL / CONSUMABLE MATERIAL Management Services for IDA Indore (M.P.) should be executed by Service Provider agency and has accepted all terms and condition of tender for the HOUSEKEEPING /PEST CONTROL/ CONSUMABLE MATERIAL

Management Services and have assured the execution of such works NOW THIS AGREEMENT WITNESSETH as follows:

1. In this Agreement words and expression shall have the same meaning as are respectively assigned to them in the Conditions of Contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.,
 - a) All tender Documents as issued by the Employer for this work.
 - b) All amendments to the tender documents as issued by the Employer prior to submission of the bids.
 - c) Acceptance letter issued by the Employer vide No.....and all correspondence exchanged between the Employer and the Contractor up to the date of issue of acceptance letter as specifically referred to in the said acceptance letter.
3. In consideration of the payment to be made by the Employer to the Service Provider agency as hereinafter mentioned, the Service Provider agency hereby covenants with the Employer to execute the works in conformity in all respects with the provisions of the contract.
4. The Employer hereby covenants to pay the Contractor in consideration of the execution, of the Works, the contract price at the times and in the manner prescribed by the Contract.

IN WITNESS WHEREOF the parties hereto have caused their respective Common Seals to be hereunto affixed (or have hereunto set their respective hands and seals) the day and year first above written.

SIGNED, SEALED AND DELIVERED By the said _____Name (Employer)_____ _____Name (O&M agency) _____on behalf of the Employer on behalf of the O & M agency.

In the presence of :

In the presence of :

Name of the Employer:

Name of the O & M agency:

C.E.

IDA Indore

Address of the Employer:

Address of the O& M agency:

7, Race course road

Indore – 452003 (MP)

Signature & Seal:

Signature & Seal:

Date:

Date: