

Basic Details

Organisation Chain	Indian Institute of Management Sirmaur		
Tender Reference Number	IIMS/NIT/Facility Management Services/04/2026-27		
Tender ID	2026_IIMS_917466_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	QCBS
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	Yes	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

Payment Instruments

Offline S.No	Instrument Type
1	Demand Draft
2	R-T-G-S
3	NEFT

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	All documents demonstrating compliance with the Technical Eligibility Criteria, as per Annexure-35
		.pdf	Additional Bid Documents (Not Specified in Annexure-35 but in the tender document)
2	Finance	.xls	BOQ

Tender Fee Details, [Total Fee in ₹ * - 15,000]

Tender Fee in ₹	15,000
Fee Payable To	IIM Sirmaur
Fee Payable At	Paonta Sahib
Tender Fee Exemption Allowed	Yes

EMD Fee Details

EMD Amount in ₹	90,00,000	EMD Exemption Allowed	Yes
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	IIM Sirmaur	EMD Payable At	Paonta Sahib

[Click to view modification history](#)

Work /Item(s)

Title	Providing Integrated Facility Management (Catering and Hospitality, Housekeeping Related, Waste Disposal, Horticulture, Pest Control, operation and maintenance of the equipment and Manpower including administrative staff, etc.)Services at IIM Sirmaur
Work Description	Providing Integrated Facility Management (Catering and Hospitality, Housekeeping Related, Waste Disposal, Horticulture, Pest Control, operation and maintenance of the equipment and Manpower including administrative staff, etc.)Services at IIM Sirmaur
Pre Qualification Details	As per the tender documents
Independent External Monitor/Remarks	M.C Borwankar M.J Joseph
Show Tender Value in Public Domain	Yes



Tender Value in ₹	45,00,00,000	Product Category	Facility Management Services	Sub category	Integrated Facility Management Services (IFMS)
Contract Type	Tender	Bid Validity(Days)	180	Period Of Work(Days)	1095
Location	Dhaulakuan and Paonta Sahib	Pincode	173031	Pre Bid Meeting Place	IIM Sirmaur
Pre Bid Meeting Address	IIM Sirmaur Distt Sirmaur HP 173031	Pre Bid Meeting Date	22-Jul-2026 11:00 AM	Bid Opening Place	Dhaulakuan
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	15-Jul-2026 04:00 PM	Bid Opening Date	07-Aug-2026 03:00 PM
Document Download / Sale Start Date	15-Jul-2026 04:00 PM	Document Download / Sale End Date	06-Aug-2026 03:00 PM
Clarification Start Date	NA	Clarification End Date	NA
Bid Submission Start Date	15-Jul-2026 04:00 PM	Bid Submission End Date	06-Aug-2026 03:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	Providing Integrated Facility Management (Catering and Hospitality, Housekeeping Related, Waste Disposal, Horticulture, Pest Control, operation and maintenance of the equipment and Manpower including administrative staff, etc.) Services at IIM Sirmaur	3625.18

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	BOQ	BOQ_964206.xls	BOQ	325.50
	2	Tender Documents	NIT.pdf	Providing Integrated Facility Management (Catering and Hospitality, Housekeeping Related, Waste Disposal, Horticulture, Pest Control, operation and maintenance of the equipment and Manpower including administrative staff, etc.) Services at IIM Sirmaur.	3607.54

View GTE / QCBS Details - QCBS Methodology

S.No	Particulars	Description	Expected Value	Mandatory	Points(Weightage)
1.0	Some Line Of Items	Some Line Of Items		Yes	
1.01	QCBS NEW	Item Details	60	Yes	100

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	oa_purchase@iimsirmaur.ac.in	Amit Sharma	AMIT SHARMA
2.	ao_personnel@iimsirmaur.ac.in	HUKAM CHAND	hukam chand
3.	akdas@iimsirmaur.ac.in	Amiya Das	AMIYA KUMAR DAS

GeMARPTS Details

GeMARPTS ID	TPI5PVKKT7MO
Description	Integrated Facility Management Services
Report Initiated On	15-Jul-2026
Valid Until	14-Aug-2026



Tender Properties

Auto Tendering Process allowed	No	Show Technical bid status	Yes
Show Finance bid status	Yes	Stage to disclose Bid Details in Public Domain	Technical Bid Opening
BoQ Comparative Chart model	Normal	BoQ Comparative chart decimal places	2
BoQ Comparative Chart Rank Type	L	Form Based BoQ	No

TIA Undertaking

S.No	Undertaking to Order	Tender complying with Order	Reason for non compliance of Order
1	PPP-MII Order 2017	Agree	
2	MSEs Order 2012	Agree	

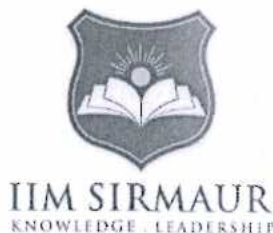
Tender Inviting Authority

Name	AO (Purchase-in-Charge)
Address	IIM Sirmaur HP 173031

Tender Creator Details

Created By	Amit Sharma
Designation	Office Assistant
Created Date	15-Jul-2026 02:24 PM





भारतीय प्रबन्ध संस्थान सिरमौर
(शिक्षा मंत्रालय, भारत सरकार के अधीन)
धौला कुआँ, सिरमौर, हिमाचल प्रदेश - 173031, भारत

INDIAN INSTITUTE OF MANAGEMENT SIRMAUR

(Under Ministry of Education, Govt. of India)

Dhaura Kuan, District Sirmaur, Himachal
Pradesh, PIN - 173031

URL: www.iimsirmaur.ac.in

Email: purchaseoffice@iimsirmaur.ac.in

Notice Inviting Tender (NIT) for

Providing Integrated Facility Management (Catering & Hospitality, Housekeeping Related, Waste Disposal, Horticulture, Pest Control, operation & maintenance of the equipment and Manpower including administrative staff, etc.) Services at IIM Sirmaur

E -Tender No.: IIM Sirmaur/NIT/Facility Management Services/04/2026-27 Dated:15.07.2026

Issued by:

Administrative Officer (Purchase in-charge)
Indian Institute of Management Sirmaur
(for & on behalf of the Director, IIM Sirmaur)



TABLE OF CONTENTS

Sl. No.	DESCRIPTION	PAGE No.
1	SECTION-1 (Definitions)	3
2	SECTION-2 (NIT)	4
3	SECTION-3 (Introduction)	7
4	SECTION-4 (General Information)	8
5	SECTION-5 (Special Instructions)	12
6	SECTION-6 (Eligibility Criteria)	14
7	SECTION-7 (Evaluation of Bids)	22
8	SECTION-8 (Selection of Service Provider)	25
9	SECTION-9 (Contract document)	26
10	SECTION-10 (Scope of Work and Services)	27
11	<u>ANNEXURES</u>	
12	ANNEXURE-1 (Master layout of the campus)	128
13	ANNEXURE-2 (Floor Area)	129
14	ANNEXURE-3 (Bid Security Declaration)	131
15	ANNEXURE-4 (Integrity Pact)	132
16	ANNEXURE-5 (No Relationship Certificate)	138
17	ANNEXURE-6 (Company Registration Certificate)	139
18	ANNEXURE-7 (Profile Declaration Certificate)	140
19	ANNEXURE- 8 (Clean Track Record Declaration)	142
20	ANNEXURE- 9 (Work Experience Certificate)	143
21	ANNEXURE-10 (Similar Works)	144
22	ANNEXURE-11 (Manpower Capability Certificate)	145
23	ANNEXURE-12 (Financial Capability)	146
24	ANNEXURE-13 (Technical Bids Evaluation Details)	148
25	ANNEXURE-14 (Financial bid evaluation method)	151
26	ANNEXURE-15 (Price Bid Format)	152
27	ANNEXURE-16 (Food Menu for Guest House)	154
28	ANNEXURE-17 (Kitchen Equipment Installed in Student Mess)	155
29	ANNEXURE-18 (List & Quality of Ingredients)	157
30	ANNEXURE-19 (Expected Manpower Requirements)	159
31	ANNEXURE-20 (Menu for Cafeteria/ Canteen)	161
32	ANNEXURE-21 (Kitchen Equipment Installed in Guest House)	162
33	ANNEXURE-22 (Housekeeping Consumables)	163
34	ANNEXURE-23 (Housekeeping Equipment, Tools & Machines etc.)	166
35	ANNEXURE-24 (Room Upkeep Requirements for Guest House)	168
36	ANNEXURE-25 (Items Required for Bathroom Cleaning)	170
37	ANNEXURE-26 (Building Wise Toilet Details)	171
38	ANNEXURE-27 (Manpower Requirement Housekeeping)	173
39	ANNEXURE-28 (Details of Horticulture & Landscaping)	175
40	ANNEXURE-29 (Consumable Inventory: Horticulture and Landscaping)	179
41	ANNEXURE-30 (Laundry and Dry-Cleaning Services)	181
42	ANNEXURE-31 (Total Manpower Requirement for Both Campuses)	183
43	ANNEXURE-32 (Representational Inspection Report: Both Campus)	184
44	ANNEXURE-33 (Complaint Escalation Matrix)	194
45	ANNEXURE-34 (Unsatisfactory (Non) Performance Penalty Provisions)	200
46	ANNEXURE-35 (Summary of documents)	201



SECTION-1

Definitions

1. 'IIM SIRMAUR' or the 'INSTITUTE' means the Indian Institute of Management Sirmaur.
2. 'Notice Inviting Tender' (NIT) means this document specifying the requirements, terms and conditions, scope and other particulars for selecting and employing a Service Provider to provide facility management services.
3. 'Bidder' the expression Bidder shall mean, the tenderer who submits the tender.
4. 'Service Provider' the expression Service Provider shall mean, the Service Provider/tenderer selected by the Institute for providing facility management services.
5. 'Integrated Facility Management Services' (IFMS) shall include catering and hospitality, housekeeping related, waste disposal, horticulture, pest control, operation and maintenance and safety and maintenance of equipment/machines and provision, manpower etc.
6. 'Two-Bid system' shall consist of technical bid and financial bid submitted through e-tender.
7. 'Quality-cum-Cost Based Selection' (QCBS) shall mean, a tender evaluation method that assesses bids on both technical quality and financial cost with due weightage.
8. 'Quality Oriented Procurement'(QOP) means quality and technical aspects are also important, apart from the cost of service.
9. 'Technical Committee' means the committee constituted by the Competent Authority of the Institute to consider and declare Integrated Facility Management services Procurement as Quality Oriented Procurement (QOP).
10. 'Technical bid' means the technical part of the tender which includes the data and documents required for evaluating the technical capability of the Service Provider.
11. 'Financial bid' means the financial part of the tender which specifies the service charge proposed by the Service Provider for providing Integrated facility management services.
12. 'Technical Evaluation Committee (TEC)' means the Committee constituted by the Competent Authority of the Institute to evaluate the bids/tenders and submit its recommendations.
13. 'Similar Services' means only a project comparing of services rendered in Integrated Facility Management services (Catering & Hospitality Services) to not less than 1000 persons per day in any Institute or corporate and Housekeeping Related, Operation and Maintenance & Safety of civil and electro-mechanical services rendered in campuses comparing of various building with a built-up area not less than 50 Thousand sq. mtr., waste disposal, horticulture, pest control, maintenance of various equipment and manpower etc. All aspects relating to one or more of the above, including consumables, equipment, manpower, and services rendered, shall be considered as forming part of the nature of services under this tender.



SECTION-2

Notice Inviting Tender

IIM Sirmaur invites online two bid system Technical and Financial tender from reputed firms/corporates/companies having adequate & relevant experience in providing Integrated Facility Management (Catering & Hospitality, Housekeeping Related, Waste Disposal, Horticulture, pest control, operation & maintenance of the equipment and manpower etc.) services at IIM Sirmaur permanent campus, Dhaula Kuan and city campus, Paonta Sahib.

I. Service requirements and schedule of dates.

Bid Downloading Schedule:

Tender documents can be downloaded free of cost from IIM Sirmaur website www.iimsirmaur.ac.in and CPPP portal (<http://eprocure.gov.in/eprocure/app>) as per the schedule given in below table: -

1.	Brief Service Requirements (Different commencement dates may be applicable for different services as decided by IIM Sirmaur at both campuses)	Integrated Facility Management services consist of the following: 1. Providing Catering Services at the Student Mess in both campuses and Guest House in the permanent campus. 2. Providing additional catering services including Night canteen; Fresh Fruits and Juice Centre; Snacks (like Gol Gappa, momos, lemon water etc.); Bakery and related Products (Cake, Pizza, Burger, etc.) in both campuses. 3. Providing Catering Services for Various programmes, events, conferences, meetings, and convocation etc. and associated hospitality services on both campuses. 4. Providing Housekeeping services for the entire premises including pest control, sanitization services, road cleaning, drainage cleaning, pathways cleaning, roof top cleaning, Glass Cleaning etc. in both campuses. 5. Providing Manpower for Hospitality services, Housekeeping and for all other services as and when required in both campuses. 6. Providing Laundry services for Guest House and other stakeholders of the Institute in both campuses. 7. Providing Waste Disposal Services for both campuses on daily basis. 8. Providing Horticulture Services in the Campus premises.
----	---	---



		9. Operation & Maintenance of fire extinguishers, fire alarms, electrical installations, HVAC, STP and such other related services, water treatment plant, RO systems, water filters, ACs, lifts, DG sets and substations. 10. Maintaining equipment and tools for housekeeping, horticulture, pest control, plumbing and masonry, carpentry etc. 11. Waste Management. 12. Providing manpower for administrative works.
2.	Period of Contract	The period of contract will be for 03 (Three) Years.
3.	Commencement of service	Within 30 days from date of issuance of Letter of Award (LoA)
4.	Period of downloading of Bid Document from IIM Sirmaur Website/ CPPP portal	From 15.07.2026 at 16:00Hrs
5.	Pre-Bid Meeting	22.07.2026 at 11:00 hrs. Service Providers who will not be able to visit the IIM Sirmaur campus physically for the pre-bid meeting may request for online meeting link (to purchaseoffice@iimsirmaur.ac.in) by 17:00 Hrs. on 21.07.2026 for the pre-bid meeting. The link will be shared according to the Service Provider making such a request.
6.	Last Date of Pre-Bid Queries	21.07.2026 at 17:00 Hrs.
7.	Last Date of Receipt of the Bids	06.08.2026 (Till 15:00 Hrs.)
8.	Date of Opening Technical Bid (for Pre-Eligibility Criteria Evaluation)	07.08.2026 (15:00 Hrs.)
9.	Date of Presentation by the Eligible Service Providers (Technical Bid Evaluation will be done after the presentations)	To be announced later (Only the bidders qualified in stage -1)
10.	Site visit	During 11:00 Hrs. – 17:00 Hrs. on working days till 05.08.2026
11.	Bid Security Declaration	Service Providers are required to mention details of the EMD submitted as per Annexure-3 .
12.	Mode of Submission of bid	Online through CPP Portal.



13.	Contact Person	Administrative Officer (Purchase in-charge), IIM Sirmaur purchaseoffice@iimsirmaur.ac.in Indian Institute of Management Sirmaur, Dhaula Kuan, Distt. Sirmaur, H.P. – 173031, India
14.	Duration of the contract	The contract shall be initially for a period of three (03) years from the date of commencement of integrated Facility Management service. The contract may be extended for another one (01) year with the same terms and conditions of the tender subject to satisfactory performance by the service provider or as per the requirement of the Institute. The performance of the service provider should be reviewed in every quarter.
15.	EMD (Earnest Money Deposit- Refundable)	Rs. 90,00,000 (Rupees Ninety Lakh Only)
16.	Estimated cumulative Value of the Tender for 3 years (inclusive of GST)	Rs. 45,00,00,000 (Rs. 45 Crores)
17.	Tender processing fee	Rs. 15,000 (Rs. Fifteen thousand only)
18.	IEM (Independent External Monitors)	Dr. M.C. Borwankar (mcborwankar@gmail.com) Mr. M.J. Joseph (mohan.joseph@gmail.com)

NIT document and other details like corrigendum etc. can be obtained/ downloaded free of cost from the:

- Institute website @ www.iimsirmaur.ac.in (under 'Tender' section)
- CPP Portal @ <https://eprocure.gov.in/eprocure/app>

The offers submitted by Fax/email shall not be considered. No other correspondence will be entertained in this matter.

The Institute reserves the right to change any provisions of the tender document by publishing corrigendum for the same on the institute's website/CPP portal.

Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without assigning any reasons thereto.



SECTION-3

INTRODUCTION

(a) Indian Institute of Management Sirmaur is one of the premier management institutes in the country set up by Ministry of Education, Govt. of India, by an Act of the parliament as Institute of National importance to provide world class management education.

Permanent Campus

IIM Sirmaur is located at Dhaula Kuan, District Sirmaur. The campus is newly constructed with buildings catering to academic, administrative, residential, dining, and amenities requirements on the campus. The academic area has three buildings consisting of classrooms of various capacities and faculty offices and halls. The administrative wing has Director, staff and other offices, library and reception area. The campus has a newly constructed student dining facility spread over two floors where about 1200 students, faculty and staff members, their families, guests, and other visitors to the Institute can have food. The residences have 15 hostel buildings with single occupancy rooms. The Campus has an MDP Guest House with 36 rooms with occupancy of 60 people. The campus has an auditorium of other state-of-the-art places with seating capacity of approximately seven hundred people. The campus has also a student activity center (SAC) where the facilities of gym, sports etc. are provided and there are playgrounds in open for football, basketball, volleyball and tennis etc. The Virtual Learning Center consists of canteen, dispensary, Incubation center, Mini supermarket etc. The staff housing will accommodate around 140 BMS students from July 2026 and rest of the rooms will be allotted to staff. The campus has open space area being used for greenery.

In addition to the regular residential programs (MBA, MBA-Tourism, LMS, and PhD), in the permanent campus the Institute also conducts executive education, training, and development programs wherein middle to top level executive participants from various government, public sector and private business organizations participate. The facilities in the guest house area include facilities for executive lodging and boarding that presently have 36 rooms capacity. The masterplan layout of the permanent campus is placed at **Annexure-1**. The details of floor area of the buildings of the permanent campus are given at **Annexure-2**.

City Campus

The Institute has another campus known as City Campus situated at Paonta Sahib in the rented buildings consisting of Administrative Building, two Hostel Buildings and open area with two playgrounds and other facilities like mess, STP, DG set etc.

The city campus consists of main academic building with three floors and two hostels. Nearly three hundred students are residing on the campus. There are two big playgrounds and one basketball court and a gym inside main academic building and other service facilities like student mess, DG set and STP etc. The city campus will function only for another two years. The BMS 300 students currently residing in the city campus will be shifted to the permanent campus within two and half years (approximately). The 1st batch of BMS 150 students will be shifted to the permanent campus in the month of July 2026 and they will be accommodated in the staff housing quarters. The details of the floor area of the buildings are detailed at **Annexure-2**.

NOTE: 1. Buildings floor area is calculated based on built-up area of the buildings.



NOTE FOR SITE VISIT TO PERMANENT AND CITY CAMPUS

(b) Service Providers in their own interest and at their own cost, are advised to visit, inspect, and examine the site/ campus and its surroundings and satisfy themselves including prevailing rules, regulations/ directions of the local authorities/ State Government that may be necessary for preparing the bid and execution of the contract, before submitting their Bids. Service Providers need to do their own due diligence with respect of the Site Conditions including access to the site, availability of land, water, power and other facilities, source and extent of availability of suitable materials including water, storage facilities for consumables, tools & equipment and labor, including but not restricted to any other conditions which may influence or affect the work or cost thereof under the contract.

No extra charges consequent upon lack of any information/ knowledge/misunderstanding of scope of work and understanding shall be payable by the Institute.

The Service Providers should note that information, if any, regarding the site and local conditions, as contained in this Bid document, has been given merely to assist the Service Providers and is not warranted to be complete or accurate in all respects. The Service Provider should ascertain all other information pertaining to and needed for the work, including information regarding the risks, contingencies and other circumstances which may influence or affect the work or the cost thereof under this contract.

SECTION-4

GENERAL INFORMATION AND INSTRUCTIONS FOR THE BIDDERS

1. The Complete tender documents can be downloaded from the Website of IIM Sirmaur / CPP Portal. Information on issuance of corrigendum, if any, related to this tender will be available only on E-Procurement Portal and on the website of the Institute. All times mentioned in this document are in IST unless specifically mentioned otherwise.
 - (a) Please read all the Terms & Conditions carefully before filling in the document.
 - (b) Incomplete Tender Documents will be rejected.
 - (c) All pages of the Tender Document serially numbered must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and Conditions of this Tender.
 - (d) Manner of submission of the Bids: The Service Provider must submit online bids, i.e., Technical Bid and Commercial Bid separately through e-procurement portal i.e. *CPP Portal*. No manual bid will be accepted.
 - (e) The Last date and time for submission of the Bids: 15:00 Hrs. on 06.08.2026.
 - (f) Inspection of Site: Interested parties shall visit and examine the site and its surroundings at their own cost on intimation to Senior Consultant (Admin) and shall satisfy themselves before submitting the Tender.
2. **Time and date for opening of Bids:** The Technical Bid will be opened electronically on 07.08.2026 at 15:00 hrs.
3. **Pre-Bid Enquiry:** An online pre-bid meeting will be conducted through Zoom/any other platform, to clarify doubts that may arise before submission of the bids.



/representatives are invited to participate in this pre-bid meeting either in physical or online mode. Such attendees have to send a request along with the letter of authorization from their firm (or firms they are representing) by email to purchaseoffice@iimsirmaur.ac.in, for attending the pre-bid meeting. Service Providers are requested to email the questions prior to the pre-bid meeting, to enable the Institute to clarify the doubts in the pre-bid meeting itself or after pre-bid meeting. The link of online pre-bid meeting will be shared with only those prospective bidders, who would have requested for attending the pre-bid meeting as mentioned above. Maximum of two representatives per Service Provider will be permitted to attend pre-bid meeting, subject to the submission of valid authorization letter. The clarifications/modifications/deletions/additions relating to the tender document will be communicated as corrigendum in the CPP portal, as well as in the Institute's website which shall be final and as a part of the tender. Queries or requests to change any clause of the tender after pre-bid meeting will not be entertained.

4. **Two-Bid system under QCBS:** Under two bids system through e-tendering, only the Technical Bid would be opened in the first instance on the time and date mentioned in section-2. However, only Bidders who fulfill the Eligibility Criteria will qualify for the technical round. Those Service Providers who fulfill the Eligibility Criteria will be called for Presentation on the specified date mentioned in section-2. The results of technical evaluation will be uploaded to the CPP portal and Institute website. Date of opening of the commercial/ financial bid will be intimated after acceptance of the technical bids. Commercial bids of only those bidders will be opened whose technical bids are found eligible after technical evaluation is done by IIM Sirmaur. If any of the documents or information pertaining to eligibility criteria, or technical bid evaluation round is not submitted, IIM Sirmaur reserves the right to call upon the documents/ Clarification on the submitted documents from the Service Providers. If the Service Provider fails to submit the requested documents within the stipulated time, the bid will not be considered further. The rejected bids would be ignored for further evaluation.
5. **Modification and Withdrawal of Bids:** A bidder may modify or withdraw his submitted bid till the deadline for submission of bids by following the due procedure on the online bidding portal. No bid shall be modified after the deadline for submission of bids.
6. The Competent Authority of IIM Sirmaur reserves the right to modify/to cancel the tender any time or withdraw any terms and conditions without assigning the reason/any part of the tender before the last date of submission of the bids, giving sufficient time to all the Service Providers to respond. Such modifications/withdrawals shall be communicated as corrigendum in the CPP portal as well as in the Institute website.
7. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, IIM Sirmaur may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered, or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
8. **Rejection of Bids:** Canvassing by the bidder in any form, and post-award request for amendments may invoke summary rejection. The financial bid should be without any conditions Conditional tenders will be rejected. Financial information relating to the bid should not be present in any form in the technical bid. IIM Sirmaur reserves the right to reject any bid, citing valid reasons. IIM Sirmaur reserves the right to reject a bid, if at any time, a material suppression or misrepresentation is made or discovered. IIM Sirmaur may pause or



scrap the process at any time without assigning any reason thereof.

9. **Validity of Bids:** The Bids should remain valid till 180 days from the date of award of LoA. If any bidder withdraws his Prequalification Bid before the stipulated period or makes any modification in the Financial Bid (BOQ) or terms and conditions of the Prequalification Bid, the Institute, without prejudice to any other right or remedy, will be at liberty to blacklist the bidder for a certain period and/or forfeit the EMD/Security Deposit.
10. **Tender processing fee:** The bidder shall pay Rs. 15,000/- (Rs. Fifteen thousand only, GST inclusive) as tender processing fee and upload the scan copy of payment receipt along with the security deposit. The fee and security deposit should be remitted by electronic transfer to IIM Sirmaur through NEFT or RTGS as detailed below. The fee paid is non-refundable.

Beneficiary: Indian Institute of Management Sirmaur

Name of the Bank: ICICI Bank

Account Number: 140701000266

IFSC Code: ICIC0001407

Failure to pay the tender fee will result in the bid not being considered, even if all the documents are submitted. MSEs and registered Startups are exempted from paying the tender processing fee.

11. **Earnest Money Deposit:** The EMD shall be 2% of the estimated value of the tender. The scan copy of the EMD along with the technical bid should be uploaded, failing which the bid will be rejected. The original copy must be sent by post. Micro and Small Enterprises (MSEs)/ Startups will be exempted from submission of EMD. The bidder should upload an authenticated/notarized copy of their valid Udyam registration certificate (current) with NSIC, MSE and SSI for grant of exemption. The certificate should clearly indicate that the services being rendered are covered under the registration and the services should be in Integrated facility management services. The MSMEs registered as trader (trading) are not exempted from payment of EMD. The EMD of unsuccessful bidders will be returned without any interest thereon after finalization of the tender.
12. **Bid Security Declaration:** Bidders are required to submit a Bid Security Declaration, as per format attached in **Annexure-3**. The bidder may be declared **debarred/disqualified/blacklisted** for a period of two years from the date of notification of tender if the bidders are found to be in a breach of any obligation under the bid conditions, as indicated in the Bid Security Declaration.
13. **Performance Guarantee:** Within 15 (fifteen) days of the issuance of notification of award/Letter of Intent/Letter of Award, the successful Service Provider shall furnish a performance guarantee of 5% of the contract value in the form of Fixed Deposit Receipt/Bank Guarantee from any nationalized/Scheduled Bank, in favor of IIM Sirmaur, or Online transfer of the amount to a bank account specified by IIM Sirmaur. Submission of the performance guarantee in e-PBG mode is preferred. The Performance Guarantee shall be kept valid for a period of the contract plus two Months *(to be re- validated for such equal periods for which the contract may be extended after the initial period of 36 months)*. The EMD of the successful tenderer shall be converted into security deposit. EMD of the rest of the bidders will be refunded after award of the contract. The Performance Guarantee amount shall be payable without any condition whatsoever and these guarantees shall be irrevocable. The Performance



Guarantee is intended for securing the performance of the entire tenure of the agreement between IIM Sirmaur and the Service Provider. The Performance Guarantee/Security Deposit shall be released only on satisfactory performance of the terms of agreement between the service provider and IIM Sirmaur for the entire period of the agreed time frame plus two months. The deposit will not bear any interest. In case of any extension granted to the Service Provider, the guarantee/security deposit will be extended by the Service Provider till the new date of expiry of the contract, plus two months at his own cost. At no point, during the contract, the guarantee/security deposit should expire. A failure to submit the Performance Guarantee by the successful Service Provider within the specified time mentioned above will lead to a forfeiture of the EMD, and the bid from the said successful Service Provider will automatically stand cancelled. The Institute may blacklist a successful Service Provider who fails to submit the Performance Guarantee within the specified time or within the extended time, if any.

14. The Performance Guarantee/Security Deposit is liable to be forfeited if the party fails to execute the work as per the terms and conditions of the agreement, and to the satisfaction of IIM Sirmaur, or on account of any breach of the agreement. Any damage to IIM Sirmaur property would be recovered from the performance Guarantee, and if the damage exceeds the performance guarantee, then the Service Provider commits that the additional amount of damage would be recovered from the Service Provider and the Service Provider is liable to pay in such a case. IIM Sirmaur reserves the right to deduct an appropriate amount from the performance security deposit in lieu of any other dues.
15. The Service Provider will provide a complete and detailed list of Equipment that it intends to procure and install for fulfillment of the contract to IIM Sirmaur, no later than 07 (seven) days from the date of issuance of Letter of Award of the contract. Such a list will contain detailed information about all equipment, tools and machinery, for which expenditure will be made in the nature of Capital Expenditure. The procurement and installation of the equipment, tools and machineries linked to this Contract will only be made after receipt of written approval from IIM Sirmaur, in the manner and mode specified by IIM Sirmaur. No deviation would be permissible in the equipment, tools and machinery. The equipment, tools and machinery have to be approved and installed with explicit written permission from IIM Sirmaur. Providing complete and accurate information will be the sole responsibility of the vendor. All equipment/tools/machines will be ISI (BIS)/CE/UL/Lab certified (as the case may be) and made of SS 304 (or higher) grade steel (wherever applicable) and should be of reputed national/international brand make. The decision of IIM Sirmaur regarding quality (including certification and brand), brands and specification will be final and binding. Products under compulsory certification requirement of the Government of India will be required to fulfill such requirements.
16. The successful Service Provider must give acceptance within 05 (five) days of the issuance of the LoA/Work Order, and the Service Provider must provide the performance guarantee within 15 days of the issuance of the LoA/Work Order. The agreement should be executed within 15 days from the date of issuance of the LoA/Work Order.
The commencement of the work should start within 30 days from the issuance of the LoA/Work Order. IIM Sirmaur may set different dates for commencement of different services covered under this tender.
17. The selected Service Provider shall sign an Integrity Pact in the format given in **Annexure-4**. Then the Service Provider shall execute an Agreement on non-judicial stamp paper (to be

procured by Service Provider) of appropriate value (Rs. 500/-) with IIM Sirmaur at Sirmaur, in a format to be mutually agreed between IIM Sirmaur and the selected Service Provider.

In case of relaxation provided by IIM Sirmaur beyond the 30 (thirty) days specified herein for commencement of the contract for commencing kitchen, the selected Service Provider may be required to make temporary provision for the catering requirements. Other services will have to be started within 30 days of request by IIM Sirmaur, to commence such services, unless explicitly specified otherwise by IIM Sirmaur.

18. Bidders should not have any conflict of interest in terms of any direct or indirect relationship (whether commercial or otherwise) with any employee of IIM Sirmaur or their close relations. Declaration should be submitted in the format given at **Annexure-5**.
19. Any party involved in any pending dispute resolution proceedings against IIM Sirmaur at any forum, as on the date of publication of tender, shall be ineligible to participate in the tender process, whether directly or indirectly.
20. All annexures are an integral part of this Notice Inviting Tender and are binding on the Service Provider.
21. The selected Service Provider shall file the applicable form with the tax department in time and submit copy of the document as proof.
22. The GST applicable shall be shown as separate line item in the Tax Invoice to avail input credit.

SECTION – 5

SPECIAL INSTRUCTIONS TO SERVICE PROVIDERS FOR THE E-SUBMISSION OF THE BIDS ONLINE THROUGH E-PROCUREMENT PORTAL

1. Registration process on online portal
 - a) Bidders are required to enroll on the e-Procurement module of the portal (if not registered earlier) CPP Portal by clicking on the link “Service Provider Enrolment”.
 - b) The Bidder chooses a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the CPP Portal.
 - c) Bidders to register upon enrolment, with their valid Digital Signature Certificate (**Class III Certificates with signing and Encryption key**) issued by any Certifying Authority recognized by CCA India with their profile.
 - d) Only one valid DSC should be registered by a Bidder. Please note that the Service Providers are responsible for ensuring that they do not lend their DSCs to others, which may lead to misuse.
 - e) DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
 - f) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
2. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
3. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document; otherwise, the bid



will be rejected.

4. The BOQ template must not be modified / replaced by the Service Provider and the same should be uploaded after filling in the relevant columns, else the financial bid is liable to be rejected for that tender. Service Providers are allowed to enter the Service Provider Name and Values only.
5. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Service Provider should take into account of the corrigendum published before submitting the bids online on the portal or on CPP Portal or <https://www.iimsirmaur.ac.in/post/tender/tender.php> in advance, and should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF formats.
6. The Bidder should read the terms and conditions and accept the same before proceeding further to submit the bids.
7. The Bidder must submit only one bid and submit the tender document(s) online well in advance of the prescribed time to avoid any delay or problem during the bid submission process.
8. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time.
9. In order to reduce the file size, Service Providers are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and the size of file gets reduced. This will help with quick uploading even at very low bandwidth speeds.
10. It is important to note that the bidder must click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids, which are not frozen, are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
11. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to login/any other issues. Service Providers should try to submit the bids as soon as possible. Request for extension of time to submit the bid due to the above reasons will not be entertained.
12. The bidders may submit the bid documents online only, through CPP portal. Documents should be uploaded in the PDF/ RAR format. Offline documents will not be handled through this system. All documents should be valid on date of submission of the bid.
13. To avoid the time and efforts required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor's certificates etc.) has been provided to the bidders. They can use "My Space" area available to them to upload such documents. These documents may be directly submitted from "My Space" area while submitting a bid and need not be uploaded repeatedly. This will lead to reduction in the time required for bid submission process.
14. At the time of freezing the bid, the e-Procurement system will give a successful bid updating message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no., date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
15. After the bid submission, the bid summary must be printed and kept as an acknowledgement towards the submission of the bid. The bid summary will act as proof



of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.

16. Successful bid submission from the system means the bids as uploaded by the bidders is received and stored in the system. System does not certify for its correctness.
17. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened due to virus during tender opening, the bid is liable to be rejected.
18. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidder should adhere to this time during bid submission.
19. The bidders are requested to submit the bids through online e-Procurement system to the Tender Inviting Authority (TIA) well before the bid submission end date and time (as per Server System Clock).
20. The tender documents submitted by the bidder should remain in the Institute.
21. Any queries relating to the process of online bid submission or queries relating to CPP portal, in general, may be directed to CPP portal Helpdesk.

22. Documents to be uploaded

Technical Bid

- a) Scanned copy of documents mentioned in the eligibility criteria as detailed in Section 6.
- b) Scanned copy of documents of technical parameters.
- c) Scanned copy of all other relevant documents, if any.

NOTE: All the Annexures mentioned in the tender should be filled properly, signed, stamped and Uploaded.

Price Bid

The price bid with duly filled up BOQ with all the details as per the format given in **Annexure-15**.

SECTION-6

ELIGIBILITY CRITERIA

The Bidders should meet the following eligibility criteria as on the date of bid submission and should continue to meet these till the award of the contract. The Service Providers are required to upload a single consolidated pdf format document with the following, (a) the eligibility criteria related filled in forms given in the Annexures, and (b) the associated supporting documents. All the annexures and the supporting documents must be arranged in the sequence given below in the Eligibility Criteria Table and the details of the same be indexed (in the format Sl. No., document short description, page numbers) at the beginning of the consolidated pdf document.

TABLE 1: ELIGIBILITY CRITERIA

MANDATORY IN NATURE			
Sl. No.	Mandatory Requirement Details	Forms to be Duly Filled in	Supporting Documents to be Uploaded
1.	Bidders Profile (Statutory Compliances): Following documents should be valid on the date of submission of the bid: - PAN - GST Registration - Company registration certificate. - Details of the firm/company/corporate - Should have EPF and ESI registration certificate - Valid labour license certificate Registration certificate under Contract Labour Act 1970 issued by Regional Labour Commissioner. - Waste disposable license. - Pest control commercial license. - Authorized signatory of the bid document and details.	Annexure-6 to be filled and uploaded. For items a to h (except c). Annexure-7 to be filled and uploaded.	Self-certified scanned PDF files of the documents
2.	The firm/company/corporate should have been established and legally registered under applicable laws with at least of continuous operations for 7 years in Facility Management Business. The period of seven years shall be considered as on the last date of submission of bid. Partnership firms/Private limited companies /public limited companies /Public sector undertakings/ MSMEs/ Startups and Consortium of up to two firms are eligible to participate. Joint ventures are not eligible to participate. NOTE: Refer the note	Details of nature of the entity and period of facility management services.	Self-certified scanned copies of documents/ certificates in a PDF file relating to nature/legal status of the company and period of business to be uploaded.
3.	Clean Track Record (Firm/company/corporate/Consortium Partners): Should Not: - be Blacklisted/debarred/declared ineligible by any Central/State Government Dept., PSU, Educational/Autonomous Institutions on the date of submission of proposal. - Have criminal case registered	Declaration to be made as given in Annexure-8.	Self-certified scanned declaration should be uploaded in a PDF file along with Annexure-8.



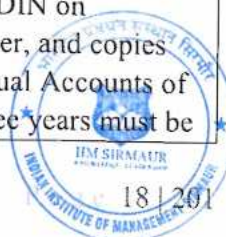
	/ pending or convicted. c) Have any pending dispute resolution proceedings (litigations/arbitrations) against any client/firm – if yes, details are to be uploaded. d) Have changed the name of the bidder company or created a new “allied firm” subsequent to having declared ineligible/blacklisted/banned/debarred. e) The firm shall not have been subjected to any disciplinary action by any professional body or debarred by any court of law from practicing during the last seven years.		
4.	Financial Commitment: Earnest Money Deposit (EMD) of Rs. Ninety Lakhs Only (Refundable) to unsuccessful bidders. MSMEs/startups are exempted, subject to submission of copy of the certificate issued by the Government organizations.	Annexure-3	Self-certified scanned copy of receipt/payment/exemption certificate to be uploaded along with Annexure-3.
5.	(a) Relevant Work Experience: (a) The firm/corporate/company should have been in business for a period of seven years or more in facility management services, as on date of submission of the bid. (b) Experience in catering and hospitality services at one campus and experience in other services covered under this tender at one or more separate campuses may be considered cumulatively for the purpose of eligibility, and such service providers shall be eligible to participate in the tender, subject to fulfillment of other prescribed eligibility criteria. (c) The firm/corporate/company should have rendered catering service at least in three higher education Institutions for at least one year satisfactory. Services on Eat Right Campus (ERC) certified by FSSAI that ensures safe, healthy	Annexure-9	Self-certified scanned copies of documents to be uploaded along with Annexure-9.



	and sustainable food for residents, is preferred. (d) The firm should have successfully completed similar services in as central/state govt. institute such as IIMs, IITs, NITs (weightage will be provided for services rendered in these educational institutions) or large Public/Private Industry/Corporate (Integrated Facility services as well as Catering Services for one year at least) as below:-. (i) One similar service of minimum value equivalent to 80% of the estimated value of the tender. Or (ii) Two similar services of minimum value equivalent to 60% of estimated value of the tender. Or (iii) Three similar services of minimum value equivalent to 40% of estimated value of the tender. The value of the estimated works shall be calculated excluding GST. The contract can be completed work or ongoing work. (e) Similar shall mean a project comparing of i) Integrated facility Management Services include Housekeeping, Horticulture, Pest Control, Waste Management and Operation & Maintenance of civil and Electro-mechanical Services having served a campus comparing various buildings with built-up area not less than 50,000 sq mtr.	Annexure - 10	Self-attested copies of the work order and work execution/completion certificate from the clients pertaining to the above works must be uploaded and the Service Provider shall provide the details of clients for whom the services are being provided.
6.	Consortium Participation a) Consortium Participation is also permitted to bid under the following conditions: a) A catering firm may form a consortium with an Integrated Facility Management firm for the purpose of participating in this RFP. One of them may act as Lead Firm. ii) A Consortium of up to two firms is permitted. In such cases, the Lead Firm		



	shall be responsible for overall coordination, submission of deliverables, and contractual obligations with the institute. All the communications and payments shall be made through the Lead Firm. iii) In Consortium one of the firms must have experience in Integrated Facility Management Services having a campus comparing various types of buildings not less than 50,000 sq. mtr. iv) The other partner of the consortium shall have experience in providing Catering and Hospitality Services to not less than 1,500 people per day in any institute or corporate. v) The Consortium Agreement or Memorandum of Understanding (MoU) shall clearly define the roles, responsibilities, and scope of work for each participating firm, and must be duly signed by Authorized representatives of both the Consortium Partners. vi)		Copy of the Agreement or MoU should be uploaded
7.	Manpower Capability Certificate: The firm should have on their wage rolls minimum 500 employees as on the last date of the tender submission.	Annexure-11. Details of educational qualification and experience of at least 50 supervisory and managerial staff to be attached along Annexure-11. These are required for providing number of staff at higher and middle levels working for the employee.	Proof to be attached, issued by EPF/PF authority or any other authority for minimum of 500 employees as on the last date of submission of tender.
8.	Financial Capability Certificate: The firm's average annual turnover during the financial year (2022-23, 2023-24, 2024-25 and 2025-26 any of the consecutive three years) should not be less than Rs. 45 Crores (Rupees forty-five crores only). The turnover should be in providing Integrated Facility Management services.	Annexure-12	Copy of ITR certified by the authorized signatory, a certificate by practitioner CA with UDIN on Turnover, and copies of Annual Accounts of last three years must be



	<u>Financial Liquidity</u> Access to funds: Firm's should have access to or have available liquid assets, credit and other financial means to meet three months' cash flow of the estimated bid value net of Service Provider's commitments for other contracts. An undertaking on financial liquidity should be submitted along with Annexure-12. The average co-efficient of current assets and liabilities should be greater than 1 (one). <u>Financial Stability</u> Net worth (Total assets to outstanding total liabilities) should be positive for the last three financial years ending 2024-25, as per the audited balance sheet. The total average invested capital should be at least 5 Crores for the last three financial years ending 2024-25.		uploaded along with Annexure-12. Certificate from the Chartered Accountant indicating the net worth of the firm/company as per the books of accounts for three years as well as average capital of not less than Rs. 5 Crores have to be uploaded along with Annexure-12.
9.	The Solvency Certificate issued from any of the Scheduled Banks for an amount of Rs. 1 crore or more (must be issued post date:	-	The solvency certificate to be uploaded.
10.	Quality of Work Certificate 1: Valid license (as on the date of submission of the bid) issued by Food Safety and Standard Authority of India (FSSAI)	-	Self-certified copy of the FSSAI License to be uploaded.
11.	Quality of Work Certificate 2: Valid (as on the date of submission of the bid) - ISO 9001, ISO 45001 - 2021 and ISO 22000 certificates.	-	Self-certified copy of certificates to be uploaded.
12.	Authorization Letter to sign the bid documents		Copy of the authorization letter to be uploaded.
13.	Free from conflict of interest with other bidder which may affect fair competition	-	A declaration should be uploaded.
14.	In case a bidding firm shares a land border	-	Details should be uploaded.

NOTE: a)

1. Applicant must be an Indian entity, having an office in India.
2. The company should be registered under the Company's Act or equivalent foreign legislation.
3. If Partnership firm, it should be registered under the Partnership Act.
4. Conditions for Consortium:
 - The number of members in a consortium shall not be more than 2 (Two).
 - Members of the Consortium shall nominate one member as the lead member (the "**Lead Member**"), who shall have an equity share holding of at least 26% of the paid-up equity.
 - The members of the Consortium shall form an appropriate mechanism to execute the Project, if awarded to the Consortium.
 - An individual Tenderer cannot at the same time be member of a Consortium applying for the Bid. Further, a member of a particular Tenderer Consortium cannot be member of any other Tenderer Consortium applying for the Bid.
 - The Technical and Financial Capacity of the consortium shall be calculated by adding the individual capacity of those Members, who individually hold and shall continue to hold subscribed and paid-up equity not less than 26% (twenty six percent).
 - The 50% of the required Financial Capacity shall be met by Lead member of the consortium only.

The bidder shall satisfy all the above eligibility criteria. Bids submitted by bidders failing to meet any of the prescribed eligibility criteria shall be rejected and shall not be considered for further evaluation. Further, the bidder must have provided at least one of the Facility Management Services to any of the clients specified under Criterion 5 of this section.

CRITERIA FOR TECHNICAL EVALUATION

1. Experience criteria:

The technical bid will be evaluated with the following criteria and of the technically qualified bids will be taken into consideration for further evaluation.

1. Experience in Facility Management Services

- a. The Service Provider should have been in this business for at least seven years and should have provided similar services to Central/State Government /Centrally funded technical Institutes/PSUs, large private/firms/corporate establishments of repute. Similar services rendered in IIMs/IITs/CFTIs will be preferred. Weightage shall be given in technical evaluation. The year-wise details of contracts executed in the above-mentioned organizations for the last seven years and above must be submitted in the format as per **Annexure-9**.
- b. The Service Provider should have successfully completed similar services during the last seven years, including catering, hospitality and housekeeping etc.
 - I. One similar service of minimum value equivalent to 80% of the estimated value of the tender.
Or
 - II. Two similar services of minimum value equivalent to 60% of estimated value of the tender.
Or
 - III. Three similar services of minimum value equivalent to 40% of estimated value of the tender.



Note: The value of the estimated works shall be calculated excluding GST. The contract can be completed work or an ongoing work.

- c. Self-attested copies of the work order and work execution/completion certificate from the clients pertaining to the above works must be submitted.
- d. The Service Provider shall provide the details of clients for whom the services are being provided.
- e. The Service provider shall attach self-certified copies of awards for best catering/hospitality/housekeeping service along with **Annexure-13**.

2. Financial capability, liquidity and stability

- a. Financial capability: To assess the financial capability, average annual turnover for the financial years (2022-23, 2023-24, 2024-25 and 2025-26 any of the consecutive three years) should not be less than 45 (forty-five) crores.
- b. Financial liquidity: The Service Providers should have financial means to meet the requirements. The average co-efficient of current assets and liabilities should be greater than 1 (one).
- c. Financial Stability: The net worth ratio should be positive.

3. Adequacy of manpower at various levels

The Service Provider should have enough manpower at higher and middle level management and Workers and should have a total minimum employee strength of 500 as on the last date of submission of tender, out of which at least 50 staff at supervisory level.

Details of parameters and attributes carrying weightage in form of marks are detailed in the ANNEXURE -13

3. Presentation details are given in Section-7.



SECTION-7

Evaluation of Bids

The process of evaluation shall consist of two stages:

Stage-1:

The Service Providers who qualify all the criteria of eligibility as detailed in Section-6, their bids only will be considered for technical evaluation.

Stage-2:

Those Service Providers who qualify technically, their financial bids only will be considered.

Process of Selection of Service Provider:

a) Technical Bid and Financial Bid Evaluation:

A Quality & Cost Based Selection (QCBS) methodology would be adopted. Since the quality and cost of the services are important, the procurement of the services is treated as Quality Oriented Procurement. The Weightage assigned for technical and financial shall be 60:40.

The Technical Evaluation Committee (TEC) nominated internally by the Institute will evaluate the Technical Proposals of those Service Providers who fulfill the Pre Bid Eligibility Criteria and will award marks based on the scorable technical bid evaluation criteria (weightage of 60). There will be two parts to technical evaluation. Part one shall carry a weightage of 40 out of 60 for parameters 1 to 9 and part 2 shall carry a weightage of 20 for parameter 10 mentioned below. The Service provider who secures 28 out of 40 will be called for presentation. Only those Service Providers whose Technical Bids are found complete and have secured a minimum of 42 marks out of the 60 marks assigned to the Technical Bid will be deemed eligible to move to the next round wherein the Financial Bids will be opened. After presentations, the Institute will visit the clients to whom Facility Management Services were carried out by the Service provider and to finalize the technical evaluation.

b) Weightage for technical parameters

The marks indicated under these parameters are applicable only where the bidder has rendered all the services covered under this tender. In cases where the bidder has rendered only a part of the required services, marks shall be awarded proportionately based on the value of the services rendered by the bidder, in proportion to the respective weightage of such services in the total estimated tender value. The proportional weightage shall be as follows:

- a) Student mess and guest house catering: 16
- b) Housekeeping and manpower services: 15
- c) All other services: 09

Total Weightage under parameters 1 to 9: 40

SI. No	Parameters	Maximum Marks
1	Number of Clients served during the years of actual service rendered.	8
2	Number of Years of similar service rendered.	5
3	Total number of contracts executed in the last 7	5



	years with a value of five (5) crore and above	
4	Number of IITs/ IIMs/ other centrally funded institutes where the Service Provider provided facility management services in the last 5 years.	5
5	Average Annual Turnover in crores for the last four years: 2022-23, 2023-24, 2024-25, 2025-26 (any three out of four)	5
6	Net Worth (Total assets to total outstanding liabilities)	3
7	Manpower strength of the company engaged in facility management services.	5
8	Number of reputed national/ international awards in the (last 5 years: 2020-21 to 2024-25)	4
9	Detailed Presentation on value to be added by the Service Provider with evidence/case studies of having done so elsewhere in (i) catering (ii) housekeeping (iii) hospitality management (iv) Waste Management, (v) Pest Control, (vi) Horticulture and maintenance of equipment etc. (a) increasing efficiency, cost effectiveness and quality of the services to be offered for IIM Sirmaur by using state – of – the – art Technology and automation, digital facility management and MIS reporting etc. (b) following SOPs to ensure highest levels of Hygiene for manpower, ingredients, consumables, products and services (c) following SOPs and using equipment/ tools for cleaning, housekeeping, waste management, pest control, and maintenance of equipment (d) use of green processes in the ingredients, services, consumables and products (e.g.: efficient use of water for cleaning the vessels, reducing food waste, reducing single use plastic like paper cups, using eco-friendly, non-toxic materials for cleaning etc.) NOTE: The above parameters are indicative and are not limited to. Innovative methods may be if any may be detailed.	20
	Total Marks	60

Scoring details of each parameter are detailed at **Annexure-13**.

The average annual turnover per last three financial years (2022-23, 2023-24, 2024-25 and



2025-26 any of the consecutive three years) should be minimum 45 crores (forty-five crores). The net worth and the ratio between current assets and current liabilities should be positive and reveal sound financial position and liquidity.

The firm should have at least, or a total of 500 employees in current roles for all the facility management services mentioned in the tender. Out of the total employees the firm should have at least 50 employees at the supervisory/ managerial level.

The TEC will award marks to the eligible Service Providers for their Financial Bids (weightage of 40). The Service Provider securing the highest marks (out of 100 wherein 60 marks are allotted to the Technical Bid and 40 marks for Financial Bid) will be recommended for award of the Contract. The Bid Price Evaluation and methodology related information is indicated in **Annexure-14**. The price bid BOQ for providing Integrated Facility Management Services is given at **Annexure-15**. For the purpose of clarity, it is stated that only those Service Providers whose technical bids receive the cut off/qualifying marks specified above (42 marks out of 60) will be considered eligible to move on to the next round wherein financial bids will be opened.

Weightage for financial bid evaluation

Total weightage: 40/100

Sr. No.	Criteria	Weightage assigned
1.	Student mess charges per month	16
2.	Guest House food charges per month	1
3.	Manpower charges per month for Housekeeping, guest house, horticulture, pest control and maintenance	15
4.	Monthly charges for consumables for housekeeping, guest house, horticulture, pest control and maintenance	5
5.	Monthly charges for tools/machines/equipment for guest house, housekeeping, horticulture, pest control and maintenance	2
6.	Monthly charges for waste management	1

c) Opening of Financial Bid (BOQ)s:

Opening of Financial Bid (BOQ)s would be called at a date and time fixed by the Institute. All the qualified Service Providers can receive the updates on account of process of tender directly from the procurement portal, also can seek clarification through the said portal. The Service Providers may choose not to come to the Institute to participate in the Tender opening.

d) Scrutiny of Financial Bid (BOQ):

The Financial Bid (BOQ) so received would be scrutinized by a technical evaluation committee or nominated officials for the purpose. The Service Providers shall have to quote for all the services outlined in the tender document. The quoted prices shall be checked to determine the arithmetical accuracy of the same. Financial Bid (BOQ) containing overwriting/erasures in the quoted rates

shall be liable for rejection. Cutting and overwriting shall be avoided. However, in case any cutting is unavoidable, it shall be attested by the authorized signatory of Service Provider, failing which such Financial Bid (BOQ) shall be liable for rejection.

e) Bid selection method

1. Service Providers getting less than 70% (less than 42 out of 60 scores) in the technical score will not be considered for opening of the price bid.
2. Service Providers getting highest technical score will be considered as 60 and the scores of others will be adjusted on a pro rata basis. This will become technical score = X.

E.g. $X = \text{Technical score of a Service Provider} = \frac{(\text{Marks obtained by the Service Provider} \times 60)}{\text{Marks obtained by highest scorer}}$

Price bid score

The lowest Rates quoted by a Service Provider will be given a score of 40.

For calculating the score of other Service Providers, following formula will be used:

$$Y = \text{Price bid score of a Service Provider} = 40 \times \frac{(\text{Lowest Rates quoted}) \text{ by among the Service Providers}}{\text{Price quoted by the Service Provider}}$$

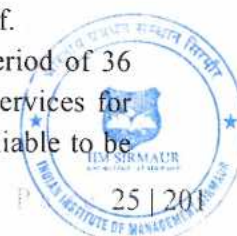
Total score of a Service Provider out of 100 = X+Y

The Service Provider getting the highest composite techno-commercial score (X+Y) will be considered for award of contract.

SECTION-8

Selection of Service Provider

- 1) The Service Provider, whose tender is accepted by IIM Sirmaur, shall be issued a Letter of Award (LoA). Service Provider shall confirm acceptance by returning a signed copy of the LoA within 10 (ten) days of receipt of the LoA and start the services within 30 days of issuance of the LoA, or at a later date specified by IIM Sirmaur. Different commencement dates may be specified for different services.
- 2) IIM Sirmaur shall not be obliged to provide any information / clarification / explanation to the unsuccessful Service Providers, and the Institute shall correspond only with the successful Service Provider.
- 3) In case no suitable vendor is found, the tender process is liable to be re-tendered/ cancelled. The tender process can be cancelled at any stage without assigning any reason thereof.
- 4) Successful Service Provider will generally be awarded contract normally for a period of 36 (Thirty-Six) months. In case, the vendor is found lacking in providing the desired services for Hospitality, Housekeeping, catering and other services at the Institute, the contract is liable to be



cancelled at the sole discretion of the Indian Institute of Management Sirmaur. The Contract shall be taken up immediately on receipt of LoA and the contract shall commence from the dates mentioned in the LoA.

- 5) The Service Provider shall comply with applicable rules and regulations regarding labour, employment, and related issues, and shall indemnify and keep the Institute indemnified from all the claims in this respect.
- 6) The successful Service Provider shall make his own arrangements for the services, as specified in the Tender Document.
- 7) If at any point in time, it is found by IIM Sirmaur that the Service Provider has furnished false information, IIM Sirmaur may reject the tender or terminate the contract.

SECTION-9

Contract document

The Service Provider, whose tender has been accepted by IIM Sirmaur, shall enter into formal agreement with IIM Sirmaur at the date and place to be notified by the Institute. Contract documents for agreement shall be prepared after the successful Service Provider is informed through a LoA. The Agreement and tender documents together with the annexed documents, corrigendum and Service Provider's acceptance thereof shall constitute a binding contract between the successful Service Provider and the Institute. Contract documents shall be signed between IIM Sirmaur and successful Service Provider (no later than fifteen days from date of issuance of LoA), and shall consist of following:

- (a) Original tender document (including any corrigendum issued).
- (b) Addendum, if any.
- (c) Letter of award/acceptance, along with agreed variation / amendment and other enclosures.
- (d) Detailed List of Annexures of the Tender Document containing Menu options, List of consumables, equipment, machineries, guidelines and deliverables for various services etc.
- (e) Performance Guarantee/Security Deposit.
- (f) Agreement on stamp paper of appropriate value.
- (g) Any other instructions/orders/notes etc. issued
- (h) Any part/clauses of the contract may be modified/deleted/added with mutual consent of IIM Sirmaur and Service Provider.



SECTION-10

SCOPE OF WORK AND SERVICES:

IIM Sirmaur requires Integrated facility management services provider in the permanent campus and city campus of the Institute. The Service Provider is expected to provide the following services:

(a)	Management Team and other	Dedicated Managers and supervisors with relevant expertise and experience to be deployed at the location as per the requirement of IIM Sirmaur to manage the catering, hospitality, housekeeping management, horticulture, waste disposal, pest control, operation and maintenance of equipment services.
(b)	Catering & Hospitality Services	The Service Provider will operate fully equipped modern kitchen to deliver the following: (a) Permanent campus: 1. Procuring raw material, cooking, and serving of all Meals (Breakfast, Lunch, Evening Snacks, and Dinner) for normal student mess. The total number of students would be around 700 approximately. Please note the actual number of people taking food on any day will vary from the actual strength of the students and the vendor is expected to make own assessment regarding the same. There shall be a break of two months approximately for the students during summers. However, services should be available for at least 100 students. 2. Procuring raw material, cooking, and serving of all Meals in kitchen of the guest house. There are 36 guest house rooms which can accommodate 60 guests. The number of rooms may vary from time to time as per occupancy and institutional requirements. 3. Procuring raw material, cooking, and serving for approved functions, events, conferences, convocation, meetings, etc. at per pax rate. The numbers may vary significantly based on the scope of various events. For Convocation, there would be requirement up to 1000 pax. 4. Procurement of kitchen equipment and cooking vessels and procuring raw material, cooking and serving of continental/Asian/Indian food items etc. in the cafeteria. 5. The Service Provider must cater to the following additional catering requirements: Running all night canteen, fruit and juice center, snacks counter, fast food, bakery and related

		products counter, pantry services etc. at various premises of the Institute, as per the approved rates. (b) City campus: The total number of students would be 300 approximately. The vendor has to install kitchen equipment and cooking vessels, procure raw material, cook and serve all meals (breakfast, lunch, evening snacks and dinner). The vendor also has to run cafeteria and provide continental/Asian/Indian food items. Also, night canteen should be run to provide snacks. The cost of operating these services include installation and commissioning of required equipment or in addition to the kitchen equipment provided by the Institute. Procurement of consumables will be borne by the vendor as the provisioning of equipment and manpower; raw material and preparation of food are already a part of running the kitchen premises in the Student Mess and Guest House. The products and the rates for items to be sold at the night canteen, bakery, fast food centre, fruit and juice centre, etc. will be subject to approval by IIM Sirmaur. The cost of food (breakfast, lunch, evening snack and dinner) per student per day shall be quoted by the Service Provider referring to the reference menu given in this section. As regards, guest house, the cost of standard menu (breakfast, lunch, evening snacks and dinner) per person per day shall be quoted referring to the reference menu at Annexure-16. For pantry at office premises: Item-wise rates shall be decided mutually by IIM Sirmaur and Service provider. The rates are all inclusive. The Service provider shall bear all the cost. For services consumed for official purposes, the payment shall be made on monthly basis. The Service provider shall collect the charges from the employees and students for their purchases directly.
(c)	Housekeeping and related Services (In both campuses)	Upkeeping of the entire campus premises including the buildings, the pathways, and backyards. The upkeep will include regular, reactive, and deep cleaning utilizing appropriate equipment, consumables, and manpower deployment. The services include cleaning services of all buildings, roads, pathways and open areas, waste management services (disposal of waste from the campus), Pest Control, Termite Treatment, horticulture & landscaping, laundry services, paramedic and support staff etc.

(d)	Operations, Maintenance and Safety Services (In both campuses)	The vendor will deploy skilled manpower for the operation and maintenance of electrical, plumbing, refrigeration, masonry, carpentry, STP and other related equipment in both the campuses. In addition to the above, the service provider should maintain HVAC plants on the permanent campus. Also, the vendor will provide the required material and tools which are required for maintenance. The vendor will be responsible for ensuring fire safety on the campus. The skilled and adequately trained manpower is required to maintain the fire equipment. Refilling, maintenance and usage of fire extinguishers is required from the vendor side, and the cost of refilling shall be reimbursed by IIM Sirmaur as per actuals.
(e)	Pest control (In both campuses)	The pest control services in the institution shall broadly consist of the following components by deploying skilled manpower: 1. Rodent Control 2. General Insect and Disinfestation Services 3. Termite Control Treatment 4. Mosquito and Fly Control 5. Fumigation and Sanitization 6. Compliance and Safety Protocols
(f)	Horticulture (In both campuses)	The horticulture services in the institution shall broadly consist of the following components by deploying skilled manpower: 1. Maintenance of Lawns and Gardens: 2. Development and Maintenance of Green Areas 3. Irrigation and Watering Arrangements 4. Manuring and Plant Protection Floriculture and Aesthetic Landscaping:
(g)	General (In both campuses)	Additional and ad-hoc services like waste management etc. required by the Institute with no additional manpower provisioning, will have to be provided by the Service Provider at the cost mutually agreed.

All the above services would be required on an all-inclusive and as-is where-is basis including know-how, processes, staff, material, equipment, supplies, and systems. All services are required on-site at the permanent campus and city campus of the Institute in Sirmaur. Catering, hospitality, manpower and housekeeping services shall be considered as primary services and the rest as secondary services. The various services may start at different dates as per the requirements of IIM Sirmaur. IIM Sirmaur may provide flexibility in the procurement schedule depending upon the start date of the specific services. Service Providers are required to consider the amounts to be quoted in their financial bids accordingly. The hospitality management, Catering and housekeeping services are expected to have utmost hygiene and safety standards to meet hospitality standards (equivalent to 4-star or above level



of services in hospitality industry) to deliver safe and superior experience that best-in-class Institutions and Organizations may provide.

The Service provider will arrange for other facilities, utilities, equipment, and inputs required for providing the services mentioned in the contract. The Service provider shall be responsible for and shall ensure the proper utilization of the facilities, equipment, furniture, and utilities provided by IIM SIRMAUR without any manner of abuse or excess use and will undertake day-to-day repair & maintenance of all equipment and items supplied by IIM SIRMAUR and also keep the office provided absolutely tidy and free from any damage. For any loss or damage to the premises, fittings, fixtures, and equipment, recovery at market rates would be affected by the Contractor's bills and the material/item repaired or replaced at his cost. The decision of the Officer in Charge of IIM SIRMAUR about the recovery would be final.

GENERAL SCOPE OF WORK:

1. The prospective Service Providers are expected to visit the site of above locations where services are to be provided, for visualizing the facilities available, assessing the facilities to be developed, investment required, scale of operation, expected footfall, manpower requirement etc.
2. Actual Charges based on usage by the Service Provider will be levied for Electricity and Water by IIM Sirmaur. In the Student dining premises and the other places, charges for consumption of electricity and water for kitchen and various food counter operations only will be levied from the Service Provider. The vendor will however be responsible for ensuring no wastage of electricity and water in other parts of the premises.
3. The Service Provider is responsible to ensure the entire operations of the hospitality, housekeeping (including laundry and pest control) in the entire campus, and catering services at the Student Mess, Other places and Guest House; pantry services in the VLC/academic/administrative buildings; and co-ordinate with other Service Providers/departments for smooth running of these services.
4. The Service Provider should at his own cost maintain records and provide them, as and when required by IIM Sirmaur.
5. The Service Provider will be required to ensure safety of property and maintain total vigil on the movements inside the premises managed by the Service Provider.
6. The Service Provider will maintain a detailed inventory and record the movement of material as and when it occurs. Such records will be provided to IIM Sirmaur when sought for.
7. Any other services required by IIM Sirmaur which can be taken up with existing manpower causing no extra cost of any manpower or materials, would be provided by the Service Provider without any extra charges to IIM Sirmaur.
8. The Service Provider will be required to provide a list of all its' personnel scheduled to work on the premises of the Institute, for approval by the Institute. The Service Provider shall be responsible for statutory compliances, payment of ESI, PF & Bonus, Workmen's Compensation, and any other statutory payments, as per laws and rules applicable in this regard. The Service Provider will maintain copies of Government issued proof of identity (POI) and proof of address (POA) documents of all personnel deployed.
9. The Service Provider agrees that it is liable and responsible for and undertakes to pay wages not



less than the minimum wages, allowances, and other benefits due and payable under the various applicable statutes/ regulations, to the personnel employed by the Service Provider on the services covered under the contract.

10. The successful Service Provider will need to have a valid license under Contract Labour (R&A) Act, 1970/ Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979/ any other laws (as applicable), and submit a copy of such license to the Institute & periodically renew them on its own cost.
11. The Service Provider will be responsible for verifying antecedents of the people deployed by him by police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any authority.
12. The Service Provider will ensure that it provides its employees with a prescribed neat and clean uniform according to season, give badges to its employees with their name and designation, at his own cost and ensure that they wear the same.
13. The Service Provider will maintain attendance record of the staff and weekly report on activities, which will be produced as per instructions of the Institute.
14. The Service Provider will ensure the regulations of Government regarding not smoking in public places are complied with.
15. The Service Provider will ensure maintenance of locations handed over for various services for sanitation, conservancy services of the kitchen, serving area, facades glasses and the common/ entrance areas.
16. No sub-contract is allowed unless explicitly approved in writing by IIM Sirmaur. Also, the Vendors are not allowed to bid as a joint venture or consortium for the tender.
17. Accommodation for the workers must be provided by the Service Provider at his own cost, outside the Institute premises.
18. Any other cleaning and miscellaneous jobs will be undertaken as per directions from concerned authority of IIM Sirmaur from time to time.
19. The Service Provider shall provide all safety appliances like safety belts, safety shoes, Helmets, Goggles, earmuffs, Hand Gloves, uniforms, rain wears etc. to his staff deployed for the work and ensure their good health all the times on his own expenses.
20. The Service Provider shall also take due safety precautions for its staff while performing their duty.
21. The Service Provider will make his own arrangement for the movements of staff, material, conveyance, repairs, and maintenance including conveyance of dry and wet garbage to dump the same at a suitable and permitted place outside the Institute premises.
22. The Service Provider will maintain the equipment and other properties in good condition all the time. Damage to any equipment, appliances and other properties (both movable and immovable by the Institute) due to negligence, commission/omission of the Service Provider or his employees or agents shall be brought to the notice of the Institute for recovery of such damage from the Service Provider. The Vendor will be required to obtain comprehensive Annual Maintenance Contracts (AMC) for all equipment whose procurement cost is more than Rs. 10,000 (Rupees Ten Thousand Only) and has been procured for services under this Agreement. No additional payments will be made for this purpose. The AMC has to be valid till one month after the date of termination of this Contract.
23. The Service Provider will take feedback from the Guest/students and implement desired



improvement in services.

24. The scale and scope of work could be changed anytime by IIM Sirmaur with advance notice of 30 (thirty) days to the Service Provider as per needs of the Institute.
25. The Service Provider must ensure that the staff is not below the age of 18 years and are medically fit. Health certificates for staff members (if required under law, for any purpose) will be provided by the Service Provider at his own cost.
26. The following terms are an integral part of the tender provisions: -
 - Electricity charges to be paid on actual basis for the student mess (kitchen and counter area), Other places and laundry premises (if services provided in-house) by the service provider. Water charges will be paid on actual consumption basis (from the date of commencement of the services) by the vendor whenever such policy is brought in by IIM Sirmaur and will be payable by the vendor as per the applicable rate fixed by the authorities from time to time.
 - Service provider has to bear the cost of set-up and maintenance of the laundry, and it's linked consumables and required manpower deployment, if the laundry facility is set-up within the IIM Sirmaur premises. The Service provider is allowed to sub-contract the laundry services (upon approval from IIM Sirmaur) and the rates should be as quoted, and quality of work and delivery time need to be as per expectations of IIM Sirmaur. The Service provider should be able to take care of all washing and ironing needs of the guest house occupants on same day basis with satisfactory quality of work. All Laundry needs for the upkeep of guest houses will be part of requirement of the vendor on actual basis on quoted rates. The Service provider needs to provision for daily Ironing needs (on same day basis) of Students/Faculty/Staff/Family Members/Guests of IIM Sirmaur. The Service provider should be able to take care of special laundry needs such as Dry Cleaning etc. and (upon approval from IIM Sirmaur) on quoted rates and expected delivery timelines decided by IIM Sirmaur with satisfactory quality.
 - Pest control and Façade cleaning can be outsourced with prior written approval of IIM Sirmaur at the same terms, conditions and other provisions mentioned in the tender document. The vendor is required to ensure adherence to all the safety guidelines and ensure availability of all precautionary and emergency items to ensure safeguard and well-being of all concerned. The vendor is required to follow WHO guidelines and concerned Indian agencies guidelines.
 - The Service provider is expected to effectively utilize the garbage disposal composter provided near to the student mess premises for disposing kitchen wastes of both the premises. Remaining and additional garbage are expected to be covered in appropriate garbage bags and be disposed at designated places outside the campus premises. The Service provider is also required to provision for garbage disposal storage of appropriate capacity and type at their end.
 - Payment processing period from IIM Sirmaur will be Up-to 15-20 days after receipt of invoice complete in all respect from the vendor with no subsequent written objection from IIM Sirmaur.
 - IIM Sirmaur will provide Dining Tables and Chairs in student dining mess.
 - Manning of guest house for Reception and Bell boy services is required 24x7, round the year (including on holidays).
 - A single Night canteen, as included in this Agreement, will be functioning in IIM Sirmaur campus (near the mess). Timing for the Night canteen will be as approved by IIM Sirmaur.
 - The cafeteria/canteen will be functioning in virtual learning center (VLC) building.



Special Terms & Conditions

- a. Efficiency, promptness, supervision, quality service, good behavior, and politeness of the Service provider and his staff are the essence of the contract. **The Service Provider is required to supervise the operations at all working hours, and his supervisor should personally supervise operations on the premises.**
- b. He shall engage fully trained and adequately experienced technical Staff and arrange to provide a refresher training course for them as well as for other staff as and when required and as directed. All staff and workers must maintain good hygiene like a clean uniform, properly polished shoes, nails, properly cut hair properly, etc.
- c. The attendance record **biometric** shall be produced for verification on demand by the IIM SIRMAUR at any other point in time. The Service Provider has to **procure a biometric attendance machine at his own cost and maintain the same during the contract period** for the attendance of the workers concerned deployed by the contractor. This monthly record of biometric attendance should be enclosed along with the monthly bill of the contractor.
- d. All the staff shall be medically fit. They should be free from all infectious diseases. The Contractor shall get his employees medically examined once in 12 months and obtain fitness certificates.
- e. The Service provider shall provide all workmen and staff with proper uniforms with an identity card as mutually agreed between the successful Service Provider and IIM SIRMAUR. The Service provider shall also provide rainwear and winter wear to all workmen. The Service provider shall pay all their staff - wages for regular & extra duties before 5th of every month, EL, PF, ESI, bonus, etc., as per statutory rules and regulations from time to time. While quoting the rates, the Service Provider shall consider all these expenses to be covered.
- f. UNIFORM SET:

	Description	Approx. Quantity per Annum
	Uniform with Cap and name badges	2 setting up once a year for all the staff
	Shoes	1 set once in a year
	Safety shoes and hand gloves of good quality	As per requirement of nature of job

- g. The Service Provider personnel shall not indulge in entertaining their guests/outside on the IIM SIRMAUR premises, shall not loiter in the IIM SIRMAUR premises, and shall not normally move out of their specified area of operation.
- h. No residential accommodation, transport, medicine, or any other type of facility will be

provided by the INSTITUTE to the Service provider's workers, and it will be the sole responsibility of the contractor to provide the same to his workers.

- i. No claim for compensation from the Service provider shall be entertained due to any variation in quantities (irrespective of the quantum of variation) of the various items or deletion of any item(s).
- j. For Landscape services: In most cases, it would be a general shift. But it may be used for the second shift during events or whenever required. Please note that 8 hours will be considered as one shift.
- k. Mobile phones carrying with the supervisor on site is compulsory. The contractor will pay the Bill for the mobile phone. IIM SIRMAUR will make no reimbursement.
- l. Holidays: In a year, holidays would be counted as (i) 26 January, (ii) 15 August, (iii) 2 October, (iv) Labor Day, any other day as decided by IIM Sirmaur.
- m. Service provider to provide all necessary documents to each staff (i.e., Appointment letter, offer letter, salary slips, PF slips, Experience Letter, Reliving letter, etc.)
- n. There shall be eight hours of work per day starting from 9.30 am to 5.30 pm with half an hour break for lunch between 1.00 pm to 1.30 pm. The timings of work hours may vary depending on the nature of job and as decided by the Institute. In case of urgency/requirement, the staff may have to work beyond office hours for which payment shall be reimbursed by IIM Sirmaur on hourly basis as per the prevailing rates/policies of Government.
- o. Service provider to make his own arrangements for the refreshment of his staff, like tea, coffee, and snacks. IIM SIRMAUR will not make any reimbursement for that.
- p. Service provider to maintain minimum tools & machines as mentioned.

The Detailed Scope of Work for each service is provided below.

1. Catering

(a) Currently, 650 MBA students and 150 BMS students are staying on the permanent campus. The mess building consists of ground floor and 1st floor. The total built up area is 1286 sqm. Kitchen equipment has been installed by IIM Sirmaur. The list of kitchen equipment is detailed in **Annexure-17**. The mess furniture has been provided by IIM Sirmaur in both the campuses with approximately 270 chairs and 120 tables. The dining space in the mess of the permanent campus shall be for MBA students. Dining space for 150 MBA students shall be in the staff housing area of the permanent campus. The vendor will have to arrange utensils, crockery and other cooking vessels and equipment.

(b) At present, 300 students are staying in the city campus. The mess building consists of ground floors. The total built up area is 455.38 sqm. Kitchen equipment, cooking vessels, crockery and all other required items are to be arranged /installed by the vendor.

(c) The catering for students shall be managed by students through mess committee consisting of student representatives and officers nominated by the Institute.

The Service provider is expected to provide the following cooking & serving services in student messes located at the permanent and city campus as below: -



The Service Provider has to provide the meal to the students as per schedule mentioned below:

Sl. No.	Type of Meal	Remarks
01	Breakfast	Permanent campus: Average 600-650 meals per seating. It may go up to 700 including Institute guest/visitors as per requirements. City campus: Average 300-350 meals per seat. It may go up to 400 including Institute guest/visitors as per requirement.
02	Lunch	
03	Hi-Tea/Snacks	
04	Dinner	
05	Special Menu	Only on special occasions during the contract period.
Note: No minimum assurance is being given by the IIM Sirmaur for the meals per seating.		

TERMS & CONDITIONS OF THE SCOPE OF WORK FOR CATERING:

1. The Service Provider is required to deploy adequate number of manpower for cooking, serving, supervision & cleaning (removing of plates, used tumblers, cleaning of tables, used Crockery etc.) hostels mess, kitchen, dining halls and auxiliary areas four times in a day after each meal. The basic cleaning should be taken care of by the Service Provider.
2. The Service Provider has to provide all required utensils & crockery in mess for the meal serving to the students. The Institute will provide limited number of cooking equipment in permanent campus mess and guest house. Additional equipment, if needed, shall be procured by the service provider. The service provider has to arrange kitchen equipment for city campus mess. Crockery will be vendor's responsibility.
3. No food will be served outside the mess except for medical reasons of the students.
4. The Service Provider shall provide reasonably good, neat & clean uniform with name badges, shoes, Socks, Sanitizer, disposable head caps, hand gloves and masks etc. to its workers deployed at IIM Sirmaur site as its own cost. All staff should follow minimum grooming standards like, hair should be close-out, combed; uniforms must be clean and ironed; nails properly manicured, neatly shaved face; no body odor and bad breath; physical appearance should not be sloppy.
5. The Catering staff will use name badges, head caps, and gloves.
6. The Service Provider will ensure to provide adequate number of Staff, Supervisors & Executives will always be present during breakfast, lunch, Hi-Tea and dinner.
7. The Service Provider shall ensure that the staff deployed at IIM Sirmaur are disciplined and do not participate in any activity prejudicial to the interest of the IIM Sirmaur.
8. People who prepare/serve food should maintain high degree of cleanliness and personal hygiene. They should submit the medical fitness certificate of all workers before they start work at the initial stage, so that they are medically fit and suitable to cook and serve. They should be insured by the Caterer through any insurance agency for any accidents and injuries at the caterer's risk & cost.
9. The Service Provider should submit the Police verification record of all the workers before deployment.
10. The Service Provider should provide the sanitation items like hand wash liquid and tissue



papers at all the locations where the food is served. Replenishing the items is the responsibility of the Caterer only.

11. Should use separate vessels for cooking veg and non-veg items. After every meal (breakfast, lunch, Hi-Tea & dinner) all the vessel used for cooking, plates, cups, bowls, water glass, spoons, forks, knives etc. are to be cleaned in soap solution and dried and kept ready for next meal. The service provider should keep separate plates for veg and non-veg items. The students shall drop the used plates in the bins earmarked as within "Vegetarian/Non-vegetarian". Such plates should be washed separately. The cleaning material used should be from the approved brands.
12. Cleaning of the wash basin, kitchen drains on continuous basis.
13. Disinfectants should be used for frequent cleaning of surfaces and washing of floors.
14. All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The contractor shall be responsible for their hygiene fitness. Milk and milk products such as curd, yogurt, cheese etc. shall be of a good standard/branded and should be prepared and served fresh.
15. No bleach, washing soda, or detergent powder will be used for washing fresh vegetables, meat, etc. Fresh vegetables and meat will be washed with warm water before cutting. The Mess Committee/Sub-Committee/Administration of IIM Sirmaur shall conduct surprise checking anytime during the working hours.
16. Items like Jam, Pickles, Butter, Salt and Sugar should be kept/stored properly in a neat and clean place near dining areas to avoid insects/mosquitoes. The items should be checked at regular intervals and should be replenished based on requirement. The used oil should not be used for multiple preparations.
17. Kitchen and Dining Equipment provided by IIM Sirmaur for both cooking and serving the food must be handled safely. Replenishing items due to breakage/damage/lost will be the responsibility of the Service Provider only. IIM Sirmaur will also provide electricity and water facilities on actual consumption charges basis.
18. Monthly nominal rent for mess space at campus should be paid by the Service Provider to the Institute by 7th day of every month. The rent will be as per the rates of the HPPWD of state of Himachal Pradesh.
19. Procurement of LPG commercial cylinders, fresh groceries, vegetables, raw materials and other ingredients for running the Hostels Mess, as per the prescribed menu.
20. On special occasions, the menu (Lunch/Dinner) as given will be prepared and provided by the agency at the same price.
21. Food items mentioned in the standard menu such as rice, chapati, vegetable curry, fried vegetable items, chips, curd, paneer preparations, and non-vegetarian items shall be served without any quantity restriction.
22. Providing any other catering services for Institute's events, which shall be considered necessary by IIM Sirmaur from time to time. Such catering services should either be arranged within mess facility or independent outside the mess area based on the requirement of the Institute. The Institute will not have any extra charges for setting up the buffet, transport and other arrangements.
23. The service provider must provide the service throughout the year without closing the mess on any day unless ordered by the Administration of IIM Sirmaur. However, the number of students who use the mess facility may vary during vacation periods/outbound work declared by the Institute except during summer break period.
24. Vacation period menu will be different from the routine menu. The Mess Committee, Contractor and Administration of IIM Sirmaur will jointly decide the rates and dishes for vacation. Usually there are vacations during the months of April, May and June (60 days' summer vacation).
25. The Service provider will give a 50% rebate to the students for continuous 3 or more days of



approved absence, and refund of the same will be made within first 15 days of payment cycle. No rebate is payable for less than 3 days.

26. The quality of food will be inspected item-wise by Mess Committee/Administration of IIM Sirmaur frequently, and the mess vendor shall not deny access for such inspections. Further, the store, the kitchen, can also be inspected by the Institute to ensure that only the brands allowed for various articles are being used. In case any violation is found, the Institute reserves the right to impose a financial penalty/cancellation of the contract on the repeated Violation.
27. Maintenance of stock/inventory records and documents related to running of the mess and statutory compliances as per prevailing labour law and other statutory compliances.
28. The service provider will be responsible for the garbage disposal and will dispose of garbage at Municipal Collection Centre on daily basis. No garbage will be allowed to be kept in the Mess/IIMS premises for more than six hours. Agency will further ensure that there are no raw items that get into the water discharge from the mess. The agency would ensure clearance of all the drains in and around the kitchen and dining hall frequently and regularly at its own cost.
29. Efficiency, promptness, quality of food, service, good behavior and politeness of the service provider and his staff are the essence of the contract. The agency is required to ensure that this essence of the contract is always maintained.
30. Non vegetarian food will be cooked in separate areas with separate utensils.
31. Non-veg items (Eggs, Fish, Chicken, Mutton) & Paneer dish for non-vegetarians will be served 03 days (Lunch/Dinner) a week as per standard food menu. The quantity per person for the above-mentioned items would be unlimited. Any extra quantity will be chargeable by the service provider. Students should be informed in advance about such extra items as the service provider
32. Food to be served in Buffet. The service provider shall provide enough Bain merry separately for veg and non-veg items in order to avoid peak hour rush particularly during lunch.
33. Menu and policy matters related to running the mess will be the direct responsibility of the Mess Committee/IIM Sirmaur administration.
34. Food menu needs to be changed as per the students' requirements once in 07 days.
35. Menu may consist of all varieties, including both North and South Indian dishes.
36. Standard menu is subject to change by the order of IIM Sirmaur Administration/Mess Committee.
37. The strength of the students may vary. As the classes will be over at the same time, the operations and food service should be geared to address such peak hour rush.
38. Daily menu chart will be reviewed periodically by the Mess Committee in consultation with the Administration, which should be strictly followed by the catering Service Provider.
39. Procuring raw material/vegetables as per menu specification. Standard brand or quality of ingredients should be used for preparing food items.
40. Thorough washing and cleaning all the vegetables/meat/material prior to cooking.
41. The sick people's menu will be made available as per requirement (on demand).
42. One desert will be served everyday as per the standard food menu in Lunch/Dinner.
43. Appropriate pest control measures shall be undertaken.
44. The Service Provider shall ensure that all safety precautions are properly taken during the process of cooking by his employees. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/instruments, and fire-fighting equipment etc. placed at the disposal of the hostel mess. Food Testing/Inspection procedures would be followed as applicable.

LIST OF APPROVED BRANDS FOR CLEANING MATERIAL

Sl. No.	Cleaning Material	Brands
1	Dish Washer	Vim, Scotch, Brite, Prill or equivalent brand
2	Detergent Powder	Patanjali, Tide, Wheel, Rin or any other equivalent brand
3	Mops	Gala, Scotch, Brite or any other equivalent brand
4	Cleaning Pads	Scotch Brite
5	Cleaning Cloth	Gala, Scotch Brite or any other equivalent brand
6	Garbage Cover	Any good quality brand
7	Tissue Paper	Any good quality brand
8	Hand Wash	Dettol, Savlon, Lifebuoy or any other equivalent brand

Note: Standard or other brands of similar quality may be considered.

The list of approved ingredients and other items of cooking food for mess, guest house, and cafeteria/canteen is given at **Annexure-18**.

STANDARD FOOD MENU FOR THE MESS AT PERMANENT CAMPUS AND CITY CAMPUS:

Standard category food menu for Mess for both the campuses:

Item	Timing	Menu
Breakfast	08:00 AM to 10:00 AM	1. Corn flakes/Wheat flakes/Dalia/Oats with Milk (Hot/Cold) 2. Idli-Sambar/ Masala Dosa Sambar/ Stuffed Paratha (Aloo, Payaj, Paneer, Gobhi, Methi)/ Chole Bhature/ Vada Sambar/ Upma/ Puri Bhaji/ Poha/ Jalebi/ Uttipam/ Bread Omlet/Dal Kachori+Aloo sabzi 3. Slices of plain bread (white/Brown) and toasted with Jam/Butter 4. Boiled egg (Everyday) 5. Tea/Coffee/Milk (Everyday) 6. Cut Fruits (seasonal)/1 Banana (Everyday)
Lunch	01:00 PM to 02:30 PM	1. Green Salad, 2. Plain Curd/Raita, 3. Papad, 4. Pickles, 5. Onion and Nimbu 6. Roti-plain tawa/Bhature 7. Rice- Plain/Jeera/ Veg Pulao served with Raita/fried rice 8. Dal fry/Dal Tadka (In variety) 9. One seasonal green vegetable dry



		10. One vegetable with gravy (Any Paneer items, Chola, Rajma, Lobia, Kofta curry/any seasonal vegetables curry, Curry Pakora, Soya Chunk/Cholle/frymes) 11. Chhachh/ Lassi 12. Non-veg/Special veg item (Thrice a week)
Evening Tea/ Snacks	05:30 PM to 06:30 PM	1.Samosa/Sattu Kachori/Veg Cutlet/Papdi Chaat/Dahi Bhalle/Aloo Chap/Veg Noodles/Pasta/Pav Bhaji/Sandwich/Soup Veg/Veg. Manchurian/Macroni/Pasta/Chowmin/Veg. Roll/Vada Pao/ Misal Pav Maggi/Bhel Puri/Mix Pakora with Green Chutiny/Honey Chilli Potato/Corn Chat/Sprout Chat 2. Tea/Coffee/Milk
Dinner	08:30 PM to 10:30 PM	1. Green Salad, 2. Pickles, 3. Papad, 4. Roti-plain tawa/Naan/Tandoori/Makki ki roti 5. Rice- Plain/Jeera 6. Dal fry/Dal Tadka/Dal Makhni (In varieties) 7. One seasonal green vegetable dry 8. One vegetable with gravy (Any Paneer & any Kofta Items, Mix Veg, any chana item, any other seasonal Vegetable curry/Sarso ka saag/Soya Chap) 9. Sweet dishes include (ice cream/ laddu/ rasgulla/ barfi/ halwa/ gulab Jamun/kheer/ sewai/fruit custard/cut/fruits/ras malai/gazar halwa) 10. Non- Veg/Special veg item (Thrice a week).
Sick people menu	-	1. Khichadi or daliya 2. Soup/milk/herbal tea 3. Any other items

SPECIAL MENU:

The Special Menu at the regular price of standard menu is to be provided on special occasions (maximum 10 times) during the contract period. Any additional dish will be at extra cost decided mutually by Mess Committee/Institute administration and Caterer.

Items	Special Menu
Starter Veg (Any Two)	Paneer Roll, Veg Manchurian, Paneer 65, Hara Bhara Kebab, Masala Papad, Spring Roll, Chilly Paneer, Crispy Corn, Paneer Cutlet, Frankie, Dahi vada, Pani Puri, Honey Chilly Potato, Momos, Garlic Bread, Khaman Dhokla, Cheese Balls, Paneer tikka, Amritsari Paneer, Papad Rolls, Bread Roll, Corn Pakora, Dhokla.
Starter non-veg (Anyone)	Chicken 65, Chicken Samosa, Chicken Pakora, Chilly Chicken, Shammi Kebab, Tawa Chicken, Chicken Seekh Kebab, Mutton Seekh, Kebab, Chicken Malai tikka, Chicken Tikka, Amritsari Fish, Chicken Lollipop, Egg Roll
Fasting starters (Anyone)	Sabudana Vada, Aloo Chaat (Vrat)
Drinks/soup (Any Two)	Hot & Sour Soup, Sweet Corn Soup, Thandai, Virgin Mojito, Cold Drinks (Pepsi, Coca-Cola, Sprite, etc.), Lassi, monchow soup, wontons, chicken soup
Main course Veg (Any Two)	Kadhai Paneer, Dal Makhani, Veg. Kolhapuri, Paneer Lababdar, Paneer Tikka Masala, Kaju Curry, Masala Mushroom, Paneer Butter Masala, Chana Masala, Methi Matar Malai, Punjabi Dum Aloo, Navratan Korma, Malai Kofta, Shahi Paneer, paneer bhurji, paneer biryani, Misal Pav.
Main course non-veg (Any Two)	Laal Maas (Mutton), Mutton Rogan Josh, Bhuna Gosht, Chicken Curry, Chicken Lababdar, Chicken Changezi, Mughlai Chicken, Handi Chicken Sukka, Chicken Rara, Butter Chicken, Chicken Korma, Tandoori Chicken Masala, Kolhapuri Egg Curry, chicken/mutton biryani,
Fasting main course	Sabudana Khichdi, Singada atta puri
Bread & Rice (Any Two)	Tandoori naan, Butter naan, Missi Roti, Rumali Roti, Paneer Biryani, Shahi pulao, Zarda pulao, Jeera Rice, Chicken Biryani
Desert (Any One)	Rabdi Jalebi, Boondi, Rasmalai, Motichoor Laddoo, Shahi Tukda, Gujiya, Kalakand, Brownie, Gulab Jamun, Kaju Katli, Ragulla, Falooda, Kulfi, Nankhatai, Malpua, Modak, Shrikhand, Milkcake, ice cream, pastry, badam milk, kheer, soan halwa

Sick People Menu (Any Two)	1. Khichadi or daliya 2. Soup/milk/herbal tea 3. Any other items
--------------------------------------	--

ESSENTIAL REQUIREMENTS FOR THE SERVICE PROVIDER: -

- The Service Provider must have the required and valid statutory registration for rendering the catering services.
- No legal proceeding (s) and/or Industrial dispute (s) claiming wages or any other payment from or employments with the principal Employers have been initiated by any present employee or previous employee of the Service Provider (if a company or proprietorship however previously designated).



or of any other partner of the Service Provider (if the Service Provider is a partnership firm). This will have to be supported by an appropriate declaration in the form of an affidavit which if found to be false could not only lead to criminal prosecution but could be attended by termination of the contract and award of the work of another caterer at the caterer's risk and cost.

- c) Manpower requirement: The details of manpower requirements, the educational qualification and experience for student mess, night canteen and cafeteria/ canteen are detailed at **Annexure-19**.

COLLECTION OF MESS CHARGE:

- a) It is the responsibility of the Service Provider to collect the monthly mess charge directly from the students. The Institute will not take any responsibility in this regard. The Service Provider shall send a monthly report detailing the number of students dined, total amount collected, no. of staff worked and submit a certificate that the kitchen equipment provided by IIM Sirmaur has been maintained properly. Also, should produce proof for remittance of PF, ESI and salary payment to the manpower for the previous month.

Night Canteen

The Service Provider will operate night canteen in the mess building as per the below details. The rates for these items shall be fixed in consultation with the Institute. The students shall pay directly to the service provider.

Item	Timing	Menu
Night canteen Tea/ Snacks	10:00 PM to 03:00 AM	1. Samosa/Sattu Kachori/Veg Cutlet/Papdi Chaat/Dahi Bhalle/Aloo Chap/Veg Noodles/Pasta/ Pav Bhaji/Sandwich/Soup Veg/Veg. Manchurian/ Macaroni/Pasta/Chowmin/Veg. Roll/Vada Pao/ Misal Pav Maggi/Bhel Puri/Mix Pakora with Green Chutney/Honey Chilli Potato/Corn Chat/Sprout Chat 2. Tea/Coffee/Milk etc.

Cafeteria/ canteen for Permanent Campus

This cafeteria/ canteen shall function in Virtual Learning Centre (VLC). The details of the menu are given at Annexure-20. The employees and students shall pay directly to the service provider. The rates for each item shall be decided by the consultation of IIM Sirmaur Administration.

SCOPE OF WORK (CATERING & HOSPITALITY) FOR GUEST HOUSE AT PERMANENT CAMPUS

- The total build-up area is 2351 sq. m. The building consists of G+1 structure. Salient features of the building are as under:

Ground Floor consists of:

- Reception Space: Available
- Dining hall capacity: 30 pax
- Kitchen space: Available
- Laundry room: 01



- e) Office room: 01
- f) Meeting room: 10pax
- g) Suit rooms: 09

First Floor consists of:

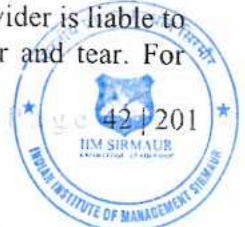
- a) Suit rooms: 03
- b) Double occupancy rooms: 12

Total rooms available:

- a) Suit rooms: 12
- b) Double occupancy rooms: 24

Facility available in the rooms	
Each Suit room	Each Double occupancy room
Double bed: 01	Single bed: 02
Bed side table: 01	Bed side table: 02
Study table: 01	Study table: 02
Study chair: 01	Study chair: 02
Sofa (2 seater): 01	Sofa (single seater): 02
Sofa (single seater): 01	Corner table: 01
Center table: 01	Wooden Almirah: 02
Corner table: 01	Mini Refrigerator: 01
Wooden Almirah: 01	1.5 Ton Air Conditioner
42" LED TV: 01	25 Ltr Water Heater
Mini Refrigerator: 01	Electrical kettle
1.5 Ton Air Conditioner	-
25 Ltr Water Heater	-
Electrical kettle	-

2. IIM Sirmaur will hand over civil, electrical and mechanical items/appliances to the Service Provider with a list of inventories for operations and its use. All inventory will have to be returned by the agency in satisfactory condition as per practice before releasing performance security. Cleaning related maintenance of all equipment, pipelines, gas burner etc. is in the scope of Service Provider. The Service Provider should maintain the kitchen waste properly to avoid clogging of pipeline.
3. The Institute shall arrange furnished rooms with beds, sofa, chairs, table, wardrobe, phone connection, internet connection, Wi-Fi, curtain, mirror, wall clock, table lamp, electrical fittings, tube lights, bulbs, fans etc. In addition to the above items, major kitchen equipment will be provided by IIM Sirmaur. The list of equipment is detailed at **Annexure-21**. Additional equipment, if needed, the Service Provider should arrange it on its own. All the payments like internet bills, cable TV connections and monthly subscriptions etc. shall be borne by the Institute. All minor repair and maintenance charges of Guest House building, firefighting equipment will be borne by the service provider.
4. IIM Sirmaur will hand over to the Service Provider the kitchen equipment for proper usage and maintenance. Malfunctioning of any equipment shall not to be entertained as excuse for unsatisfactory services. Upon end of contract / termination thereof, the Service Provider is liable to return the same to IIM Sirmaur in good working condition barring normal wear and tear. For



shortage/misplacement/theft, replacement cost of the items will be recovered from the bill and/or security deposit of the Service Provider as the case may be.

Occupancy rate

The expected average occupancy rate may be 60 percent. It may vary depending upon the number of participants attending offline Management Development Programs (MDPs)/Training programs/Visitors.

Scope of Work

The Service Provider shall undertake round-the-clock management, operation, housekeeping, catering, inventory management, monitoring of maintenance, accounting etc.

The Service Provider shall undertake all types of work round the clock on all days of the year viz. cleaning, dusting, toilet cleaning etc. in general and following works in particular:

Daily Work:

- 1.1 Maintenance and cleaning of all the rooms on daily basis (with toilet cum bathroom), kitchen, dining hall, glass windowpane, and all fixtures/furniture at the including the Committee room on the ground floor/first floor/second floor. A daily report will be maintained by the Housekeeping Manager and a copy of which will be sent to the office of GUEST HOUSE for records.
- 2.1 Wet mopping of corridors with necessary detergents (Harmless ISI mark chemicals).
- 3.1 Dusting and cleaning of stairs and railings.
- 4.1 All toilets on the premises should be cleaned.
- 5.1 Collecting wastes and garbage and deporting it to the dumping areas.
- 6.1 Office of GUEST HOUSE will provide required amount of water for cleaning purposes.
- 7.1 Bedroom bed sheets and towels will be changed every day whenever rooms are in use. A floor register shall be maintained for this purpose.
- 8.1 The Service Provider at his own expense shall arrange all cleaning materials for cleaning.
- 9.1 Liquid soap, tissue rolls, toilet paper, Odonil, naphthalene balls, sanitary materials shall be provided by the service provider at no extra cost whenever rooms are in use.
- 10.1 The Service Provider shall provide laundry service to the guests on payment basis as per the rates approved by the authority of IIM Sirmaur.
- 10.2 Toiletries items to be supplied daily in a sachet (shampoo + oil + soap, comb, toothpaste, shaving razor) etc., daily supply can be based on usage of room i.e. one sachet per person per day. A liquid hand wash, good quality shoeshine/polish, shoe brush and pair of disposable slippers are also required in each room.
- 10.3 Use of Mosquito repellent spray.

Weekend Work:

- 3.1 Dusting of ceilings, walls, tube lights, light shades, frames etc. in corridors.
- 3.2 Cleaning glasses of all windows internally and externally.
- 3.3 Cleaning of furniture and office equipment



- 3.4 Brushing and washing floors with shining machines.
- 3.5 Removing cobwebs.
- 3.6 Mosquito repellent, anti-mosquito spray, rodent and pest control etc. shall be done on weekly basis at no extra cost.
- 3.7 Drainage, services repairs and garbage disposals weekly report will be submitted to the office of Admin.
- 3.8 Washing/cleaning of ceiling fans blade, cleaning of doors, switches.

Monthly/ Fortnightly Work:

- 4.1 Dry cleaning of sofa set, covers, and curtains will be done on monthly basis as per the requirement.

Consumables

5.1 The Service Provider should supply housekeeping consumables as per approved list. The consumables required will have to be stored in the storeroom. The consumables should be of standard quality and the same may be verified by the Institute authority any time deployed for the purpose. The items required for cleaning/housekeeping services including Guest House are listed at **Annexure-22**. The Service provider shall submit purchase invoices, usage reports and stock of consumables on monthly basis for the areas/ buildings.

5.2 The following are the list of Linen items available in the Guest House:

- Single Bed Sheet
- Double Bed Sheet
- Bath Towel
- Hand Towel
- Pillow Cover
- Single Blanket
- Curtains
- Single Quilt
- Double Quilt
- Comforter
- Bathmat
- Double Bed Cover
- Single Quilt Cover
- Any other Item from time to time

As and when these items become unusable, the service provider shall replace with the new ones with the approval of the IIM Sirmaur Administration. The cost of purchase will be reimbursed on submission of the bill.

Equipment/tools:

6.1 The required equipment/ tools shall be provided by the Service Provider. The list of equipment and tools for cleaning is given at **Annexure-23** for the areas/ buildings including the Guest House.



Room Upkeeping Requirements:

7.1 The list of room upkeeping requirements and bathroom cleaning items are listed at Annexure (s) - 24 & 25.

Front office:

Visitor accommodation management including management of reception and office round the clock on all days of the year, maintenance of register, check-in and check-out register, billing, inventory register, feedback register, and allotment of rooms for Bonafide occupants in-consultation with the authorized official of IIM Sirmaur. A fortnightly report on allotment of rooms must be submitted to the Officer-in-charge of IIM Sirmaur.

The Service Provider should also provide laundry services to guests on payment basis at rates approved by the IIM Sirmaur. In addition to the above-mentioned services, the Service Provider shall attend to all other maintenance and cleaning services for the guest house.

The Service Provider should be able to give personal attention to VIPs on their visit in the VIP rooms. The manager should be able to attend the call of VIPs and should arrange for their requirements as and when directed by them.

Scope of work for Catering Services

1. It will be the responsibility of the Service Provider to provide breakfast/lunch/dinner as well as morning/evening tea/coffee/snacks to the guests well in time. The standard/special menu is detailed in **Annexure-16**. The Service Provider should quote the rate per day per person and (inclusive of rates for breakfast, lunch, evening tea/coffee/snacks and dinner) taking into consideration the menu (representational) as detailed at **Annexure-16**.
2. The Service Provider shall supply additional breakfast/lunch/dinner as requested by the Departments/Units on chargeable basis. Such requests will be placed, as far as possible, 01 day in advance.
3. The Service Provider shall also be asked to supply and serve special lunch/dinner for Departments/Units as requested, on fixed rates duly approved by the competent authority of IIM Sirmaur. If required, customized lunch/dinner shall be provided by the Service Provider at mutually agreed rates.
4. The Service Provider shall be responsible for making arrangement for the cutleries, crockeries and other utensils of standard quality used for preparing and serving coffee, tea, break-fast, lunch & dinner as required from time to time.
5. The Service Provider is permitted to utilize the kitchen and store available in GUEST HOUSE for the purpose of cooking/storing the necessary vegetables/groceries. Cooking for regular breakfast/lunch/dinner must be done in the GUEST HOUSE kitchen only. The storeroom, kitchen, and dining area must be clean and hygienic.
6. The Service Provider shall maintain the account of the number of breakfast/lunch/dinners provided on a per day basis as well as on monthly basis and submit the bill to the Institute at



the end of every month.

7. The Service Provider is responsible for charging the guests for the number of breakfasts / lunch / dinner / coffee / teas they have ordered as per the Institute's approved rates. The Service Provider has to arrange himself all the requisite items for cooking including Gas connection and refilling of Gas, vegetables etc.
8. Dining hall/Kitchen/Cafeteria service shall be rendered in hygienic condition by trained chefs, cooks, cleaners etc., details of which may be indicated. Appropriate pest-control treatment in kitchen/store-room areas must be undertaken periodically (once a week) by the Service Provider.
9. Meals should be provided as per the menu and rates fixed by the Institute. The menu details are given hereunder for which the rate is to be mentioned in financial bid. Menu/rates should also be indicated for events and/or special occasions (viz., seminars, workshops, conferences etc.) for Lunch / Dinner for vegetarian dishes.
10. Sanitation in case of outbreak of epidemic or any such special circumstances will be the sole responsibility of the Service Provider.
11. The Service Provider has to ensure hygienic condition under which food is prepared and undertake appropriate pest control measures.
12. The Service Provider has to ensure trained manpower to be deployed in the dining hall who are well mannered.
13. The eatables served by the Service Provider to the Guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served. Penalty shall also be imposed if not strictly adhered to.
14. All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Service Provider shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality with make AMUL and VERKA and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry. The Service Provider shall also maintain hygienic conditions in cooking/pantry areas & dining/serving areas.
15. The Service Provider shall be required to adjust/change the timings as and when required depending upon the progress of any special event It shall be ensured that tea/coffee are served steaming hot.
16. The Service Provider will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and sold by him, including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provision of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulation and order framed there under, including safety and health of all consumers/residents under the said contract. The Service Provider should keep the owner indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials

provided as meals during the entire contract period.

17. The authority entrusted with the task will check the quality of grains, oil, flour, fruits, vegetables and other provisions used in cooking. Any deficiency may lead to penalty. The Service Provider itself will be responsible for periodical inspection and submit a report in this regard to the office of Admin.
18. The Service Provider shall submit in the prescribed format on a daily basis a checklist for maintenance of Catering service. In case of dispute regarding the service, quality or the quantity of the food stuff, tea/coffee and snacks served, the decision of the Institute will be final and binding.

Service and Manpower Requirement:

1. Services required at GUEST HOUSE, IIM Sirmaur:

- (i) Entire management of Guest House including Housekeeping and Catering Service requirement of minimum Manpower for providing the services:

Sr. No.	Description of Manpower	Category	Minimum qualification and Experience	Minimum Number Required
1.	Guest House Manager/ Supervisor	Managerial	Degree in Hotel Management and catering technology (BHMCT) from recognized institute recognized by NCHMCT with minimum 3 years post qualification work experience in relevant field in any Industry/Reputed Hotel/Organization	One
2.	Chief Cook	Managerial	Diploma in Catering Technology with 5 years post qualification work experience in relevant field in any Industry/Reputed Hotel/Organization	One
3.	Assistant Cook	Highly skilled	Diploma in Catering Technology with 1 year post qualification work experience in relevant field in any Industry/Reputed Hotel/Organization	One
4.	Front Desk Executive	Highly skilled	Graduate degree with minimum one year hospitality experience in reputed Hotel/Organization and good communication skills	Two
5.	Room Boy/Attendant/Pantry attendant	Skilled	12 th class pass with minimum one year experience of Room Making & housekeeping or F&B service experience in any	Two



			hotel/organization.	
6.	Kitchen Helper	Skilled	Minimum one year kitchen Helper Experience in reputed Hotel/Organization	Two
7.	Housekeeper (Safai Wala)	Semi-skilled	Minimum one year housekeeping experience in reputed Hotel/Organization	Two
8.	Dishwasher	Semi-skilled	Minimum one year housekeeping experience in reputed Hotel/Organization	One

Note: Manpower may be increased/decreased as per requirement with prior approval of the Competent Authority of IIM Sirmaur

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

Quantity, Qualification and quality of manpower should be up to the satisfaction of IIM Sirmaur and for this, a committee may be authorized by the Competent Authority to look after the same as the payment for manpower is being released by IIM Sirmaur for staff mentioned at sr. no. 4, 5 and 7. The Service provider shall pay salary/wages for the rest of the manpower mentioned above.

Brief Description of Required Skills for aforementioned workers:

Guest House Manager/ Supervisor:

- Having great hospitality skill in providing exceptional Visitor experience
- Having leadership and teamwork skills
- Having operational efficiency, planning, monitoring and appraising skills
- Having quality of imparting training and team building
- Excellent telephone/e-mail etiquette
- Fluency in both Hindi and English languages.
- Maintain a positive demeanor and can-do attitude at all times
- Having quality of establishing strong working relationship with all area resources
- Good communication skills with all guests and passionate for giving prompt service
- Other skills which are required to perform the tasks of Management of Housekeeping services
- Managing front office

Chief Cook:

- Possessing skills to prepare recipes to delight the guests
- Skills to develop new menus by improving the existing ones
- Follow recipe and menu specifications
- Maintain the cooking premises clean and neat

- Basic knowledge of nutrition
- Monitor and support other cooking staff in preparing dishes and meals
- Adhere to quality in preparing recipes and meals
- Teach and train other cooking staff
- Maintain and manage kitchen, inventory and other requisite items
- Handling of day-to-day operational problems
- Communicate effectively with guests in both Hindi and English languages
- Other skills which are required to perform the tasks of cooking services

Assistant Cook:

- Preparing dishes and meals of Indian Cuisines
- Maintaining cleanliness and Hygiene
- Familiar with safety rules in kitchen
- Knowledge about kitchen equipment and familiarization with their use in kitchen
- Preservation, storage and servicing of foods
- Accompaniment and garnishing
- Well versed in use of fire safety measures
- Cleaning of food utensils and other relevant equipment's
- Other skills which are required to perform the tasks of cooking services

Room boy/pantry attendant

- Serving food for the guests, bed tea etc.
- Other skills which are required to perform the tasks of pantry.
- Crockery management, glassware and tableware management.
- Set up crockery for lunch, dinner etc.
- Promptly provide water on demand.
- Notify material requirements to in charge.
- Basic knowledge of food safety and quality standards.
- Communicate effectively with Visitors well as in charge in a polite and humble language.
- Other skills which are required to perform the tasks of pantry services.

Front Desk Executive:

- Having excellent communication skill in both languages i.e. in Hindi as well as in English and both in person and on telephone
- Possess basic technological skills like basic knowledge of photocopying machines, use of POS machine
- Having multitasking capability

Housekeeper:

- Sweeping, polishing, dusting, vacuuming and mopping hard floors.
- Familiar in using the floor cleaning machines.
- Keeping bathrooms stocked with toiletries and other supplies.
- Cleaning mirrors and other glass surfaces.
- Good communication skills.
- Cleaning of bathrooms and toilets.

The Service Provider shall:

- a. Ensure compliance of Food Safety and Standards (Licensing and Registration of Food Businesses) Regulations, 2011 of FSSAI and remain in compliance with any revision issued by FSSAI from time to time, along with any other applicable laws in force.
- b. Ensure valid FSSAI License during currency of contract and submit a copy of same to the Institute & renew periodically on its own.
- c. Ensure Trained and Certified Food Safety Supervisor as per FSSAI norms.
- d. Ensure proper sanitation/ hygienic conditions in food preparation and Service.
- e. Ensure that food is served in a neat and clean utensil.
- f. Ensure to use fresh raw materials.
- g. Ensure deploying persons after medical test and background verification. Reports to be shared with IIM Sirmaur within 30 days of start of service.

2. SCOPE OF WORK (HOUSEKEEPING AND RELATED SERVICES) FOR PERMANENT CAMPUS AND CITY CAMPUS

1. Cleaning Services
2. Cleaning Services for Toilets & Common areas.
3. Waste management (Disposal of Waste from Campus) including medical waste management
4. Pest control
5. Horticulture
6. Paramedical and Support Staff
7. Laundry

1. Cleaning Services

The details of built-up areas are placed at **Annexure-2**.

The Facility Management and Cleaning (FMC) services shall:

- a. Perform routine cleaning of the internal and external areas to meet the required service standard.
- b. Perform cleaning and upkeep of interior & exterior of the buildings, roads, parking areas, gate complex, open areas like lawns, entire Other places, student activity area, utilities, Solar Energy Generation System, Solar water heating system, HVAC, STP, WTP, Security surveillance system, firefighting system, rain water harvesting system, Storm water drains & any other system installed for the operation of IIM Sirmaur campus as per the directions in Manuals / as per directions of IIM Sirmaur.
- c. Perform periodic cleaning of glass facades, atrium roof, workshop roof, building terrace, porches, external claddings etc. at all heights (internal + external)
- d. The SERVICE PROVIDER shall deploy all equipment required for cleaning operations and shall be solely responsible for maintaining such equipment in good working condition at all times. All costs related to the purchase, repair, replacement, spare parts, servicing, and maintenance of the



equipment shall be borne entirely by the SERVICE PROVIDER

- e. Responsible for the safekeeping of such equipment at the institute campus and shall not take out such equipment any time during the term of contract other than for repairs. In case such repairs take more than a week, SERVICE PROVIDER shall arrange to provide alternate equipment to IIM SIRMAUR.
- f. Adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to IIM Sirmaur property as soon as they become aware of such defects in the course of their duties under this Contract.
- g. Dusting and cleaning of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, notice boards, fittings and glass pans etc. to remove debris, stains, cobwebs and marks. Dusting and cleaning of stairs include treads, risers, nosing, banisters, balustrades, handrails, ledges and protective wire guards (where present) to remove dust, debris, stains and marks.
- h. Polishing / vacuum cleaning / cleaning of floors, carpets, carpet tiles, mats and mat wells and ensure the same must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufacturers' recommended methods and at recommended intervals.
- i. Clean all water tanks and disinfects, especially before the start of rainy season as instructed by IIM Sirmaur or as and when required.
- j. Regular cleaning of storm water drains, manholes, sewage lines etc. for removal of any blockages.
- k. Entrances, service areas, parking areas, paving, paths, roads, grounds OAT, water body, lawns at the entrance, the outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.
- l. Server Room/Control Room/ Electrical Rooms/AHU (Air handling Units) Rooms/UPS (Uninterrupted power supply) Rooms/Stores/AV rooms/ Substation etc. must be free from dust, static electricity and be left clinically clean.
- m. Sticky substances like chewing gum should be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover.
- n. Care is to be exercised when staff are still on the premises. Wet floors should be signposted. Trailing cables and open sockets should be made safe.
- o. All cleaning methods used must be of sufficient quality to meet these standards and to maintain any guarantees on the floor covering.
- p. Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent.
- q. All safety precautions as per the standard procedure or as advised by IIM Sirmaur to be followed while rendering the service.

CLEANING SCHEDULE & FREQUENCY INSIDE THE BUILDINGS

Sr. No.	Activity	Method	Frequency		
			Administrative Block, Academic block, classroom complex 1 & 2	Hostels including hostel rooms for BMS students in staff housing	Guest house, Library, students' auditorium and Virtual



					Learning center
1.	Rooms/Chambers/classrooms/ Pantry rooms, storeroom, security room cleaning & disinfection	Sweeping and Mopping	Once daily and as and when required	Once daily and as and when required	Once daily and as and when required
2.	Common room, visitor room, sick room, recreation room, dormitory, common stores & all such rooms etc.	Sweeping and Mopping	Once daily and as and when required	Once daily and as and when required	Once daily and as and when required
3.	Room's roof (False ceiling, Lights, AC ceiling diffuser, AC unit etc.)	Cleaning	Fortnightly & when required.	Fortnightly & when required. (outside the unit area in faculty & staff residence)	Fortnightly & when required.
4.	Classroom's White board cleaning	Wet & dry Wiping	Twice Daily & when required.	-	-
5.	AHU (Air Handling Unit) Cleaning, Electrical room, Server Rooms, UPS room, AHU room,	Vacuuming / Cleaning	Twice a week	Twice a week	Twice a week
6.	Corridor floor cleaning	Dry & Wet moping/ Vacuuming if required	Four hourly bases & when required	Twice a day basis & when required	Twice a day basis & when required
7.	Corridor floor cleaning	Scrubbing and drying with Auto Scrubber	Once a week & when	Once a week & when	Once a week & when
8.	Corridors roof (False ceiling, Lights, AC ceiling diffuser etc.)	Cleaning	Fortnightly & when required	Fortnightly & when required	Fortnightly & when required
9.	Staircase Cleaning	Sweeping and Mopping	Once daily & when required	Once daily & when required	Once daily & when required
10.	Door & door handles cleaning	Wet & Dry wiping	Once daily & when required	Once daily & when required In case of Faculty & staff residence, only for common	Once daily & when required

				areas.	
11.	Window doors, Panes & glass cleaning	Wet & dry wiping	Once daily & when required.	Once daily & when required. (For common areas)	Once daily & when required.
12.	Drinking water area	Wet & dry wiping	In four hourly bases & when required	In four hours basic & when required	Twice a day
13.	Lift cleaning	Wet & dry wiping	Once daily & when required.	Once daily & when required.	Once daily & when required.
14.	Glass and glass partition cleaning	Wet & dry wiping	Once daily & when required.	Once daily & when required. (For common areas only)	Once daily & when required.
15.	Fire Extinguishers/hydrants and hose reels cleaning if any	Wet & dry wiping	Thrice a week	Thrice a week	Thrice a week
16.	Any type of furniture (Chairs, sofa, tables, Cupboards etc.)	Dusting & Vacuuming	Once daily & when required.	Once daily & when required.	Once daily & when required.
17.	Glasses/Nameplates/Signages	Wet & Dry wiping	Twice a week	Twice a week (In common Area only)	Twice a week
18.	Telephone/Computers	Dusting / Vacuuming / Cleaning	Once daily	Once daily (in common area only.)	Once daily
19.	Cobwebs removal	Manual/Mechanized	Once a week & when required	Once a week & when required (in common area only)	Once a week & when required
20.	Doormats cleaning	Manual/Mechanized	Once daily & when required.	Once daily & when required. (In common area only)	Once daily & when required.
21.	Cleaning of Carpet / Venetian blind / curtains	Vacuum cleaning/ Mechanized	Once a month & when required.	-	Fortnightly & when required.
22.	Electric Switches, verandas and verandas below roof top	Dry cleaning	Thrice a week	Thrice a week	Thrice a week
23.	Terrace Cleaning	Wet & dry Cleaning	Fortnightly	Fortnightly	Fortnightly

24.	Cupboard cleanings (exterior)	Mechanized/ manually	Once daily & when required.	-	Once daily & when required.
25.	Honeybee cleaning (Premises of building & using area)	Manual	As per requirements	As per requirements	As per requirements
26	Shifting of Furniture	Manual	As per requirements	As per requirements	As per requirements

Note: -

- (a) Common areas and staircase areas of all faculty buildings need to be cleared once a week.
(b) Any other similar jobs as per its schedule or as and when required.

OUTSIDE THE BUILDINGS

Sr. No.	Activity	Method	Frequency		
			Administrative Block, Academic block	Hostels including hostel rooms for BMS students in staff housing and classroom complex 1 & 2	Guest house, Library, students' auditorium and Virtual Learning center
1.	Paved corridors/courtyard/ pathway cleaning	Sweeping	Once daily	Once daily	Once daily
2.	Paved corridors/courtyard/ pathway cleaning	Manual washing	Once a week	Once a week	Once a week
3.	Exterior glass cleaning up	Spider Man Cleaning	Monthly	Monthly	Monthly
4.	Exterior façade/cladding	Spider Man Cleaning	Monthly	Monthly	Monthly
5.	Parking area	Cleaning	Once daily	Once daily	Once daily
6.	Roads	Manual/ Mechanized Cleaning	Once a day & when required	Once a day & when required	Once a day & when required
7.	Cobweb cleaning reachable height (25ft)	Mechanized / Manual cleaning	Weekly	Weekly	Weekly
8.	Cobweb cleaning up to any height (Façade area)	Spider Man Cleaning	Monthly	Monthly	Monthly
9.	Overhead water tanks (Water Service Tanks)	Cleaning	Quarterly	Quarterly	Quarterly

10.	Overhead water tanks or Drinking water Tanks)	Cleaning	Monthly	Monthly	Monthly
11.	Underground water tanks	Cleaning	Once in two months	Once in two months	Once in two months
12.	Roof top solar energy generation system	Mechanized / Manual cleaning	Fortnightly	Fortnightly	Fortnightly
13.	Roof top solar water heater	Mechanized / Manual cleaning	Fortnightly	Fortnightly	Fortnightly
14.	Storm drain/external water drain cleaning	Mechanized / Manual cleaning	Monthly	Monthly	Monthly
15.	Rainwater harvesting pits	Cleaning	Monthly	Monthly	Monthly
16.	Exterior lighting/Street light	Cleaning	Monthly	Monthly	Monthly
17.	Security Guard Room	Cleaning	Once daily & when required	Once daily & when required	Once daily & when required
18.	Sewer line/Manhole	Cleaning	Monthly	Monthly	Monthly
Note: Common areas like roads, staircase and terrace shall be cleaned twice a week. In faculty and staff residences, these areas shall be cleaned twice a week. Water tanks shall be cleaned once a month.					

2. Cleaning of Toilets/Common Area (Except Faculty Residence)

The details of the toilets are given at **Annexure-26**.

- i. All sanitary ware including sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected and cleaned properly.
- ii. Floors should be cleaned to the same standard as other building floors. In addition, there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.
- iii. Soap dispensers must be filled always, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.
- iv. All toilets should be kept fully stocked with supplies and should be made available at all times.
- v. Dispensers must be clean, dry and free from dust, marks and smears with clean towels

fitted. Hot air dryers must be clean, dry and free from dust, marks and smears.

CLEANING SCHEDULE & FREQUENCY FOR TOILETS

SN	Activity	Method	Frequency		
			Administrative Block, Academic Block and classroom complex 1 & 2	Hostels, hostel rooms and staff housing for BMS students	Guest House, Library, Student Activity Centre and Virtual Learning center
1.	Cobweb cleaning	Manually	Weekly	Weekly (common toilets)	Weekly
2.	Floor cleaning & disinfection	Scrubbing & drying	Every 4 hours and as & when required	Twice in a day or as and when required (common toilets)	Every 4 hours and as & when required for common toilets Once daily for toilets attached with guest room
3.	Side wall cleaning	Scrubbing & drying	Once daily & when required.	Three times a week and when required.	Once daily & when required.
4.	Doors & door handle cleaning & disinfection	Wet & dry wiping	Once daily & when required.	Once daily & when required.	Once daily & when required.
5.	Washroom fixture cleaning	Wet & dry wiping	Once daily & when required.	Once daily & when required.	Once daily & when required.
6.	Washroom fixture	Polishing	Fortnightly	Fortnightly	Fortnightly

7.	Wash basin and surrounding area cleaning & disinfection	Wet & dry wiping	Every 4 hours and as & when required	Twice in a day or as required (common toilets)	Every 4 hours and as & when required for common area. Once daily for toilets attached with guest room
8.	Mirror cleaning	Damp wiping	Every 4 hours and as & when required	Twice in a day or as and when required (common toilets)	Every 4 hours and as & when required for common area. Once daily for toilets attached with guest room.
9.	Commodes cleaning & disinfection	Wet/Dry cleaning	Every 2 hours & when required	Twice in a day or As and when required (common toilets)	Every 2 hours & when required for common toilet. Once daily for toilets attached with guest room
10.	Urinals cleaning & disinfection	Wet/Dry cleaning	Every 2 hours & when required	Every 2 hours & when required	Every 2 hours & when required for common toilets
11.	Urinal partition cleaning	Wet/Dry cleaning	Once daily & when required.	Once daily & when required.	Once daily & when required.
12.	Dustbin clearance & disinfection	Collection and wiping	Every 4 hours	Twice in a day & when required for common toilets	Twice in a day & when required for common toilets. Once daily for toilets attached with guest room
13.	Floor cleaning	Wiping	Once daily & when required.	Once daily & when required.	Once daily & when required.

14.	Exhaust Fan cleaning	Wiping	Weekly & when required	Weekly & when required	Weekly & when required
15.	Tube light or any other light cleaning	Dry wiping	Weekly & when required	Weekly & when required	Weekly & when required
16.	Electric Board and Switches cleaning	Dry dusting	Alternative days	Alternative days	Alternative days
17.	Spray of Air Freshener	Manual	Once daily & when required	Once daily & when required	Once daily & when required
18.	Hand wash on basins	Manual	Once daily & when required	Once daily & when required	Once daily & when required
19.	Urinal screen	Manual	As per life of materials	As per life of materials	As per life of materials
20.	Urinal Cube	Manual	Twice a week	Twice a week	Twice a week
21.	Roof (False ceiling, Lights.)	Cleaning	Fortnightly & when required.	Fortnightly & when required.	Fortnightly & when required.
22.	Bathing area and fixtures	Cleaning	-	Twice in a day or as and when required (common toilets)	Twice in a day & when required for bathing area in common toilet. Once daily for toilets attached with guest room.

Cleaning materials: The details of cleaning material mentioned at **Annexure-22** shall be purchased and used by service provider. The Service provider has to maintain sufficient stock of the same.

Housekeeping equipment/tools/machines: The details of equipment/tools/machines for housekeeping are detailed at **Annexure- 23**. The Service provider shall procure these items.

Manpower requirements: The details of manpower requirement for various housekeeping activities and qualification & Experience are detailed at **Annexure-27**.

3. Waste Management (Permanent Campus & City Campus)

Debris (Due to civil and other works):

- a. Debris due to rectification/replacement/ breakdown maintenance works should be immediately removed from the area of work and dumped into designated place.

Food and other waste:

- a. The Service Provider shall support IIM Sirmaur in identification of agencies & coordination for tie-up for waste management (Reuse, Reduce, Recycle) of different types of waste generated in the campus, if not done before placement of contract for execution of following works:
- b. The Service Provider would remove food, plastic, paper, dried leaves and plants, e-waste and other waste as per the frequency mentioned below:
- c. Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times.
- d. The Service Provider shall store and dispose of the waste products of catering service (mess, night canteen and cafeteria/ canteen) like food waste, cooking waste, used oils and waste vegetables etc. The charges for the storage, transportation and disposal of food related waste shall be borne by the service provider and included in rates for food items. Such waste is to be transported in the designated place by the party concerned. The Service provider shall obtain authorization certificate for disposal and submit before starting the services. For other areas, the service provider should remove all types of wastes including food waste from Faculty & Staff residences. The monthly cost of transportation (excluding manpower cost) and payment made for the disposal shall be reflected in the financial bid.
- e. The Service Provider shall segregate the waste into recyclable and non-recyclable type and shall ensure proper disposal of waste as per the standards and directions provided by IIM SIRMAUR
- f. The Service Provider shall ensure that 100% of recyclable waste is being recycled through registered agencies and provide verification of the same to IIM-Sirmaur authorities.
- g. The Service Provider shall dispose (as per prevalent national laws and requirements) all biomedical, chemical and radiological waste generated within the facility / Health facility, including its segregation, transportation, storage, treatment and destruction. Service Provider should be registered for biomedical waste.
- h. All dried leaves and plants etc. shall be collected and dumped in the pit in the designated place to create manure.
- i. Necessary Cart / Vehicle required for movement of Material/Garbage to be provided by the Service Provider.
- j. Dry/Wet waste segregation should be as per the new Solid Waste Management Rules (SWM), 2016 and its subsequent amendments notified by Union Ministry of Environment, Forests and Climate Change (MoEF & CC).
- k. The Service Provider shall submit proof the waste has been disposed of in the specified place as authorized by the Panchayat/municipal authority.
- l. The Service Provider shall be responsible for paying the charges as determined by the municipal authority.



- m. The Service provider shall procure and install automatic sanitary napkin sanitizer machines with odor control facility in five permanent campus hostels with a capacity to dispose of used sanitary pads. Brands such as Carefree, SARA, Riya and RMAX are preferred.

SCHEDULE & FREQUENCY FOR WASTE MANAGEMENT

SN	Activity	Method	Frequency		
			Administrative Block, Academic Block area and classroom complex	Hostels, mess Faculty & staff residences	Guest House, Library, Student Activity center and Virtual Learning Center
1.	Biodegradable garbage collection and disposal (Food, vegetable waste etc.)	Manual	Daily basis	Daily basis	Daily basis
	Garden waste		Twice a week	Twice a week	Twice a week
	Non-Biodegradable garbage collection and disposal (Plastic bags and bottles, metal, glass, e-waste etc.)	Manual	Once a week	Once a week	Once a week
2.	Bio waste and e-waste collection	Manual	Once a week from the medical unit.		
3.	Litter/ /scrap/garbage Collection from premises from the open areas/grounds/pathway/ both side of Road.	Manual	Once In a week & when required.		
4.	Garbage removal from storing/collection area (Wet waste/bio- degradable waste)	Manual	Once In a week & when required.		
5.	Dustbins cleaning	Manual	Weekly & when required		

Note: Dustbins will be provided at various locations of the Institute by IIM Sirmaur.

The required manpower and educational qualifications for Vehicle 1 are as follows:

- a) The driver should have passed 10th standard and possess a valid driving license, along

with a minimum of 3 years of driving experience.

b) The waste lifting helper should have at least 2 years of relevant experience.

The wages for the manpower shall be paid by the Service Provider as per the present minimum wage by the Ministry of Labor & Employment, Government of India.

4. **Pest Control:**

The Service provider must possess a valid commercial pest control license issued by Central pesticides Board of Registration Committee (CIBRC) or State level authorities.

The Service Provider shall carry out pest control activities covering all the facilities / blocks, buildings, Hostels, faculty residence of IIM SIRMAUR, including rooms, reception areas, corridors, lobbies, outside areas of kitchen / dining hall, gymnasium, Activity Centre, all the toilets, washrooms, basement and all the facilities.

The Service Provider shall be responsible for ensuring the disinfectants, insecticides, fumigation and pesticides used for rendering the services shall be safe, having low toxic levels, duly approved by WHO and Central Insecticide Board.

The Service Provider shall maintain date wise and location wise records of pest control activities and submit monthly report to the designated officer of IIM Sirmaur. The date-wise plan of pest control activity should be conveyed to IIM Sirmaur well in advance so as to inform the concerned faculty, staff and students.

Disinfestations Treatment

Pest Covered: Crawling insects such as Ants, cockroaches, silverfish, spiders, ticks, bugs, crickets, termites, snakes etc. The Service Provider shall take the following control measures:

- i. Intensive / extensive spray with oil / water-based chemicals/application of gel.
- ii. Frequency: Weekly/Fortnightly/monthly as per client schedule and need based.

Rodent Control

Pest Covered: Domestic / Field Rodents. The SERVICE PROVIDER shall take the following control measures:

- i. Baiting with anti – coagulant rodenticide / asphyxiates type chemicals, tunnel/ tube traps, metal electronic traps, box traps, bucket traps, etc.
- ii. Trapping with lures.
- iii. Eliminate rats / mice with glue traps.
- iv. Using proofing tools, Drain Proofing, and External Proofing, covering vents and blocking holes.

Frequency: Monthly as per client schedule and need base.

Fly Control

The Service Provider shall take the following control measures:



- i. Sanitation
- ii. Honeybees – comb removal without harming the honeybees.
- iii. Chemical control

Frequency: weekly during period March to July and fortnightly during the rest of the year as per client schedule and need base.

Mosquito Control

The treatment will be carried out all over the premises and surrounding areas inside and outside. The Service Provider shall take the following control measures:

- i. Residual Spot Spraying
- ii. Fogging Operations
- iii. Mist Blowing

Frequency: Fortnightly as per client schedule and need base.

Catching of snakes

On intimation of faculty, staff and administrative officials, the Service provider should arrange to catch the snakes and let them inside the nearby forest. Considerable number of snakes can be spotted during rainy season i.e. during July to September.

Sustainable & Eco-friendly practices.

- i. Minimize the use of hazardous chemicals and adopt eco-friendly pest control solutions where possible. Strict adherence to safety protocols including Personal protective equipment (PPE) usage by use of chemical and non-chemical methods.
- ii. Implement integrated pest management techniques for long term prevention.
- iii. The Service Provider shall educate students, staff, mess/canteen vendors and occupants on best practices for pest prevention and hygiene practices by providing periodic Awareness Posters (depending on the season) for snakes/mosquitoes/rodents etc. and posters indicating preventive measures.

Suggested list of Rodenticide/pesticides/Insecticides

The Service Provider shall use Rodenticide/pesticides/Insecticides as per the provisions of & Rules and Pesticide Management Bill (2020).

Equipment/tools for Pest control

The Equipment/tools for Pest control are to be procured by the Service provider at his own cost.

Manpower requirement

Four certified pest control technicians/pest control operator with a Degree in Agriculture or Sciences with Chemistry as subject and with at least one year of experience. They should have preferably attended training programmes from recognized Government Institute's.

5. Horticulture & landscaping

Broad Scope of Work

- Lawn Area: 47,059.97 square meters.
- Maintenance of Trees (Up to 3-4 years): 1935 numbers (approx.).
- Maintenance of Potted Plants (Earthen Pot): 825 numbers.
- Maintenance of Potted Plants (Cement Pot): 200 numbers.
- Cuttings of Hedge/Edge: 5513.16 square meters.
- The entire Campus is to be considered for horticulture and landscaping.

The scope of work may increase as per Institute requirements from time to time.

The details of location of lawn area, trees, hedges and potted plants are detailed at **Annexure-**
The minimum number of manpower to be maintained on site for both campuses are as under.

Sr. No	Particulars	Qualification and Experience	No of Manpower
1	Skilled Supervisor	Bachelor's degree in Horticulture or Agriculture with at least 2 years of experience in a large and reputed organization.	02
2	Skilled Gardner	10 th +2, with diploma in Horticulture, with at least 2 years of experience.	04
3	Semi-skilled Gardner	10 th pass, with 2 years' experience in gardening or nursery.	18

The wages will be as per the daily minimum wage fixed for each category by Government of India.

Detailed specifications:

(Indicative specifications, the service provider has to work according as directed by in -charge horticulture of IIM SIRMAUR)

Complete day-to-day maintenance of horticulture on the campus as per the following details:

Lawn Area Maintenance:

The lawns shall be regularly mowed and rolled whenever the growth of grass is more than 2 inches (5 cm.) above the ground level. Before mowing, the entire lawn shall be de-weeded manually and/or by weed killers to keep the lawn clear of weeds all the time and after each mowing the lawn shall be rolled with light roller. Existing lawn beds will be freshly prepared whenever needed and new doab grass must be planted. The area earmarked for development of lawns/turfing shall be cleared of all debris, wild jungle growth and all this debris (malba) shall be disposed of as directed by IIM Sirmaur. Cutting of the grass using grass cutter/lawn mower machine once a month.

Separate water lines have been laid in most of the areas with sprinklers to water the plants, lawns, hedges etc. The existing water line / bore well water lines / STP water through tanker

may be used by the SERVICE PROVIDER for watering / maintaining the garden as directed by IIM SIRMAUR. If there is a water shortage particularly during the period from April to June, the SERVICE PROVIDER may arrange extra truck/tractor mounted with water tanker for garden maintenance, as directed by IIM SIRMAUR. In such cases the water tanker hiring charges will be paid by the Institute on mutually / market agreed price. The Service provider should check the working of sprinkler, drippers in the lawn/maintenance areas.

The lawn area shall be kept clean of any kind of garbage like plastic, Dry leaves, branches, etc., thrown by users or shed by plants, animals, etc. Appropriate watering shall be done regularly, rolling and lawn mowing regularly so that lawn and weeds cannot flower and can be controlled. All lawns should be cut up to the maximum setting of lawn mowers. In order to form a thick carpet. Lawn moving at a maximum interval of every 10 days in summer, and monsoon (except rainy days or wet earth) 15 days in winter. Special occasions like convocation placement, conferences, or any other frequency might increase to present a manicured look.

Hedge Area Maintenance.: Hedges area shall be kept clean of any kind of garbage like plastic, Dry leaves, branches, etc., thrown by users or shed by plants, etc. Appropriate watering shall be done on a regular basis, cutting hedges shall be done regularly, also scaling up to 3" of ground shall be done, which helps for proper aeration and weeds can be controlled in the area. Hedges should always be maintained in proper size levelled line of proportion. Maximum 6" of variation in size shall be permitted any gap between the hedges due to any reason whatsoever shall be filled immediately and informed by the IIM SIRMAUR authorities. Any mortality of plants whatsoever shall be informed by the authorities and replaced by plants of the same species. or as directed by the authorities without any extra cost of labor.

The Service provider has to operate the landscape irrigation system and ensure proper irrigation of the lawn, hedges, and all plants. Maintenance of the irrigation system, like cleaning the water tanks, and checking the serviceability of sprinklers, drippers, hoses, valves, etc., will be the responsibility of the contractor. The Institute will provide the spares required for this reporting. Any damage to the irrigation system is to be reported immediately. Wherever, irrigation pipes are not laid, watering the plants, hedges, lanes etc. should be done using tractor mounted with tankers. Approximately, two tractors are required, and each tractor shall make eight rounds per day for watering.

Individual Shrub Maintenance: Shrubs' area shall be kept clean of any kind of garbage like plastic, Dry leaves, branches, etc., thrown by users or shed by plants, animals, etc. Appropriate watering shall be done regularly, cutting of shrubs shall be done regularly, and scaling up to 3" of ground shall be done, which helps for proper aeration and weeds can be controlled in the area. Any mortality of plants whatsoever shall be informed by the authorities and replaced by the plants of the same species or as directed by the authorities without any extra cost of labor.

Tree Maintenance.: Regular maintenance of trees, including foliage spray of mentioned disinfectant and regular pruning. The contractor shall maintain the tree located inside or on the edges of the area covered under this contract. The work involved is trimming, cutting, pesticides (once a year-three application post-monsoon) removal of dead trees/branches. The tree shall be maintained well. Additionally, tree saplings will be planted as mutually decided by the Service provider and IIM Sirmaur. The cost of procuring the tree saplings shall be reimbursed by IIM Sirmaur on production of invoices.



Potted Plants: All the potted plants in the Campus area, including those in the nursery, to be maintained. In case of breakage of pots, the same may be replaced with a similar item at the cost of the contractor. Watering, manuring, keeping proper height/ symmetry of the plants in the pot, re-potting of plants. The pots should be neatly painted in red snocem color at least once in three months or on important occasions such as annual convocation, valedictory function, or visit of VIPs/ministers/dignitaries as instructed by the Officer In charge (Horticulture) of the Institute.

Maintenance of Nursery: The contractor has to maintain the horticulture nursery and potted plants therein by doing all horticultural operations like weeding, hoeing, watering, mixing of manure and fertilizer, including the application of plant tools, spraying of insecticides, pesticides, fungicides, etc. and preparation of seedlings by sowing of seeds, bulbs, rhizomes, cuttings, grafting, layering, goo tying, etc. and plantation of seedlings in pots and shifting of potted plants as and when required for replacement at various places in the Campus or as instructed by the representative of the Institute.

Potting new plants and planting and maintaining trees/tree saplings: Maintenance of trees include protecting the trees from weeds, wild growth/invasive plants, watering once in 10 days and manuring, once in a month and taking any other eco-friendly measures to ensure faster and healthy growth of the trees. Whenever the Service provider procures new plants, he shall be responsible for potting and maintaining new tree saplings. Maintenance of tree saplings includes protecting the trees from weeds, wild growth/invasive plants, watering and manuring, and taking other eco-friendly measures to ensure faster and healthy growth of the trees.

Use of pesticides: Foilar spray Application (with material cost) of insecticides like chloropyrifos, Imidacloprid, fipronil, 750 ppm amalgated neem oil extract, nicotine (tobacco) extract, fungicides; using napsac sprayer or hand sprayer or electric sprayer as applicable: application on shrubs on a monthly basis diluted as per product specification. Diseased trees are not covered in this item.

Application with the cost of material of balanced Foilar non-chemical fertilizer like refined vermiwash fortnightly application appropriately diluted using required spray pumps on all shrubs and lawns, at least a week distant from pesticide treatment.

Suggested: First week of month insecticides spray; second and fourth week Vermiwash spray.

Consumables:

(a) Fertilizers: The Average expected monthly Consumable Fertilizer like NPK, MAP, DAP, MOP, UREA, SULPHUR, Vermicompost, Cow dung manure, etc., shall be provided by the Service provider. The Service Provider will maintain monthly stock of these consumables and payment will be made on the actual quantity procured every month. The vendor will consider the balance stock of the previous month in consultation with IIM Sirmaur before the next supply.

Pesticides: Plants, shrubs, annuals etc. will be regularly sprayed/dusted with proper insecticides, fungicides at regular intervals to get rid of infections. Fungicides, insecticides, pesticides & weedicides like choloropyriphos, Rogor, Bavistin, etc., for control of termites, fungus, and other pests like topical foliar spray on plants and ground covers shall be under the contractor's scope at his cost. The Service Provider has to quote the rates accordingly and maintain in the stock register.

Working hours: Routine maintenance should be carried out from 9.30 a.m. to 5:30 p.m. daily except for Sundays and govt. holidays as per law, but holidays shall not be permitted when needed. In summers or harsh seasons or sometimes more hours of maintenance should be provided on demand by the authorities of IIM SIRMAUR. Watering timing shall be from 9 am to 4 pm except in monsoons when rainwater is sufficient in case of dry monsoons. When watering in extra hours is required, the Service provider shall take prior permission from the authorized person from the institute. Activities such as moving of lawns, hedge cutting, and general pruning in active areas like near classrooms/seminar rooms/ student hostel, etc. shall be carried out in odd hours, if required for which the working time should be scheduled accordingly.

Tools, tackles, and safety equipment will be in Service provider's scope. The Service Provider has to quote the monthly charges considering capital cost and upkeep/maintenance cost of this equipment. The list of INDICATIVE tools, tackles, equipment, etc., to be deployed by the contractor is as follows:

Sr. No.	Instrument Name	Qty. (Nos.)	Description	Technical Specifications
A.	Heavy Machinery and Power Tools			
1.	Power Tiller	1	A high-performance motorized machine used for primary soil cultivation, tilling and weeding in the Institute's landscape areas.	Engine: 10 HP-13 HP, 4 stroke Engine, (Petrol/Diesel), Air-Cooled. Transmission: Forward + Reverse Gear Box. Speed Range: 1.75-14 kmph Tilling Width: 600 mm to 1050 mm (Adjustable for narrow paths). Tyre: 6.00 x 12 Tank Capacity: 5.0 L – 11 L Clutch: Multi Plate Dry Disc Type Brake: Hand Operated internal expanding metallic shoe type.
2.	Lawn Mower	2	A professional-grade electric walk-behind mower designed for precise and noise-free grass cutting on the campus lawns.	Cutting Width: 21 inches (53 cm). Motor: High torque 230V Electric motor. Collection: 55-liter grass catcher box. Adjustment: Centralized cutting height adjustment levels.
3.	Electrical Hedge Cutter	2	A lightweight handheld electrical tool used for uniform trimming and artistic shaping of	Blade: 500mm-600mm double-sided laser-cut blades. Power: 500W to 600W motor. Safety: Two-hand safety switch

			hedges and ornamental shrubs.	and hand guard.
B. Irrigation & Spraying Equipment				
4.	Spray Pump	2	A battery-powered high-pressure sprayer used for the uniform application of liquid fertilizers and pest control medicines.	Tank Capacity: 20 Liters. Power Source: 12V Rechargeable Battery. Nozzle: Multi-functional adjustable brass/plastic nozzles.
5.	PVC Green Garden Pipes	4	Flexible, heavy-duty water pipes for irrigation across the campus grounds.	Material: High-quality Braided PVC (Weather & UV Resistant). Diameters: 32 mm Length: 30 Meters per roll.
6.	Hand Sprayer	6	A compact, hand-held pressure sprayer designed for localized treatment of indoor plants, nurseries and small flower beds. It is used for applying liquid fertilizers or pesticides on delicate plants.	Tank Capacity: 1.5 Liters to 2 Liters Material: High-Density Polyethylene (HDPE)-Chemical and UV resistant body. Pump Type: Manual integrated air-plunger pump to create internal pressure. Nozzle: Adjustable brass or plastic nozzle (switch between fine mist and direct jet). Safety Feature: Built-in pressure release valve to prevent over-pressurization.
C. Manual Tools & Utility Vehicles				
7.	Pedal Rickshaw	1	A manual three-wheeled utility vehicle designed for transporting horticulture waste, manure, soil and heavy tools within the campus.	Frame: Heavy-duty tubular steel chassis. Load Capacity: Approximately 250 kg. Tires: Standard pneumatic rubber tires.
8.	Lopper	1	A manual long-handled cutting tool used for pruning thick tree branches that are difficult to reach.	Blade Material: High-carbon non-stick coated steel. Handles: 24-inch to 30-inch-long ergonomic handles for extra leverage. Cutting Capacity: Up to 45mm branch thickness.

D.	Cutting and Digging Equipment (Power and Manual)			
9.	Power Earth Auger	1	A motorized drilling tool used for digging precise holes for plantation, fencing posts and sapling installation.	Engine: 50cc to 65cc (2-Stroke Petrol Engine). Bit Diameter: 12-inch interchangeable drill bits. Drilling Depth: 3 feet. Handle: Double-handle design with vibration control.
10.	Axe	1	A traditional striking tool used for wood splitting, falling dead trees and clearing thick roots.	Head Material: Drop-forged carbon steel (Heat treated). Weight: 1.5kg to 2.5kg head weight. Handle: High-quality seasoned wood or fiberglass handle (approx. 30-36 inches).
11.	Bill Hook	6	A curved blade tool used for clearing brush, cutting thin branches and managing dense hedges.	Blade Shape: Single-edged curved blade with a hooked tip. Material: High-carbon steel for edge retention. Handle: Integrated wooden or non-slip rubberized grip.
12.	Garden Saw	1	A specialized saw with sharp, coarse teeth designed for cutting live or dead wood and medium tree branches.	Blade Length: 12 to 14 inches. Teeth Type: Triple-ground "pull-cut" teeth for smooth finish. Design: Fixed blade or foldable design with an ergonomic handle.
E.	Cleaning and Weeding Tools			
13.	Garden Rake	6	A long-handled tool with metal tines used for leveling soil, gathering dry leaves and cleaning garden debris.	Head: 12 to 16 steel tines (teeth). Material: Rust-resistant powder-coated steel. Handle: Lightweight long wooden or aluminum handle (approx. 5 feet).
14.	Five-Prong Hand Weeder	6	A small hand-held tool used for loosening soil around plants and removing weeds from the roots.	Tines: 5 sharp metal prongs. Material: Stainless steel or heavy-duty cast aluminum. Handle: Ergonomic soft-grip handle for comfortable use.

Note: The equipment/tools procured should be branded and of good quality.

The Service provider shall provide all workmen and staff with proper uniforms with identity cards as mutually agreed between the successful Service Provider and IIM SIRMAUR. The Service provider shall also provide rainwear and winter wear to all workmen. While quoting the rates, the Service Provider shall consider all these expenses to be covered.

LANDSCAPING SCHEDULE

Sl. No.	Landscape feature	Major Tasks	Schedule
1	Lawn area	Irrigation	Summer Season: Once a week. Rainy Day: Not required/as and when required. Winter season: once in 10 days. Timing: Irrigation to be done: 9 AM to 11 AM & after 3 PM to 6 PM
		weeding	Once in 15 days
		Mowing	Periodically in an interval of once a month. The time should not exceed one month (30 Days)
		Manuring or Pesticide application	Periodically in an interval of one month following mowing. (30 Days)
		Renovation of Damaged lawn	Whenever Required
2	Ground covers	Irrigation	Summer Season: Rainy Day: Not required. Winter season: once a week. Timing: Irrigation to be done Before 9 AM to 11 AM or after 3 PM to 6 PM
		weeding	Summer Season: Daily. Rainy Day: Not required. Winter season: once in 2 Days.
		Manuring	Monthly (30 Days once)
3	Hedges	Irrigation	Summer Season: Daily. Rainy Day: Not required. Winter season: once in 3 Days Timing: Irrigation to be done Before 9 AM to 11 AM or after 3 PM to 6 PM
		Trimming or pruning	Periodically once a month (45 days)
		Thinning	Removal of dead and diseased plant parts on an everyday basis.

		Weeding or Trench Making	Periodically (in an interval of one month, Providing And maintaining sunken beds for trees by removing the weeds and silt deposited on the bed.
--	--	--------------------------	---

The Service Provider shall provide, make arrangements for flowers, special flowers, rose buds' sticks, flowers table bouquets, flower garland for conducting and holding various programs, VIP events or as and when required as per direction of IIM Sirmaur on mutually agreed rates.

Details of location of Trees, Lawn, hedges, ground covers etc. is given at Annexure-28. Details of consumables are given at Annexure-29.

The Service Provider should make arrangements for placing follower/non flowerpots for various programs, events, national festivals, official get together, functions and such other programs and events well before the scheduled time as per direction of IIM Sirmaur.

IIM Sirmaur shall provide the Contractor the facilities specified below for use exclusively for the providing services pursuant to the contract, namely:

- a. Office space with space for stores (Telephone will be on an actual chargeable basis).
- b. Water: Free of Cost
- c. Electricity: Free of Cost
- d. Enclosed space for keeping tools, tackles, equipment
- e. Enclosed space for keeping pesticides etc.

6. Paramedical Staff

The contractor shall depute four Paramedic staff (Highly Skilled) on two shift bases for both the campuses. The scope of work is mentioned below:

- a. The Nursing staff shall maintain stocks and inventories, check bills, work in other facilities of the Healthcare facility and perform other related works, as may be assigned to her/him from time to time. Assist and transfer injured and sick patients to referral hospitals, assist the Medical Officer, In-charge of healthcare facility in treatment of patients, as and when required.

Qualification and experience for Paramedical and nursing Staff

A degree in B.SC nursing with 5 years of post-qualification experience in reputed hospitals/dispensary/educational Institutions.

Job description:

- To register the details of patients
- To assist the doctor in treating the patients.
- To prepare and maintain stock and inventories record of medicines and other related tools.



- To coordinate with the empaneled hospitals to arrange for outpatient/inpatient treatment. In case of treatment of patients at outstation hospitals/local hospitals, the nurse if required had to stay with the patient until alternative arrangements are made.
- Assist the doctor/outside medical team in conducting medical check-up camps.
- Distribute medicines and keep records.
- Raise indents to the Institute for procurement of medicines/medical items with due approval of the campus doctor.
- Any other relevant duty as and when required.
- Arrange medical check for students, faculty and staff. Providing first-aid box units for emergency care in all the buildings where such boxes are not installed and periodically checking these.

Working hours

- There will be two shifts. The timing of each shift will be decided by the Institute.

7. Laundry services for staff, students and guest house

- The Service Provider will be responsible for upkeep & housekeeping of laundry store.
- The Service Provider shall ensure the security of IIM SIRMAUR material when taken outside IIM SIRMAUR premises for the purpose of washing, dry-cleaning or any other purpose permitted by IIM Sirmaur. In case of any damage/loss of the item reported by IIM SIRMAUR during routine/periodic inspection, the item (of same specification and equivalent make as approved by IIM SIRMAUR) has to be procured and provided to IIM SIRMAUR/students/staff, at its own cost, within the timeline provided by IIM SIRMAUR. In case Service Provider does not provide the item within the specified timeline, IIM SIRMAUR/students/staff will procure the item and deduct the expense on actuals from the monthly bill.
- List of cloth/ linen is given at Annexure-30.
- The arrangement below shall be done at NO EXTRA COST to the IIM SIRMAUR.

Scope of work of cloth/linen management:

To collect cloth/linen items (including soiled linen items) from the guest house rooms/students/staff, undertake washing, ironing, packaging & any other treatment to achieve desired whiteness, hygiene, removal of tough stains caused by spillage of food and other quality related parameters. Transportation of these linen items inside and outside the campus for cleaning, if any, and back to the campus. The washed items should be properly packed and delivered to the person concerned. Any other work related to collection, washing & dispatch of the cloth/linen items.

- Quality of cleaning of linen/cloth items

There should be no wrinkles or wetness in the linen/cloth items. Hand towels should retain their soft feel and water absorbing capacity should be hygienic, bacteria free, stain free and free from any odor. It is to be ensured that the washing procedures and cleaning agents used do not damage the linen.



b. Standard quality detergents appropriate to each type of linen/cloths should be used.

c. Inventory of linen/cloth items

The Service Provider should make sure that used linen collected from rooms/residences/guest house is to be washed and made available within 48 hours. The Service Provider shall submit at the end of each month the usable and non-usable inventory of each linen/cloth item to the officer in charge. The laundry charges for the linen/cloth in respect of students/staff should be collected directly from the students/staff.

Inspection by Officers/Senior supervisors at laundry /premises of the Service Provider- Audit of the linen inventory should be carried out once every six months. In case of deficiencies noticed, suitable action shall be imposed.

d. Online management system

The Service Provider should develop an online system for collection/return of used linen/cloth items.

e. Laundry Services for guests:

The Service Provider shall provide laundry services to all the guests by carrying out washing and ironing of guests' clothes (if any). The services are to be provided on the next day, depending on the urgency and requirement by the guest. The cost / charges for such laundry services will be charged from the guest directly at the time of departure or at the time of handing over the washed clothes. The rates for laundry services shall be as decided by IIM SIRMAUR.

3. Administrative Staff Requirements :

The Service Provider shall engage Administrative Staff in the category of Assistant & Multi-Tasking (MTS) Staff. Currently there are 43 Assistants, and 24 MTS staff working in various offices/ sections.

The qualifications and experience for Assistant & MTS are as follows:

Assistant:

Bachelor's or master's Degree in any discipline with a minimum of 55% marks from a recognized University.

Minimum two (02) years of work experience in Central/ State Government Departments or any other Government bodies/ Institutes/ PSUs / Universities/ CFTIs or corporates of repute.

Multi-Tasking Staff (MTS):

Must have passed 12th Standard from a recognized board.

Minimum one (01) year of work experience in Central/ State Government Departments or any other Government bodies/ Institutes/ PSUs / Universities/ CFTIs or corporates of repute.

The engagement shall be on an outsourced basis, and wages shall be paid for highly skilled, skilled, and semi-skilled categories in accordance with the notifications issued by the Ministry of Labor & Employment, Government of India. The engagement shall be for a period of one (01) year or as per the requirement of the Institute

JOB RESPONSIBILITIES OF ASSISTANT (ON OUTSOURCE BASIS):

1. Provide routine administrative and clerical support to the office.
2. Maintain files, records, and official documents in a systematic manner.
3. Handle inward and outward correspondence, including drafting letters, emails, and notes.
4. Assist in day-to-day office operations and ensure smooth functioning of assigned section/ department.
5. Coordinate with different departments/ officials for timely execution of tasks.
6. Maintain and update records, databases, and registers (both physical and digital).
7. Perform data entry and ensure accuracy and confidentiality of information.
8. Prepare reports, statements, and other documents as directed by the Reporting Officer.
9. Assist in compilation and submission of periodic reports.
10. Assist in organizing meetings, workshops, and official events.
11. Arrange logistics such as stationery, files, and other office requirements.
12. Maintain confidentiality of official information and documents.
13. Adhere to office rules, procedures, and guidelines.
14. Operate computers, printers, scanners, and other office equipment efficiently.
15. Work on MS Office and other relevant software as required.
16. Perform any other work assigned by the Reporting Officer/Competent Authority from time to time.

JOB RESPONSIBILITIES OF MTS (ON OUTSOURCE BASIS):

1. Carry files, documents, and other official papers within and between departments/sections.
2. Assist in routine office work including photocopying, scanning, filing, and dispatch of documents.
3. Maintain cleanliness and upkeep of office spaces, record rooms, and common areas.
4. Ensure proper cleanliness and hygiene in assigned office areas, classrooms, and meeting rooms.
5. Assist in basic upkeep of furniture, fixtures, and office equipment.
6. Report any maintenance issues to the concerned authority.
7. Arrange meeting rooms, classrooms, and conference halls, including seating, stationery, and other requirements.
8. Provide support during meetings, seminars, workshops, and training programmes.



9. Assist in handling and movement of office materials, equipment, and supplies.
10. Handle delivery of Dak (official correspondence), files, and parcels within the campus.
11. Assist in collection and distribution of mail and other documents.
12. Provide assistance to faculty members and administrative staff as required.
13. Perform official outdoor duties such as delivering documents to banks, post offices, or other institutions.
14. Maintain confidentiality of official information and documents.
15. Follow all institutional rules, safety norms, and instructions issued by the Competent Authority.
16. Perform any other work assigned by the Reporting Officer/Competent Authority from time to time.

4. Operation and maintenance of equipment/machines and tools

- a. **Operation and maintenance of AC Plant:** The plant/Air-conditioners shall be taken over by the Service Provider after recording the total no. of plants and equipment and Air Conditioners in each location and their make, model, running condition, etc. The cost of purchase of diesel for D.G. shall be borne by the Institute. The same shall be maintained and run by the Service Provider for the contract period providing all required inputs including gas filling, servicing, replacing all spares and defective Components etc. and including all operational staff and manpower for repairing etc.

After completion of the maintenance period, the same shall be handed over back to IIM SIRMAUR in satisfactory working conditions in which they were taken over, normal wear and tears accepted.

- b. **Fire Fighting and Alarm System:** The systems, equipment etc. shall be taken over recording the details of the firefighting and alarm system and their running conditions. During the maintenance period, the same shall be maintained by the Service Provider providing all material, labor and T&P etc. required. The same should be maintained to the satisfaction of the statutory authorities concerned and clearances obtained from them as per requirements. The system shall be handed over in satisfactory working conditions as it was taken over, normal wear and tears accepted.

- c. **Operation and maintenance of Sub-stations, pumping systems and DG sets etc.:** All the above plant and equipment's etc. shall be taken over after recording the complete details of make, date of manufacture etc. including their running conditions.

During the contract period, the same shall be operated and maintained by the Service Provider including supply of all spares, materials, labor, T&P etc. and including consumables like Diesel/fuel, Engine oil, transformer oil etc. complete. The cost of purchase of diesel for D.G., tools and consumables for operation and maintenance of equipment/facilities shall be borne by the Institute. However, the Service Provider shall be responsible for procurement by obtaining quotations and submitting the invoice and the stock registers for reimbursement of the expenses. The maintenance and operation shall meet all the requirements of the statutory authorities concerned. At the end of the Contract Period, the equipment/system shall be handed over back to IIM SIRMAUR, in satisfactory working condition in which they were taken over,



normal wear and tear accepted. The Service Provider has to execute a maintenance contract.

NOTE:

All breakdown/faults shall be attended to immediately and rectified promptly.

- Only genuine/original spare parts shall be used while carrying out the maintenance work.
- Any major repair involving overhaul of engine, rewinding of motors, replacement of major components like compressor etc. is excluded from the scope of work and shall be paid for on actuals. However, if the repairs/replacement arises out of the negligence of the Service Provider or his staff, the same shall be carried out by the Service Provider at his own cost. Prior approval of the Engineer is to be obtained for any such major repair/replacement.
- The Service Provider shall depute qualified and experienced staff for running and maintenance of all the Systems/Equipment's.
- The Service Provider shall follow all instructions conveyed to him by the concerned IIM SIRMAUR officials regarding maintenance of the above.

1. GENERAL SCOPE OF WORK

1.1 Availability of Services and 24x7 Helpline Support

1.2 Building Internal Electrical Installations, plumbing, Hot water supply, hydropneumatics pumping system, firefighting and sewer infrastructure

2 LIST OF EQUIPMENTS & SCOPE OF WORK

- 2.1 Operation and Maintenance of 33/11 kV substation (2*3.15 MVA)
- 2.2 Operation and Maintenance of Electrical Substation-III (2*1000 kVA)
- 2.3 Operation and Maintenance of Electrical Substation-II (2*400 kVA)
- 2.4 Operation and Maintenance of Electrical Substation-I (2*250 kVA)
- 2.5 Operation and Maintenance of Water Treatment Plant (UGT-1), water tanks of all buildings, ensuring uninterrupted water supply etc.
- 2.6 Operation and Maintenance of Sewage Treatment Plant (200 KLD)
- 2.7 Operation and Maintenance of HVAC Plant (3*250 TR Chiller)
- 2.8 Maintenance of building wise HVAC Equipment's
- 2.9 Maintenance of Water Coolers
- 2.10 Maintenance of RO's Unit
- 2.11 Maintenance of Split Air Conditioners
- 2.12 Maintenance of Washing Machines
- 2.13 Maintenance of External Street Light, Feeder Pillars, and Outdoor Electrical Panels
- 2.14 Maintenance of internal and external electrical works like tube lights and other lighting system
- 2.15 Maintenance of UPS



- 2.16 Maintenance of Lifts
- 2.17 Sanitary and plumbing works
- 2.18 Storm water drainage and sewerage disposal works
- 2.19 Minor repair and maintenance of civil works and interior roads
- 2.20 Other Maintenance Works

3 SPECIAL CONDITION FOR SUBSTATIONS & ALL MEP EQUIPMENTS

4 SPECIAL CONDITION FOR STP

5 MAINTENANCE SCHEDULE /SOP & CHECKLIST FOR THE O&M OF EQUIPMENT'S.

- a. Maintenance Schedule Substations
- b. Checklist of Bus Ducts
- c. Check list of Relay Panels, Control Panels and Auxiliary Panels
- d. Checklist of 415V LT Switchgear
- e. Checklist of 415 V LT Motors
- f. Checklist of Street Lighting Panel
- g. Checklist of all HT Panel Equipment
- h. Checklist of all LT Panel Equipment
- i. Checklist of all Motors & Drives
- j. Checklist for all Earth-pit and Earthing
- k. Checklist for RO's & Water Coolers
- l. Checklist for HVAC System
- m. Checklist of FCU/CSU/Air Washers/Wet Scrubbers/Duct able Unit
- n. Checklist of Cooling Towers
- o. Checklist of STP's
- p. Checklist of WTP's
- q. Check list for Fire alarm System (FAS)
- r. Checklist Public address system (PAS)

6. RECORDS TO BE MAINTAINED AT SITE

7. TOOLS & PLANT

8. LIST OF CONSUMABLES TO BE MAINTAINED AT SITE:

9. SYSTEM UPTIME CLAUSE

10. MINIMUM MANPOWER DETAILS WITH REQUISITE QUALIFICATION /EXPERIENCE OF MANPOWER

11. FINANCIAL BID FORMAT

GENERAL SCOPE OF WORK

- a) The scope of work shall include the operation, as well as all routine, preventive, and major or special maintenance activities required from time to time for the services given below in the IIM Sirmaur permanent campus at Dhaula Kuan, District Sirmaur (Himachal Pradesh). The scope consists of Substations, HT panels, LT panels, DG Set, UPS, other electrical panels, transformers, bus ducts, rising mains, HT and LT power cables, STP's and UGT's. The bidder shall also be responsible for the operation and maintenance of the Substations, HVAC Plant, STP's (Sewage Treatment Plant), WTP's (Water Treatment Plant), street

lighting, area lighting, bollard lighting, fire hydrant systems, plumbing, RO's, water coolers and plumbing and sewer line infrastructure. Additionally, the work includes preventive cleaning of plumbing and electrical chambers, water tanks of buildings and services, maintenance of storm water pipelines, and clearing of any blockages in chambers and pipelines. All tasks are to be carried out in accordance with the specifications, installation details, and general scope of work described herein.

- b) The scope shall also include attending to all day-to-day MEP (Mechanical, Electrical, and Plumbing) maintenance complaints and maintaining proper records of the same. The Service provider shall ensure prompt resolution of complaints and maintain a detailed log/register of all issues reported, actions taken, and the resolution status, duly verified by the Engineer In-charge on a regular basis.
- c) The scope of work also includes coordination and liaison with HPSEBL (Himachal Pradesh State Electricity Board Limited) concerning the 33 kV feeder power connection to the Institute, in order to ensure uninterrupted and uniform power supply at all times.
- d) The work shall generally be executed in accordance with CPWD guidelines and standard operating procedures (SOPs) for electrical works, as well as the norms prescribed by the respective equipment manufacturers. All activities shall also comply with the specifications and any specific instructions issued by the Institute Engineer In-charge from time to time. A brief description of the maintenance activities typically undertaken is provided in the subsequent section.
- e) All electrical equipment and installations shall be maintained in good working and healthy condition at all times. The Service provider shall ensure regular inspection, servicing, and prompt rectification of faults to prevent any disruption in operations and to uphold safety performance standards and ensure operation with maximum energy efficiency using advanced energy management system.
- f) Any damage to the installations/ building during the O&M period due to the carelessness on the part of maintenance staff shall be the responsibility of Service provider and be replaced/rectified by him without any extra cost to the institute.
- g) Renewal of licenses/approvals of equipment/services on time.

Availability of Services and 24x7 Helpline Support

- a) The Service provider shall provide uninterrupted services on a 24x7 basis, 365 days a year, within the IIM Sirmaur campus. A dedicated helpline number must remain operational at all times. IIM Sirmaur will provide the provision for an intercom or landline connection at a designated location on site. The helpline calls must be attended by the site operator, supervisor, or engineer at all times. The bidder shall depute a computer operator cum Service Coordinator who shall maintain all complaints either on telephone, mail, or lodged manually or through any system as directed by Engineer-in-charge. A desktop computer for receiving complaints and other instructions shall be provided to maintain the record related to complaints raised by the institute stakeholders.

Internal Electrical Installations, plumbing, Hot water supply, hydro pneumatic pumping system, firefighting and sewer infrastructure

The Service provider has to look after the maintenance of all internal electrical installations, plumbing and firefighting and sewer infrastructure of following buildings:

Sr. No.	Building name	No. of blocks	Approx. Built-up area/Block	Total Built Up Area
		A	B	C=AXB
1	Hostel Type-A	4	1102	4407
2	Hostel Type-B	4	1020	4079
3	Hostel Type-C	6	1051	6306
4	Married Hostel	1	1157	1157
5	Student Mess	1	1623	1623
6	Student Activity Center	1	2096	2096
9	Classroom Complex -01	1	4466	4466
10	Faculty Building	1	4245	4245
11	Library Cum Computer Center	1	3251	3251
12	Virtual Learning Center	1	2490	2490
13	HVAC Plant	1	545	545
14	ESS-03	1	105	105
15	ESS-01	1	213	213
16	Staff Housing Type-3	1	1337	1337
17	Director Residence	1	362	362
18	Faculty Housing Type-6,	5	271	1354
19	Faculty Housing Type-5,	5	426	2132
20	Faculty Housing Type-4 Special	8	635	5083
21	MDP Guest House	1	2157	2157
22	Staff Housing Type-4	1	1197	1197
23	Community Center	1	1919	1919
24	Staff Housing Type-2	1	748	748
25	Staff Housing Type-1	1	591	591
26	Classroom Complex -02	1	2011	2011
27	Auditorium	1	4247	4247
28	MDP Classroom	1	967	967
30	Gateway Complex	1	240	240
31	Meditation Center	1	356	356
32	ESS-02	1	159	159
33	Admin Block	1	3357	3357
				63201

The scope of work included in the aforementioned buildings with respect to internal electrical installations are as below:

- a) Repair & replacement of all types of electrical fixtures (Tube light, mirror light, circular ceiling lights, bulkhead,) to make the installation functional.
- b) Repair and rewinding of ceiling fan, exhaust fan, replacement of ball bearing/bush, capacitor etc.
- c) Replacement of modular 5, 15 amps 1 way/2-way switch, socket, bell push, telephone socket etc. and call bell, wall bracket fitting, choke starter etc.
- d) Replacement of faulty SP/DP/TP/FP MCB, Isolators and MCCB's etc. to keep the installation intact and functional.
- e) All consumables such as LED bulbs, tubes etc. shall be replaced by the Service provider as and when required.
- f) In case of wiring of any circuit or point or sub main is burnt/damaged the replacement of faulty wiring will be executed by the Service provider within the scope of this contract.
- g) In case underground cable (HT/LT) at feeder pillar/street light pole/near main board or enroute is damaged the Service provider shall repair and make straight through joint to make the installation healthy and functional.

The scope of work includes the aforementioned buildings with respect to plumbing, firefighting, Solar hot water supply, hydro pneumatic pumping system, firefighting and sewer infra-structure are as below:

- a) Repair & replacement of all types of sanitary fittings (water tap, wash basin, WC, health faucet, urinals, showers, angle valves, water mixture tap) to make the system functional.
- b) Repair & replacement of faulty plumbing lines, removing blockage from plumbing and sewer lines etc.
- c) Weekly cleaning of Solar panel of hot water system and maintaining a proper record for the same in prescribed logbook.
- d) Cleaning of Domestic, flushing, fire tanks installed at terrace of buildings twice in a year and submitting the report to the Engineer-in-Charge.
- e) Routine checking of hydropneumatics system installed in student hostel terrace, motorized valves, controllers, level sensors, firefighting motor pumps, pressure gauge, solar hot water system in hostels, and keeping the system in healthy condition.
- f) Checking, cleaning and testing of Fire hose reel, fire shaft, fire hydrants, fire extinguishers, fire pumps, valves and fire line at a regular interval of time as decided by the engineer-in-charge to keep system always in healthy condition.
- g) Updating all necessary statutory approvals like Fire NoC, Lift License, inspection of electrical installation by Chief Electrical Inspector etc. from the State Government department shall fall under the scope of bidder and shall be initiated on time. The necessary statutory fee shall be reimbursed by the institute on submission invoice or payment receipt as documentary proof.

LIST OF EQUIPMENTS & DETAILED SCOPE OF WORK

The below mentioned scope of work is only indicative, and the Service provider is advised to use his own judgment in evaluating the quantum of work involved in round the clock operation and maintenance of the systems.

1.1.Operation and Maintenance of 33/11 kV substation (2*3.15 MVA)

Sr. No.	Description of Equipment	Unit	Qty
---------	--------------------------	------	-----

1	33/11 kV, 3.15 MVA Transformer	02	Nos.
2	33 KV Control Panel	01	Nos.
3	11 kV HT Panel (I/C -02 Nos., O/G-04 Nos.)	01	Nos.
4	11 KV Pole mounted Outgoing feeder (02 Working + 02 Standby)	04	Nos.
5	33 kV Switchyard along with all accessories i.e., VCB, ACB, Isolator, Lighting Arrestor, Earthing, GO Switch, SCADA system etc. for satisfactory operation & Maintenance of 33/11 kV substation	01	Job

1.2.Operation and Maintenance of Electrical Substation-III (2*1000 kVA)

Sr. No.	Description of Equipment	Unit	Qty
1	1000 kVA Oil Type Transformer	Nos.	2
2	RTCC Panel	Nos.	2
3	11 kV HT Panel having 04 Cubical (1-I/C, 2-O/G, 1-Tie feeder)	Nos.	1
4	APFC Panel 400 kVAr	Nos.	2
5	LT Panel having 24 Cubical (ACB 2000 Amp.-4 nos., 1000 Amp.-3 nos., 800 Amp.-8 Nos., MCCB 630 Amp.-4 Nos., 400 Amp.-5 Nos., 250 Amp.-4 Nos., 200 Amp.-2 Nos., 160 Amp.-2 Nos., 125 Amp.-4 Nos., 100 Amp.-11 Nos., 63 Amp.-5 Nos., PLC, HMI, Relay and battery charger)	Nos.	1
6	500 kVA DG Set	Nos.	2
7	Bus Duct 1600 Amp., 800 Amp., HT & LT distribution Cables, and earthing pits and its connections and allied accessories etc.	Job	1

1.3. Operation and Maintenance of Electrical Substation-II (2*400 kVA)

Sr. No.	Description of Equipment	Unit	Qty
1	400 kVA Oil Type Transformer	Nos.	2
2	RTCC Panel	Nos.	2
3	11 kV HT Panel having 04 Cubical (1-I/C, 2-O/G, 1-Tie feeder)	Nos.	1
4	APFC Panel 150 kVAr	Nos.	2
5	LT Panel having 07 Cubical (ACB 800 Amp. -3 Nos., MCCB 400 Amp. - 7 Nos., 200 Amp.-2 Nos., 160 Amp.-2 Nos., 100 Amp.-2 Nos., 63 Amp.-2 Nos.)	Nos.	1
6	Bus Duct 800 Amp., HT & LT distribution Cables, and earthing pits and its connections and allied accessories etc.	Job	1

1.4. Operation and Maintenance of Electrical Substation-I (2*250 kVA)

Sr. No.	Description of Equipment	Unit	Qty
1	250 kVA Oil Type Transformer	Nos.	2
2	RTCC Panel	Nos.	2



3	11 kV HT Panel having 04 Cubical (1-I/C, 2-O/G, 1-Tie feeder)	Nos.	1
4	APFC Panel 75 kVAr	Nos.	2
5	LT Panel having 07 Cubical (ACB 800 Amp. -3 Nos., MCCB 400 Amp.-7 Nos., 200 Amp.-2 Nos., 160 Amp.-2 Nos., 100 Amp.-2 Nos., 63 Amp.-2 Nos.)	Nos.	1
6	Bus Duct 800 Amp., HT & LT distribution Cables, and earthing pits and its connections and allied accessories etc.	Job	1

1.5.Operation and Maintenance of Water Treatment Plant (UGT-1)

Sr. No.	Description of Equipment	Unit	Qty
1	Raw water Submersible Motor Pump and electrical panel 15 HP (1 Working + 1 Standby)	02	Nos.
2	Filter Feed Motor Pump (4 HP, H-27.74 m, Q-20.86 m ³ /hr.) (1 Working + 1 Standby)	02	Nos.
3	Dual Media Filter (20,000 LPH, 1200 mm dia.)	01	No.
4	Activated Carbon Filter (20,000 LPH, 1200 mm dia.)	01	No.
5	Domestic Water Feed Motor Pump (10 HP, H-60 m, Q-25.2 m ³ /hr.) (1 Working + 1 Standby)	02	Nos.
6	VFD panel for domestic feed pumps	01	No.
7	Softener	01	No.
8	Softener Fed Pump (1.5 HP, H-28.38 m, Q-6.52 m ³ /Hr.) (1 Working + 1 Standby)	02	Nos.
9	Soft water transfer Motor Pump (2 HP, H-43.99 m, Q-6.42 m ³ /hr.) (1 Working + 1 Standby)	02	Nos.
10	STP Make up water Motor Pump (1.5 HP, H-21.56 m, Q-11.21 m ³ /hr.) (1 Working + 1 Standby)	02	Nos.
11	Sump Pump (1.5 HP, H-15 m, Q-14.4 m ³ /hr.) (1 Working + 1 Standby)	02	Nos.
12	Fire Motor Pump 100 HP	01	No.
13	Jockey Pump 20 HP	01	No.
14	Fire Engine 127 HP	01	No.
15	Fire Electrical Panel (630 Amp. MCCB-01, 20 HP S/D Starter-02, 100 HP S/D Starter-02, Diesel Engine Controller)	01	No.
16	Water Treatment Plant Main Electrical Panel	01	No.
17	Maintenance of all cables, plumbing lines, pressure Gauge, Pressure transmitter, dosing pumps, pressure vessel, earthing, relay, level sensors, Controllers etc.	01	job

1.6. Operation and Maintenance of Sewage Treatment Plant (200 KLD) – Two units

Sr. No.	Description of Equipment	Unit	Qty
---------	--------------------------	------	-----

1	Sewage Transfer Pump (1 Working + 1 Standby)	02	Nos.
2	Filter Feed Motor Pump (1 Working + 1 Standby)	02	Nos.
3	Dual Media Filter (20,000 LPH, 1200 mm dia.)	01	No.
4	Activated Carbon Filter (20,000 LPH, 1200 mm dia.)	01	No.
5	Sludge recirculation Motor Pump (1 HP) (1 Working + 1 Standby)	02	Nos.
6	Air Blower Motor Pump (10 HP) (1 Working + 1 Standby)	02	Nos.
7	Ultra filtration feed Motor Pump (1 Working + 1 Standby)	02	Nos.
8	UV membrane	01	No.
9	Ozonator	01	No.
10	Flushing Water Supply Motor Pump (7.5 HP, H-60m, Q-12.6 m3/hr) (1 Working + 1 Standby)	02	Nos.
11	VFD Panel for Flushing Water Pump	01	No.
12	Irrigation Water supply Motor Pump (7.5 HP, H-40m, Q-21.6 m3/hr) (1 Working + 1 Standby)	02	Nos.
13	VFD Panel for Irrigation Water Pump	01	No.
14	Sump Pump (1 Working + 1 Standby)	02	Nos.
15	Sludge Filter Press	01	No.
16	Sludge disposal Motor Pump (1 Working + 1 Standby)	02	Nos.
17	Plant Electrical Panel	01	No.
18	Ultrafiltration Membrane, Filters, Solenoid valves, back wash pumps, control panel & its allied accessories	01	Job
19	Maintenance of all cables, plumbing lines, valves, pressure Gauge, Pressure transmitter, dosing pumps, pressure vessel, earthing, relay, level sensors, Controllers etc.	01	Job

1.7. Operation and Maintenance of HVAC Plant (3*250 TR Chiller)

Sr. No.	Description of Equipment	Unit	Qty
1	Water Cooled Chiller 250 TR (Make-Daikin, Model-PFS2701DCRYV) (2 Working + 1 Standby)	03	Nos.
2	Primary Motor Pump & VFD (10 HP) (2 Working + 1 Standby)	03	Nos.
3	Secondary Motor Pump & VFD (30 HP) (2 Working + 1 Standby)	03	Nos.
4	Condenser Motor Pump & VFD (25 HP) (2 Working + 1 Standby)	03	Nos.

5	Cooling Tower (Make-Bell, Model-BCTI-070XEC2) (2 Working + 1 Standby)	03	Nos.
6	Cooling Tower Motor Pump (10 HP) (2 Working + 1 Standby)	03	Nos.
7	Central Plant Manager Panel	01	No.
8	HVAC Main Electrical Panel	01	No.
9	Tertiary Motor Pump (1.5 HP) (1 Working + 1 Standby)		
10	Maintenance of pressurization unit, air/dirt separator, Pressure Gauge, Temperature gauge, motorized valves, butterfly valve, Non return valve, connected water pipe lines network, cables, relay, VFD, and allied accessories linked to successful operation of HVAC.	01	Job

1.8. Maintenance of building wise HVAC Equipment

Sr. No.	Description of Equipment	Unit	Qty
1	Hi-wall Split Unit 0.8 TR	660	Nos.
2	Cassette Unit 1.0 TR	15	Nos.
3	Cassette Unit 1.5 TR	01	No.
4	Cassette Unit 2.0 TR	03	Nos.
5	Cassette Unit 3.0 TR	02	Nos.
6	Ceiling Suspended AHU 1200 CFM	01	No.
7	Air Handling Unit 2500 CFM	03	Nos.
8	Air Handling Unit 5000 CFM	03	Nos.
9	Air Handling Unit 6000 CFM	01	No.
10	Air Handling Unit 2000 CFM	01	No.
11	Air Handling Unit 7000 CFM	01	No.
12	Air Handling Unit 8000 CFM	01	No.
13	Air Handling Unit 3000 CFM	01	No.
14	Air Handling Unit 22500 CFM	01	No.
15	Air Handling Unit 17000 CFM	01	No.
16	Air Handling Unit 9000 CFM	01	No.
17	Air Handling Unit 15000 CFM	01	No.
18	Air Handling Unit 21500 CFM	01	No.
19	Air Handling Unit 20000 CFM	02	Nos.
20	Air Handling Unit 16000 CFM	01	No.
21	Ceiling Suspended AHU 2000 CFM	02	Nos.
22	Ceiling Munt Duct able Unit 2200 CFM	02	Nos.
23	Air Washer 10000 CFM	01	No.
24	Air Washer 8500 CFM	01	No.
25	Dry Scrubber 11000 CFM	01	No.

26	Dry Scrubber 9000 CFM	01	Nos.
27	SISW Fan 11000 CFM	01	No.
28	SISW Fan 9000 CFM	01	No.
29	Maintenance of Pressure Gauge, Temperature gauge, Variable air volume (VAV), connected water pipelines network, cables, relay, VFD, and allied accessories linked to successful operation of above-mentioned equipment.	01	Job

1.9. Maintenance of Water Coolers

Sr. No.	Description of Equipment	Unit	Qty
1	80 Ltr./hr. Storage & 60 Ltr/hr Cooling (Make-Usha)	30	Nos.
2	120 Ltr./hr. Storage & 80 Ltr/hr Cooling (Make-Usha)	15	Nos.
3	380 Ltr./Hr. Storage & 170 Ltr/Hr Cooling (Make-Usha)	03	Nos.

1.10 Maintenance of RO's Unit

Sr. No.	Description of Equipment	Unit	Qty
1	50 Ltr/Hr (Make- Zero B) (1 Working + 1 Standby)	36	Nos.
2	200 Ltr/Hr (Make-Zero B) (1 Working + 1 Standby)	04	Nos.
3	300 Ltr /Hr (Make- Zero B) (1 Working + 1 Standby)	04	Nos.

1.11 Maintenance of Split Air Conditioners

Sr. No.	Description of Equipment	Unit	Qty
01	Split Wall Mount Air Conditioner 1.5 TR (Make-Bluestar)	21	Nos.
02	Split Wall Mount Air Conditioner 1.5 TR (Make-BPL)	21	Nos.
03	Split Wall Mount Air Conditioner 1.5 TR (Make-O General)	02	Nos.
04	Split Wall Mount Air Conditioner 1.5 TR (Make-Godrej)	02	Nos.
05	Split Wall Mount Air Conditioner 2.0 TR (Make-O General)	01	No.
06	Split Wall Mount Air Conditioner 2.0 TR (Make-Godrej)	01	No.

1.12 Maintenance of Washing Machines

Sr. No.	Description of Equipment	Unit	Qty
1	07 KG Washing Machine (Make-Voltas, Model-WTL70)	03	Nos.
2	08 KG Washing Machine (Make-Voltas, Model-WTL80)	08	Nos.



3	09 KG Washing Machine (Make-Voltas, Model-WFL70)	05	Nos.
4	08 KG Washing Machine (Make-Bosch, Model-WOA852)	10	Nos.

1.13 Maintenance of External Street Light, Feeder Pillars, and Outdoor Electrical Panels

Sr. No.	Description of Equipment	Unit	Qty
1	External Feeder Pillar (I/C-63 Amp. 4P MCCB, O/G-12x32 Amp. DB MCB)	06	Nos.
2	Outdoor Panel-1 (Faculty Housing) (I/C-400 amp. MCCB, O/G- 160 Amp MCCB-04 Nos. 63 Amp. MCB with Meter-6 Nos.)	01	No.
3	Outdoor Panel-2 (Faculty Housing) (I/C-400 amp. MCCB, O/G- 63 Amp MCB-02 Nos., 63 Amp. MCB with Meter-08 Nos.)	01	No.
4	Outdoor Panel-3 (Faculty Housing) (I/C-400 amp. MCCB, O/G- 160 Amp MCCB-06 Nos.)	01	No.
5	Outdoor Panel-4 (Student Hostel) (I/C-400 amp. MCCB, O/G- 160 Amp MCCB-06 Nos. 63 Amp. MCB-02 Nos.)	02	Nos.
6	Outdoor Panel-5 (Student Hostel) (I/C-630 amp. MCCB, O/G- 200 Amp MCCB-02 Nos., 160 Amp. MCCB-04 Nos., 63 Amp. MCB-02 Nos.)	01	No.
7	Maintenance of Sports Ground Lights and amphitheater lights.	01	Job
8	Maintenance of external Street lights, bollards, post lamp lights, up down lighters etc	01	Job

1.14 Maintenance of UPS

Sr. No.	Description of Equipment	Unit	Qty
1	2*60 kVA (3 Phase In/Out) with Battery bank, UPS electrical Panel, and its allied accessories (Parallel Operation)	01	Nos.
2	2*40 kVA (3 Phase In/Out) with Battery bank, UPS electrical Panel, and its allied accessories (Parallel Operation)	01	Nos.
3	1*10 kVA (3 Phase In/Out) with Battery bank, UPS electrical Panel, and its allied accessories	03	Nos.

1.15 Maintenance of Lifts

Sr. No.	Description of Equipment	Unit	Qty
1	8 Passenger Lift (Make-Otis, Model GeN2-Nova MRL)	02	Nos.
2	10 Passenger Lift (Make-Otis, Model GeN2-Nova MRL)	03	Nos.



3	13 Passenger Lift (Make-Otis, Model GeN2-Nova MRL)	05	Nos.
4	15 Passenger Lift (Make-Otis, Model GeN2-Nova MRL)	08	Nos.

1.16 Other Maintenance Works

Sr. No.	Description of Equipment	Unit	Qty
1	Maintenance of Fire Alarm and PA system and its allied accessories in following Buildings: Admin & Library block, MDP Classroom, Classroom Complex-II, Faculty building.	01	Job
2	Maintenance of Sprinkler system on the campus	01	Job
3	Maintenance of Water Supply Network and its chambers from UGT to end point of the buildings including storm water line manhole cleaning, catch basin, and gully traps.	01	Job
4	Maintenance of Sewer line network and its Chambers from building to STP.	01	Job
5	Maintenance of HVAC pipeline network from HVAC plant to end point of the buildings	01	Job

Note:

- Almost all equipment has been included in list as given above. But the list is not exhaustive, and other equipment shall have to be taken into account for operation and maintenance under this contract. Bidders are advised to visit the IIM Sirmaur campus to assess the exact nature, scope, and quantity of the equipment installed, in order to gain a clear understanding of the site conditions and requirements before submitting their bids.
- The quoted price shall include the cost of three year of operation and maintenance, excluding the cost of manpower to be deployed. However, consumables (except those mentioned in clause 8) and spare parts are excluded from the scope of work. A stock register for the consumption of such items shall be maintained by the bidder and shall be submitted to the institute on monthly basis. The supply of these spare parts shall be under the bidder's scope, and payment for the same will be made by the Institute to the bidder on a reimbursement basis, based on actual cost. The cost shall be supported with rate analysis as per CPWD norms and duly verified by the committee constituted by the institute for the purpose.
- Please note that for all regular and routine consumables/non-consumable items, the bidder must always maintain adequate stock at their local store to ensure the smooth functioning and uninterrupted operation of the equipment. The Service provider shall arrange a list of such tools (those listed under clause 7) on a priority basis after award of work. The Service provider shall maintain these tools in healthy condition during the period of contract.
- All equipment under this contract shall be periodically tested, tuned, set, rectified, etc. from time to time as per requirement at the beginning of this contract for better performance and longevity.
- The bidder shall be well equipped with tools and accessories, and electrical testing instruments as required.
- Any shutdown requirement of larger period for maintenance works has to be informed in advance with full details of proper plan and time required for maintenance. Shutdown request has to compulsorily mention (a) Name of location, (b) name of equipment/element,



(c) Whether bypass arrangement can be made (i) If yes, then it is to confirm that the same arrangement has been made, (ii) If no, then whether primary study has been made for assessment of shutdown time (Yes/No), (d) Details of maintenance activities to be carried out during shutdown, (e) Time required for shutdown (Shutdown has to be returned after the period mentioned by agency if extension is not granted by IIMS). Maintenance works requiring shutdown are to be carried out only on approval from IIMS. However, minor maintenance works can be carried out without disturbing power supply or diversion of power supply to affected areas or making alternate/bypass arrangement to ensure continuity of affected areas.

- Normal maintenance of DG Sets shall have to be carried out including replacement of lube oil, cleaning of air filters, by the bidder except for major B-check/C-check Type maintenance which shall have to be done only through OEM.

2. SPECIAL CONDITION FOR SUBSTATIONS & ALL MEP EQUIPMENT

- i. To operate and maintain HT and LT power equipment i.e right from the tapping point of 33 kV line at 33/11 kV Substation, 33KV and 11KV VCB, HT cables, HT panels, transformers, incoming and outgoing LT panels, Switch gear, feeder panels, feeder switchboards, associated protection equipment's, cables, control cables, LT bus ducts, battery charges, capacitor panels/power factor correction systems, pump panels, mechanical ventilation and pressurizing system, any other electrical panels installed etc. and their associated switchgear etc. round the clock throughout the contract.
- ii. To monitor & record the incoming supply parameters, make necessary tap to in changing to maintain the voltage in limits, maintain the power factor at not less than 0.9 lagging by switching the capacitor banks, to keep the maximum demand within prescribed limits etc.
- iii. To maintain external electrical Installations like lights fittings, power outlets, switchboards, distribution boards etc. cable & wiring pertaining to the same in good working condition. Attending to the complaints/ faults, preventive maintenance to avoid breakdowns etc.
- iv. To check earth pits pertaining to all equipment, systems and buildings etc. Watering them as and when required and testing their earth resistance etc.
- v. To check the transformers parameters and cooling systems for leakage of transformer oil and topping up of the same as and when required.
- vi. To check/clean/tighten all electrical contacts monthly. The heated terminals if required to be made in proper condition by using appropriate size crimping tool and lugs.
- vii. To check and clean all electrical fittings including fans on monthly basis and as per requirement.
- viii. To lubricate motor/pumps bearings periodically and replace the bearings when necessary and submission of report on monthly basis.
- ix. To check electrical circuits and rectify faults as and when necessary.
 - x. To clean, tighten electrical contact points once a month.
 - xi. To replace electrical contacts and other items as and when required.
- xii. To tighten all the fasteners of the bus ducts, bus bars and cables as and when necessary and at least once in three months. Also, to re-terminate the heated-up contacts and replace cabling/wiring as and when necessary.
- xiii. To ensure that the control circuitry of all systems is perfectly working.



- xiv. To check the silica gel of the transformers and to dry them as and when required.
- xv. To test the oil samples of transformers and to give suggestions for dehydration of oil if required.
- xvi. To arrange for a well-equipped first-aid box and maintain it in a healthy condition to take care of first aid for any eventualities of their workman at site.
- xvii. Any other electrical work assigned by the engineer in charge is essentially required for keeping the equipment's in good healthy working conditions though not indicated above.
- xviii. Operation and maintenance of DG sets to have 24x7 power supply in the campus.
- xix. Operation & maintenance of WTP-1&2, STP-1&2 and HVAC Plant.
- xx. Restoration of power breakdown.

3. SPECIAL CONDITION FOR STP

- a) Scope of Work the scope includes operation, routine maintenance, preventive maintenance, repairs, and reporting for the entire STP based on MBBR technology.
- b) The bidder shall provide the minimum manpower on-site stipulated in the contract.
- c) The treated water must consistently meet HPPCB norms. Any deviation will invite penalty of Rs.5,000/- per incident. The bidder shall coordinate with HPPCB during inspections or audits.
- d) Daily logbooks to be maintained and submitted monthly to Engineer-in-Charge (EIC).
- e) Daily inflow/outflow volume - Pump/blower run hours - Energy consumption - Chemical dosing logs - Maintenance logs These shall be signed daily by the Operator and shall be monthly submitted to the Engineer-in-Charge.
- f) Preventive maintenance schedule to be approved by the EIC. The bidder shall maintain critical spares and consumables on-site. Breakdown repair shall be completed within 48 hours, failing which penalty applies.
- g) Penalties will be applicable for deficiencies as follows: - Effluent not meeting standards: ₹5,000 per sample - Failure to submit logbooks/reports: ₹1,000 per report
- h) Electricity and water will be provided by the IIMS. The bidder shall maintain efficient use and provide monthly consumption reports.
- i) All staff to be covered under ESI/Insurance. The bidder shall be liable for accidents due to negligence. Adequate fire, gas leak, and electrical safety measures shall be ensured.
- j) The bidder must ensure compliance with: - The Water (Prevention and Control of Pollution) Act, 1974 - The Environment (Protection) Act, 1986 - Hazardous Waste (Management) Rules - Any local Municipal/HPCB regulations - All applicable statutory compliances related to labour, taxes etc.

4. MAINTENANCE SCHEDULE /SOP & CHECKLIST FOR THE O&M OF EQUIPMENT'S.

The general maintenance schedule/SOP & checklist given hereunder minimum for reference. The final checklist as per the actual requirement/OEM guidelines shall be prepared in consultation with the Engineer-in-Charge and the bidder shall follow the same and shall maintain the proper record to plan any preventive maintenance.

a) Maintenance Schedule Substations

Sr.	Inspection/	Items to be inspected	Inspection notes	Action Required, if
-----	-------------	-----------------------	------------------	---------------------



No.	Frequency			inspection shows unsatisfactory Condition
1	Hourly	Ambient Temp.		
2		Winding Temp.	Check that temperature rise is reasonable.	Shut down the Transformer & investigate if either is persistently higher than normal.
3		Oil Temp.		
4		Load (Amp.)	Check against rated figure.	Note- An improper tap position can cause excessive core loss
5		Voltage		
6	Daily	Oil Level in Transformer	Check against Oil gauge	If low, examine the Transformer for leaks.
7		Relief vent diaphragm	Check for tightness	Replace if cracked or broken.
8		De-hydrating Breather	Check color of the active agent	If Silica gel is pink change by spare charge. The old charge may be reactivated for further use.
9	Quarterly	Bushings	Examine for cracks & dirt deposits.	Clean or replace.
10		Oil in Transformer	Check the Electric strength & water content.	Take suitable action to restore quality of oil.
11		De-hydrating Breather	Check oil level in oil cup and that air passages are free.	Make up oil if required.
12	Half Yearly	External switch Drive for off circuit switches.	Operate 02 or 03 runs through complete range.	Take suitable action.
13	Yearly or earlier if Transformer can conveniently be taken out of checking.	Oil in Transformer	Check for acidity and sludge.	Filter or replace.
14		Insulation Resistance	Compare with value at time of commissioning.	Process if required.
15		(1) Oil filled	Test Oil.	Filter or replace.
		(2) Oil flooded	Check air releasing arrangement and oil leak.	Clean holes in stem. Replace gaskets.
		(3) Cable boxes	Check sealing arrangement for filling hole, Examine compound for crackers.	Replace gasket if leaking.



		(4) Arcing horns	Examine for dirt deposits.	Clean.
16		Gasket joint	Check for any leakage	Tighten the bolts evenly to avoid uneven pressure.
17		Relays, alarms, their circuits etc.	Examine relay & alarm contacts and their operation, fuses etc.	Clean the components or replace contacts and fuses if necessary.
			Check relay accuracy	Change the setting if necessary.
18		Temperature indicator	Pocket holding Thermometers should be checked.	Oil to be replenished if required.
19		Dial type oil gauge	Check pointer for freedom.	Adjust if required.
20		Earth resistance	Should be in acceptable limit	Take suitable action if resistance high.
21		Paint work	Should be inspected.	Any painting or retouching should be done, if necessary.
22	Two Yearly	Oil conservator	Internal inspection.	It should be thoroughly cleaned.
23		Buchholz Relay	Mechanical inspection.	Adjust Floats, switches, etc. as required.
24	03 to 05 Yearly	Complete Transformer	Overall inspection including lifting of core and coils.	Wash by hosing down with clean dry oil. Tighten where necessary.

b. Checklist of Bus Ducts

- Check bus duct for Dust Collection
- Check the Bus Duct for Tightness of nuts and bolts at all the Bus bar Joints
- Check the Bus bar Support Insulators and Seal of Bushing
- Check the Copper flexible for any colour change on the SWGR or Transformer End
- Check the gasket, change if found hard and brittle
- Check the Insulation resistance with respect to earth

c. Check list of Relay Panels, Control Panels and Auxiliary Panels

- Clean panel interior with light blow of air using air blower.

- Clean protective relay exterior, and the sliding contacts in the case of draw out type relays using proper quality cleaning spray.
- Tighten all connections at relay terminals, CT / PT, terminal blocks.
- Check healthiness of DC supplies. Take changeover trial of AC/DC control supplies.
- Clean and check healthiness of contactors, push buttons, selector switches.
- Check fuse links; replace blown / aged fuse links.
- Check all indicating lamps, indicating meters are healthy. Replace fused lamps, replace / re-calibration meters.
- Test protective relays as per the testing procedure and standard guidelines of OEM wherever applicable.

d. Checklist of 415V LT Switchgear

- Clean panel internally and externally by blower/vacuum cleaner.
 - Apply petroleum jelly on main power contacts and clean spray on SIC/Auxiliary contacts. Apply grease to moving parts of mechanism.
 - Check operation of draw out mechanism to ensure reliable and smooth functioning of the same.
 - Check breaker/contactor operation mechanically and electrically to ensure reliable and proper functioning of the same. If any abnormality is noticed the same should be rectified. It includes the checking/replacement of spring charging motor, micro switches, adjustment of levers.
 - Check healthiness of all control, power fuses, indicating lamps, all meters, and selector switches for AC/DC supply sources, space heater supply
 - Check tightness of earthing at the end of panels.
 - Check tightness of all the covers and plates.
 - Check tightness of all by bus joints, control wiring power cable joints termination, CT, PT connections.
 - Check all shrouds, safety shutters & replacement of the same if required.
 - Clean bus bar chamber, metering compartment covers.
 - Check/clean all insulators and replacement of same if required.
 - Check tightness of all relay connections, metering connections, indicating lamp Connections and all the TBs.
 - Measure IR values of main power buses to ensure dry and clean insulation.
 - Check all the indicating meters on the panel and ensure the healthiness.
 - Carry out testing of all the relays/schemes and ensure proper functioning.
 - Ensure the blocking of all entries and sealing of outgoing cables with fire sealing compound.
- Measure Contact resistance > 100KW modules droppers

e. Checklist of 415 V LT Motors

❖ *(Quarterly / Half Yearly)*

- External cleaning and physical inspection of earthing, foundation bolts.
- Clean ventilation fan and cooling tubes.
- Check power cable, space heaters cables at motor and switchgear end and tightening of the same.
- Check gasket of motor terminal box and replace it if it is found damaged.
- Clean local push button with air blower and check tightness of control cable termination. Also check gasket of the door and knob if it is damaged.
- Check contacts of contactor/breaker for any pitting and replace the same if excessive pitting is observed.
- Check contactor/breaker operation in test position.



- Check IR values with 500 V megger. Drying out the motor if IR value is less than 2 M ohm.
- Check healthiness of space heaters if applicable.
- Ensure the monsoon protection is intact

❖ *Overhauling*

- External cleaning and physical inspection of earthing, foundation bolt and tightening of the same. De-assembling of motor and internal inspection of rotor bar, stator winding,
- DE/NDE bearings, condition of rotor and slip rings and cleaning of the same.
- Clean the bearing with diesel and air blower and re-grease the same.
- Replace the bearing if found worn out.
- Varnish the motor if insulation is found damaged.
- Clean the ventilation fan.
- Check the power, control, and space heater, cable at motor end and Switchgear and tightening of the same.
- Check the gasket of motor terminal box and replace it if required
- Check IR values with 500 V megger. If megger value is less than 2 M ohm, dry out the motor.
- Paint the motor if found deteriorates.
- Take no load and load trial run of the motor.
- Check no load and load current of motor.

f. Checklist of Street Lighting Panel

- Check for any leakage current before starting work on panel.
- Check condition of doors of Control Panel, attend if required.
- Put auto / manual selector switch in manual mode.
- Check Bakelite isolating Sheet, Replace if damaged.
- Check for the presence of any reptiles.
- Clean the Panel.
- Check tightness of all electrical connections.
- Check tightness all Neutral & Earthing connections.
- Check functioning of MCB's, replace it if found faulty.
- Check functioning of Main switch, replace it if found faulty.
- Check all cable glands are proper & sealed.
- Check timers are working properly, adjust / replace if required.
- Check Healthiness of all contactors wherever applicable.
- Check Healthiness Fuses and replace them if required.
- Switch on the circuit & check healthiness of all lamps and replace if required.
- Ensure proper sealing of panels.
- Check tightness of terminations in Pole Junction Boxes.
- Check condition of TBs in Pole Junction Boxes, Replace if necessary.
- Ensure proper sealing of Pole Junction boxes.
- Check identification no. of Poles, rewrite if required.
- Put auto / manual selector switch in auto mode after completion of work.
- Paint control box if found corroded.
- Check all components, including body for ageing damage, if noticed take corrective action.

- Ensure Proper monsoon protection

g. Checklist of all HT Panel Equipment

Sr. No.	Check Points
1	Clean all the cubical breakers & relay mounting box by blower.
2	Check the tightness of lugs & both control & power cable
3	Cleaning the track of breaker for its rack in & rack out position.
4	Check the glands of holes for proper sealing.
5	Check & ensure proper dressing of cable.
6	Check any burning of connection.
7	Check physical condition of CT. (there should not be any hot spot or crack.)
8	Check physical condition of PT. (there should not be any hot spot or crack.)
9	Open power contactor & clean its point by cleaning spray, if required.
10	Check the healthiness of indication & local remote selector switches.
11	Check the healthiness of meter mounted on feeder.
12	Check the rubber lining of door for dust sealing.
13	Take trial of the breaker rack in & rack out position.

h. Checklist of all LT Panel Equipment

Sr. No.	Check Points
1	Clean the feeders with a blower.
2	Check the tightness of lugs & both control & power cable.
3	Check the holes glands for proper sealing, if required take remedial action.
4	Check & ensure proper dressing of cable.
5	Check any burning of connection.
6	Open power contactor & clean its point by cleaning spray if required.
7	Check the overload setting of relays.
8	Check the correct rating of fuses & mcb's.
9	Check the healthiness of indication & local remote selector switches.
10	Check the healthiness of meter mounted on feeder.
11	Check the rubber lining of door for dust sealing.
12	Take trial of the drive both local & remote.

i. Checklist of all Motors & Drives

Sr. No.	Check Points
1	Clean the motor & its feeder with blower.
2	Check the tightness of lugs both motor & feeder end.
3	Check the glands of holes for proper sealing, if required take remedial action.
4	Check & ensure proper dressing of cable.

5	Check any burning of connection or terminals.
6	Check its earthing point properly connected.
7	Checking abnormal sound of the bearing in DE/NDE, fan side before taking shut- down.
8	Check the vibration & tightness of foundation bolt. Clean the air vent holes of motor
10	Greasing both DE & NDE side of motor if required. Check the IR value
11	Check the internal lead of the motor & tightness
12	Take trial of the drive both local & remote.

j. Checklist for all Earth-pit and Earthing

Sr. No.	Check Points
1	Clean the earth pit properly.
2	Clean the contact surface and nut bolts, if required replace the nut/bolts with new one.
3	Check the continuity of the earthing strip from earth pit to equipment which is earthed through respective pit.
4	Check the nomenclature board availability containing resistance and identification details.
5	Check the physical condition of Earthing strip and replace it if necessary.
6	Pour water if necessary to improve the required earth resistance values
7	As per IE 1956 value for 11 KV or below will be 5.0 ohms. If value comes above this value, then pour the water to improve the required earth resistance (once in year).

k. Checklist for RO's & Water Coolers

Sr. No.	Check Points
1	Clean the water coolers once fortnightly in a month and record.
2	Clean RO's water tanks once a month and record.
3	Check for the healthiness of the electrical connection and termination points fortnightly in a month.
4	Checking and taking corrective action for overflow, drainpipe connection.
5	Check the sensor for its satisfactory operation.

l. Checklist for HVAC System

Checklist of AHU System	
Weekly	Check for coil and filters if found faulty /damage, rectify or replace as required.
	Cleaning of AHU pre-filters.
	Check for air and water leakage.
	Check condensates drain for any blockage, clean if required.
	Check drain pans for any blockage.
	Check fan belt for correct tension and sign of wear and alignment of fan and motor.



Monthly	Inspect coils and clean, if required.
	Check functioning of lights and limit switch interlocking and proper illumination.
	Check for bearing of motor and blower and lubricate as required.
	Check for tightness of V-Belts and alignment of pulleys.
	Check looseness of any bolt in fan or casing and motor base etc.
	Check for vibration in blower and motors.
	Check access doors and hinges for easy operation.
	Check cleanliness of the filters and clean.
	Check the associated damper flap movement and apply grease for the bearing housing, if required.
	Check the function of Fire damper and its associated controls, grease the bearing housing if required.
	Check and record running current of motor.
Quarterly	Check/Add grease or lubricate to the fan shaft bearing, motor bearing, and blower bearing.
	Check the alignment of fan and motor, if necessary, correct the same.
	Inspect the condensate drain pan and ensure that it is clean and water freely flows to the drain.
	Inspect the coils for cleanliness. Wash the coil with a low-pressure water hose or low-pressure air.
	Observe all dampers for proper operation.
	Check tightness of electrical connections.
	Check flexible connections spool piece for leakage.
	Check for condition of inlet strainers and clean
Half Yearly	Check blower shaft, scroll, impeller and bearing
	Check in motors full load current, fan motor running current and tightness of terminals
Yearly	Check and clean cooling coils & fins.
	Clean interiors and check for corrosion, check tightness of all sections
	Check anti-vibration mounting and flexible connections
	Check operation and condition of all electrical connections
	Check alignment of drive pulleys, adjust the same if required
	Combing of fins to be done after coil cleaning
	Check all bellows, replace if any crack /water leakage observed
	Check insulation resistance (Megger) of motor
	Checking all MCCB/MCB/Control panels, if required replace

m. Checklist of FCU/CSU/Air Washers/Wet Scrubbers/Duct able Unit

Checklist with parameters	
Weekly	Check the water leakage.
	Clean air filters.
	Check drain pans for any blockage.
	Clean filters and Y-strainers, if required.
Monthly	Check the fan belt tension, abnormal noise and rectify if required.
	Check any water leakage from unit.
	Inspect the condensate drain pan and ensure that it is clean and water flows freely.
	Check the condition of access door hinges for proper fixing.
	Check the unit is secured.

	Check the operation of inlet /outlet isolation valve.
	Check the looseness of any bolts in fan casing motor base etc.
	Check the associated damper movement and apply grease for bearings.
Quarterly	Inspect cooling coil and cleaning if required.
	Clean strainers.
Half yearly	Check blower, motor unit etc. clean and lubricate.
	Check and receive the vibration value and compare it with recommended values.
	Check tightness of electrical connections.
	Add water and flush condensate drain pan, trap and drain line.
	Check the condition of inlet strainers and clean if required.
	Check the proper functioning of the 3 -way and 2-way valve.
	Check the interconnection, copper piping, canvas and cooling coils.
	Check full load current of motor.
	Check the tightness of the motor.
	Check motor running current.
Yearly	Check blower, motor unit etc. clean and lubricate.
	Check electrical control and connection.
	Check and clean cooling coil with water, if necessary.
	Check 2/3-way valve for proper operation.
	Check insulation resistance (Megger) of motor.
	Check/ clean cooling coils and fins and repairing /replacement of canvas.

n. Checklist of Cooling Towers

Checklist with parameters	
Daily	Check water level
Weekly	Inspect basin for clogging
Monthly	Check for unusual noise/vibration in fan and fan guard, motor drive shaft and guard
	Inspect clogging in eliminator, fills and water basin
	Check bearing for noise
	Check fan blade looseness/crack
	Check water for oil and sludge in basin of cooling tower
	Clean the basin and replace water in basin
	Check and adjust float valve if required
	Check current values of motors
	Check water and sludge
	Check motor winding for over heating
	Drain cooling tower twice a month along with condenser pipeline water.
	General cleaning for inside and outside
Quarterly	Check access door work properly
	Check the staircase ladder corrosion
	Check the distribution basin for corrosion, leaks and sediments
	Check the drift eliminator louvers for scale build up
	Check the fan blades for dirt/scale deposits and condition of fan cylinder
	Check the mechanical parts of motor supports (cracks)
	Check the distribution spray nozzles to ensure even distribution of water run over the fills
	Check motor winding for overheating
	Clean cooling tower inside and outside
	Cleaning of sump and check for any leakage
	Clean fan & fan guard, motor shaft, gear reducer, eliminator, fills,
	Rebalance of fan & fan guard, driveshaft & guards

	Clean nozzles if required
	Check the water distribution system including nozzles.
Half yearly	Inspect keys, keyways and set screws of fan and fan guard, motor, drive shaft and guards. Inspect the general condition of fan and fan guard, motor, shaft, gear.
	Reducer, fills, control valves, structural member, fan cylinder, stairs, ladders etc.
	Tighten loose bolts of fan, fan guard, motor, shaft, if any
	Check the working of control valve
	Check completely open and close operation of float valves. Repair as required.
	Clean all nozzles and replace if damaged
	Check grease, clean and re-lubricate bearing of motor
Yearly	Tighten loose bolts of FRP, structure bolt connection and motor.
	Check and change nozzles, files if required
	Complete cleaning the whole parts of CT (Louvers drift eliminators and fill surface)
	Replacement of net of pot strainer as and when required
	Replacement of motor terminal as and when required
	Replacement of motor bearing and seal of gear box as and when required

o. Checklist of STP's

Checklist with parameters	
Daily	Check the input voltage and current of the running motors and air blowers.
	Check the running sound of the motors and air blowers, if abnormal sound comes then take accessory action.
	Check blowers and ensure the oil level at safe level
	Ensure safety valves for blower outlet is working properly
	Not reading of all the water flow meter.
	Add sodium hypochlorite solution in the treated water as per the requirement.
	Back wash of DMF and ACF on daily basis (3 times a day).
	Maintaining logbooks on daily basis.
Monthly	Clean the screen bar and clean on weekly basis or as per requirement.
	Clean all the Y strainers and NRV on weekly basis.
	Blow down all the tanks on monthly basis.
	Greasing the motors and blowers as per requirement.
	Submit monthly water report.
	Handling the sewage waste as per requirement.
	Clean or Replace air filters of the reciprocating air compressor as and when required.
	Change air compressor oil and filter.
	Replace belts, tubing, hoses as and when required.
	Check/replace air relief valve as necessary.

p. Checklist of WTP's

Checklist with parameters	
Daily	Check the input voltage and current of the running motors.
	Check the running sound of the motors, if abnormal sound comes then take accessory action.
	Take proper reading of all the water flow meters as mentioned in the logbook.
	Check the hardness and PPM of the treated water.
	Back wash of DMF and ACF on daily basis.

Weekly	Weekly Charge the common salt in water softener.
	Clean all the Y strainers and NRV on weekly basis.
	Lubricate all the valves and motors as per requirement.
Monthly	Greasing the motors as per requirement.
	Monthly trials of all fire hydrant pumps.
Yearly	Clean all the underground tanks yearly and record in the logbook.

q. Check list for Fire alarm System (FAS)

Checklists with parameters	
Daily	Check fire graphics.
	Check the status of the smoke detector & MCP.
Weekly	Check the fire panel status.
	Check all the events on the fire graphics
Monthly	Check all the loop connectivity of fire panel.
	Check the network connectivity of fire panel.
Quarterly Check the Loops.	Check the detector functionality.
	Check the FAS voltage
	Check the battery voltage & condition.
	Check the MCP Functionality.
	Clean all the fire Panel.
	Check the connectivity of detector & MCP with Loops.

r. Checklist Public Address System (PAS)

Checklist with parameters	
Daily	Check the controller & amplifier.
Weekly	Check the NPMI call station.
Monthly	Check the PPT Mic status.
	Check all the Loudspeaker.
Quarterly	Check the amplifier controller, loudspeaker and microphone.
	Check the connectivity of controller.
	Clean the Controller & amplifier
	Check the paging status of the NPMI call station.
	Check the PPT Mic status.

5. RECORDS TO BE MAINTAINED AT SITE

The following Register/Logbook shall be maintained by the bidder at site and be got signed by Engineer in charge of the Institute. The printing of the required Logbooks and registers will be the responsibility of bidder.

- Operational & Maintenance Logbook ESS's, HVAC, WTP's, and STP's.
- Preventative Maintenance/Breakdown Logbook of each type of equipment.
- Accounts of receipt & issue of spare parts and consumable items for maintenance & repairs.
- Manpower attendance, wages, EPF records

6. TOOLS & PLANT

All the general & special tools, tackles/ chain pulley blocks etc. required for proper operation, maintenance and repairs/breakdown etc. shall be arranged by the bidder at his own cost and issue to the staff deployed by him for this work. The bidder shall maintain the following tools & tackles in healthy condition through the period of Contract.

Sr. No.	Tools List
1	Line tester-1 No. each for each technician/operator
2	Four number Drill machine (Two Hammer and Two Multipurpose) with all required sizes of bits
3	Air blower-03 Nos.
4	Plier: - 01 No. for each technician/operator
5	Nose pliers-03 Nos.
6	Emergency torch (Rechargeable) -4 nos. at Substations
7	Ring/Key Spanner for 4mm-36mm (03 set)
8	Slide Wrench 8"-12" (03 set)
9	Screw driver 6"-12" (03 set)
10	Allen Key set (03 set)
11	Megger 5000V- 1 No.
12	Earth Tester 02 nos.
13	Digital multimeter-02 Nos.
14	Clamp on Meter for current measurement- 02 Nos.
15	Wire Brush for cleaning, Hacksaw frame and blades. 04 nos.
16	Earthing rod - 02 nos.
17	Crimping machine/Tools for cables and conductors (upto 300sq.mm.size).
18	Soldering Iron Set (02 nos.)
19	Power extension Board (03 nos.) with 30 Meter 4 sq mm 3core cable
20	Industrial Vacuum Cleaner- 01 number
21	Pipe Wrench (Suitable up to 50 mm Dia pipes) -02 Nos.
22	Chain Pipe Wrench (Suitable up to 100 mm Dia pipe) -01 No.
23	Grinder Machine (4") -02 Nos.
24	Tile Cutter (4") -01 No.
25	Pipe Cutter 12" -01 No.
26	Ratchet Pipe Die Set (suitable up to 50 mm dia.) -01 No.
27	Welding Machine (300 Amp.) -01 No.
28	Hand Saw-02 Nos.
29	Hammer (Small & Medium size)- 02 Nos.
30	Chisel -03 Nos.
31	Telescopic Tower Ladder for Closing 10feet- extension up to 60 feet
32	Mason Tools (as required) -01 Set
33	Carpenter Tools (as required) -01 Set
34	Sewer man Tools (as required) -01 Set



35	Any other tool not mentioned specifically but required for satisfactory execution of the job.
<i>The following T&P (in healthy condition) are to be arranged on requirement on an urgent basis within 48 hours of instruction received from Engineer-in-Charge:</i>	
1	Oil Filtration machine (Portable)
2	Empty Oil Drums 200 Ltrs. (05 nos.)
3	HT/LT Cable fault detection Machine
4	Scaffolding materials 75 feet height

7. LIST OF CONSUMABLES TO BE MAINTAINED AT SITE:

The Service provider shall arrange the list of consumables as mentioned below at his own cost. The quantity mentioned herein is for one year, subsequently, for the preceding year the same has to be arranged and maintained by the bidder at his own cost.

Sr. No.	Description	Qty/Year
For electrical installation and all substation		
1	PVC insulating tape (Steel Grip) (30 Nos. in each packet)	05 Pkt
2	Teflon tape (10 Nos. in each packet)	10 Pkt
3	HT tape	10 Nos.
4	Bleaching Powder	200 Kg
5	Hacksaw Blades	30 Nos.
6	Different type of wooden/machine/Allen Screws (MS/SS/GI/Brass), Washer, Nuts etc.	250 Nos.
7	Cotton waste	30 Kg
8	Emery Paper	10 meters
9	Rust Olene	25 Ltr.
10	M-seal (250 gram)	10 Nos.
11	Lubricating Oil, Grease etc.	40 Kg
12	WD-40 Spray (250 ml)	10 Nos.
13	Electrical contact grease (of reputed make-to be approved by the Engineer-in-Charge)	5 Kg
14	Aluminum/Copper Lugs upto 300 mm ²	60 Nos.
15	Solder, Paste, Cleaning material.	05 Set
16	Gasket sheet having 3mm thickness	10 Sq. meter
17	Terminal Block (1 and 3 Phase) upto 16mm ²	40 Nos.
18	HT jointer Kit (up to 300 sq mm) as and when required	05 Set
19	LT Jointing kit (up to 300 sq mm) as and when required	10 Set
20	Transformer oil (for Both Oil Transformer regarding top-up and filtration)	100 Ltr
21	Silica Gel (for Both Oil Transformer)	3 Kg
22	AHU/Motor Fan belts (Different Size) as and when required	20 Nos.
WTP and STP plant with minimum required quantity per Year		
01	Chlorine	300 Ltr



	The bidder should ensure that all repairs are carried out using genuine parts and in accordance with OEM standards. Any equipment declared as BER shall be jointly inspected and certified by the Engineer-in-Charge.	
2x500 kVA DG Set		
The bidder has to service the DG sets once a year. Consumables required for the servicing i.e., Oil Filters, fuel Filters, Strainer, Air filters, topping up battery water, Engine Oil shall be provided as per the recommendations of the Original Equipment Manufacturer (OEM). This includes all standard consumables necessary to ensure the proper functioning and upkeep of the equipment. However, the cost of any spare parts required for repair or replacement during the contract period shall be excluded from this agreement and will be charged separately on an actual basis, subject to prior approval.		
Consumables for RO's Unit		
The bidder shall ensure servicing of the RO's unit twice a year through OEM or authorized dealers including replacement of consumables like sedimentation filter, carbon block filter, RO membranes, water saver cartridge, post RO purification filter and service charges as applicable, the bidder shall submit the water test reports for the RO's water twice a year through NABL certified Lab shall be included in the scope of the bidder. However, the cost of any spare parts except consumable required for repair or replacement during the contract period shall be excluded from this agreement and will be charged separately on an actual basis, subject to prior approval.		
UPS System (2*40 kVA, 2*60 kVA, 2*10 kVA)		
The bidder shall ensure servicing of the UPS units once a year through OEM or authorized dealers, service charges as applicable shall be in the scope of the bidder. However, the cost of any spare parts except consumable required for repair or replacement during the contract period shall be excluded from this agreement and will be charged separately on an actual basis, subject to prior approval.		
Transformers & its Allied HT Panels (2*3.15 MVA, 2*1000 kVA, 2*400 KVA, 2*250 KVA)		
The bidder shall ensure service of the transformers and its allied HT Panels once a year through OEM or authorized dealers, service charges and consumables as applicable shall be in the scope of the bidder. However, the cost of any spare parts except consumable required for repair or replacement during the contract period shall be excluded from this agreement and will be charged separately on an actual basis, subject to prior approval.		
Supply and Management of Day-to-Day Consumables (Monthly Basis)		
The contractor shall be responsible for maintaining the following day-to-day consumables in the specified quantities on a monthly basis , as required for the execution of routine electrical and plumbing maintenance works. The total annual quantity of these consumables shall be fixed as per the approved schedule. If the consumption of any item exceeds the specified monthly quantity, the excess requirement may be adjusted against the quantity scheduled for the subsequent month(s), provided it does not exceed the total fixed quantity for the year.		

In the event that the total quantity consumed for any item exceeds the fixed annual quantity, the contractor shall be eligible for additional payment for the excess quantity. The rate for such additional quantity shall be as per the prevailing market rates, and the valuation shall be duly verified and certified by the Local Purchase Committee (LPC) or the Engineer-in-Charge before any payment is processed.

All records of monthly issuance and consumption of consumables shall be maintained and submitted to the Engineer-in-Charge. The material procured shall be entered into the Main Gate with Security and copy of the invoice is to be submitted with Engineer-in-Charge for record.

List of the items is as follows:

A: Electrical

Sr. No.	Item Description	Make	Rating	Unit	Minimum Quantity to be Maintained	Total Qty/Y ear
1	Capacitor	Havells / Epcos / Tibcon	2.5 MFD	Nos	5	20
2	Capacitor	Havells / Epcos / Tibcon	6.0 MFD	Nos	2	12
3	Capacitor	Havells / Epcos / Tibcon	150 MFD	Nos	3	20
4	Ceiling Fan Bearing	HCH / Timkeen / SKF	6201 / 6202	Nos	15	50
5	BLDC Ceiling Fan	Havells / Bajaj / Orient	70 Watt	Nos	6	20
6	3 Pin Top	Havells / Orient / Anchor	6 Amp	Nos	20	80
7	3 Pin Top	Havells / Orient / Anchor	16 Amp	Nos	10	40
8	Socket	Havells / Legrand / Schnieder	16 Amp	Nos	15	60
9	Socket	Havells / Legrand / Schnieder	6 Amp	Nos	25	100
10	Switch	Havells / Legrand / Schnieder	16 Amp	Nos	10	40
11	Switch	Havells / Legrand / Schnieder	6 Amp	Nos	25	100
12	Fan Regulator	Legrand / Schnieder / Havells	100 watts	Nos	25	100
13	MCB SP C10	Schnieder / Legrand / Anchor	10 Amp	Nos	10	40
14	MCB SP C16	Schnieder / Legrand / Anchor	16 Amp	Nos	6	20
15	MCB SP C20	Schnieder / Legrand / Anchor	20 Amp	Nos	6	20
16	MCB SP C32	Schnieder / Legrand / Anchor	32 Amp	Nos	6	20
17	MCB DP C16	Schnieder / Legrand / Anchor	16 Amp	Nos	6	20
18	MCB DP C32	Schnieder / Legrand / Anchor	32 Amp	Nos	6	20
19	MCB DP C40	Schnieder / Legrand / Anchor	40 Amp	Nos	6	20
20	MCB DP C63	Schnieder / Legrand / Anchor	63 Amp	Nos	6	20
21	MCB TPN C32	Schnieder / Legrand / Anchor	32 Amp	Nos	3	10
22	MCB TPN C40	Schnieder / Legrand / Anchor	40 Amp	Nos	3	10



23	MCB TPN C63	Schnieder / Legrand / Anchor	63 Amp	Nos	3	10
24	RCCB Single Phase	Schnieder / Legrand / Anchor	16 Amp	Nos	10	40
25	RCCB 3 Phase	Schnieder / Legrand / Anchor	63 Amp	Nos	3	10
26	RCCB 3 Phase	Schnieder / Legrand / Anchor	40 Amp	Nos	3	10
27	Pressure Switch	Indfos / Danfoss / Lefcoo	0.2-10.0 BAR	Nos	3	10
28	Pressure Switch	Indfos / Danfoss / Lefcoo	10-15 BAR	Nos	3	10
29	Motorized valve Actuator/Controller	Zoloto (SD-1001-05-ECO-S-0.75)		Nos.	3	6
30	Water tank Level Controller	KSB		Nos.	3	10
31	Water Heating Element Rod (dia. 50 mm)	Bajaj / Power pack / Havells	5000 Watt	Nos	5	20
32	Geyser Rod	Bajaj / Power pack / Havells	2000 Watt	Nos	3	10
33	Thermostat Auto Cut Off	Bajaj / Power pack / Havells	20 Amp	Nos	5	20
34	Timer Switch	Legrand	5 Amp	Nos	2	5
35	PVC Pipe	Sarswati / Plasto / Polycab	25 mm	Nos	30	120
36	PVC Bend	Sarswati / Plasto / Polycab	25 mm	Nos	10	40
37	GI Flexible Pipe	Sarswati / Plasto / Polycab	25 mm	MTR.	30	100
38	LED Surface Round Light	Phillips / Orient / Havells	20 Watt	Nos	10	40
39	LED Down Light	Phillips / Orient / Havells		Nos	10	40
40	2ft Battan Light	Phillips / Orient / Havells	20 watts	Nos	25	100
41	Contactor	Schnieder / L & T / Legrand	0-40 Amp	Nos	3	10
42	Contactor	Schnieder / L & T / Legrand	60-100 Amp	Nos	3	10
43	Overload Relay	Schnieder / L & T / Legrand	10-25 Amp	Nos	2	8
44	Phase Failure Relay	Minilac / L & T	240VAC	Nos	2	8
45	8 Pin Relay	Salzer / Omron / Arino	MSP 2P 5 Amp	Nos	3	10
46	Phase Sequence Relay	Salzer / Omron / Arino		Nos	2	8
47	LED Light Driver	Phillips / Orient / Havells	15 Watt	Nos.	10	50
48	Street Light LED Driver	Phillips / Orient / Havells	45 Watt	Nos	10	40
49	Street Light LED Driver	Phillips / Orient / Havells	100 Watt	Nos	5	20
50	LED Panel Light 2x2 Ft Driver	Phillips / Orient / Havells	37 Watt	Nos	4	16
51	LED Panel Light 1x4 Ft Driver	Phillips / Orient / Havells	20 Watt	Nos	5	20
52	LED Panel Light	Phillips / Orient / Havells	50 Watt	Nos	5	20



	1x4 Ft Driver					
53	Earthing Wire	Polycab	6 sq mm	MTR.	30	100
54	Wire	KEI / RR / Polycab	1.0 mm	Pkt.	3	10
55	Wire	KEI / RR / Polycab	1.5 mm	Pkt.	3	10
56	Wire	KEI / RR / Polycab	2.5 mm	Pkt.	3	10
57	Wire	KEI / RR / Polycab	4.0 mm	Pkt.	3	10
58	Metal box	Schnieder / Legrand / Rider	4M	Nos	9	30
59	Metal box	Schnieder / Legrand / Rider	6M	Nos	9	30
60	Metal box	Schnieder / Legrand / Rider	8M	Nos	4	16
61	PVC Modular Plate	Schnieder / Legrand / Rider	4M	Nos	9	30
62	PVC Modular Plate	Schnieder / Legrand / Rider	6M	Nos	9	30
63	PVC Modular Plate	Schnieder / Legrand / Rider	8M	Nos	4	16
64	Ampere Meter	As approved by EIC	0-60	Nos.	2	5
65	PVC Flexible Pipe	Sarswati / Plasto / Polycab	25 mm	Roll (30 mtr)	2	6
66	PVC Flexible Pipe	Sarswati / Plasto / Polycab	15 mm	Roll (30 mtr)	2	6
67	Water level Sensor (Magnetic)	As approved by EIC	250 volts	Nos.	4	12
68	Float Level Switch Sensor	As approved by EIC	250 volts	Nos.	4	12

B: Plumbing

Sr. No.	Material Description	Make	Unit	Minimum Quantity to be Maintained Monthly	Total Qty for 01 year
1	50mm CPVC Elbow	Supreme, Finolex ,Astral	Nos	4	12
2	50mm CPVC Socket	Supreme, Finolex ,Astral	Nos	6	15
3	50mm CPVC MTA	Supreme, Finolex ,Astral	Nos	6	15
4	50mm CPVC Pipe-3 Meter Length	Supreme, Finolex ,Astral	Nos	4	12
5	50mm CPVC TEE	Supreme, Finolex ,Astral	Nos	4	12
6	50 mm CPVC End Cap	Supreme, Finolex ,Astral	Nos	6	15
7	50mm CPVC FTA	Supreme, Finolex ,Astral	Nos	6	15
8	40mm CPVC Pipe	Supreme, Finolex ,Astral	Nos	4	12
9	40mm CPVC TEE	Supreme, Finolex ,Astral	Nos	4	12
10	40mm CPVC Elbow	Supreme, Finolex ,Astral	Nos	4	12
11	40mm CPVC Socket	Supreme, Finolex ,Astral	Nos	6	15
12	40mm CPVC FTA	Supreme, Finolex ,Astral	Nos	6	15
13	40mm CPVC End Cap	Supreme, Finolex ,Astral	Nos	6	15
14	40mm Ball Valve GI	Supreme, Finolex ,Astral	Nos	4	10
15	32mm CPVC Pipe	Supreme, Finolex ,Astral	Nos	10	20
16	32mm CPVC Elbow	Supreme, Finolex ,Astral	Nos	10	25
17	32mm CPVC Socket	Supreme, Finolex ,Astral	Nos	8	20
18	32mm CPVC TEE	Supreme, Finolex ,Astral	Nos	6	18
19	32mm CPVC MTA	Supreme, Finolex ,Astral	Nos	10	25
20	32mm CPVC FTA	Supreme, Finolex ,Astral	Nos	10	25



21	32mm CPVC End Cap	Supreme, Finolex ,Astral	Nos	10	15
22	32mm CPVC Valve	Supreme, Finolex ,Astral	Nos	4	10
23	25mm CPVC Pipe-3 Meter Length	Supreme, Finolex ,Astral	Nos	15	30
24	25mm CPVC Elbow	Supreme, Finolex ,Astral	Nos	10	20
25	25mm CPVC Socket	Supreme, Finolex ,Astral	Nos	10	20
26	25mm CPVC TEE	Supreme, Finolex ,Astral	Nos	8	15
27	25x20 mm CPVC TEE	Supreme, Finolex ,Astral	Nos	6	15
28	25mm CPVC FTA	Supreme, Finolex ,Astral	Nos	10	25
29	25 mm CPVC Union	Supreme, Finolex ,Astral	Nos	6	12
30	25mm CPVC MTA	Supreme, Finolex ,Astral	Nos	10	25
31	25mm CPVC End Cap	Supreme, Finolex ,Astral	Nos	6	12
32	25mm CPVC Ball Valve	Supreme, Finolex ,Astral	Nos	5	10
33	25x20 mm CPVC Reducer	Supreme, Finolex ,Astral	Nos	10	20
34	25mm CPVC Valve	Supreme, Finolex , Astral	Nos	6	15
35	20mm CPVC Pipe-3 Meter Length	Supreme,Finolex ,Astral	Nos	15	30
36	20mm CPVC Elbow	Supreme,Finolex ,Astral	Nos	10	20
37	20mm Socket CPVC	Supreme,Finolex ,Astral	Nos	8	24
38	20mm CPVC TEE	Supreme,Finolex ,Astral	Nos	6	15
39	20mm MTA CPVC	Supreme,Finolex ,Astral	Nos	15	30
40	20mm FTA CPVC	Supreme,Finolex ,Astral	Nos	15	30
41	20mm CPVC End Cap	Supreme,Finolex ,Astral	Nos	10	20
42	20'15mm MTA CPVC	Supreme,Finolex ,Astral	Nos	8	12
43	20'15mm Brass Elbow CPVC	Supreme,Finolex ,Astral	Nos	6	12
44	20mm CPVC Valve	Supreme,Finolex ,Astral	Nos	10	18
45	15mm CPVC Pipe-3 Meter Length	Supreme,Finolex ,Astral	Nos	20	40
46	15mm CPVC Elbow	Supreme,Finolex ,Astral	Nos	12	30
47	15mm CPVC Socket	Supreme,Finolex ,Astral	Nos	12	30
48	15mm CPVC TEE	Supreme,Finolex ,Astral	Nos	8	24
49	15mm CPVC MTA	Supreme,Finolex ,Astral	Nos	20	40
50	15mm CPVC FTA	Supreme,Finolex ,Astral	Nos	20	40
51	15mm CPVC Valve	Supreme,Finolex ,Astral	Nos	10	20
52	15mm CPVC End Cap	Supreme,Finolex ,Astral	Nos	10	20
53	20'15mm Bush CPVC	Supreme,Finolex ,Astral	Nos	30	60
54	25x20 mm CPVC Bush	Supreme,Finolex ,Astral	Nos	30	60
55	15mm CPVC Plug Nipple	Supreme,Finolex ,Astral	Nos	30	60
56	SINK PVC WASTE PIPE	Supreme,Finolex ,Astral	Nos	10	30
57	Geyser Connection Pipe 18"	CERA, Jaguar, Hindware	Nos	10	30
58	Health faucet Gun (Metal Body)	Hindware, Jaquar, parryware	Nos	20	60
59	Health faucet Set (Metal Body)	Hindware,Jaquar, Parryware	Nos	10	30
60	Soap disk Glass	Any Reputed Brand	Nos	10	40
61	Health faucet stand	Hindware, Jaquar, parryware	Nos	10	30
62	West Coupling	Hindware, Jaquar, parryware	Nos	10	30
63	Kitchen Sink Coupling	Hindware,Jaquar,	Nos	6	20

		Parryware			
64	25mm GI Valve	Zoloto, Leader	Nos	10	20
65	15mm GI Valve	Zoloto, Leader	Nos	10	20
66	Bottle trap	CERA, Jauguar, Hindware	Nos	20	40
67	shower ARM 12'	CERA, Jauguar, Hindware	Nos	6	15
68	Shower Set 4/4	CERA, Jauguar, Hindware	Nos	6	15
69	Flushing Ball Cock	CERA, Jauguar, Hindware	Nos	6	12
70	Syfone Set	CERA, Jauguar, Hindware	Nos	6	12
71	110mm PVC D Jointer	Supreme, Finolex, Astral	Nos	6	12
72	Splender Divertor	Jaquar	Nos	6	15
73	Sink Mixture Splender	Jaquar	Nos	10	20
74	Splender Spring typ	Jaquar	Nos	6	20
75	Mixture Handel	Hindware, Jaquar, parryware	Nos	10	20
76	Angel Cock	Hindware, Jaquar, Parryware	Nos	10	20
77	Foam Flow nozzle	Hindware, Jaquar, Parryware	Nos	20	40
78	RO Ball valve	Hindware, Jaquar, Parryware	Nos	6	15

The above consumable must be available with enough in store if any work hampered due to this consumable's penalty charges 1,000 per incident will be imposed.

Use of spare parts: Only genuine/optimal spare parts shall be used while carrying out the maintenance work.

Major repairs: Any major repair involving replacement of major components such as engine, rewinding of motors, compressors etc. is excluded from the scope of work and the cost of the same shall be reimbursed by Institute on actual reimbursement. However, if the repairs/replacement arises out of the negligence of the Service provider or his manpower, the same shall be carried out by the Service provider at his own cost. Prior approval of the designated Engineer of the Institute shall be obtained for any such major repair/replacement.

8. SYSTEM UPTIME CLAUSE

The selected bidder shall ensure 99.9% uptime for 24x7 for all the systems/subsystems mentioned in the tender. Any variation in the above shall be acceptable only subject to concurrence from IIM Sirmaur.

Time Schedule:

Complaint Processing: To be attended within 02 Hours after registration of complaint.

Minor Breakdown: To be resolved within 04 hours (if no spare part is required).

Major Breakdown: To be resolved within 24 Hour (if no spare part is required)., to be resolved within 07 days (if spare part is required).

Penalty Provisions:

Minor Breakdown Rs.500/- per hour of delay subject to maximum of Rs.5000/- per O&M lapse.

Major Breakdown - Rs.1000/- per hour of delay subject to maximum of Rs.10000/- per O&M lapse.

9. MINIMUM MANPOWER DETAILS WITH REQUISITE QUALIFICATION /EXPERIENCE OF MANPOWER

- a) Efficiency, promptness, quality service, good behaviour, and politeness of the bidder and his staff are the essence of the contract. The bidder is required to supervise the operations at all working hours, and his supervisor shall personally supervise operations on the premises.
- b) The bidder shall engage fully trained and adequately experienced O&M Staff and arrange to provide a refresher training course for them as and when required and as directed. All staff and workers must maintain good hygiene like a clean uniform, properly polished shoes, nails, hair properly cut, etc.
- c) In respect of all labour employed directly or indirectly on the work, the bidder at his own expense will arrange for the safety provisions as per the statutory provision, B.I.S. recommendations, factory act, workman's compensation act, and instructions issued from time to time. Failure to provide such safety requirements would make the bidder liable for penalty. In addition, the Engineer-in-charge shall be at liberty to make arrangements and provide facilities as aforesaid and recover the cost incurred thereon from the bidder monthly bill payment.
- d) The bidder shall provide necessary barriers, signals and other safety measures while maintenance of pipelines, cables etc. or wherever necessary so as to avoid accident. The bidder shall also indemnify Engineer-in-Charge against claims for compensation arising out of negligence in this respect. The bidder shall be liable, in accordance with the Indian law and Regulations for any accident occurring due to any cause. The institute shall not be responsible for any accident occurred or damage incurred or claims arising from during the maintenance of work. The bidder is to cover the risk. No extra payment would be made to the bidder due to the above provisions thereof.
- e) The bidder has to depute the minimum manpower as per the schedule given below to look after the operation & maintenance work of the campus. This schedule of manpower is excluding the managerial staff deputed by the bidder for managing operational and maintenance activities.
- f) The contractor should ensure payment of minimum wages to his workmen on or before the 7th of every succeeding month through Nationalized Bank only. The record of the same should be enclosed along with the monthly bill of the contractor to the Institute.
- g) All the O&M staff shall be medically fit. They should be free from all infectious diseases. The Contractor shall get his employees medically examined once in 12 months and obtain fitness certificates.
- h) The wages paid to the manpower deputed as per below schedule will be reimbursed to the bidder of submission of documentary proof like payment of monthly salary, remittance of ESI and EPF etc.

The minimum manpower required for the operation and maintenance work is as follows:

Category	Supervisor	Electrician	Plumber	Operator	Mason	Carpenter	Sewer man	Helper	Total
Highly	2								



Skilled	(Mechanical and electrical)								
Skilled		9	4	9	1	1	1		
Semi-Skilled		9							
Un-Skilled								11	
Total	2	18	4	9	1	1	1	11	47

Qualification and experience required are as follows:

Sr. No.	Category of Manpower Engaged	requisite Qualification	requisite Experience	Number
1	Site-in-Charge (Highly Skilled)	Degree/Diploma in Electrical Engineering	Degree with a minimum of 1(One) year relevant experience in Electrical O&M experience in 33/11 KV (or above) Switch Yard and allied equipment's etc. Or Diploma with a minimum of 3(Three) years relevant experience in Electrical O&M experience in 33/11KV (or above) Switch Yard and allied equipment's etc.	01
2	Site-in-Charge (Highly Skilled)	Degree/Diploma in Mechanical/Electrical Engineering	Degree with a minimum of 1(One) year relevant experience in O&M experience in WTP, STP, and HVAC system. Or Diploma with a minimum of 3(Three) years relevant experience in Electrical O&M experience in WTP, STP, and HVAC system.	01
3	Electrician (Skilled)	ITI (Electrical Trade)/Class 10 pass with valid Electrical Workmen License.	ITI with Minimum 3(Three) years relevant experience in Electrical Operation & Maintenance in 11/33 KV (or above) Switch yard and allied equipment etc. or Class 10 pass with 5 (Five) years' relevant experience in Electrical Operation & Maintenance in 33/11 KV (or above) Switch yard and allied equipment etc., and all other electrical equipment/appliance with valid	09

			Electrical Workmen License.	
4	Plumber (Skilled)	ITI (Plumbing/Mechanical Trade)/Class 10 th with valid experience	ITI with Minimum 3(Three) years relevant experience in plumbing works. Or Class 10 th pass with 5 (Five) years' relevant experience in plumbing works.	04
5	Electrician (Sem-Skilled)	ITI (Electrical Trade)	ITI with Minimum 03 (Three) years relevant experience in building Electrical Operation & Maintenance works. or Class 10 pass with 5 (Five) years' relevant experience in building Electrical Operation & Maintenance works.	09
6	WTP Operator (Skilled)	ITI (Electrical/Plumbing /Mechanical Trade)	ITI with Minimum 3(Three) years relevant experience in operation & maintenance work of WTP.	03
7	STP Operator (Skilled)	ITI (Electrical/Plumbing /Mechanical/Chemical Trade)	ITI with Minimum 3(Three) years relevant experience in operation & maintenance work of STP.	03
8	HVAC Operator (Skilled)	ITI Mechanical (Refrigeration & Air Conditioning)	ITI with Minimum 3(Three) years relevant experience in operation & maintenance work of HVAC Panel.	03
9	Mason (Skilled)	10 th Pass with certificate of Building construction/Bricks mason from Industrial Training Institute	03 years' experience in building construction works.	01
10	Carpenter (Skilled)	ITT Carpenter Trade	03 years' experience in building carpentry works.	01
11	Sewerman (Skilled)	10 th Pass	03 years' experience in sewer line maintenance.	01
12	Helper(Unskilled)	10 th / 8 th Pass	Two Years work Experience in relevant field like STP, WTP, Substation, HVAC, electrical and plumbing.	11

10. ADDITIONAL SCOPE, RESPONSIBILITIES AND REQUIREMENTS:

- (a) Manpower deployment should be such as to provide satisfactory services. The staff should have sufficient experience in handling equipment, tools, machines, and manage consumables.
- (b) Leave/weekly off etc., to be given to personnel deployed will be the responsibility of the Service Provider.
- (c) In case of exigencies like conference, events, meeting etc., Service Provider should be in a position to tackle the inflow of guests and provide necessary catering, hospitality and facility management services to meet the requirement. No extra payment will be given for this purpose.
- (d) **Hygiene Standards:** The Service Provider at his own cost should ensure the health and hygiene of the workers employed by him and ensure periodical medical checkup. Medical check-ups will be carried out every 3 months and report submitted to administration in the first week of April, July, October and January without fail. All workers will have their Hair cut and neatly trimmed, and also the Nail cut and trimmed. Persons working in the kitchen and service areas will wear suitable Head Gear. They should be neatly dressed at all times.
- (e) **Equipment:** All the available capital equipment will be given as (detailed under each service) is, where - is condition. If any spare parts are changed with the approval of IIM Sirmaur, the cost of the same will be reimbursed. The Service provider should maintain the tools/equipment/machine in working condition and execute a maintenance agreement. After completion of the contract, the Service provider shall handover them in working condition to IIM Sirmaur. For daily/routine maintenance like use of oil/grease etc. will be the responsibility of service provider. All the additional required equipment and machinery will be brought, installed, and operated by the Service Provider at the time of commencement of the contract. These shall become the property of IIM Sirmaur at the end of the contract (please read as three years from the start of the contract). The payment to the Service provider for taking over the tools/machinery/equipment by IIM Sirmaur shall be the value of the equipment after considering depreciation over the period these were used by the Service provider. The rate of depreciation shall be straight line method. IIM Sirmaur will verify the purchase invoice of the service provider and the inventory records. A joint inspection is to be conducted to determine working condition of tools/machinery/equipment. In case of termination of the contract by IIM Sirmaur and without cause attributable to the vendor before the completion of 3 years, the ownership of goods considered as part of capital expenditure, will be transferred to IIM Sirmaur on the payment of amount by IIM Sirmaur to the vendor which will be calculated based on the formula below for the purpose of calculation, the cost of equipment will be divided into 36 equal instalments. The cumulative value of instalments, remaining as on the date of termination of the contract, will be the value at which IIM Sirmaur will take over the equipment from the vendor. Any tools/equipment/machineries during the service period, the Service provider may procure them after due approval of IIM Sirmaur, and the expenses will be reimbursed to the Service provider.

(f) Requirements:

- i. The Service Provider should ensure that the staff engaged by him should have required experience and knowledge regarding catering, hospitality, facility management, laundry services etc. to attend guest as per required norms/manners. They should be conversant with speaking in English and Hindi.
- ii. The Manager should be able to fluently read, write and speak in English and Hindi.
- iii. The Manager should co-ordinate with all other Service Providers looking after Infrastructure including Estate, Civil/Electrical Engineering (Electrical Maintenance, Water supply systems, etc.), and ensure that services rendered are up to expected standards. The Manager should take up any problems with Maintenance division for non-availability of water, power, A.C., telephone connections etc., in facility. Further Service Provider should ensure the functionality of all the gadgets before the commencement of services on daily basis.
- iv. The Service Provider is responsible for the inventory. An Inventory register shall be maintained separately for all the items (consumables, Fixed Assets, etc.) in the prescribed format provided/approved by IIM Sirmaur and any change/shifting/inclusion in inventory should be properly recorded and submitted for verification immediately. The consumable consumption register may be submitted to Officer-in-charge for verification during the last week of every month. Further, the Fixed Asset Register may be submitted to the Officer-in-Charge whenever any change occurs, like inclusion of new inventory, transfer of inventory to other locations, permanent issue of inventory to other locations. Service Provider may ensure that no items and inventory of one location is displaced to another location/s without proper receipt of authentic documents/orders from the Officer-in-Charge. Such displaced items must be immediately updated in the inventory register.
- v. Unserviceable/Unused materials must be separately kept (item wise) at a place earmarked by IIM Sirmaur. Disposal shall be at the sole discretion of IIM Sirmaur.
- vi. The Service Provider shall be fully responsible for maintaining a good hygienic and clean environment.
- vii. The Service provider shall provide additional manpower for carrying out various administrative/maintenance activities as per the requirements of the Institute from time to time and pay the daily wage as prescribed by the Government.



SECTION – 11

TERMS AND CONDITIONS OF CONTRACT:

1. The selected Service Provider is required to give confirmation of his acceptance of the terms and conditions of the tender including corrigendum's will automatically be considered as part of the Contract concluded with the selected Service Provider, as selected by IIM Sirmaur. Failure to do so may result in rejection of the Bid submitted by the Service Provider.
2. **Effective date of the contract order:** The contract shall come into effect from the date of issuance of LoA (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The delivery, supply and performance of the services shall commence from the effective date of the contract Order. Separate commencement dates may be specified for different services under the LoA.
3. **Award of Contract:** Contract shall be awarded to the Service Provider whose evaluated Composite Score(s) will be the Highest under Quality and Cost Based Selection (QCBS) method. In case the composite score(s) of two or more are found to be the same, the Service Provider with the higher marks in the technical scores shall be awarded the contract, provided the Service Provider agrees to match the lowest financial quote. Any effort by a firm to influence IIM Sirmaur in its decision on bid evaluation or placement of Work Order may result in rejection of the firm's bid.
4. **Sub-Contracting:** The Service Provider shall not assign, subcontract, or sublet the whole or any part of the Contract in any manner. However, in unavoidable circumstances, any of the secondary services may be sublet with the prior approval of the IIM Sirmaur Administration.
5. **Performance Guarantee/ Security Deposit (SD):** To ensure due performance of the contract, the Successful Service Provider (who is awarded the contract) shall submit the Performance Guarantee of 5% of the contract value in the form of Fixed Deposit Receipt / Bank Guarantee from any of the Scheduled Banks, in favour of IIM Sirmaur. The Performance Guarantee should be valid for the contract period plus three months. This Performance Guarantee will be refunded without any interest after completion of the Contract. Service Provider who fails to submit Performance Guarantee of sufficient amount and validity will be summarily rejected.
6. **Period of Contract:** The contract shall be valid initially for a period of three (03) years from the date of commencement of work at site, which will be renewed for one more year based on the performance and deliverables of the selected vendor. The Contract is liable to be terminated at any time before the completion of normal tenure, owing to deficiency in service or substandard quality of services, or any other reason leading to dissatisfaction of the user (s). The scope of the contract can be reduced or increased at any time after giving a notice of 30 days in advance by IIM Sirmaur.
7. **Scope of Work indicated in this tender is indicative of current requirements.** Such requirements may vary from time to time as per emerging needs of the Institute and extraneous factors, etc. IIM Sirmaur reserves the right to reduce or increase the services, if considered necessary, the same will be communicated to the Service Provider by the Institute and the payment will be made accordingly.

8. The decision of Competent Authority, IIM Sirmaur in regard to interpretation of the terms and conditions and the agreement shall be final and binding on the Service Provider.

The selected Service Provider shall execute an agreement on stamp paper.

9. Provision of consumables for various Housekeeping, Guest House, horticulture, pest control and maintenance activities

List of consumables for cleaning inside and outside buildings, rest rooms, roads and pathways, horticulture, pest control, maintenance, etc. have been detailed at Annexure-22, 24, 25 and 29 and concerned sections of the tender for reference. The service provider shall arrange to buy them as per the requirement after obtaining the approval of IIM Sirmaur and IIM will reimburse the amount for consumables per month. Coordination of arranging and procurement shall be free of charge and included in quoted charge. No additional payment shall be made for this.

IIM Sirmaur shall provide Spares/Fixtures and Fittings as and when required. Coordination of arranging and procurement shall be free of charge. No additional payment will be made. The service provider shall submit the details of procurement, copy of invoice, stock entry for reimbursement of the expenses of actually consumed per month spares/ fixtures/ fittings.

The Service Provider shall be responsible for storing extra one month's requirement for uninterrupted execution of work.

10. Provision of equipment, tools and machines

The Service Provider shall procure additional equipment, tools and machines for all Facility Management Services with the approval of IIM Sirmaur Administration and after taking into account the existing equipment, tools and machines with the Institute and additional equipment, tools and machines as detailed in the various Annexures of the tender. All the equipment, tools and machines shall be maintained by him at his own cost and the rental charges per month for these equipment, tools and machines may be claimed as service charge per month. The service provider shall execute a maintenance contract for the equipment, tools and machines including the equipment, tools and machines of the Institute that exceeds the value of Rs. 10,000/-. The details are given at Annexure-23 and in the relevant sections of the tender.

The equipment, tools and machines procured by the Service Provider with the approval of IIM Sirmaur Administration at the time of commencement of the contract shall be the property of the Institute at the end of the contract. The Service Provider shall claim the total charges over a period of 36 months, payable in equal monthly instalments. In case of termination of the contract before the period of completion, the service provider will transfer the ownership of these equipment, tools and machines at the then book value of the equipment, tools and machines. If any procurement equipment, tools and machines are made during the period of contract with the approval of the Institute, the cost of purchase of these items will be reimbursement to the Service Provider as per actual cost basis subject to production of valid bills. The equipment, tools and machines shall be procured at a rate which is lower than the MRP and most competitive rate in the market.

The Service Provider is expected to apply innovative approaches and deploy automation to achieve desired service quality and promptness.

The Service Provider shall arrange the necessary additional or new equipment, tools and machines for City Campus mess, and mess kitchen, guest house kitchen, night canteen and



cafeteria/ canteen for Permanent Campus at his own cost and shall be the property of the Service Provider.

11. PRICE AND PAYMENT RELATED TERMS AND CONDITIONS

1. **Price Revision Clause:** Service providers are advised to take note of the increase in cost of all items including fuel cost etc. The rate/service charge for all services should be firm for the contract period and there shall be no variation / escalation on any account. Rate of the wages should not be less than minimum wages as prescribed by the applicable Government orders/notifications by the Ministry of Labour & Employment, Government of India, as applicable to the Registered Service Provider from time to time. No claim in respect of GST, or other tax, duty or levy shall be entertained separately in addition to the quoted rate. Any upward/downward revision in GST shall be considered at actual, subject to production of documentary evidence. Rate of GST included in the price should be specified. The TDS and all other statutory taxes as applicable will be affected from each running bill/ final bill at the rate in vogue at the relevant time.
2. **Mode of Payment:**
 - a. The Service Provider shall submit the bills on a monthly basis, at the concerned office for the executed work, complete in all respects. The bills will be submitted in a manner and form that may be prescribed by IIM Sirmaur from time to time. Appropriate evidence of payment for PF/ESI/statutory dues, etc. should be furnished on a monthly basis along with the declaration stating that the PF contribution/ESI deduction pertaining to the personnel engaged for this tender have been included in the respective Challans. The Service Provider shall certify that the services are carried out as per the tender and conditions of the contract.
 - b. Payments will be made by IIM Sirmaur only by Online payment. The Competent Authority of IIM Sirmaur will have the right to recover penalty for less satisfactory service, delay, or slow progress of the work (if any), penalty etc. from the bills submitted for payment. The selected Service Provider shall submit necessary bank details for bill payment at the time of entering into contract. Tax (Direct/Indirect) from time to time will be applied/ deducted from the bill furnished by the Service Provider.
3. **Settlement of Bills:** The final Settlement of the bills and refund/adjustment/appropriation of any amount retained from the bills of the Service Provider shall be made fully after the Competent Authority is satisfied that all the contractual obligations have been fully met and no amount remains due for recovery from the Service Provider on any account. Payment shall be made at the quoted rates on monthly basis only on satisfactory execution of the work and submission of bills, which, on scrutiny, shall have to be certified by the authorized official/department of IIM Sirmaur. The Service Provider shall raise monthly bill in the first week of succeeding month for release of payment after fulfilling all necessary formalities. Service Provider must submit a copy of (a) ESIC challan (b) EPF challan (c) Payment of wages and (d) Monthly report showing work executed as defined in scope of work along with monthly bill and details of salary deposited in the account of worker, net salary deposited, proof of depositing of professional tax, income tax will be made. The GST will be paid extra as per the applicable rate. Appropriate government notifications should be submitted for wage calculations and statutory payments.

Proportionate deduction shall be made for non- compliance. Decision of IIM Sirmaur in this regard shall be final and binding.

4. **Contract Price:** The contract price should be based on the scope of work which will include the (a) Monthly wages to the personnel deployed at the facility, ESIC payment, EPF payment, Charges for uniform and shoes etc., (b) the Cost of Food and Beverages with reference to the Scope of work and, tools, and machineries. The cost of consumables & equipment, tools and machinery shall be reimbursed to the Service Provider subject to the approval of list of consumables and list of equipment, tools & machineries and submission of invoice and stock register.
5. **Payment for Additional Services:** For additional services such as Night Canteen, Cafeteria/ Canteen, Laundry services etc., it may be collected from the employees and students separately as per rates as decided by IIM Sirmaur/ mutually decided by the Service Provider and IIM Sirmaur as the case may be.
6. All compensation or other sums of money payable by the Service Provider to IIM Sirmaur under the terms of this contract will be deducted from the Earnest Money Deposit/Security Deposit or any other process or recovery of such dues.
7. The Service Provider must ensure the wages to deployed personnel by the 5th day of each month through Bank transfer, and proof of credited amount should be produced along with bill furnished for payment by the Service Provider.
8. If there is any stoppage of service in any area, for any reason, the Service Provider is liable for penal liquidated damage as decided by IIM Sirmaur. In the event of any failure on the part of Service Provider, IIM Sirmaur shall have the right, without any prejudice, to get the work done by any other alternate agency at the risk and cost of the Service Provider. The additional cost/loss, if any, incurred by IIM Sirmaur will be recovered from the Service Provider. The period of failure to carry out and all matters of delay, damage or unsatisfactory performance of the services mentioned in several clauses above shall be determined and judged by the competent authority of IIM Sirmaur whose decision shall be final and binding on the Service Provider.
9. Payment of wages of the labors employed by the service provider for Catering services shall be the sole responsibility of the service provider. The service provider shall ensure at least minimum wages as prescribed by Ministry of Labour and Employment, Government of India. Appropriate evidence of payment for PF, ESI and statutory dues shall be submitted monthly to the designated Institute official. The wages should be paid only through bank transfer and monthly statement containing the details of payment for the labours should be submitted to the designated official. Failure to comply with these requirements shall attract imposition of penalty.

12. MANPOWER RELATED TERMS AND CONDITIONS

1. **Adequacy of Service Provider's Staff:** It is understood that the service activities are to be performed with utmost diligence and expediency to maintain the highest standards of



catering, facility management and hospitality services to the satisfaction of IIM Sirmaur. To achieve this, the Service Provider shall always maintain an adequate level of staff of good skill and competence acceptable to IIM Sirmaur at site. The Service Provider is expected to refer to relevant annexures in this document and in addition to that, do their own due diligence in this regard by visiting the site to provision accurate manpower for providing satisfactory services. The total Manpower required for services are given at Annexure-31. The Service Provider shall also deploy female staff for cleaning the Girl's Hostel and other buildings, as required, and may engage suitable personnel under other service categories as necessary.

2. IIM Sirmaur shall not have any liability/responsibility to absorb the persons engaged by the Service Provider. IIM Sirmaur will not be liable for any of their activities under any circumstances.
3. Any change of manpower deployed by the Service Provider should be intimated in advance. IIM Sirmaur shall have the right to replace or stop any job/services without assigning any reason whatsoever and the substitute shall have to be provided by the Service Provider immediately, if required.
4. The people deployed by the Service Provider should not have any adverse Police Records/Criminal cases against them. Service Provider will be required to produce antecedents duly verified by police, for the personnel deployed at IIM Sirmaur. The character and antecedents of each personnel of the Service Provider will be verified by the Service Provider before their deployment after investigation by the Local Police & collecting proofs of identity like Driving License, Previous Work Experience, Proof of Residence and recent photograph and a certification to this effect submitted to the Institute. The Service Provider will also ensure that the personnel deployed are medically fit and will keep a record of their medical fitness. The Service Provider shall withdraw from such employees who are not found suitable for any reasons immediately on receipt of such a request. The Service Provider should ensure that his worker does not smoke, not indulge in drinking alcohol or intoxicants or in gambling.
5. The people deputed shall not be below the age of 18 years and not more than 50 years and should be physically fit and healthy for performing assigned duties.
6. The manpower deployed by the Service Provider should have the requisite qualifications and experience in the fields of their work. For example, the Manager working in Guest House should have Degree/ Diploma in Hospitality Management, technicians working in electrical / civil maintenance should have degree/ diploma/ ITI in the related stream.

13. ADMINISTRATION RELATED TERMS AND CONDITIONS

1. The documents submitted by the Service Provider against the eligibility / qualifying criteria may be cross verified from the end of the issuer.



2. The details of the people deployed by the Service Provider with bio data, attested proof of identity, the latest photographs of all the people shall be supplied to IIM Sirmaur for record.
3. The deployed personnel by the Service Provider (including the managers) will always wear an Identity Card with them for verification while working. Identity cards for the vendor's employees would have to be provided at their own cost. IIM Sirmaur will not pay any extra charges to the Service Provider against these items.
4. The Service Provider shall ensure that all workers engaged by the Service Provider are supplied with proper Uniform on all days of work within the Premises of IIM Sirmaur. Separate Designated Uniforms shall be worn at all times by all Service Provider employees engaged in:
 - i. Housekeeping and Facility Management
 - ii. Hospitality Management
 - iii. Catering Services
 - iv. Other additional services

All the staff should follow minimum grooming standard.

The workforce should wear appropriate disposable gloves while working. The Cook shall wear a cap on his head while cooking and the same shall be worn by the serving staff in the dining hall. Safety shoes and hand gloves shall be provided depending upon the nature of job. The above uniform materials and color should have the approval of IIM Sirmaur.

5. The IIM Sirmaur Authorized Person in charge of dealing with the Service Provider, or any authority superior to him, shall have the powers to either disallow entry of workmen found without Uniform inside the IIM Sirmaur premises or alternatively mark the workers found working without proper uniform as absent for the day.
6. The Manager in charge (or, equivalent) of the Service Provider posted at site shall be in charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of IIM Sirmaur, s/he and her/his team shall work in accordance with IIM procedures and policies and under the directives and guidance of IIM Sirmaur.
7. The people deployed by the Service Provider should be disciplined and should not participate in any activity prejudicial to the interest of IIM Sirmaur. In case any of the persons so deployed by the Service Provider is found to be failing in terms of general discipline/etiquette or does not perform her / his duties properly or indulges in any unlawful activity including riots or disorderly conduct, the Service Provider on the order of the Institute, shall immediately withdraw such person(s) from the premises of the Institute.
8. The Competent Authority of IIM Sirmaur may assign an officer/ Office incharge/committee to assess and evaluate the quality of services rendered by the Service Provider and all other matters and such decisions shall be final and binding.
9. The Service Provider will maintain a daily Attendance Register of the personnel along with their deployment position at the Institute, to be produced as and when required by the Institute.
10. The Service Provider shall ensure hygiene and due periodical medical check-up of all personnel employed by him/her to make them fit and healthy.
11. The Service Provider should comply with all security procedures adopted by IIM Sirmaur and

- they should furnish the list of people deployed for this contract for verification of their antecedents to IIM Sirmaur Security In-charge. Gate passes will be issued to the personnel deployed and it should be renewed periodically.
12. IIM Sirmaur officials shall inspect Service Provider's work at each stage and shall either accept or reject the same. The rejected work shall be rectified by Service Provider, entirely at his own cost and to the entire satisfaction of IIM Sirmaur.
 13. The Service Provider shall remove any unwanted/old materials and clear the area and keep the removed materials account the same and should be properly stored/disposed as directed by IIM Sirmaur.
 14. The Service Provider shall not allow any visitor to the site without security clearance of IIM Sirmaur. The Service Provider shall be solely responsible for any theft attributable to Service Provider at the site and shall take all precautions to properly safeguard the property. If the Service Provider notices any theft, it should be reported immediately to IIM Sirmaur with all supporting information and documents.
 15. If and whenever any of the Service Provider's agent(s) / subagent(s), consultant(s), or employee(s) is in the opinion of the IIM Sirmaur's Authorized Person (IIM Sirmaur's opinion in this situation shall be final), be guilty of misconduct or be incompetent or insufficiently qualified or negligent in the performance of his / their duties, or if in the opinion of the IIM Sirmaur's Authorized Person (which shall be binding on the vendor) is undesirable for any reason (which need not be disclosed to the Service Provider) to be employed in the work, the Service Provider, if so directed by the IIM Sirmaur's Authorized Person, shall forthwith remove or cause to be removed such person(s) from employment thereon, and any person(s) so removed shall not be re-employed in the work except with the prior permission in writing of the IIM Sirmaur's Authorized Person.
 16. The Service Provider will name a single point contact person, who will be finally responsible for the entire operations of catering, housekeeping and facility management, hospitality, and other services, and the person should be available on full time basis to manage the operations at IIM Sirmaur.
 17. The personnel deployed for managing the catering, hospitality and facility management services may be offered a restroom by IIM Sirmaur to ensure round-the-clock services. One or two managers/officers may be provided rooms to stay in the Institute premises to ensure effective delivery service. Such decisions would be under sole discretion of IIM Sirmaur and not an entitlement for quality of services to be offered. No Staff would be permitted to stay on the Campus. The Service Provider would make suitable provisions for the people to stay outside the Campus.
 18. The Service Provider shall make his/her own arrangement for providing working breakfast/lunch/snacks/dinner to their employees.

14. WORK-RELATED TERMS AND CONDITIONS

1. The Service Provider will provide job/service of the specified standards only (in terms of qualifications and skill requirements) for each area/department of job/service as required by the Institute.
2. Space for office and staff restroom will be provided by the institute on rental basis. No



accommodation/transport/any other facility not explicitly stated in the tender document will be provided by IIM Sirmaur for the personnel deployed by the Service Provider.

3. The Service Provider should take utmost care to ensure that no damage to the property of IIM Sirmaur takes place due to any act of workmen while carrying out the work under the contract.
4. The Service provider shall submit the reports with the details as follows:
 1. Attendance of manpower
 2. Certifying the performance
 3. Completion/utilization reports
 4. Usage/status report of equipment/tools/machinery

15. Performance Evaluation:

1. The performance of the Service Provider in compliance with the terms and conditions of the tender document may be reviewed/assessed periodically by the Institute. The format of the assessment is placed as **Annexure-32**.

The following duly designated committees shall monitor the performance:

1. Catering

- a. Students mess, night canteen
- b. Guest house, catering and hospitality

2. Housekeeping

- a. Cleaning – inside and outside of all buildings, roads, pathways etc.
- b. Horticulture
- c. Waste management
- d. Pest control
- d. laundry services

3. Operation and maintenance

- a. All the equipment/machineries

The Service Provider's designated staff in the respective areas shall be members of the above committees. Each committee shall submit the report to the Director/designated officer of the Institute once a month.

16. Safety rules to be followed by the Service Provider during execution of work:

Service Provider to ensure that whilst on site premises, he will comply with all health and safety legislation as required by the applicable laws/IIM Sirmaur.

Safety code responsibilities of the Service Provider in respect of safety of men, equipment, material, and environment: Before commencing the work, SERVICE PROVIDER shall submit a "SAFETY PLAN" to the authorized IIM Official. The 'Safety Plan' shall indicate in detail the measure that would be taken by the SERVICE PROVIDER to ensure safety of men, equipment, material, and environment during execution of the work. The plan shall take care



to satisfy all requirements. The SERVICE PROVIDER shall submit the said safety plan during execution of contract. During negotiations before placing of work order and during execution of the SERVICE PROVIDER, IIM Sirmaur shall have the right to review and suggest modification in the Safety Plan. SERVICE PROVIDER shall abide by IIM Sirmaur decision in this respect.

17. Compliance resolution mechanism

All the compliance by students/staff is to be sent to the concerned officials of the Institute. The official concerned shall forward the complaints for rectification to the designated staff concerned of the Service Provider. The complaint escalation matrix and the complaint form are enclosed at **Annexure-33**.

DISPUTES, PENALTY, AND SEPARATION RELATED TERMS AND CONDITIONS

- 18. Dispute resolution:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to performance, which cannot be settled amicably, shall be referred to the Director, IIM Sirmaur whose decision shall be final and binding on both parties. The Agreement shall be governed by laws of India and courts at Sirmaur shall have exclusive Jurisdiction.
- 19. Arbitration:** In case either party is aggrieved with the decision of the Director, IIM Sirmaur relating to any matter arising out of or connected with the contract, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The decision of the arbitral tribunal shall be final and binding upon both the parties. The cost and expenses of the arbitration proceedings will be paid equally by the parties unless determined otherwise by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings, as also fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself. The seat and place of arbitration shall be Sirmaur.
- 20. Access to books of accounts:** In case it is found to the satisfaction of IIM Sirmaur that the Service Provider has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Service Provider, on a specific request of IIM Sirmaur, shall provide necessary information/ inspection of the relevant financial documents/information.
- 21. Non-disclosure of contract documents:** Except with the written consent of the IIM Sirmaur/ Service Provider, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample, or information thereof to any third party.
- 22. Penalty for use of undue influence:** The Service Provider shall undertake that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of IIM Sirmaur or otherwise in procuring the work Orders or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Work Order or any other work order for showing or forbearing to show favor or disfavor to any person in relation to the present work Order or any other work Order. Any breach of the aforesaid undertaking by the Service Provider or any one



employed by him or acting on his behalf (whether with or without the knowledge of the Service Provider) or the commission of any offence by the Service Provider or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 (as amended from time to time) or any other Act enacted for the prevention of corruption, shall entitle IIM Sirmaur to cancel the work Order and all or any other work Orders with the Service Provider and recover from the Service Provider the amount of any loss arising from such cancellation. A decision of IIM Sirmaur or the nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Service Provider. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Service Provider towards any officer/employee of IIM Sirmaur or to any other person in a position to influence any officer/employee of the IIM Sirmaur for showing any favour in relation to this or any other Work Order, shall render the Service Provider to such liability/ penalty as IIM Sirmaur may deem proper, including but not limited to termination of the Work Order, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by IIM Sirmaur.

23. Penalty for Un-Satisfactory Services: In the event of unsatisfactory services provided/any deviation from the scope of work (without prior approval of the Institute) by the Service Provider, appropriate penalty as detailed in the **Annexure-34 shall be levied.**

24. Termination of contract with Cause: IIM Sirmaur shall have the right to terminate this contract immediately for all the services or any one or more services in any of the following cases without payment of compensation: -

1. The successful Service Provider is declared bankrupt or becomes insolvent.
2. The IIM Sirmaur has noticed that the successful Service Provider has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
3. For non-performance/default in compliance of the terms and conditions of the contract. To be used when performance of services is not found satisfactory and does not improve despite feedback/ request(s)/ complaint(s)/ reminder(s).
4. Assigns or subcontracts or transfers of any of the service without obtaining prior approval of the Competent Authority of IIM Sirmaur.
5. Violates/ contravenes any of the terms and conditions mentioned herein like not having a valid license etc.
6. Violates Government or Institute guidelines / Terms of Contract or suppression of fact(s)
7. Act or action by its personnel that adversely affects the Institute and/or its brand/image/reputation. The Institute reserves the right to terminate all the services or any of the services, if the performance is not satisfactory.
8. IIM Sirmaur may terminate the contract for all services or any of the services, if found unsatisfactory.

25. Termination without Cause: IIM Sirmaur may terminate this contract without assigning any reason whatsoever, at any time with a notice of 30 days in advance for all the services or any one or more services. The Service Provider may terminate this contract without assigning any reason whatsoever, at any time with a notice of 90 days in advance.

26. On termination of the contract, it shall be the sole responsibility of the Service Provider to remove/withdraw her/his persons on expiry of the notice period. IIM Sirmaur will not indemnify any loss caused by the Service Provider by such termination, whatsoever it may be.



27. During the notice period of the termination of the contract in the situations contemplated above, the Service Provider shall keep on discharging his duties till the expiry of the notice period.
28. At the end of contract period / termination of the contract, the Service Provider shall hand over the charge to the new Service Provider (appointed by IIM Sirmaur), or to IIM Sirmaur, without any hindrance. In case of non-compliance, the security deposit shall be forfeited.
29. In the event of Termination of Contract with Cause, the security deposit money shall be forfeited by IIM Sirmaur.
30. The parties agree that they are entering into a commercial transaction, and they have read and fully understood the terms of the agreement. They also had the opportunity to get the agreement reviewed by their counsels. No rule of interpretation would apply which would state that the agreement should be interpreted against the party merely because it drafted the agreement.
31. Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by registered post/speed post, at the address of the party mentioned in the agreement.
32. No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.
33. The Institute reserves the right to terminate any service in the event of unsatisfactory performance or if the service is no longer required.

34. GENERAL LEGAL PROVISIONS RELATED TERMS AND CONDITIONS:

1. The Service Provider will be responsible for compliance with all statutory provisions relating to required Licenses, Minimum Wage, Provident Fund and Employee State Insurance etc. in respect of the people deployed in IIM Sirmaur.
2. The Service Provider shall also be liable for depositing all taxes, levies, cess, etc. on account of service rendered by him to IIM Sirmaur to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
3. The Service Provider shall maintain all Statutory Registers under the applicable law. The Service Provider shall produce the same on demand to the authority concerned of the Institute or any other authority under law.
4. In case the Service Provider fails to comply with any statutory/taxation liability under appropriate law and as a result thereof IIM Sirmaur is put to any loss/obligation, monetary or otherwise, IIM Sirmaur will be entitled to get itself reimbursed out of the outstanding bills or the performance security deposit of the Service Provider to the extent of the loss or obligation in monetary terms. After the Award of Contract, if the Service Provider is found to be charging any amount from the employees on its role in any manner, in that case the Service Provider shall be liable to be terminated immediately with forfeiture of performance security amount, and the firm will be blacklisted.
5. Any personal, legal, financial, or medical matter (including but not limited to possible injury in the course of work) concerning the Service Provider's personnel shall have to be dealt with solely by the Service Provider her/himself. IIM Sirmaur shall not be held responsible or

obligated in any such case.

6. In case IIM Sirmaur is implicated in any law / suit on account of not fulfilling of any or all obligations under any law or arising out of issues related to performance/delivery of duties by any personnel of the Service Provider, all cost of defending such suit, settlement of claims, penalty etc. shall be borne by the Service Provider, or else such amounts shall be liable to be recovered from the due amounts payable to the Service Provider and/or from the Security Deposit held by IIM Sirmaur.
7. Any discrepancies or disputes arising on account of non-adherence to statutory & Labour laws would be the responsibility of the Service Providers & IIM Sirmaur will not be responsible for the same.
8. IIM Sirmaur will not be liable to pay any amount other than settled in the contract. Any payment under provision of the ESI Act 1948, Workmen's Compensation Act 1923, Payment of Gratuity Act 1972, Employees Provident Fund and Miscellaneous Provisions Act 1952, or any other statutory liability shall be made by the Service Provider. The Service provider shall certify that all the provisions of the Acts, Laws, other statutory rules, regulations as applicable to the following but are not limited to:
 1. The payment of Wages Act 1936.
 2. The Minimum Wage Act 1948.
 3. The Workmen Compensation Act.
9. Necessary licenses, permits, consent, sanction etc., as may be required under law by any authority, for doing any service/job/activity under this Tender, shall have to be obtained by the Service Provider. The Service Provider shall comply at its own cost with all applicable laws, rules, and regulations in force from time to time, whether of the Central or State Govt., as applicable to him or this contract, without any cost, liability and responsibility to IIM Sirmaur, whatsoever it may be.
10. Any dispute arising out of or in any way connected with the contract shall be deemed to have arisen in Sirmaur and only courts in Sirmaur shall have jurisdiction to determine/decide the same.
11. Any violations of the terms and conditions will lead to termination of the contract with the Service Provider, forfeiture of the security amount and blacklisting of the Service Provider for future work.
12. The Service Provider shall keep IIM Sirmaur, its servants or agents indemnified against claims, actions or proceedings brought or instituted against IIM Sirmaur, its servants or agents by any of his employees or any other third party employed by the Service Provider in connection with relating to, or arising out of the performance of the services under the Contract. The Service Provider will maintain all insurances as required by the applicable laws for the services provided under this agreement, at his own cost.
13. The Service Provider shall indemnify IIM Sirmaur against any liability for any accident, death or injury to IIM Sirmaur employees or agents or against any loss of or damage to any property belonging to IIM Sirmaur, its employees or agents which shall arise out of the performance of the services under this Agreement and against all costs, claims, demands and damages involved therewith.
14. All deductions or liabilities in excess of the indemnities provided under the insurance arranged

by Service Provider/Sub Service Provider shall be for the account of and paid by Service Provider. Approval by IIM Sirmaur of any insurer or terms of insurance proposed by Service Provider shall not relieve Service Provider from any of his obligations liabilities under or arising from this Contract or generally by law. IIM Sirmaur shall not accept any responsibility whatsoever for any loss of or damage to any property or personal effects belonging to Service Provider's employees.

15. **Force Majeure:** Neither party shall be in breach of any obligation under this contract if it is unable to perform that obligation as whole or part by reason of Force Majeure. The Force Majeure conditions would include Flood, Fire, Earthquake, Cyclone, Notified Natural Disasters, and other acts of God, as well as War, Military Operations, Blockade, Acts or Actions of State Authorities, pandemic, epidemic, accidents, or other serious circumstances beyond the control of the parties, which might arise during the duration of the Contract. If either party seeks to rely on this clause, it shall immediately give notice to the other with full particulars of the matter claimed as a Force Majeure event. The parties so affected shall take all reasonable steps to remedy the failure to perform and to keep the other party informed of the steps being taken to mitigate the effects of Force Majeure. In the event of Force Majeure lasting for more than three months, either party may, following consultation with the other, give a notice of termination.
16. The Service Provider shall be responsible for the engagement, employment, transport, working and living conditions of his/her personnel and in respect of all matters connected therewith. Service Provider shall at all times during the continuance of this Contract conform in all respects to and carry out all obligations imposed on it by the provisions and requirements of the Employees Provident Fund (Miscellaneous Provision) Act, 1952, Employment State Insurance Act, 1948, Maternity Benefit Act, 1961, Minimum Wages Act 1948, Equal Remuneration Act, 1976, Payment of Wages Act, 1936, Contract Labour (Regulation and Abolition) Act, 1971, Shops & Establishment Act and any applicable law in the country where any of the services are performed or regulations issued including without limitation all laws, regulations and requirements of State Government/ Central Government of Jharkhand or as applicable to the vendor. All the proposed staff/personnel shall possess high standard of Integrity, have no affiliation with any political parties or trade unions. This must be followed during the entire contract period.
17. The Service Provider shall administer his Labour on employment, on terms and conditions not less favorable than those established for equivalent sites or locations within India.
18. The Service Provider shall at all times take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by or amongst his/her employees and for the preservation of peace and protection of persons and property in the neighborhood of the site against the same.
19. Upon the outbreak of any strike or labour dispute involving any of Service Provider's personnel engaged in the services, Service Provider shall forthwith give details thereof to IIM Sirmaur. If any dispute arises between the contract labour / labour / employees and Service Provider agency, IIM Sirmaur will not be responsible in any manner. The Service Provider shall not stop or cause stopping work on account of strikes or other agitation during the period of contract. The Service Provider agrees that it shall be liable for all consequences for the delay caused or loss/damages suffered by IIM Sirmaur due to the stoppage/strike by the Service

Provider. IIM Sirmaur will recover the cost incurred due to this from the Service Provider's running account bills.

20. The Service Provider shall report within twenty-four (24) hours of any occurrence of any accident at or about the site or in connection with the execution of the services or any injury, loss or damage to any personnel or to property of Service Provider, IIM Sirmaur or of a third party, such occurrence to the competent authority whenever such a report is required by law.
21. The Service Provider shall, to the extent permissible under applicable laws, comply with and be bound by such terms and conditions of any labour agreement established by IIM Sirmaur and applicable to the services of the personnel appointed in India.
22. The Service Provider will also keep the Institute indemnified against any claims in relation to issues of vendors/employees/related parties engaged by the Service Provider. The Service Provider will have a one-to-one relation and settlement with their vendors and Institute will not be involved in the same.
23. All Service Provider must comply with the provisions of Order (Public Procurement No. 4) issued by Ministry of Finance vide Letter No. F.7/10/2021-PPD(1) dated 23.02.2023, which is available at <https://doe.gov.in/divisions/order-public-procurement-no-4-restrictions-under-rule-144xi-general-financial-rules-gfrs> and provide a duly signed copy of the "Model Certificate for Tenders for Works involving possibility of Sub-contracting" along with the Technical Bid.
24. **LIMITATION OF LIABILITY:** In any case, notwithstanding anything contrary contained in any of the provisions of this agreement and except for claims arising from a) gross negligence, or b) willful misconduct, each party's aggregate liability for the term, under this agreement, shall in no event exceed the amount invoiced by the Service Provider during the preceding financial year i.e., April to March or INR 5 Crore whichever is less. If the Service Provider has not completed a full year of service during the preceding financial year, then the cap of INR 5 Crore will apply.
25. **EXCLUSION OF CONSEQUENTIAL & INDIRECT DAMAGES:** Notwithstanding any provision of this agreement to the contrary, neither party will be liable to the other party in respect of any consequential or punitive economic loss or damage, including but not limited to loss of profit, loss of trade, and business interruption (whether or not foreseeable at the date of this agreement), that may arise out of situation of breach of this agreement, linked to situations not within its control.
26. **SPECIAL PROVISION FOR COMPENSATION FOR WAGE INCREASES:**
Manpower to be deployed for: Housekeeping services across the Campus, the Institute may permit a special compensatory charge to be paid to the Contactor, which will be equivalent to the additional outgo of the contactor as a result of an increase in the Minimum Wage Rate for the specific category of workers by the appropriate government. The Service Provider will have to take approval from the Institute before increasing or decreasing manpower deployment at any site at the Institute.

Sd/-

**Administrative Officer in charge
(Purchase)**



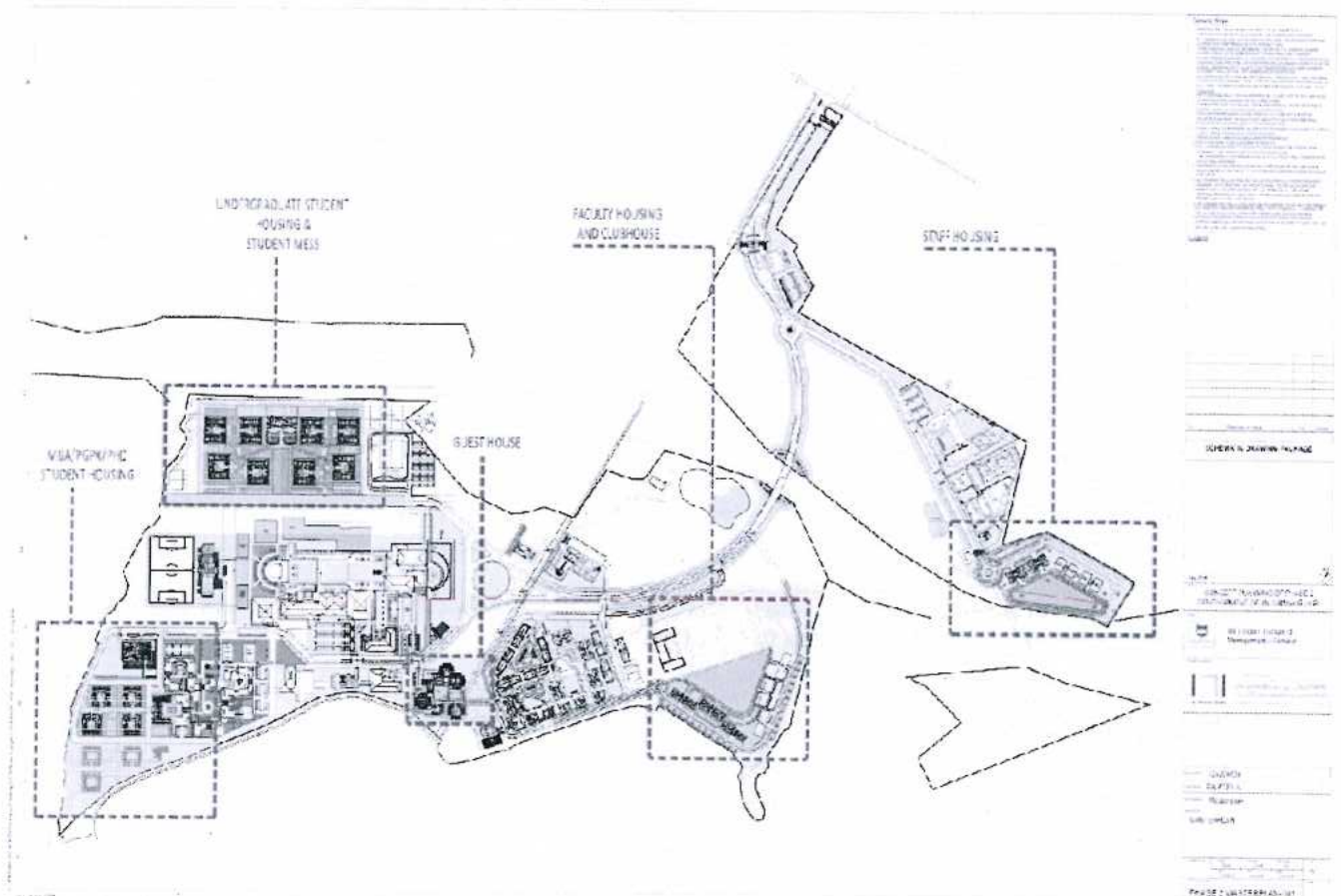
Place:

Date:

ANNEXURES

Annexure-1

Master Layout of Permanent Campus



ANNEXURE-2

Approx. floor area of Phase-I buildings of IIM Sirmaur permanent campus			
Sr. No.	Building/Service Inclusive Buildings Name	Height / Floor	Floor area approx. (In Sqm)
1	Student hostel	G+3	12684
2	Kitchen cum Dining Hall Complex	G+1	1286
3	Student Activity Centre	G+1	1564
4	Virtual Learning Center (VLC)	G+2	1978
5	Director's Residence	G+1	288
6	Faculty Housing	G+1	6534
7	Staff Housing	G+1, G+2	2995
8	Community Centre	G+1	1583
9	Classroom Complex-02	G+1	1570
10	Classroom Complex-01	G+1	3574
11	Faculty Building	G+3	3186
12	Computer Centre & Library building	G+4	2592
13	Auditorium/Conference Centre	G+2	3202
14	MDP Classroom	G.F.	777
15	Administrative Building	S+G+3	2600
16	MDP Guest House	G+1	1742
17	Meditation Center	G.F.	264
18	Electrical Substations	GF	847
Note: Construction of additional hostels, and mess for BMS students, faculty and staff quarters and related services is planned to be completed within two and half years.			

Sr. No.	Facility	Approx. Area /Each
1	Roads	64170 sqm
2	Pathways, parking areas, walkways	40149 sqm
3	Green Area	15000 sqm.
4	Lawns	25000 sqm
5	Grounds	1 football, 1 lawn tennis, 2 badminton courts, 1 full basketball court, 1 half basketball court,
6	Orchards/ Gardens	3 guava, 1 lychee



(b) City Campus

Description	Building/other area	Floor Area (SQM.)
Hostel (1878.94 Sqm.)	Ground floor of hostel building	766.88
	Extension of ground floor of hostel building	93.68
	1 st floor of hostel building	766.88
	Extension of first floor hostel building	93.68
	Washing area of hostel building	87.56
	Electric control panel room	70.26
Admin & Academic block (4250.77 Sqm.)	Main building GF, 1 st floor, and 2 nd floor	4250.77
Top floor (4250.77 Sqm.)	Main building top floor	1416.92
Hostel (2426.74 Sqm.)	1 st floor and 2 nd floor in bathing and toilet area	2426.74
Mess block (455.38 Sqm.)	New area for mess	455.38
Total		10428.5

ANNEXURE-3

BID SECURITY DECLARATION

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

To,
Senior Consultant (Admin),
Indian Institute of Management Sirmaur,
Dhaura Kuan, Distt. Sirmaur
Himachal Pradesh – 173031

Subject: DETAILS OF EMD DEPOSITED, WITH A SELF- DECLARATION FOR ACCEPTING ALL TENDER TERMS AND CONDITIONS

Dear Sir,

I/we hereby submit our tender for Integrated Facility Management Services (Catering, Housekeeping, Manpower, Hospitality Management Services, Horticulture, Pest Control, Waste Management, Maintenance, etc.) at IIM Sirmaur along with other required documents.

I / we are enclosing herewith the following towards Earnest Money Deposit.

Particular	Amount (In INR)	Transaction No & Date	Bank Name	Remarks in case of waiver applicable, please provide relevant details and proof to be uploaded along with this Annexure
EMD	90,00,000/- (Ninety Lakh)			

I/We have gone through all terms and conditions of the tender document, corrigendum/ addendum/responses issued (if any) till the Bid Submission close time and date for this tender and accept that the bid may be disqualified/ blacklisted for a period of two years from the date of notification of the tender, if the bid is found to be breach of any obligation under the bid conditions.

I/We agree to accept all the terms and conditions of the tender document and assure you that I/We will comply with the above-mentioned tender document including instructions, terms & conditions, annexures, technical specification, etc. stated therein.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:

SEAL



ANNEXURE-4
INTEGRITY PACT CERTIFICATE

This Integrity Agreement is made at on thisday of 20.....

BETWEEN

Director, IIM Sirmaur represented through Administrative Officer (Purchase), hereinafter referred as the Institute, which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns.

AND

.....
(Name and Address of the Individual/firm/Company)
through (Hereinafter referred to as the (Details of
duly authorized signatory)

“Service Provider/Contractor” and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Institute has floated the Tender (NIT No)
(hereinafter referred
To as **“Tender/Bid”**) and intends to award, under laid down organizational
procedure, contract for Integrated Facility Management Services here in after referred to as the
“Contract”.

AND WHEREAS the Institute values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relationship with its Service Provider(s) and Contractor(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as **“Integrity Pact”** or **“Pact”**), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as below:

Article 1: Commitment to the Institute

- 1) The Institute commits itself to take all measures necessary to prevent corruption and to observe the following principles:



- (a) No employee of the Institute, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - (b) The Institute will, during the Tender process, treat all Service Provider(s) with equity and reason. The Institute will, in particular, before and during the Tender process, provide to all Service Provider(s) the same information and will not provide to any Service Provider(s) confidential / additional information through which the Service Provider(s) could obtain an advantage in relation to the Tender process or the Contract execution.
 - (c) The Institute shall endeavor to exclude from the Tender process any person, whose conduct in the past has been of biased nature.
- 2) If the Institute obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/ will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Service Provider(s)/Contractor(s)

- 1) It is required that each Service Provider/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.
- 2) The Service Provider(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:
 - a) The Service Provider(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Institute's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.
 - b) The Service Provider(s)/Contractor(s) will not enter with other Service Provider(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.

- c) The Service Provider(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Service Provider(s)/Contract(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d) The Service Provider(s)/Contractor(s) of foreign origin registered under Indian Laws (subsidiaries) shall disclose the names and addresses of agents/representatives in India, if any. Similarly, Service Provider(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.
 - e) The Service Provider(s)/Contractor(s) will, when presenting his bid, disclose (with each tender as per proforma enclosed) any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
- 3) The Service Provider(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
 - 4) The Service Provider(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.
 - 5) The Service Provider(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the tendering process)
 - 6) The service provider, who has signed the Integrity pact, shall not approach the courts while representing the matter to the Independent External Monitors (IEMs) and shall wait for their final decision in this matter.

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Institute under law or the Contractor its established policies and laid down procedures, the Principal shall have the

following rights in case of breach of this Integrity Pact by the Service Provider(s)/Contractor(s) and the Service Provider/ Contractor accepts and undertakes to respect and uphold the Principal absolute right:

- 1) If the Service Provider(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the principal after giving 14 days' notice to the contractor shall have powers to disqualify the Service Provider(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Service Provider/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the principal. Such exclusion may be forever or for a limited period as decided by the principal.
- 2) **Forfeiture of EMD/Performance Guarantee/Security Deposit:** If the Institute has disqualified the Service Provider(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the contract according to Article 3(1), the Principal apart from exercising any legal rights that may have accrued to the Principal, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Service Provider/ Contractor.
- 3) **Criminal Liability:** If the Principal obtains knowledge of conduct of a Service Provider or Contractor, or of an employee or a representative or an associate of a Service Provider or Contractor which constitutes corruption within the meaning of Indian Penal Code (IPC)/Prevention of Corruption Act, or if the Principal has substantive suspicion in this regard, the Institute will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

- 1) The Service Provider declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.
- 2) If the Service Provider makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning business dealings/ holiday listing of the Service Provider/Contractor as deemed fit by the Institute.
- 3) If the Service Provider/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Institute may, at its own discretion, revoke the exclusion prematurely.



Article 5: Equal Treatment of all Service Providers/Contractors/Subcontractors

- 1) The Service Provider(s)/Contractor(s) undertake(s) to demand from all subcontractors if approved by the Institute, a commitment in conformity with this Integrity Pact. The Service Provider/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/ sub-vendors.
- 2) The Institute will enter into Pacts on identical terms as this one with all Service Providers and Contractors.
- 3) The Institute will disqualify Service Providers, who do not submit the duly signed Pact between the Principal and the Service Provider, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6- Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the Contractor/Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other Service Providers, till the Contract has been awarded.

If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, IIM Sirmaur.

Article 7- Other Provisions

1. This Pact is subject to Indian Law, place of performance and jurisdiction is the **Headquarters of the Division** of the Institute, who has floated the Tender.
2. Changes and supplements need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
4. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement with their original intentions.
5. It is agreed terms and conditions that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.



Article 8- LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contact documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

(For and on behalf of IIM Sirmaur)

(For and on behalf of Service Provider)

WITNESSES:

1.

1.

2.

2.

(signature, name and address)

(signature, name and address)

Place:

Place:

Date:

Date:

ANNEXURE-5
NO RELATIONSHIP CERTIFICATE

This certificate is issued to affirm that we, M/s _____, participating in the tender process for _____ (specify the goods/services being procured) under tender No. _____ dated _____ issued by the Indian Institute of Management Sirmaur, hereby declare that there exists no relationship, whether direct or indirect, between any of our employees and any employee of the procuring organization, namely IIM Sirmaur.

We understand and acknowledge that in the event of any such relationship being discovered at any stage during the tender process or subsequent contract execution, we shall accept full responsibility for such findings. Furthermore, we undertake that we are liable to be blacklisted by the procuring organization, and the Earnest Money Deposit (EMD) and Performance Bank Guarantee (PBG) submitted by us will be forfeited by IIM Sirmaur without any recourse.

This declaration is made in good faith and with full awareness of the consequences of providing false information.

Place: _____

Date: _____

Authorized Signatory

Name:

Place & Date:

Designation:

Company:

SEAL

ANNEXURE – 6

COMPANY REGISTRATION CERTIFICATE

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

The firm/company has been incorporated/ established and is currently in the business of offering Facility Management Services for at least a period of seven years or more.

Name of firm and Postal address. Contact Number.	Date of Establishment/ Incorporation (DD/MM/YYYY)	Name of authorized signatory of the bid document.	Number of Years of Incorporation as on 31.07.2026	Self- certified copy of Incorporation Certificate/ Equivalent Document should be attached

I, in my capacity as authorized representative of the firm/ company, hereby certify that the above information is true and correct in all respects and relevant supporting documents have been provided as required and are genuine. In any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Sirmaur, also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:

SEAL



ANNEXURE- 7

SERVICE PROVIDER'S PROFILE DECLARATION CERTIFICATE

(STATUTORY COMPLIANCE CERTIFICATES/ SELF DECLARATIONS)

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

Registered Name	Self-attested copy of the certificates to be uploaded.	
Date of Incorporation / Establishment		
Permanent Account Number (PAN)		
GST Registration Number		
EPF and ESI Registration Certificate		
Valid Labour License Certificate issued by Regional Labour commissioner		
Waste Disposable License		
Pest Control Commercial License		
Registered Address		
Postal address for communication		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	

I, in my capacity as authorized representative of the firm/ company, hereby certify that the above information is true and correct in all respects and relevant supporting documents have been provided as required and are genuine. In any case later it is found that any details provided above are incorrect, (a) any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of



IIM Sirmaur, (b) also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

Authorized Signatory

Name:

Designation:

Place and Date:



SEAL



ANNEXURE- 8

CLEAN TRACK RECORD DECLARATION

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

I, in my capacity as authorized representative of the firm/ company hereby declare that it is not blacklisted by any Central/State Government/Public Undertaking/Institute and no criminal case registered / pending against the firm/company or its owner/ partner(s)/ director(s) anywhere in India as on date of submission of this self-declaration. I further declare that the firm/company is not in any litigation or arbitration against IIM Sirmaur.

Also declare that the name of the company has not been changed or created a new "Allied Firm/ Company" consequent to ineligible/ blacklisted/ debarred.

I also certify that the above information is true and correct in all respects and in any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Sirmaur, also the EMD/ Performance Security Deposit (if any) shall be forfeited.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:

SEAL



ANNEXURE- 9
RELEVANT WORK EXPERIENCE CERTIFICATE

Please list all similar works undertaken/ being undertaken in reputed Institutions/Organizations.

Sl. No	Name of the Client, address and contact details	Duration of the contract (in months) as per the work order	Date & Year of award of the contract	Year of the completion of the contract	Value of each contract	Remarks
1						Self-certified copies of work orders, work completion certificates, value of completion of work or works being executed should be uploaded.
2						
3						
Please add rows as required						

Note: Self-attested copies of the work orders and completion certificates should be submitted.

I, in my capacity as authorized representative of the firm/ company hereby certify that the above tabulated information is true and complete in all respects and in any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Sirmaur, also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE-10
SIMILAR WORKS

The firm should have successfully completed Integrated Facility Management Services as detailed below:

Sl. No.	Name of the Client, address and contact details	Duration of service contract	Date & Year of award of the contract	Year of the completion	Value of each contract	Percentage of value to the estimated value of this tender
1						
2						
3						
Please add rows as required.						

- Note:** a) Only services rendered to center/state Govt. and their organizations/ bodies to be stated.
b) Self-attested copies of work order and completion certificates should be uploaded along with this Annexure.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE-11

MANPOWER CAPABILITY CERTIFICATE

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

The Service Provider/ firm should have at least on the wage rolls minimum 500 employees, out of which 50 employees should be at supervisory level. The total number of employees enrolled with the firm as on the last date of submission of the tender is to be furnished as below:

Sl. No.	Total Number of Employees	Number of employees at supervisory level	Number of employees at managerial level	Remarks
1				Supporting self-certified documents/ proof issued by authorities regarding PF/EPF/and other documents, are to be uploaded along with this Annexure.

Note: The Service Provider should attach along with annexure details of the company, current management structure, details of key personnel with designation, level, structure, educational qualification and experience etc.

I, in my capacity as authorized representative of the firm/ company, hereby certify that the above information is true and correct in all respects and relevant supporting documents have been provided as required and are genuine. In any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Sirmaur, also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

Authorized Signatory

Name:

Designation:

Place and Date:

Company



SEAL



ANNEXURE-12

FINANCIAL CAPABILITY, LIQUIDITY AND STABILITY CERTIFICATE

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

- a) The firm/company's average annual turnover during the last three financial years (2022-23, 2023-24, 2024-25 and 2025-26 any of the consecutive three years) should be at least INR 45 Crores (Rupees forty-five Crores only) from facility management services/ Hospitality Management/ Housekeeping/Catering Services. The Annual Turnover of the Firm for the financial years is to be filled as below.

Financial Year	Annual Turnover (Figure in INR and in words)	Ratio of current assets to liability	Amount of capital (in INR and word)	Average Ratio of current assets to liabilities	Net Worth
2025-26					
2024-25					
2023-24					
2022-23					

- b) Add another table relating to net worth and current asset and current liability ratio.

Note:

1. Net worth should be positive for all three financial years.
2. The average coefficient of current assets and liabilities should be greater than 1 (one). The certificate should be duly signed by a CA.
3. The Firm should not have incurred losses during the last three financial years. An undertaking is to be submitted by the Service Provider for the same.
4. Net worth certificate should be duly signed by the CA. The higher value of net worth will carry more weightage for evaluation.
5. The Service Provider should attach the audited financial statements for last three consecutive financial years certified by a Chartered Accountant/Cost Accountant.
6. The Service Provider shall attach self-certified Income Tax Returns (ITR) for mentioned three years.
7. The Annual financial turnover should be only for providing facility management services. The annual financial turnover shall be operating revenue (excluding from other sources/activities as given under the head of accounts given in audited profit and loss account).

I, in my capacity as authorized representative of the firm/ company hereby certify that the above information is true and correct in all respects and in any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Sirmaur, also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

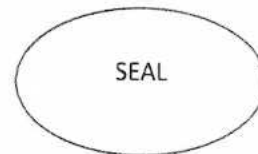
Authorized Signatory

Name:

Designation:

Place and Date:

Company:



SEAL

ANNEXURE-13

TECHNICAL BIDS EVALUATION DETAILS

(TOTAL WEIGHT- TECHNICAL BID: 60/100)

The Service Providers are required to upload as one consolidated pdf format document, (a) the technical bids documents including the filled in forms given in the Annexures followed by (b) the associated supporting documents. All the annexures and the supporting documents must be arranged in the sequence given below in the Technical Bid Criteria Table and the details of the same be indexed (in the format Sl. No., document short description, page numbers) at the beginning of the consolidated pdf document. Refer Annexure-35.

SCORABLE TECHNICAL BID CRITERIA (TO BE USED FOR TECHNICAL BID EVALUATION SCORING)			
Sl. No.	Parameters	Attributes	Weightage assigned in terms of marks.
1	Number of Clients served during the years of actual service rendered.	Up to 2	1
		3-5	2
		6-7	3
		8-9	4
		10-11	5
		12-13	6
		14 -15	7
		16 and above	8
2.	Number of Years of similar service rendered.	7-8	1
		9-10	2
		11-12	3
		13-14	4
		15 and above	5
3.	Total number of contracts executed in the last 7 years with a value of five crores and above	1-3	1
		4-7	2
		8-10	3
		11-13	4
		Above 13	5
4	(a) Number of IITs/ IIMs/ other centrally funded institutes where the Service Provider provided facility management services in the last 5 years.	1-2	1
		3-4	2
		5 and above	3
	(b) Number of Eat Right higher education campuses FSSAI certified, where the catering services were	Up to 2	1
		3 and above	2

	provided.		
5.	Average Annual Turnover in crores for the last three years: 2022-23, 2023-24, 2024-25, 2025-26 (Any three out of four)	45-55	1
		56-66	2
		67-76	3
		77-86	4
		87 and above	5
6.	a). Net Worth, if positive b). Average annual capital exceeds 5 Crores	01 and above	1
		05 to 10	1
		10 and above	2
7.	Manpower strength of the company engaged in facility management services.	500- up to 600	1
		601 – up to 700	2
		701- up to 800	3
		801- up to 900	4
		901 and above	5
8.	Number of reputed national/ international awards in the (last 7 years up to end of December 2025) for best catering/hospitality/Housekeeping service Documentary proof may be attached along with this Annexure.	1	1
		2	2
		3	3
		4	4
		5 and above	5
9.	Detailed Presentation on value to be added by the Service Provider with evidence/case studies of having done so elsewhere in (i) catering (ii) housekeeping (iii) hospitality management (iv) Waste Management, (v) Pest Control, (vi) Horticulture and maintenance of equipment through;	-	20
	(a) increasing efficiency, cost effectiveness and quality of the services to be offered for IIM Sirmaur by using state – of – the – art Technology and automation	-	
	(b) following SOPs to ensure highest levels of Hygiene for manpower, ingredients, consumables, products and services	-	
	(c) following SOPs and using equipment/ tools for cleaning, housekeeping, waste management, pest control, and maintenance of equipment	-	

(d) use of green processes in the ingredients, services, consumables and products (use of ingredients like vegetables available in the region, organic and ethical sourcing, waste reduction of food, plastic usage, ecofriendly disposal, reduction of food waste, use of organic manure, etc.)		
Note 1: Interpretations regarding various parameters/criteria, attributes, weightage assigned, and scores awarded will be at the sole discretion of the duly constituted evaluation committee. Ability and experience of the Service Providers to ensure best quality overall (integrated) services for catering & hospitality, housekeeping and Related Services, and Maintenance & Safety Services will be positively considered for evaluation purposes. 2: All the Service Providers will be required to submit their PPTs to IIM Sirmaur (both soft and hard copy). Soft copies of PPTs before the presentation to be submitted at purchaseoffice@iimsirmaur.ac.in. 3: The qualifying Service Provider would be expected to incorporate the measures suggested in the presentation at IIM Sirmaur. 4: Decision of IIM Sirmaur as regards parameters/ criteria, attributes, the weightage assigned, and scores awarded shall be final and binding on all parties. 5: The duly constituted committee of IIM Sirmaur may enquire or obtain feedback from the previous clients or visit such client organizations to obtain performance information before performing the technical evaluation. 6: Scores obtained for all the 10 parameters will be totaled. <i>A minimum score of 42 (out of 60) on the technical bid evaluation is required for a Service Provider to be considered eligible for opening of the financial bid.</i>		

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



SEAL



ANNEXURE-14
Financial bid evaluation step-by-step method

Financial Bid Evaluation

The financial bid consists of 40% weightage. It consists of 6 (six) items/categories with 6 (six) different weights, and the details are as under:

Sr. no.	Description of items/category	Item/category weightage
1	Students mess charges per month	16
2	Guest house food charges per month	1
3	Manpower services charges per month	15
4	Consumables charges per month	5
5	Tools/equipment/machines charges per month	2
6	Waste management charges per month	1
Total		40

Calculation steps:

a. Normalized financial bid score for an item =
$$\frac{\text{Lowest price quoted for the category}}{\text{Price quoted by the respective bidder}} \times \text{category weightage}$$

b. Example: Price quoted by bidder A for all 6 (six) categories in rupees = P1=100, P2=200, P3=300, P4=400, P5=500, P6=600
Total normalized score of bidder A = 38.93

Price quoted by bidder B for all 6 (six) categories in rupees = P1=200, P2=100, P3=350, P4=600, P5=400, P6=500
Total normalized score of bidder B = 29.01

Note: (1) The scores shall be rounded off to two decimals, e.g. 16.663 = 16.66
 16.666 = 16.67

(2) Adding of the score of all six (06) categories shall be total normalized financial score from a bidder.

The composite score of technical bid and financial bid of vendor A will be as below:

Sr. No	Particulars	Score
1	Total technical score of bidder A out of 60 marks	
2	Total normalized financial score of Bidder A out of 40 marks	
Total score (Technical and financial bid scores) out of 100 marks		

Authorized Signatory

Name:

Designation:

Place and Date:

Company:

SEAL



ANNEXURE-15

Price Bid Format for reference for Providing Integrated Facility Management Services

Total Weightage for Financial Bid: 40/100

Sr. No.	Description of Criteria	Total Amount Quoted per month (all inclusive)
1.	Student mess charges total per month.	
2.	Guest House food charges per month.	
3.	Manpower service charge per month for Housekeeping, guest house, horticulture, pest control, maintenance, Administrative, Paramedical service, etc. (Except for students and guest house catering, Night canteen, cafeteria/canteen and Waste Management)	
4.	Monthly charges for consumables used for housekeeping, guest house, horticulture, pest control and maintenance. (Except Waste Management)	
5.	Monthly charges for equipment, tools and machines for guest house, housekeeping (All areas and buildings), horticulture, pest control and maintenance. (Except Waste Management)	
6.	Monthly charges for waste management, inclusive of all charges.	
TOTAL MONTHLY AMOUNT		

NOTE: (i) The bidder should quote all six items. Failure to quote for all six items will result in rejection of Financial Bid. Bid value entered as zero (0) shall not be accepted.

(ii) The price quoted should be inclusive of applicable GST, all other taxes and charges.

(iii) The method of calculation of monthly charges for each item shall be as follows:

1) Student Mess Charges

- Per Student – Per Day
- Monthly Total Mess Charges = Mess Charge × 30 days × 1,200 students
- The charges shall be inclusive of all costs & applicable taxes.

2) Guest House Food Charges

- Per Guest – Per Day Charge
- Monthly Total Charges = Per Guest–Per Day Charge × 30 days × 36 guests
- The charges shall be inclusive of all costs and applicable taxes.

3) Total manpower provided by the Bidder

- a) The Total wages per day shall be calculated based on the applicable daily wage rates for Skilled, Highly Skilled, and Semi-Skilled categories (annexure 31), as prescribed by the Ministry of Labour & Employment, Government of India as on the last date of submission of tender, multiplied by 26 as monthly wages (except wages for manpower used for students mess and guest house catering, Night canteen and cafeteria/canteen and Waste Management). This shall be added to a fixed monthly managerial salary of Rs. 70,000/- for managers and Rs. 50,000/- for supervisory categories.

- b) The total shall then be multiplied by the percentage of service charges quoted by the Bidder. The



service charge must be within the range of 3.75% to 7%.

- 4) For calculation of monthly charges for consumables of all services, the bidders must refer to the relevant part of the tender documents and annexures.
- 5) For calculation of monthly charges for the maintenance of the equipment & tool services, the bidders must refer to the relevant part of the tender documents and annexures.

Note: If the overall price quoted or the price quoted for the primary services is abnormally low, the Institute reserves the right to reject the price bid.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



SEAL



Annexure – 16

MENU FOR BREAKFAST/LUNCH/DINNER FOR GUEST HOUSE

MENU FOR BREAKFAST/LUNCH/DINNER
Breakfast Main Course (VEG): Chola Bhatura/Paneer Paratha/Upma & Poha/Sathu Paratha/Idli Vada/Vermicelli Upma & Sooji Halwa/Stuffed Paratha (Different everyday) Breakfast Main Course (NON-VEG) : Any dish containing 2 Eggs. Breakfast Accompanied -Bread, Butter, Jam, Corn flakes / Choco milk, Fruits, coffee/tea, sweet/green chatni and pickles
Regular Lunch/Dinner Main Course (VEG): One Seasonal Dry Vegetable, One Seasonal Gravy Vegetable, One Dal (Different everyday), One Sweet (Different everyday) Regular Lunch/Dinner Main Course (NON-VEG): One chicken/Mutton/Fish gravy dish in addition to above Regular Lunch/Dinner Accompanied - Tawa Roti, Basmati plain rice, seasonal salad, papad, pickles, Raita (Different Everyday)
Special Lunch/Dinner Main Course (VEG): - One Hot/Cold Beverage Two Starter Snack, One Soup, One Paneer Vegetable, One Seasonal Dry Vegetable, One Seasonal Gravy Vegetable, One Dal, One Sweet. Special Lunch/Dinner Main Course (NON-VEG): - All of the above including one chicken/Mutton/fish gravy dish Special Lunch/Dinner Accompanied - Puri/Kachori, Basmati Pulao, seasonal salad, papad, pickles, Raita
VIP Lunch/Dinner Buffet Main Course (VEG): - Two Hot/Cold Beverage Four Starter Snack, Two Soup, One Paneer Vegetable, One Seasonal Dry Vegetable, One Seasonal Gravy Vegetable, One Dal, Two Sweet. VIP Lunch/Dinner Buffet Main Course (NON-VEG): - All of the above including one chicken/fish Snack, one chicken/ fish gravy and one mutton/sea food dish. VIP Lunch/Dinner Buffet Accompanied - Puri/Kachori, Basmati Pulao, seasonal salad, papad, pickles, Raita

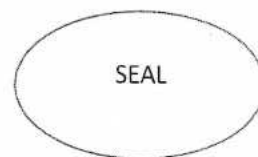
Authorized Signatory

Name:

Designation:

Place and Date:

Company:



Annexure-17

KITCHEN EQUIPMENT INSTALLED IN STUDENT MESS (PERMANENT CAMPUS)			
Item No.	Description	Qty	Unit
1	Pulveriser	1	No.
2	Masala Grinder 20 Ltr	1	No.
3	Potato Peeler 20 Kg	1	Nos
4	Pot Rack 60"X30"X60"	2	Nos
5	Stock Pot 24"X24"X24"	2	Nos
6	Chapati Making Machine 1000 Nos./Hr	1	No.
7	Deep Freezer 500 Ltr	2	Nos
8	Worktable With 2 U/S 30"24"X34"	2	Nos
9	Four Door Refrigerator 1600 Ltr	1	No.
10	Hot Plate 48"X24"X34"	1	No.
11	Exhaust Hood-1 (50"X30"X34")	4	Nos
12	Exhaust Hood-2 (64"X34"X30")	3	Nos
13	Two Burner Range 60"X30"X30"	3	Nos
14	Under Counter Refrigerator 265 Ltr (60"X30"X34")	2	Nos
15	Pickup Counter (60"X30"X34"+12"+12")	1	No.
16	Storage Rack (44"X20"X60")	17	Nos
17	Pallet (60"X30"X10")	6	Nos
18	Maida Bin (24"X24"X24")	2	Nos
19	Besan Bin (24"X24"X24")	2	Nos
20	Onion Bin (24"X24"X24")	1	No.
21	Potato Bin (24"X24"X24")	1	No.
22	Atta Bin (24"X24"X24")	2	Nos
23	Dal/Rice Bin (24"X24"X24")	3	Nos
24	Receiving Table (72"X30"X34")	1	No.
25	Two Sink Unit (48"X24"X34"+6")	1	No.
26	Bussing Trolley (24"X36"X34")	5	Nos
27	Dish landing Table (132"X30"X34")	1	No.
28	Loading Table (30"X30"X34")	3	Nos
29	Dishwasher Hood Type 80 Racks/Hr	1	No.

30	Uploading Table (30"X34"X30")	1	No.
31	Perforated Table for Cutlery Bowl & Glass (60"X36"X34")	1	No.
32	Four Sink Unit (96"X30"X34"+6")	1	No.
33	Wiping Table (44"X30"X34")	1	No.
34	Clean Dish Rack (44"X20"X60")	2	Nos
35	Worktable With 2 U/S (60"X30"X34")	4	Nos
36	Pickup Counter (72"X30"X34")	1	No.
37	Gas Fired Tandoor (36"X36"X36")	2	Nos
38	Walk In Chiller (Freezer)	1	No.
39	Walk In Chiller	1	No.
40	Gas Pipeline and Its Allied Accessories	59	Meter
41	Ms Gas Bank	1	No.

The Service Provider shall arrange to procure following additional equipment:

- (a) OTGs as per requirements
- (b) Microwave Ovens
- (C) Sandwich maker/toasters
- (D) Gas Stoves and grills
- (E) Mixtures and grinders

NOTE: Kitchen equipment and tools for City Campus shall be procured by the Service Provider.

Any additional equipment and tools procured for Student mess, Guest House Kitchen, Night canteen, and Cafeteria/ Canteen shall be the property of the Service Provider.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



SEAL



ANNEXURE-18

LIST & QUALITY OF INGREDIENTS AND OTHER ITEMS:

The ingredients used must be of recommended brands. In case of non-availability of the recommended brands, any other brands may be included with due approval of the Institute Administration/ Mess Committee before use.

Sl. No.	Item	Brand
1.	Salt	Tata or Aashirvaad
2.	Spices	MDH, Everest, Ruchi, or Grahasthi
3.	Ketchup	Maggi, Kissan
4.	Oil	Sundrop, Saffola, Fortune, Dhara (Use of hydrogenated (Vanaspati) oil is prohibited)
5.	Pickle	Mother's, Priya, Nilons
6.	Rice	Kashmiri Kesar or any other equivalent brand or Basmati Rice (India Gate, Daawat)
7.	Atta/Besan	Ashirvad, Fortune, Shaktibhog, Patanjali
8.	Dal	Patanjali, Tata, (Unpolished)
9.	Papad	Lijjat, Sriram, Mother's
10.	Soyabean	Fortune, Patanjali
11.	Butter	Amul, Britannia
12.	Bread	Fresh Bake, Harvest
13.	Cornflakes	Kellogs, Barry's
14.	Jam	Kissan, Patanjali, Maggi
15.	Ghee	Amul, Mother dairy, Britannia, Patanjali, Omfed
16.	Milk	Amul, Milky Moo, Pragati
17.	Paneer	Omfed, Pragati, Amul, Verka
18.	Tea	Brookbond, Lipton, Tata, Taaza
19.	Ice Cream	Amul, Dinshaw, Mother Dairy, Vadilal, Kwaliti Walls
20.	Coffee	Bru, Nestle
21.	Curd	Amul, Verka
22.	Mixtures/Chips	Haldiram, Bikaner
23.	Mineral water	Bisleri, Kinley, Aquafina
24.	Masala	Everest, MDH or equivalent (These should be of Agmark quality)

The agency should strictly follow the use of the above recommended brands. Time to time inspection towards the quality check will happen by the Institute Administration/Mess Committee.

Note:

1. No items should be stored which have remaining shelf-life less than 50%.
2. The consumables/ingredients brands will be approved by IIM Sirmaur from time to time and will be of high and premium quality offering.
3. IIM Sirmaur reserves the right to ask for specific good quality brands from the list of brands. Similarly, the vendor must provide similar level best quality brands for other food items which are not mentioned in the above list. Decision of IIM Sirmaur in this



- regard will be final and binding on the vendor.*
4. *Only brands and ingredients certified by appropriate Govt. agencies shall be used.*
 5. *Coloring agents and controversial products such as Ajinomoto/ MSG shall not be permitted for use.*

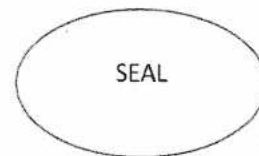
Authorized Signatory

Name:

Designation:

Place and Date:

Company:



SEAL



ANNEXURE-19

EXPECTED MANPOWER REQUIREMENTS, QUALIFICATIONS AND EXPERIENCE FOR PERMANENT CAMPUS & CITY CAMPUS MESS

Sr. No.	Description & Category	For Three Shifts Number of persons		Qualification & Experience
		Permanent Campus	City Campus	
1	Mess Manager – Managerial	1	1	Degree in Hotel Management and catering Technology from a recognized Institute by NCHMCT with 5 years of experience in 5 Star Hotels/ Educational Institute.
2	Chief Cook – Managerial	1	1	Degree in catering technology from a recognized Hotel Management/ Food Craft Institute with 3 years' experience in preparation of food, beverages, and bakery items. Food supply manager certification (e.g. serv state) is mandatory.
3	Kitchen Supervisor	2	1	Diploma in catering technology or in culinary arts from a recognized institute with 3 years' experience in supervising kitchen operation and food preparation. Food supply manager certification (e.g. service supervisor ACCP)
4	Supervisor – Managerial	2	1	Diploma in catering Technology is mandatory from a recognized institute/ food craft institute with 3 years' experience in supervising the food counters and dining area.
5	Assistant Cook – Highly Skilled	3	3	Diploma in catering technology from a recognized institute with 2 years' experience in food preparation.
6	Kitchen Helper – Skilled	15	10	12 th Std. pass and minimum one year experience at reputed Hotel/ educational institute.
7	Counter Attendant – Helper	6	3	12 th Std. pass and minimum one year experience at reputed Hotel/ educational institute.
8	Dishwasher – Semi-Skilled	12	7	10 th Std. pass and minimum one year experience at reputed Hotel/ educational institute.
9	Housekeeper – Semi-Skilled	6	3	10 th Std. pass and minimum one year experience at reputed Hotel/ educational institute.
10	Store Keeper skilled	2	1	Diploma in hospitality/ procurement from a recognized hotel management institute/ Food Craft Institute with 2 years of experience

NOTE: (i) The Service Provider shall ensure wages, equal to or above the minimum wages admissible to

various categories of employees under daily wage rates prescribed by the Ministry of Labour & Employment, Government of India.

(ii) The Service Provider shall deploy an adequate number of personnel.

(iii) Each shift shall be of 08 hours duration only.

(iv) Maintenance of employee hygiene shall be of utmost importance.

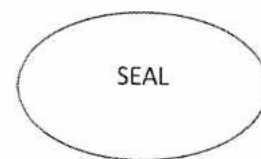
Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE-20
MENU FOR CAFETERIA/ CANTEEN OF THE PERMANENT CAMPUS:

Appetizer

Main Course

Veg Momos (Steamed/Fried)	Chicken Biryani	Murg Masallam
Chicken Momos (Steamed/Fried)	Veg Biryani	Murg Makhan
Paneer Roll	Mushroom Biryani	Chicken Do Pyaaza
Chicken Roll	Daal Makhani	Chicken Kassa
Egg Roll	Mughlai Dal	Chicken Raba
Veg Burger	Chicken Butter Masala	Chicken Mushroom
Chicken Burger	Paneer Butter Masala	Chicken Kastori
Assorted Pakoda	Chicken Dehati	Chicken Tikka
Bread Pakoda	Paneer Lababdar	Mushroom Do Pyaza
Chola Bhatura	Chicken Handi	Mushroom Paneer
Kachori and Aloo Sabzi	Chicken Biryani	Mushroom Masala
<u>Kabab</u>	<u>Breads</u>	<u>Italian</u>
Khathi Kabab	Plain Naan	White Sauce Pasta
Jungli Kabab	Butter Naan	Red Sauce Pasta
Chicken Tangri Kabab	Garlic Naan	Small Pizza
Murtani Kabab	Tawa Roti	Garlic Bread
Chicken Sekh Kabab	<u>Shakes</u>	
Mutton Botti Kabab	Mango shake	<u>South Indian</u>
Mutton Sekh Kabab	Banana Shake	Idli Sambhar
Chicken Kalmi Kabab	strawberry shake	Vada Sambhar
<u>MRP Items</u>	oreo shake	Plain Dosa sambhar, chutney
Chips, Wafers, Bottled juices, Canned juices, Chocolates, Cakes and many more..	kitkat shake	Masala Dosa+sambhar+chutney

NOTE: (i) The menu is representational, and the details will be mutually decided by the Service Provider and IIM Sirmaur from time to time. The vendor has to ensure satisfactory menu at competitive prices with expected quality of service and timeliness. Decision of IIM Sirmaur regarding service quality, service delivery timeliness and cost efficiency will be final and binding.

(ii) The kitchen equipment is to be installed by the Service Provider. Separate meter for electricity and for consumption of water shall be arranged by the Institute, and payment should be made on monthly basis as per actuals.

(iii) No manpower will be provided by the Institute.

(iv) A monthly rent for the space provided shall be remitted to the Institute's account.

Authorized Signatory

Name:

Place and Date:

Designation:

Company:

SEAL



Annexure-21

KITCHEN EQUIPMENT INSTALLED IN GUEST HOUSE (PERMANENT CAMPUS)			
Item No.	Description	Qty	Unit
1	Stock Pot 24"X24"24"	1	Nos
2	Worktable With 2 U/S 30"24"X34"	1	Nos
3	Hot Plate 48"X24"34"	1	No.
4	Two Burner Range 60"X30"X30"	1	Nos
5	Under Counter Refrigerator 265 Ltr (60"X30"X34")	1	Nos
6	Storage Rack (36"X12"X60")	4	Nos
7	Storage Rack (44"X20"X60")	1	Nos
8	Pallet (60"X30"X10")	1	Nos
9	Onion Bin (24"X24"X24")	1	No.
10	Potato Bin (24"X24"X24")	1	No.
11	Atta Bin (24"X24"X24")	1	Nos
12	Dal/Rice Bin (24"X24"X24")	3	Nos
13	Two Sink Unit (48"X24"X34"+6")	1	No.
14	Clean Dish Rack (44"X20"X60")	1	Nos
15	Worktable With 2 U/S (60"X24"X34")	1	Nos
16	Worktable With 2 U/S (40"X24"X34")	1	Nos
17	Worktable With 1 U/S (72"X30"X34")	1	Nos
18	Wall Mount SS Rack	1	Nos.
19	Gas Pipeline and Its Allied Accessories	45	Meter
20	Ms Gas Bank	1	No.

The Service Provider shall arrange to procure following additional equipment at his own cost:

- (a) OTGs as per requirements
- (b) Microwave Ovens
- (C) Sandwich maker/toasters
- (D) Gas Stoves and grills
- (E) Mixtures and grinders

Authorized Signatory

Name:

Place and Date:

Designation:

Company:



SEAL



Annexure-22

HOUSEKEEPING CONSUMABLES MONTHLY REQUIREMENT

A: Permanent Campus (All areas and Buildings including Guest House)

Sl. No.	Name of item	Qty. Required	Remarks
1	Lizol 5 Ltr. (Lemon Flavour)	105	Required largest pack
2	White Phenyl 5 Ltr.	100	Required largest pack
3	Harpic Blue 500 ML	342	Required largest pack
4	Harpic Red 500 ML	114	Required largest pack
5	Mopping Cloth 30*30 inch.	222	Required largest pack
6	Colin 500 ML	190	Required largest pack
7	Surf Tide 500 gm	155	Required largest pack
8	Garbage Bag 240 Ltr (270*120 cm)	255	
9	Garbage Bag 130 Ltr (120*90 cm)	195	
10	Garbage Bag 5 Ltr (48*53 cm)	580	
11	Scrub Pad Green	60	
12	Scrub Pad Sponge	60	
13	Scrub Pad Steel	60	
14	Broom Hard	90	
15	Broom Soft	100	
16	Air pocket	324	
17	Room Freshener 220 ML	24	
18	Wiper Big	20	
19	Wiper Small	15	
20	Hand Gloves	50	
21	Jala Brush Broom	20	
22	Naphthalene Balls 100 gm	115	
23	Urinal Cubes	450	
24	Duster Cloth Cotton (18*18 inch)	170	
25	Hit- Red spray (200 ML)	40	
26	Vim Liquid (130 ML)	50	
27	Dettol Hand Wash 5 Ltr.	90	Required largest pack
28	Toilet Paper	295	
29	Acid 1 Ltr.	80	Required largest pack
30	Bathroom Brush Long Handle	15	
31	Plastic Samarthya (Choke Remover Pump)	15	
32	Urinal Screen	80	
33	Dustbin 130 Ltr. Blue	12	Once in six months
34	Dustbin 130 Ltr Green	12	Once in six months
35	Toilet Brush	15	
36	Abrasive Cleaner (e.g., Harpic Abrasive Cleaner, 500g)	30	Required largest pack
37	Non-Abrasive Cleaner (e.g., Cif Non-Abrasive Cleaner, 500ml)	30	Required largest pack

38	Drain Openers (e.g., Harpic Drain Cleaner, 500ml)	35	Required largest pack
39	Multi-Surface Cleaners (e.g., Dettol Multi-Surface Cleaner, 500ml)	30	Required largest pack
40	Hard Water Mineral Removers (e.g., Lime-A-Way Hard Water Remover, 500ml)	30	Required largest pack
41	Daily Shower Cleaners (e.g., Cif Daily Shower Cleaner, 500ml)	30	Required largest pack
42	Carpet and Rug Cleaners (e.g., Bissell Carpet Cleaner, 500ml)	20	Required largest pack
43	Furniture Cleaners and Polishes (e.g., Pledge Furniture Polish, 500ml)	40	Required largest pack
44	Canister Vacuum (e.g., Inalsa Canister Vacuum, 1000W)	1	
45	Deep Clean Vacuum Cleaners (e.g., Eureka Forbes Vacuum Cleaner, 1200W)	1	
46	Stick Vacuum Cleaners (e.g., Philips Stick Vacuum, 700W)	1	
48	Microfiber Mop (e.g., Scotch Brite Microfiber Mop, 1 piece)	30	
50	Grout Brush (e.g., Scotch Brite Grout Cleaning Brush)	40	
52	AA+ Duracell Battery	500	
53	Ultra Life 9V Lithium Battery	50	

B. City Campus

Sr. No.	Description of Items	Quantity
1	Lizol Floor Cleaner lemon flavour (5Ltr jar)	18 Pcs.
2	White Phenyl (Floor Cleaner) (5Ltr)	45 Pcs.
3	Harpic Blue (500 ml)	90 Pcs.
4	Harpic Red (500 ml)	45 Pcs.
5	Hand MOP XXL Pocha 30*30	45 Pcs.
6	Surf Tide 500g	30 Pcs.
7	Garbage Bag 240 LTR	100 Pcs.
8	Garbage Bag 130 LTR	100 Pcs.
9	Garbage Bag 5 LTR	400 Pcs.
10	Scrub Pad Green	15 Pcs.
11	Scrub Pad Sponge	15 Pcs.
12	Steel Scrub	15 Pcs.
13	Broom Hard	15 Pcs.
14	Broom Soft	20 Pcs.
15	Godrej Air Pocket	80 Pcs.
16	Room Freshener Godrej 220ML	15 Pcs.
17	Wiper Big	10 Pcs.
18	Wiper Small	5 Pcs.

19	Colin 500 ML	45 Pcs.
20	Hand Gloves (Household)	20 Pcs.
21	Jala Brush (Cobweb Brush)	5 Pcs.
22	Naphthalene Ball (100g)	20 Pcs.
23	Urinal Cube	75 Pcs.
24	Cloth Dusters (Cotton (18*18) Inch)	45 Pcs.
25	Red Hit Spray 200ML	20 Pcs.
26	Vim Liquid Pouch (130ML)	10 Pcs.
27	Dettol Hand Wash 5LTR	20 Pcs.
28	Toilet Paper	90 Pcs.
29	Acid Jet Bottle 1 LTR	30 Pcs.
30	Hand Towel Red (Cotton) Small	10 Pcs.
31	Toilet Brush long handle	10 Pcs.
32	Urinal Screen	25 Pcs.
33	Plastic Samarthya (Choke remover pump)	5 Pcs.

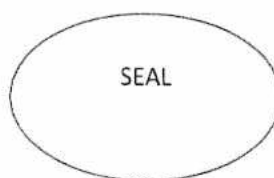
NOTE:

- (i) The above quantity is consumed per month. The Service Provider shall take note of cost of these items and quantity before submitting the financial quote. Monthly payment for the actual consumed items will be made by the Institute on submission of bills and details of stock register.
- (ii) The quantity is indicative. It may vary as per the requirements. The Service provider is encouraged to prefer cleaning chemical and consumables which are ecofriendly.
- (iii) The Service shall maintain sufficient stock of these items at least minimum at a time.

Authorized Signatory

Name:

Designation:



SEAL

Place and Date:

Company:



ANNEXURE-23

HOUSEKEEPING EQUIPMENT, TOOLS & MACHINES

REQUIREMENT (NOT EXHAUSTIVE)

Sr. No.	Description	Specification	Quantity
1.	Backpack vacuum cleaner	18V X2 (36V) LXT BL AWS Cordless HEPA Backpack Vacuum Cleaner	15
2.	Vacuum cleaner wet and dry	Eureka Forbes Pro Vac WD 35 Vacuum Cleaner, Wet-Dry	15
3.	High Jet Pressure Machine	Bosch GHP 5-65 2400W Professional High-Pressure Washer	04
4.	Automatic (walk behind) scrubber	Karcher Walk Behind Scrubber Drier, Brush Diameter: 20 inches, Rated Power: 1100 Watt	02
5.	Telescopic ladder upto 50 feet height	Aluminum Self-Supporting Extendable Ladder Without Wheels	01
6.	Ladders (small 10 ft height and large)	Heavy Duty Aluminum Build, Slip Resistant & Safe Design, Folding & Portable, Multipurpose Utility Ladder & Stable & Rustproof	02
7.	Pump for drainage water soaking /throwing engine power rating 2 HP or higher	Crompton Greaves 2HP 50mm Sewage Pump, CGSTP020M	01
8.	Manual road sweeper	Sweeping Path - 980 mm, Sweeping Productivity - 3920 sq m/ h, Brush - 1 Roller Brush; 2 Side Brush	02
9.	Signage/caution board cleaning in progress	"Cleaning in Progress" caution boards are high-visibility, yellow, foldable A-frame signs (approx. 24 inches or 62x30 cm)	06
10.	Mop trolley 34 lit double bucket	Trolley with 10-10 lts. of clean & wastewater	30
11.	Caddy bucket	Made from durable ABS plastic, features a central ergonomic handle, and generally measures around 39-45 cm in length, weighing less than 1 kg	50
12.	Different length wires for clearing drain/sewer pipes	Drain Cleaner Cable 5Ft (160CM) - Flexible Spring Drain Clog Remover for Kitchen & Bathroom Sinks	05
13.	Electric Cart	E Cart Loader, Battery Type: Lithium Ion, 1000-Watt, Load Capacity (500 - 750 KG)	01

Note: The deployment of the above-mentioned type, specification and number of tools.

equipment and machinery is emphasized to highlight the need to maintain highest levels of hygiene and cleanliness (equivalent to 4-Star level in Hospitality Industry). The Service Provider must ensure the availability and use of additional type, specification, and quantity of tools, equipment, and machinery of such requirements (of expected quality and availability in expected time frame as approved by IIM Sirmaur). The tools/equipment/machine should be of reputable brand, best quality with a warranty for three years. The type and number of tools, equipment and machinery will be approved by IIM Sirmaur and timely procurement will be done by the vendor to provide satisfactory level of hygiene and cleanliness. Non-availability of any additional tool, equipment, or machinery or for that matter, number beyond the list provided by IIM Sirmaur shall not be claimed as reason for failure of satisfactory performance level by the vendor. The Service Provider is required to provision for such additional requirements of equipment at own cost. The Service Provider will be required to obtain comprehensive Annual Maintenance Contracts (AMC) for all equipment whose procurement cost is more than Rs. 10,000 (Rupees Ten Thousand Only) and has been procured for services under this Agreement. The AMC will be valid till one month after the date of termination of this Contract. Material and equipment of lesser value will be maintained in working conditions by the Service Provider and will be replaced by the Service Provider with equivalent quality material as and when needed at vendor's cost.

The Service Provider is expected to factor in best brands with best features (as applicable in the case of IIM Sirmaur), best warranty options at most competitive rate while quoting and the same would be expected during procurement.

Service Providers are encouraged to apply innovative approaches and deploy automation to achieve desired service quality and promptness. Decision of IIM Sirmaur regarding service quality, service delivery timeliness and cost efficiency will be final and binding. Detailed technical specifications like make, capacity of each tool/equipment/machine should be uploaded along with this annexure.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:

SEAL



ANNEXURE: 24

ROOM UPKEEP REQUIREMENTS FOR THE GUEST HOUSE

The Service Provider must coordinate with IIM Sirmaur and ensure that all rooms are provided with the following items in required numbers and good condition at any point of time. The decision regarding quantity and quality in this regard would be decided by IIM Sirmaur from time to time.

1. Bed Sheet
2. Bed Covers
3. Pillow Covers
4. Duvet/Comforter
5. Duvet/Comforter Cover
6. Blanket (Single)
7. Bath Towels
8. Hand Towels
9. Tumblers (Glass)
10. Coasters
11. Hangers
12. Buckets
13. Foot Mats
14. Mugs
15. Dustbins
16. Bathmat
17. Doormats
18. Pillow
19. Bath Stool
20. Slippers
21. Tea Trays
22. Cup and saucers
23. Hot water kettle
24. Water jars
25. Mosquito repellent machine and refill
26. Fresheners / Diffusers / Odour busters
27. Laundry bags with slips
28. Room service Trolley.
29. Plates Services Trolley.
30. Moisturizer
31. Toilet Tissue Rolls (2nos.)
32. Room fresheners
33. Naphthalene balls
34. Liquid hand wash

Note: The above items are currently available in the Guest House. The Service Provider is required to add any other additional items after obtaining necessary approvals from IIM Sirmaur which may add ambience to the facility to ensure satisfaction of service to IIM Sirmaur (*equivalent to 4-star level in hospitality industry*) guests. The payment for additional items procured for Guest House shall be reimbursed by the Institute on production of bills.



The Service Provider shall ensure these items are replenished immediately whenever needed.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:

SEAL



ANNEXURE-25

ITEMS REQUIRED FOR BATHROOM CLEANING

1. Liquid soap
2. Lizol/Domex floor cleaner
3. Colin or Glass cleaner
4. Duster cloth
5. Soft broom
6. Coconut Broom
7. Harpic
8. Mop Stick/Pinza mop
9. Air freshener/Odonil
10. Toilet napkins
11. Garbage bag big
12. Garbage bag small
13. Toilet brush with stand
14. Squeezer
15. Scrub pad
16. Mugs and buckets
17. Dustpan
18. Toilet roll
19. Paper napkins (soft 2/4 ply)
20. Air freshener/spray refill

Toiletries

1. Moisturizing Shampoo
2. Shower gel/soap
3. Hand wash
4. Ear buds
5. Toothpick
6. Comb
7. Toothbrush
8. Shaving razors and cream

NOTE: These items are considered as housekeeping consumables.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:

SEAL



ANNEXURE-26

PERMANENT CAMPUS

BUILDING WISE TOILET DETAILS						
Sr. No.	Block Name	floor	Male	Female	PH Toilet	Office Cabin/Room attached with Toilet
			No. of Toilets	No. of Toilets	No. of Toilets	No. of Toilets
1	Administrative & Library and Computer Centre	Ground Floor	3	3	1	1
		First Floor	2	2		9
		Second Floor	2	2		
		Third Floor	2	2		
		Fourth Floor	1	1		
2	Classroom Complex-01 Cum Faculty Building	Ground Floor	3	3	3	
		First Floor	3	3	3	
		Second Floor	1	1	1	
		Third Floor	1	1	1	
3	Classroom Complex-02	Ground Floor	1	1	1	
		First Floor	1	1	1	
4	Virtual Learning Centre	Ground Floor	1	1	1	4
		First Floor	1	1	1	
		Second Floor	1	1	1	
5	MDP Classroom Complex	Ground Floor	1	1	1	
6	Auditorium & Incubation Centre	Ground Floor	1	1	2	3
7	Type-A Hostel*4blocks	Ground Floor		12		
		First Floor		12		
		Second Floor		12		
		Third Floor		12		
8	Type-B Hostel*4blocks	Ground Floor	12			
		First Floor	12			
		Second Floor	12			
		Third Floor	8			
9	Type-C Hostel*6blocks	Ground Floor	16		2	
		First Floor	18			
		Second Floor	18			
		Third Floor	18			
10	Married Hostel	Ground Floor				4
		First Floor				4
		Second Floor				4
		Third Floor				4
11	Student Mess	Ground Floor	1	1	1	
		First Floor	1	1	1	
12	M.D.P Hostel & Guest House	Ground Floor	2		2	19
		First Floor				15
13	Director Residence	Ground Floor				3
		First Floor				2
14	Community Centre	Ground Floor	1	1	1	
	Guest House	Ground Floor				8
		First Floor				8
15	Student Activity Centre	Ground Floor	1	1	1	
16	Entrance Gate & Pass Office	Ground Floor				1



17	ESS Block-01	Ground Floor				1
18	ESS Block-02	Ground Floor	1	1		
19	ESS Block-03	Ground Floor	1	1		
20	Guard Room (Director Residence)	Ground Floor	1			
	Total		148	79	25	90

City Campus: Total Toilets-45

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



SEAL

ANNEXURE-27

MANPOWER REQUIREMENT FOR HOUSEKEEPING (HK) SERVICES (REPRESENTATIONAL)

Manpower Deployment Plan with Area Overview		
S.no.	Location	Approximate Manpower Requirement across Various Shifts
1	Outer areas and Backyard of all the buildings; All the pavements, roads, pathways, outer courtyards and other outer areas	05 (Single Shift)
2	Hostels (15 Blocks)	22 (Two Shifts)
3	SAC Building	02 (Two Shifts)
4	Library	03 (Two shifts)
5	Admin Building	04 (Single Shift)
6	Classrooms	06 (Two Shifts)
7	Utility Areas	02 (Single Shift)
8	Director House	01 (Single Shift)
9	Guest House	02 (Two Shifts)
10	MDP Block	02 (Two Shifts)
11	Faculty quarter blocks (common areas like staircase terrace)	01 (Single Shift)
12	Non-teaching housing staff housing	06 (Single Shifts)
13	Virtual Learning Centre (VLC)	02 (Two Shifts)
14	Auditorium	01 (Single Shift)
15	Faculty Office Building	04 (Single Shift)
16	Relievers	10
17	City Campus (Including 2 Relievers)	14 (Single Shift)
	Total	87
Shift (s) – 06.00 am to 02.00 pm and 2.00 pm to 10.00 pm (Or as decided by the Institute)		

Further Note:

- The salary structure must ensure Wages admissible to employees under prevailing daily wage rates by the Ministry of Labour & Employment, Government of India (as applicable) will be paid to all employees and the same should be factored in while quoting the rates. These rates as and when revised by the Ministry of Labour & Employment shall be applicable.*
- The requirement may be increased or decreased as per need of IIM Sirmaur.*
- The Service Provider must ensure best quality and prompt services to the highest level of satisfaction of IIM Sirmaur (equivalent to 4-star level in hospitality industry) with the given manpower calculation. Service Providers are encouraged to apply innovative approaches and deploy automation to achieve desired service quality and promptness. The Service Provider should be able to pool resources efficiently across various shifts, events, and locations. Decision of IIM Sirmaur regarding service quality, service promptness, level of hygiene and cleanliness and cost effectiveness as performance satisfaction requirement will be final and binding on the vendor.*
- As and when required for any official meetings, functions, official get-togethers of the Institute, or for*

movement of materials from one place to another within the campus, the Service Provider shall deploy the above-stipulated housekeeping personnel for tasks related to such events or shifting of materials

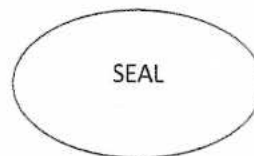
Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE-28

Details of Horticulture & Landscaping

A. Trees

Sr. No.	Location	Nos.
1.	MDP guest house	73
2	Roadside	36
3	Directors 's residence	77
4	Auditorium parking	19
5	Library & admin block	44
6	Down area of admin block	36
7	Admin block parking	68
8	Divider (near guava orchard/ triangle)	19
9	B/w divider & pathways	145
10	Both side from Litchi to bridge (roadside)	136
11	From bridge to round about	90
12	Kinnu orchard	60
13	Both side from circle to gate (along roadside)	59
14	Outside gate to main road	33
15	Main gate parking	53
16	Housing road	20
17	Litchi & mango orchard	70
18	Outside Orchard of gate	55
19	Near simbal tree (at gate)	20
20	Teak plantation side to boys' hostel	100
21	Front of sac building	10
22	Front lawn of sac building	84
23	Amphitheatre	179
24	Front of generator room	44
25	Boundary wall of side lawn of generator room	27
26	Lawn of ac plant	39
27	MDP classroom - 1	213
28	MDP classroom -2 & parking	45

29	Water body	133
30	Triangle - 1	23
31	Tringle - 2	22
32	Triangle - 3	6
33	Flag circle	83
34	Near guest house forest area	217
	Total	2338

B. Hedge/edge

Sr. no	Location	Area (sq. m)
1	Dhaura Kuan to main gate	835.02
2	Main gate to CC bridge	470.88
3	CC bridge to residence (LHS)	264.19
4	CC bridge to Diversion (RHS)	270
5	Director's residence outside	105.51
6	Water body	312.3
7	2nd round about (Flag circle)	300.43
8	Triangle 1	98.85
9	Triangle 2	151.8
10	Triangle 3	191.4
11	MDP classroom 1	135.47
12	In front of admin block	85.65
13	Down area of admin block	395.73
14	Roadside admin block planters LHS	80.62
15	Front side	276.98
16	Roadside MDP to AC plant	508.09
17	Parking area	849.31
18	Lawn area	180.93
	Total	5513.16

C. Complete area development of garden area

(lawns trees, shrubs, hedges, flower beds, foliage & creepers)

Sr. no.	Location	Area (sq. m)
1	Main gate outside (including divider)	188.35
2	Divider inner side of gate	577.94
3	First round about CC bridge LHS	444.11
4	First round about	250.12
5	RHS CC bridge to DIRECTOR's residence	754.6
6	LHS middle road path	2617.99
7	Near guava portion	363
8	Director's residence outside	603.04
9	Inner side LHS	524.85
10	Middle lawn	275.64
11	Inner side LHS	842.18
12	Director's residence to MDP classroom 1	717.58
13	2nd round about	2537.01
14	RHS triangle	531.05
15	LHS triangle	181.31
16	Guava trees to MDP classroom 1 roadside	629.43
17	Water body area	3653.09
18	Roadside admin block planters (LHS, RHS, inner side)	220.18
19	In front of admin block	215.87
20	Down portion of admin block	1386.02
21	Upper ramp	42.93
22	Planters	388.13
23	LHS front	951.06
24	Lawn	673.66
25	Backside	736.74
26	MDP-1 parking	587.7
27	AC plant area	2971.92
28	Lawn	1575.54
29	MDP 2 roadside	1377.03
30	Amphitheatre lawn	2387.99
31	Roadside	179.38

32	Lawn area	41.63
33	Slop area	888.51
34	Inner side upper row	131.52
35	Upper middle	68.46
36	Lower row	357.01
37	Lawn area	2833.94
38	Sports ground	188.39
39	Lawn area	7529.81
	Total	41424.71

D. Lawns

Sr.no.	Location	Area (sq. m)
1	Round about	2502.36
2	Director's residence	520.14
3	In front of admin	230.57
4	MDP-1 classroom	1032.31
5	Sports ground	1349.88
	Total	5635.26

Total Developed Area (under A, B, C & D)

Trees	2338 Nos.
Hedges	5513.16 Sq. m
lawns	5635.26 Sq. m
complete area development	47059.97 Sq. m
Potted plants (cement)	825 Nos.
Potted plants (earthen)	200 Nos.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:

SEAL

ANNEXURE-29

Consumable Inventory for Horticulture and Landscaping for One Year

Sr. No	Item/category	Qty.	Unit
A. Plants and seeds			
1	Plants		
i	Summer annual flowers seedlings	3500	Seedling
ii	Winter annual flower seedlings	3500	Seedling
iii	Avenue plants (up to 6 feet height)	2000	Sapling
iv	Shrubs	1000	Plant
v	Hedges	1000	Plant
vi	Others (Perineal flowering plants)	1000	Plant
2	Seeds		
i.	Winter annual flower seeds	100	Packet
ii.	Summer annual flower seeds	100	Packet
iii	Vegetable seeds	20	Packet
B. Machinery, Equipment Safety gears			
1	Safety gears		
i.	Safety shoes	17	Pair
ii.	Mask	20	Piece
iii.	Gardening gloves	60	Pair
iv.	Sun protection hat	19	Piece
v.	Protective googles	16	Piece
2	Equipment		
i.	Trimming line	25	Roll
iii.	Tap & go (bush cutter spare part)	20	Piece
iv.	Snake catching kit	2	Kit
v.	Sharpening stone	10	Piece
vi.	Handle wood for equipment	40	Piece
vii.	Pruning secateurs	4	Piece
viii.	Gardening scissors	4	Piece
ix.	Pipe hose	4	Piece
x.	Can hose	10	Piece
C. Plant nutrients and protection			
1	Organic nutrient		
i	FYM (manure)	50	Trolley
ii	Mustard cake	10	Bag (1 quintal)
iii	Coco peat	30	Brick (20 Kg.)
2	Inorganic nutrient		
i	N.P.K. (12:32:16)	20	Bag (50kg)
ii	Urea	50	Bag (45kg)
3	Plant protection		



i	Neem oil	20	Litre
ii	Insecticide	20	Litre
iii	Fungicide	20	Litre
iv	Lime	50	Bag (10kg)
D. Support services			
1.	Water tanker	2	Tanker for 12 months
2.	Site preparation for plantation	100	Hour/ per requirement
E. Repair and maintenance			
1.	Fuel -petrol	1000	Litre
2.	Engine oil	20	Litre
3.	Paint	50	Litre
4.	Turpentine oil	50	Litre
5.	Brush	20	Piece
6.	Machinery repair/service	4	service
7.	Equipment sharpening	4	service
F. Miscellaneous			
1.	Tagging material for fruit trees		As per requirement
2.	Flex sheet		As per requirement
3.	Tagging material for plantation drive		As per requirement
4.	Tablecloth for plantation drive	5	Piece
5.	Hand wash	5	Litre
6.	Jute rope (shuttle)	10	Kg
7.	Nonwoven bags for packing	2	Bag (100 packing bag)

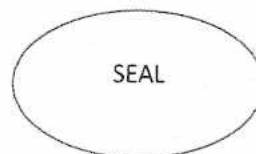
Authorized Signatory

Name:

Designation:

Place and Date:

Company:



Annexure-30

LAUNDRY AND DRY-CLEANING SERVICES

A: LAUNDRY (Wash + Press + Fold)

Sl. No.	Item Details	
1.	Shirt/T-Shirt/ Trouser/Jeans/Night Gown/Shawl/Frock/Kurta/Pyjama/Frock/Towel	
2.	Turban/Dhoti/Lungi	
3.	Saree	
4.	Salwar Kameez	
5.	Blouse/Petti Coat/Skirt/Dupatta/Shorts	
6.	Child Garments	

B: DRY CLEANING

Sl. No.	Item Details	
1.	Suit (2 PCS/3 PCS)	
2.	Safari Suit	
3.	Coat/Jacket/Blazer	
4.	Waist Coat/Hoodies/Bath Towel (Large)/Sofa Cover (Single Seater)/Sweater/Pullover	
5.	Pattu/Work Saree/Sofa Cover (Double Seater)	
6.	Curtain (Window)/Quilt (Single)/ Blanket (Single)	
7.	Curtain (Door)/ Quilt (Double) / Blanket (Double)	
8.	Quilt Cover/Sofa Cover (3seater)	
9.	Hand Towel/Bath Towel (Small)	
10.	Cushion Cover/Tablecloth	
Note:		

C: Guest House Linen

Sr. No.	Name of the ITEM	
1	DOUBLE BEDSHEET	
2	DOUBLE DUVET/QUILTS COVER	
3	SINGLE BED SHEET	
4	SINGLE DUVET/QUILTS COVER	
5	BATH TOWEL	
6	HAND TOWEL	
7	PILLOW COVER	
8	BATHMAT	
9	BED COVER	

Note:

1. The laundry rates will be fixed with the approval of the Institute.
2. The Laundry means, wash + press +fold +laundry bag
3. The employees and students at the Institute shall pay the laundry charges directly to the service provider. The laundry charges for the guest house will be paid by the Institute on monthly basis on submission of bills.
4. The Service Provide should design software for managing the laundry service.
5. For those items of Laundry and Dry-Cleaning does not present in the lists above, the charges will be decided mutually by the service provider and IIM Sirmaur and should be competitive as compared to the prevailing market rates.
6. The Service Provider shall maintain the highest standards of hygiene.
7. The laundry charges shall be inclusive of all costs, including manpower, machines, consumables etc.
8. Separate electricity meter shall be provided by the Institute. Electricity and water charges are to be paid by the Service provider.

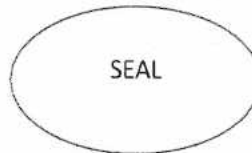
Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE-31

TOTAL MANPOWER REQUIREMENT FOR VARIOUS SERVICES BOTH CAMPUSES

Sr. No.	Nature of Work/ Designation	Managerial	Highly Skilled	Skilled	Semi-Skilled	Total No.
A. OFFICE STAFF						
1	Assistant	-	29	-	-	29
2	Multi-Tasking Staff (MTS)	-	-	28	-	28
B. HOUSEKEEPING						
3	Manager	1	-	-	-	1
4	Supervisor	-	2	-	-	2
5	Housekeeper	-	-	-	87	87
C. HORTICULTURE						
6	Supervisor	-	2	-	-	2
7	Gardner	-	-	4	18	22
D. GUEST HOUSE						
8	Manager	1	-	-	-	1
9	Front Desk Executive	-	2	-	-	2
10	Room Attendant	-	-	2	-	2
11	Housekeeper	-	-	-	2	2
E. PEST CONTROL						
12	Technician	-	-	3	-	3
F. MAINTENANCE						
13	Supervisor	-	2	-	-	2
14	Electrician	-	9	9	-	18
15	Plumber	-	4	-	-	4
16	Operator (WTP, STP & HVAC)	-	9	-	-	9
17	Mason	-	1	-	-	1
18	Carpenter	-	1	-	-	1
19	Sewer man	-	1	-	-	1
20	Helper	-	-	11	-	11
G. MEDICAL						
21	Nurse	-	4	-	-	4
REQUIRED TOTAL MANPOWER						220

NOTE: (1) The above-mentioned manpower excludes personnel engaged in the Mess, Guest House Catering, Night Canteen, and Cafeteria/Canteen, who shall be employed directly and paid by the Service Provider.

(2) The number of manpower stated above is indicative and for the purpose of quoting the service charge. It may vary as per actual requirements. The Service charge shall be worked out based on actual manpower utilised and percentage of service charge quoted by the Service provider. The Service provider is encouraged to reduce manpower through automation.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:

SEAL

ANNEXURE – 32

FACILITY MANAGEMENT SERVICES INSPECTION MONTHLY REPORT FOR BOTH CAMPUS ON KEY PERFORMANCE INDICATORS (REPRESENTATIONAL)

A. CATERING

1. Manpower and Efficiency

1.	Timely refill in the counters	5= Always fast and before time	4= Mostly fast and before time	3= Just on time	2= Once or twice slow	1= Many times Slow
2.	Sufficient counter's availability with modern provision of keeping meals at right temp.	5= More than Sufficient	4= Sufficient	3= Just enough	2= Less	1= Very less
3.	Availability of sufficient manpower on each counter	5= More than Sufficient	4= Sufficient	3= Just enough	2= Less	1= Very less
4.	Availability of Sufficient manpower for cleaning of counters, floors, tables, and chairs during meals	5= More than Sufficient	4= Sufficient	3= Just enough	2= Less	1= Very less
5.	Start of Meals Counters	5= Well Before time	4= Just before time	3= Just on Time	2= Late	1= Very late
6.	Closing of Meals Counters	5= sufficiently after the mentioned time	4= Few Minutes after the mentioned time	3= Just on time	2= Early	1= Very Early

2. Quality checks:

2.1 Ingredient check:

1.	Use of All certified ingredient only	1: Yes	0: No
2.	Absence of coloring and other additives	1: Yes	0: No

2.2 Quality Checks- Raw material

1.	Overall Freshness	5= Exceptional Quality	4= High Quality	3= Acceptable	2= Below Standard	1=Deteriorated
2.	Expected Appearance, Size and Color of raw material and their consistency	5= Most Desirable	4= Highly Desirable	3= Desirable	2= Less Desirable	1= Undesirable
3.	Aroma and Odour	5= Inviting	4= Fresh	3= Neutral	2= Weak	1= Unpleasant

2.3 Expiration Date of Ingredients

1.	Rotation of stock and FIFO Practice	5= Meticulously followed	4= Well implemented	3= Applied	2= occasional	1= Ignored
2.	Prompt Removal of Items nearing Expiry	1: Yes	0: No			

2.4 Ingredient Mix

1.	Appropriate Mix of ingredients (Spices, Oil, Masalas, vegetables, curry)	5= Perfect mix	4= Adequate Mix	3= Normal mix	2=Improper mix	1= worst mix
2.	Use of Healthy recipe standards	5= Exemplary	4=Exceeds standards	3=Compliant	2=Partially compliant	1=non-compliant
3	Measure of oiliness and spices in food	5= Perfect, appropriate	4= Adequate	3= Medium	2= More	1= Too much

3. CLEANLINESS AND HYGIENE

3.1 Personal Hygiene and Grooming of staff:

1	Overall appearance and Cleanliness	5=Immaculate	4= Neat	3=Presentable	2=Disheveled	1=Unkempt
2	Uniform	5= Professional	4= Fine	3= Appropriate	2= Wrinkled	1= Stained
3	Hygiene (Oral, Hair, Hand)	5= Exemplary	4=Thorough	3=Satisfactory	2= Inadequate	1= Neglected

3.2 Kitchen Hygiene Assessment

1.	Overall Cleanliness and Sanitation	5=Impeccable	4= Very Clean	3=Adequate	2=Dirty	1=Unsanitary
2.	Work Surfaces and Countertops	5= Optimally Cleaned	4= High Sanitation	3= Tidy	2= Messy	1= Contaminated
3.	Appliance and Utensil Cleanliness and drying	5= Spotless	4= Very Clean	3=Acceptable	2=Not clean	1= Greasy/Dirty
4.	Waste Disposal and Recycling	5=Optimal	4= Highly Effective	3= Proper	2=Inefficient	1= Proper
5.	Pest Control measures (Absence of Flies, Mosquitoes, insects, Pests, Rodents etc.)	5= Highly effective	4= Effective	3= Adequate	2= Moderate	1= Inadequate

3.3 Utensils Cleaning Assessment

1	Overall Cleanliness	5= Spotless	4= Clean	3=Adequate	2= Dirty	1=Filthy
2	Removal of food	5= Meticulous	4= thorough	3=Effective	2= Partial	1= Inefficient

	residue					
3	Drying and draining of plates, spoons and utensils	5 = Optimal	4= Effective	3= Adequate	2= Partial	1= Inadequate
4.	Use of cleaning agents	5 = Sustainable	4 = Minimal	3 = Appropriate	2= Excessive	1 = Harmful

3.4 Freezer Contents Spoilage Assessment

1.	Freezer cleanliness and organization	5= Impeccable	4= Tidy	3=Acceptable	2= Messy	1= Disorderly
2.	Odor Assessment	5 = Comprehensive	4= Thorough	3= Regular	2= Occasional	1=Neglected
3.	Texture and Consistency Check for spoilage	5 = Comprehensive	4 = Thorough	3 = Regular	2=Occasional	1 = Neglected
4.	Proactive Removal Items nearing Spoilage	5 = Instantaneous	4 = Immediate	3= Prompt	2 = Occasional	1= Delayed

3.5 Garbage Disposal

1.	Overall Disposal Efficiency	5= Highly efficient	4= Efficient	3= Acceptable	2= subpar	1= Inefficient
2.	Segregation and Sorting practices	5=Exemplary	4= Well managed	3= Satisfactory	2= Inconsistent	1= Poor
3.	Proper use of Bins and Containers	5= Consistent	4= Regular	3= Frequent	2=Occasional	1= Neglected
4.	Frequency of disposal	5 = Daily	4= Frequent	3= Regular	2=Occasional	1=Infrequent
5.	Odor and pest control measures	5 = Highly effective	4 = Effective	3= Adequate	2= Moderate	1= Ineffective

3.6 Dining Premises Hygiene

1.	Surface disinfection of tables, chairs and food counters	5= Comprehensive	4= thorough	3=Adequate	2= limited	1= inadequate
2.	Overall Cleanliness of floors	5=Spotless	4 = clean	3=Acceptable	2= Dirty	1=Unsanitary
3.	Hygiene practices and table set up	5= Exceptionally hygienic	4 = very hygienic	3= hygienic	2= basic hygienic	1= unsanitary
4.	Absence of Flies, Mosquitoes, insects, Pests, Rodents etc.	1: Yes	0: No			

4. Maintenance and Management

4.1 Kitchen Equipment Assessment

1.	Overall condition	5=Perfect; No issues	4= Well-maintained	3=Acceptable	2= Semi-functional	1= Damaged
2.	Functionality and Maintenance	5= Optimal	4= Efficient	3= Functional	2= Unreliable	1= Inoperable
3.	Availability of Equipment and Utensils	5 = More than Sufficient	4 = Sufficient	3= Just Enough	2= Less	1= Not enough

5. Stores Management

1.	Overall cleanliness and orderliness	5= Immaculate	4= Tidy	3=Acceptable	2= Messy	1= Disorderly
----	-------------------------------------	---------------	---------	--------------	----------	---------------

2.	Shelving and Storage Organization	5= Efficient	4= Well-Structured	3= Arranged	2=Unorganized	1= Cluttered
3.	Inventory Management	5 = Optimized	4= Well managed	3=Controlled	2= Inefficient	1= Chaotic

6.Quantity checks:

1.	Serving in sufficient quantity	1: Yes	0: No			
2.	No Shortage of food on counters	1: Yes	0: No			
3.	Adherence to Menu	1: Yes	0: No			
4.	Proportions of green vegetables, paneer etc.	5 = Optimal	4= sufficient	3= Satisfactory	2 = Slightly Less	1= unsatisfactory
5.	Wastage of Food	5= Negligible	4= Very Less	3= Less	2= High	1= Very High

B. HOUSEKEEPING SERVICES INSPECTION REPORT (REPRESENTATIONAL)

Cleanliness

Overall cleanliness of the open areas	5= Very Clean	4=Clean	3=Average	2= Somewhat dirty	1=Dirty
Absence of dust, marks, stains, dirt, cobwebs, and Clutter	5= No dust	4=Minimal Dust or clutter	3=Some dust present	2=Noticeable dust and dirt	1=Significant Dust or clutter
Cleaning of floors & surfaces, and dusting of walls	5=In pristine condition	4=Very well maintained	3=Well maintained with minor imperfections	2=Noticeable wear and damage	1=In need of significant cleaning
Pathways and walkways maintenance	5= No dust	4=Minimal Dust or clutter	3=Some dust present	2=Noticeable dust and dirt	1=Significant Dust or clutter



Adhering to cleaning schedules for various activities	5= No dust	4=Minimal Dust or clutter	3=Some dust present	2=Noticeable dust and dirt	1=Significant Dust or clutter
---	------------	---------------------------	---------------------	----------------------------	-------------------------------

Odor control Evaluation

Freshness of air	5= Very Fresh air	4= Just Fresh	3=Neither Fresh nor pleasant	2=Slightly Stale	1=Noticeably stale and unpleasant
Absence of Unpleasant odors	5=No odors	4= Very minimal Odors	3=Some neutral odors	2=Mildly unpleasant	1=Very unpleasant
Proper disposal of Trash	5= Properly disposed with clean containers	4=Very good and maintained disposal	3=Adequate trash disposal	2= Fair, some issues with disposal	1=Very problematic and dirty containers

Bathroom Cleanliness Evaluation

Cleanliness of Sinks, Toilets and Showers (if any)	5= Fixtures Very clean	4=Clean with minimal stains/ spots	3=Some spots but clean	2=Noticeably dirty	1=Extremely dirty or unsanitary
Overall Hygiene Practices	5= Very Hygienic	4=Hygienic	3=Adequate	2=Unhygienic	1= Very Unhygienic
Odor Control	5=Exceptionally Fresh	4=Clean and Pleasant	3=Neutral Odor	2= Stale odor	1= Very stale odor

Inventory Assessment Evaluation

Availability of Cleaning supplies/ equipment	5= Fully Stocked	4= Just sufficient	3= Somewhat less	2=very less	1=Not available
Quality of Materials (Use of approved Material)	1: Yes	0: No			

Frequency of Changing equipment and consumables	5= Immediately changed	4= Just one time changed	3= Changed sometimes	2= Changed very less, although damaged	1= Never changed
Expected Quality Cleaning equipment used	1: Yes	0: No			

Frequency of cleaning Evaluation

Adequacy and Frequency of cleaning	5=Highly effective and performed effectively	4= Adequate and consistent	3= Cleaning performed but improvements needed	2=cleaning performed but improvements needed	1=Irregular and not effective
Attention to detail	5= Excellent	4= Very Good	3=Generally attentive to details	2=Limited attention	1= no attention
Timelines of cleaning	5= Excellent and Scheduled	4= On time	3=Occasionally delayed	2=Frequently delayed	1= No attention to detail

C. HORTICULTURE SERVICES

Maintenance of lawns and gardens	5 = Highly Efficient	4 = Efficient	3 = Acceptable	2 = Subpar	1 = Inefficient
Maintenance of garden and trees	5 = Highly Efficient	4 = Efficient	3 = Acceptable	2 = Subpar	1 = Inefficient
Adhering of watering schedules for lawn, hedges, tree planted in various areas, shrubs and pots	5 = Highly Efficient	4 = Efficient	3 = Acceptable	2 = Subpar	1 = Inefficient

Usage of manure, fertilizer and pesticides as per the prescribed schedule	5 = Highly Efficient	4 = Efficient	3 = Acceptable	2 = Subpar	1 = Inefficient
---	----------------------	---------------	----------------	------------	-----------------

D. PEST CONTROL

Efficiency of Pest Control	5 = Highly Efficient	4 = Efficient	3 = Acceptable	2 = Subpar	1 = Inefficient
----------------------------	----------------------	---------------	----------------	------------	-----------------

E. WASTE MANAGEMENT

Placement of bins in strategic locations	5 = Highly Efficient	4 = Efficient	3 = Acceptable	2 = Subpar	1 = Inefficient
Empty bins on time to prevent overflow	5 = Frequently	4 = Sometimes	3 = Average	2 = Rarely	1 = Almost Never
Condition and cleanliness of bins	5 = Consistently clean and well-maintained	4 = Generally well-maintained, with occasional minor issues	3 = Adequately maintained, with some noticeable issues	2 = Often in poor condition and require attention	1 = Consistently dirty, damaged, and in need of immediate replacement
Proper disposal of various types of waste					

Maintenance of Equipment, tools and machines

Overall Maintenance	5 = Excellent	4 = Very Good	3 = Acceptable	2 = Needs Improvement	1 = Poor
Adherence of Maintenance schedules	5 = Excellent	4 = Very Good	3 = Acceptable	2 = Needs Improvement	1 = Poor

Maintenance of equipment, tools and machines used for maintenance work.	5 = Excellent	4 = Very Good	3 = Acceptable	2 = Needs Improvement	1 = Poor
---	---------------	---------------	----------------	-----------------------	----------

NOTE:

1. The inspection parameters for various services can be changed by the IIM Sirmaur Administration

2. The following committees shall be monitoring the performance of the following services

- Catering (Student Mess, Guest House Catering, Night canteen & Cafeteria/ canteen):
- Housekeeping & Manpower Services
- Horticulture, Pest Control, Waste Management, etc.
- Maintenance of Equipment, tools and Machines

The composition of these committees should be informed to the Service Provider by the IIM Sirmaur Administration.

3. The Performance evaluation shall be done by these committees once in 15 days/a month. However, surprise checks may also be made by these committees on various aspects of these services.

4. The Inspection shall be done in the presence of Service Provider or his representative by the respective committees and the report shall be signed by the Service Provider or his representative. The reports shall be considered by the designated authorities of the Institute.

5. The Service Provider is expected to incorporate required changes as suggested by these committees on immediate basis. Copy of the report shall be provided to the Service Provider.

6. In case the Service Provider representative refuses to sign the inspection report, the report of respective committees will be treated as final.

7. Scores of "1" or "2" on five-point scales and "No" on Yes/No type of scale will be considered as un-acceptable and unsatisfactory service scores.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:

SEAL

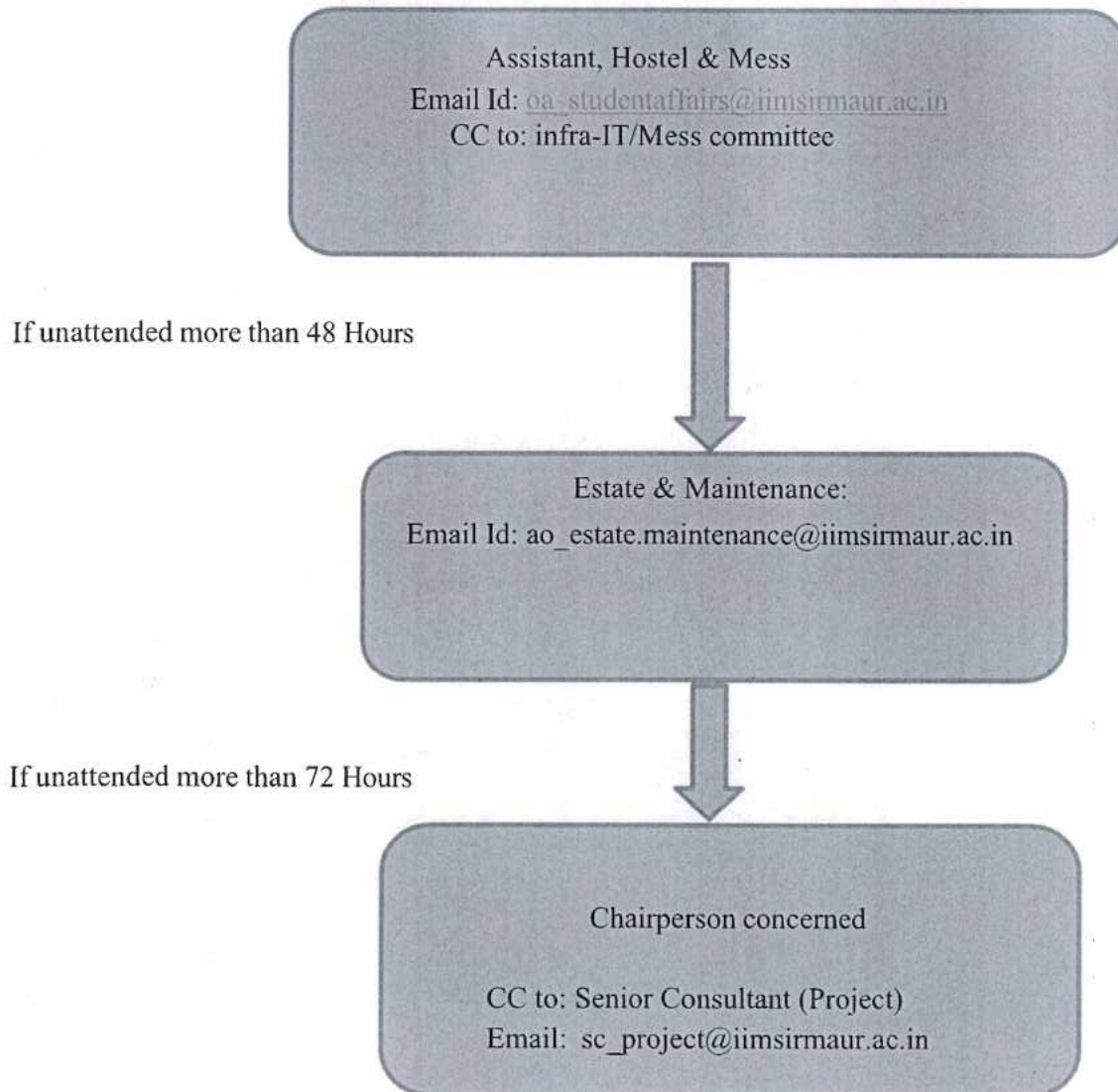


Annexure- 33

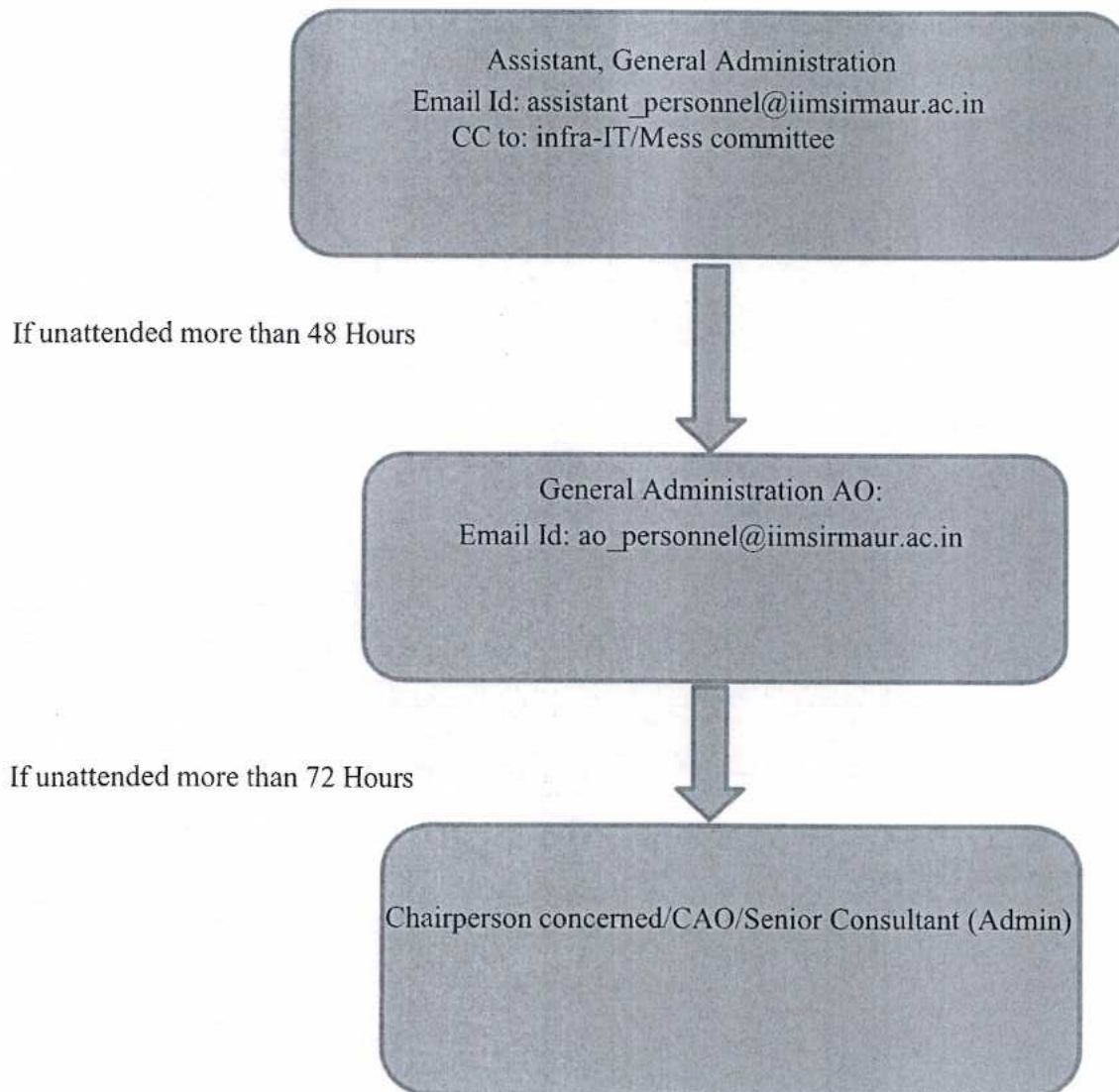
COMPLAINT ESCALATION MATRIX

5. Maintenance of buildings/equipment/machines/tools/pathways/open areas etc.

- (a) The complaints from students/staff shall be submitted through Complaint Resolution Form to the following Hostel Building In-charges through email / in person for resolution:

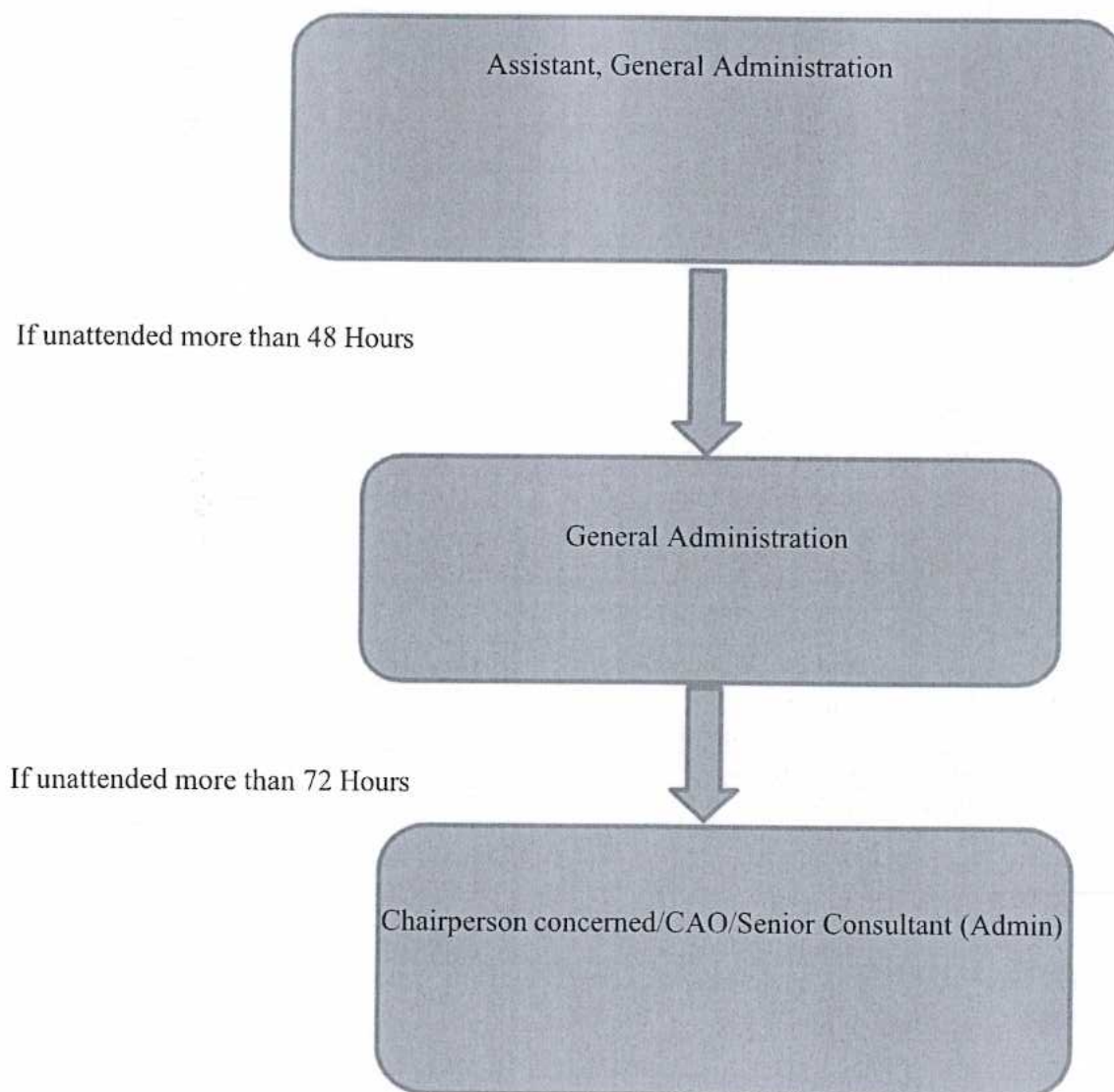


- (b) **Catering:** The students/staff may register the complaints related to student's mess, night canteen and canteen/cafeteria with designated staff (general administration) of personnel department of administration office, which shall be forwarded to concerned staff of the Service provider for resolution with intimation to AO (Personnel) and Chair hostels. The format of the complaint resolution form shall be made known to all concerned.



C) Horticulture, pest control, dispensary and waste management related services etc.

The students/staff may register the complaints related to Horticulture, pest control, dispensary and waste management related services etc. with designated staff (General administration), which shall be forwarded to concerned staff of the Service provider for resolution with intimation to AO (General Administration). The format of the complaint resolution form shall be made known to all concerned.



Note:

1. Complaints/email received from students/faculty/staff shall be forwarded to the designated staff of the service provider by the designated official of the Institute.
2. Complaint/Email is to be forwarded to the person concerned as per the above hierarchy.
3. While forwarding email to next level, the previous level email id is to be in CC.
4. The name/email id of actual staff/officer will be shared after the commencement of services.

II. Complaint Registration vs Minimum Time for attending

Stage-1	1. Raise Your Complaint through Complaint Resolution Form to Office Assistant, Students Affairs/general administration with a copy to Infra-IT Committee/Mess committee/AO (General administration). 2. WhatsApp Grievance Group will remain active for recurring and emergency issues (e.g. Power outraged/water issues).	
(i) Estate & maintenance	<i>Nature of Complaint</i>	<i>Minimum Time to Attend (MTA)</i>
	Power Failure	15 Minutes
	Socket/Fan Not working	01 Hour
	AC Water Leakage	02 Hours
	Washroom Water Shortage	02 Hours
	Drinking Water Shortage	02 Hours
	Cleaning issue in Common Area	03 Hours
	AC not working	05 Hours
	Hot Water Shortage	06 Hours
	Plumbing Leakage	24 Hours
	Washing Machine Complaints	24 Hours
	Wall Seepage (Fault tracing, Rectification, Making wall Dry and Painting)	06 Working Days
(ii) Housekeeping	<i>Nature of Complaint</i>	<i>Minimum Time to Attend (MTA)</i>
	Non-cleaning of rooms/classrooms/bathrooms/toilets etc.	02 hours
	Delay in garbage lifting	01 day
	Pest control related	06 working days
(iii) Catering	<i>Nature of Complaint</i>	<i>Minimum Time to Attend (MTA)</i>
	Quality of cooking material	One week
	Quality of food	One week
	Hygiene	24 hours
(iii) All other services	<i>Nature of Complaint</i>	<i>Minimum Time to Attend (MTA)</i>
		2 days

Note:

- Minimum time may vary depending on the availability of technician/staff and material resources.
- Students may deposit the key with security guard after locking his/her valuables in almirah.



**DEPARTMENT OF ESTATE AND MAINTENANCE
COMPLAINT RESOLUTION FORM**

Name of Complainant _____

Designation/Roll No. _____

Department/Course _____

Hostel & Room No. _____

Building/Office/House No. _____

Availability (Day & Time) _____

(09:30 AM to 05:30 PM)

Description of Complaint	
Contact No. (optional)	

Date: _____ Signature (not required if sending via official email): _____

FOR OFFICE USE ONLY		Complaint No. _____
Nature of Complaint (<i>please tick mark</i> ✓) <i>(Civil/Electrical/ICT/AC/Plumbing/Mess/Housekeeping/ Horticulture/Pest control/Dispensary/Waste Management related)</i>		OA (Student Affairs)/Warden <i>(In Case of Hostel/Mess)</i> Or Building In-charge <i>(In Case of other buildings and other services)</i> Or OA/AO (General administration) <i>(In case of all other services)</i>
Damage/Defect/Maintenance (<i>please tick mark</i> ✓)		
Remarks in case of Damage		
Forwarded to:		



Submitted by AO (E&M)/AO (GA)	
Forwarded for Resolution to:	

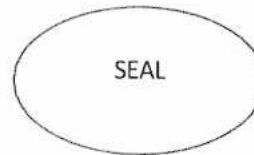
Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE-34

UNSATISFACTORY (NON) PERFORMANCE PENALTY PROVISIONS

Minor deviation on performance (non-performance) assessed in terms of key performance indicators as per each service at Annexure-32 (either after on the spot inspection or through filled in inspection report) will be communicated in writing by IIM Sirmaur and the Service Provider would be expected to incorporate changes on immediate basis. Any major instance of non-performance in terms of magnitude/importance/frequency of any service on one or more inspection item will be put by IIM Sirmaur in writing as warning and that would be considered as 1st instance of Non-Performance of the Service Provider for record purpose for the entire duration of the contract. Any subsequent written communication regarding non-performance on one or more inspection item would be considered as 2nd Instance of non-performance of the Service Provider and so on for the entire duration of the contract. The evaluation of satisfactory or unsatisfactory (non-performance) performance will be done based on inspection of services provided in a format decided from time to time by IIM Sirmaur. Low scores on one or more inspection items will be considered matters of unsatisfactory performance. For imposing penalty, the non-performance in the inspection report item/items will be considered as part of relevant parameters and penalty will be imposed as detailed. All the services including catering, housekeeping, pest control, waste management, Manpower, horticulture, facade cleaning, and laundry and operation and maintenance of equipment, tools and machines will be considered as part of penalty provisions. Deviations in terms of timeliness, quality, quantity, hygiene, behavior, etc. will be considered as part of penalty provisions. Appropriate inspection forms for one or more services will be created from time to time by IIM Sirmaur.

S. No.	Parameter	Major Non-Performance Related Penalty/ Fine for each service/for all services			
		Penalty/ Fine on Service Provider			
		1 st Instance	2 nd Instance	3 rd Instance	4 th Instance
1	Timelines	Warning	Written Warning	Deduction of 1% of monthly billing amount	Deduction of 2% of monthly billing amount

NOTE: (i) Even after the Fourth Instance, the Service Provider is not adhering to provision of proper service, after due notice, that particular service may be terminated OR same penalty may continue to be imposed as 4th instance.

(ii) If all the services are not satisfactory the Institute reserves the right to terminate the agreement, after due notice.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE-35

SUMMARY OF DOCUMENTS SUBMITTED WITH TECHNICAL BID

Sr. No.	Document	Page no. of technical bid	Submitted (Yes/No)
1.	Copy of the tender document including corrigendum (issued, if any), duly signed and stamped on each page		
2.	a. Bid security declaration (Annexure-3) b. Copy of the receipt of the EMD c. Copy of certificate/proof for waiver of EMD d. Copy of payment receipt of tender processing fee.		
3.	Integrity Pact (Annexure-4)		
4.	No Relationship Certificate (Annexure-5)		
5.	Company Registration Certificate (Annexure-6)		
6.	Service Provider's profile declaration certificate (Annexure-7) with copy of other certificates		
7.	Documents on company nature/legal status and period of service in Facility Management		
8.	Clean Track Record declaration (Annexure-8) and related documents		
9.	Relevant Work Experience certificates (Annexure-9) and related documents like year-wise contracts executed.		
10.	Copies of similar works (Annexure-10) and related documents		
11.	Manpower Capability certificate (Annexure-11) with related documents		
12.	Financial capability, liquidity and stability certificates (Annexure-12) with all other required documents		
13.	Copies of award for best catering/housekeeping (Annexure-13)		
14.	Technical specifications of tools/equipment/machines uploaded along with Annexure-23		
15.	Solvency certificate		
16.	License issued by FSSAI		
17.	ISO-9001, ISO-45001 and ISO-22000 certificates		
18.	Authorization letter to sign the bid document		
19.	Declaration on free from conflict of interest with another bidder		
20.	Sharing of land border certificate (if applicable)		
21.	Any other document (please list out)		
Note: Please refer to section-6 for requirement of various documents.			