

भारतीय प्रबंध संस्थान रायपुर

INDIAN INSTITUTE OF MANAGEMENT RAIPUR

आई.आई.एम., रायपुर के स्पोर्ट्स कॉम्प्लेक्स में
खेल और सुविधा प्रबंधन सेवा के लिए ई-निविदा
दस्तावेज

e-Tender Document for Sports and Facility
Management Service at Sports Complex of IIM
Raipur

(सी.पी.पी.पी (https://eprocure.gov.in/cppp/) के माध्यम से ऑनलाइन निविदा

Online tendering through CPPP (https://eprocure.gov.in/cppp/)

भारतीय प्रबंधन संस्थान रायपुर

अटल नगर, पी ओ - कुरु (अभनपुर),

रायपुर - 4 9 66 661, छत्तीसगढ़

वेबसाइट: <http://www.iimraipur.ac.in/>

:

Indian Institute of Management Raipur

Atal Nagar, P. O. - Kurru (Abhanpur),

Raipur – 493 661, Chhattisgarh

Website: <http://www.iimraipur.ac.in/>

विषय-सूची

Contents

S No	Item	Page No
1.	Notice Inviting Tender	03-04
2.	PART-1 _TECHNICAL BID	
	➤ Quality and Scope of Services including terms & conditions (Annexure-I)	05-07
	➤ General terms & conditions of Contract (Annexure-II)	18-21
	➤ Bidders Eligibility Criteria (Annexure-III)	22-22
	➤ Bid Evaluation Scheme (Annexure-IV)	23-24
	➤ Agency details (Annexure-V)	25-26
	➤ Instructions of Online Bid Submission (Annexure-VI)	27-30
	➤ Tender acceptance letter (Annexure-VII)	31-31
3.	PART-2_FINANCIAL BID (BOQ or Price bid)	32-32

निविदा आमंत्रित सूचना

NOTICE INVITING TENDER

आई.आई.एम, रायपुर के स्पोर्ट्स कॉम्प्लेक्स में खेल और सुविधा प्रबंधन सेवा के तीन बिड सिस्टम टेक्निकल बिड (पार्ट-1), प्रस्तुतीकरण (पार्ट-2) और फाइनेंशियल बिड (पार्ट-3) के तहत प्रतिष्ठित और अनुभवी एजेंसियों से आईआईएम रायपुर, ई-टेंडर (सी.पी.पी पोर्टल के माध्यम से ऑनलाइन निविदा) के तहत निविदा आमंत्रित करता है।

IIM Raipur invites e-tender (online tender through CPP Portal) from reputed and experienced agencies under three bid system **Technical Bid (Part-I), Presentation (Part-II) & Financial Bid (Part-III)** for Sports and Facility Management Service at Sports Complex of IIM Raipur.

अनुसूची और निविदा के अन्य विवरण निम्नानुसार हैं:-

The schedule and other details of Tender are as under: -

Tender Name	Sports and Facility Management Service at Sports Complex of IIM Raipur
Tender No.	IIMR/Tender/2020/09 dt.14.02.2020
Period of Contract	Period of contract will be initially for one year which may be extended up to 02 years (01 year + 01 year ext. + 01 year ext.) subject to satisfactory performance of the service provider.
Publish Date	14.02.2020
Document download start date	14.02.2020
Document download end date	05.03.2020, 03:30 PM
Site visit including pre-bid query (if any)	From dt. 17.02.2020 to 28.02.2020 (Time 10:00 am to 04:30 pm) in working days only
Bid submission end date & time	05.03.2020, 03:30 PM
Date & time for opening of Technical Bid	06.03.2020, 03:35 PM
Date of Presentation of Technically qualified bidders	Will be intimated later through email to technically qualified bidders
Date of Opening of Financial Bid	Financial bid will be opened on same day after presentation.
Tender Fee (Non-refundable)	Rs.500/- (Rupees Five Hundred only) plus 18 % GST
EMD (Earnest Money Deposit)	Rs.50,000/- (Rupees Fifty Thousand Only)
Performance Bank Guarantee	10 % of the Total Annual Cost
Location of the service	IIM Raipur, Atal Nagar, P. O. – Kurru (Abhanpur), Raipur – 493 661, Chhattisgarh
Commencement of service	01.04.2020
Contact Person Name	Mr.Ashwani Bhardwaj (Sr.SPO) Contact Number: 0771-2474-705

This tender document containing eligibility criteria, scope of work, terms and conditions, specification and other documents, can be seen/downloaded at/from the Central Public Procurement (CPP) Portal <https://eprocure.gov.in> or Indian Institute of Management Raipur website: www.iimraipur.ac.in .

This tender is required to be uploaded on the website <https://eprocure.gov.in> and nowhere else as it will be opened online at this site only.

The contract will be valid initially for one year, which may be extended subject to satisfactory performance at the sole discretion of IIMR on an annual basis for a further period of two years (01 year + 01 year ext. + 01 year ext.) on same rate and terms & conditions. The tenderer shall deposit Earnest Money of Rs.50,000/- (Rupees Fifty Thousand Only) through Demand Draft drawn in favour of “**Indian Institute of Management Raipur**” payable at Raipur through a scheduled bank only.

The prospective tenderers expressing interest must attend the Prebid Meeting and visit the sports facility and acquaint themselves about the scope and schedule of work, supervision and commitment required.

IIM Raipur expects the Sports & Fitness Centre to be maintained as a high-end facility for IIMR Student, Staff, Faculty, Campus residents, IIM Raipur members and visiting academic community, ensuring state-of- the- art sports facility management at best Standards.

The prospective Contractors should note that high quality of service and professional approach is the essence of this contract.

Please read carefully instructions for the Tenderers and Scope of Work.

The tenderer shall sign and stamp each page of this tender document as taken of having read, understood and comply with tender, the terms and conditions contained herein.

Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without giving any reason.

Chief Administrative Officer

भाग -1: तकनीकी बोली
PART-I: TECHNICAL BID

Annexure – I

Sports and Facility Management Service at Sports Complex of IIM Raipur
आई.आई.एम., रायपुर के स्पोर्ट्स कॉम्प्लेक्स में खेल और सुविधा प्रबंधन सेवा

1. Quality and Scope of Services गुणवत्ता और सेवाओं का दायरा

There is a recreation facility comprising of one physical exercise unit and a water body on campus.

Sports complex – Total Area: 4190 Sq.mtr

Indoor Facilities:

- a) Badminton court 4, table tennis 4, caroms 1 , Gym 1 , squash 1, chess 1, Tennis Court-2

Outdoor Courts:

- b) Volley ball –1 , basketball-2, cricket / football field (small size)-1

1.1 Swimming Pool Maintenance:

Pool capacity: 500 Cu M, Size: 25 mtrs x 16.6 mtrs, depth at shallow end 1000mm, deeper end 1350mm

- a) Main responsibility covered under this contract is maintenance of the swimming pool, i.e. Vacuum cleaning, Filtration maintenance, Chemical balancing, plumbing line maintenance, side wall brushing, pump maintenance, handling valve appropriately, water level maintaining, Algae control, switching on/off pumps, fixing and removing of lane markers, keeping track of maintenance chart, checking of water quality, pH of water, maintaining log book , pool usage details etc. All the equipment (tools & tackles) for maintenance of the Swimming pool including cleaning consumables will be under vendor scope.
- b) Swimming pool shall be cleaned at 05:00 am-06:00 am and 03:00 pm-04:00 pm everyday including Saturdays, Sundays and holidays (Time schedule will be changeable as per IIM Raipur).
- c) Pool shall be closed for maintenance on MONDAY till 03:30 pm (Time schedule will be changeable as per IIM Raipur).
- d) Pool Hours: 06:00 am-09:30 am and 05:00 pm –09:30 pm, Monday-05:00 pm to 09:30 pm (Time schedule will be changeable as per IIM Raipur).
- e) The agency is requested to employ staff on shift wise as per schedule. One trained swimming coach should be available / present (shift wise) to guide the users in the Swimming pool.

1.2 The detailed maintenance schedule is as follows: -

Daily maintenance, cleaning of swimming pool

1. Skim debris out of the water body.
2. Brush the walls and floor of the water body to remove as much of the algae as possible. This will greatly reduce the amount of time it takes to kill and clear the algae bloom.
3. Ensure that the pH level is within the range of 7.2 -7.6. This will ensure that any chlorine added will work more efficiently high pH levels in particular will impair the efficiency of the chlorine doing its job.
4. The water body filter system should continue to run 24 hours a day.

Weekly:

1. Test the water.
2. Clean the walls and floor. Use cleaners, brushes and vacuums recommended by the pool manufacturer. Start at the shallow end and continue to the deep end. Overlap each stroke when vacuuming and brushing to cover all areas thoroughly. Always keep the vacuum head under water while in use. To speed up the process, dedicate 10 minutes a day to brushing down the walls.

Cleaning After a Storm

Summer storms can catch you off guard, but if you know a storm is approaching, cover the water body and anchor the sides of the cover with water bags or sandbags. If you have an automatic cleaner, turn it on. If you don't have time to prepare, follow these steps to clean up:

1. Hose down the deck, spraying away from the water body.
2. Remove all debris from the water surface with the skimmer.
3. Turn on the pump.
4. Brush the walls and floor. Push the dirt toward the drain.
5. Vacuum the water body completely.
6. Test the pH and adjust if necessary.

Physical exercise unit maintenance and accounting: -

Gym Hours: 06:00 am-09:30 pm and 05:00 pm –09:30 pm (Time schedule will be changeable as per IIM Raipur).

- (a) Inspect all flooring (carpet wood, rubber mats, lifting platforms).
- (b) Inspect fixed equipment connection to the floor.
- (c) Clean and disinfect surfaces that contact skin.
- (d) Inspect all equipment for damage, wear and tear, loose or protruding bolts or screws, cables, chains, insecure or non-functions straps, improper use of pins attachments or other apparatus.
- (e) Inspect all protective padding for cracks and tears.
- (f) Inspect non slip material and mats for proper placement, damage and wear.
- (g) Monitor air circulation.
- (h) Monitor illumination levels.
- (i) Ensure safety, regulation and policy signage.
- (j) Ensure that equipment is properly returned and stored after use.

Two to three times per week:

- (a) Clean and lubricate guide rods on machines Twice per week.
- (b) Take inventory and replenish cleaning and maintenance supplies once per week.

One trained gym coach should be available / present (shift wise) to guide the users in the usages of Gym Gadgets.

General Scope of Work -Housekeeping services of the Sports Complex building

The agency shall provide Housekeeping Services for the maintenance and upkeep of the Sports Complex of the IIMR as per the details given below:

- A. Area of maintenance:
- a) Entrance Lobby: Cleanliness
 - b) Badminton Hall: Cleanliness
 - c) TT Hall: Cleanliness
 - d) Basketball & Volleyball Hall: Cleanliness
 - e) Cleanliness inside the Swimming pool area
 - f) Cleanliness inside the Gym area
 - g) Other area inside Sports Complex: Cleanliness
- B. Complex to be cleaned once in a day, Corridor /passages to be cleaned once in a day, Washrooms to be cleaned twice in a day. Terrace to be cleaned once in a week, overhead tank to be cleaned once in a month and other areas as specified by Competent authority.
- C. Cleaning for housekeeping services shall be done with the consumable brought by the agency (including purchase of toiletries items as per sr.no. D) from reputed shopping malls / shops such as Best price, Vishal Mart etc. which will be reimbursed by the IIM Raipur on monthly basis to service provider as per actual against the production of GST bill only. All inward items will be checked by security first, inspected the item by the Housekeeping in-charge, accordingly bill will be certified by Housekeeping In-charge of IIM Raipur, Thereafter, Good receipt note will be prepared by Store against the acceptance report submitted by Housekeeping incharge and all items will be issued by Housekeeping In-charge of IIM Raipur as per the requirement basis.
- D. The agency shall ensure availability of the following toiletries at all times in the toilets / wash rooms etc.:
- Liquid Soap
 - Paper Napkins/Towels
 - Urinal Screen
 - Air Fresheners (Spray/Block)
 - Toilet Paper Rolls
- E. The agency shall arrange necessary tools & tackles including all electrical, mechanical and other machinery for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area.
- F. The agency shall also provide workers with required number of neat clean uniform, gumboots, rubber hand gloves, brushes, gunny bags and tools and tackles for protection, sanitation and general cleaning.
- G. The agency shall ensure hygiene and safety aspect of the service and conduct training for all the deputed staff at regular intervals.

- H. Furniture, fixtures, exhaust fans, ceiling fans, air conditioning louvers, etc. to be cleaned regularly without causing any damage to their exteriors, polish, finish, paint etc so that they always appear new, clean and dust free.
- I. The agency shall arrange to clean all areas covered by furniture and other items by removing the same at least once in a week to avoid accumulation of dust.
- J. The agency shall ensure sweeping of the open area to provide dust free, neat and clean atmosphere to users.
- K. Any damage and/or loss caused to any equipment/fittings, etc. either by the agency himself or by any of his employees shall be repaired/replaced by the agency or compensated by the agency at his own cost immediately without any burden on IIMR.

2.

- 2.1. The agency will be responsible for providing manpower in managing sports complex desk, swimming pool & gym maintenance. The quote will include one sports desk manager, one trained swimming coach and one trained gym coach shift-wise as per the schedule. Sport complex desk shall function from 5 am to 9.30 pm in two shifts all days including holidays.
- 2.2. The quote should include staffs for housekeeping and staffs for pool maintenance.
- 2.3. The sports desk manager should have basic knowledge about the rules that needs to be followed in various sports.
- 2.4. They are responsible for day to day functioning of sports complex, record keeping and maintenance. They must follow check list prepared by the center on daily basis and record it.
- 2.5. All items required for the maintenance will be at IIMR scope. But they must liaison with internal departments in the campus and external to ensure that facility runs very well.
- 2.6. Housekeeping of the Sports Complex will be at the scope of vendor. Therefore, quote will include the housekeeping staff.
- 2.7. The sports desk manger will be responsible in conducting games in co-ordination with student in-charges periodically.
- 2.8. The deployed Sports desk manager will report to Officer-in-charge daily and update the status.

- 2.9. They must attend to the complaint registered by the users in time and escalate to reporting officer if there are any issues.
- 2.10. Preference will be given to the contractors who have managed sports facility of similar size in reputed educational institutions.
- 2.11. Keeping record of guest usage and facility usage data are in your scope.
- 2.12. The contractor will immediately replace any employee found to be unfit in any manner immediately or on receipt of advice from any authorized person in IIMR.
- 2.13. The contractor shall maintain proper and detailed record for the job carried out by their employees and shall also maintain all records and returns as necessary for carrying out the work smoothly and as provided under the Contract Labour Act as relevant and applicable from time to time.
- 2.14. It is understood and agreed that the contractor will provide decent uniforms, badges/ID cards with photos and safety equipment and shoes to their employees.
- 2.15. It is Contractor's responsibility to have them periodically checked medically so as to ensure that medically fit staff only is deployed for the work.
- 2.16. It is clearly understood and agreed upon that neither the contractor nor contract employees shall have any claim on employment with IIMR at any point of time and this arrangement is purely between the contractor and the IIMR for specific services for the period specified.
- 2.17. The successful contractor shall indemnify/deemed to have indemnified the IIMR for all claims/losses arising out of this tender. The Contractor is deemed to have indemnified the IIMR against any claim by any authority once the work order is awarded. In the event the IIMR has to pay any individual, statutory body or any agency for reasons directly or indirectly attributable to this tender, the contractor only shall pay such claim/damages and even if the IIMR is called upon to pay, such damages/penalties and or cost shall be recovered from the contractor's dues/amount payable or shall be paid by the contractor on a demand from IIMR.
- 2.18. The contractor shall follow all rules as may be existing or may be framed from time to time at IIMR on all aspects covering this tender. Material movement, entry/exit of personnel, identity card, safety, etc. shall be according to procedures existing in IIMR as amended from time to time.
- 2.19. Currently, to maintain the Sports facility, the following work force is envisaged

Sports Desk manager/In-charge - 01 No (Break shift wise)

Swimming Coach - 01 No (Break Shift wise)
/Trainer for Swimming Pool

Trainer for Gymnasium - 01 No (Break Shift wise)

Pool attenders cum zym helper & - 02 No (Break shift wise)

Cleaning Sweeping Staff for the -02 No (07:00 am to 04:00 pm)

Toilet and General Area both

outside and inside

This is the minimum manpower requirement envisaged, to maintain the system. It is completely contractor's responsibility to fix the staff deployment pattern as per the shift wise schedule of Sports Complex.

2.20.Responsibility and qualification of Staff

The responsibility, qualification of the staff being deployed by the agency should be:

(a) Sports Desk Manager

1. They are responsible for managing reception desk, gym and swimming pool maintenance including managing the housekeeping staff.
2. The sports desk manager should have basic knowledge about the rules that needs to be followed in various sports. He should certificate/degree of B.P.ed./BPE/BSC/BBA/BA in sports management.
3. They must have an experience in handling sports complex desk similar in size. He should have basic knowledge about the rules that needs to be followed in various sports. They are responsible in conducting games in coordination with student in-charges periodically.
4. They are responsible for day to day functioning of sports complex and maintenance. He must liaison with departments in IIMR and external agencies to ensure that facility runs well.
5. They must attend to the complaints registered by the users.

(b) Swimming Coach

1. Trained coach to guide the users in the Swimming pool.
2. The persons must be aware all safety practices especially w.r.t. swimming and concerned rescue /safety implements. He should have a three years' experience in swimming coaching in a reputed swimming pool or club.
3. He should have a certificate on the same.

(c) Pool attender

1. Main responsibility covered under this contract should be maintenance of the pool, i.e. vacuum cleaning, filtration maintenance, chemical balancing, plumbing line maintenance, side wall brushing, pump maintenance, handling valve appropriately, water level maintaining, Algae control, switching on/off pumps, fixing and removing lane markers, keeping track of maintenance chart, checking of water quality, PH of water, maintaining log book, pool usage detail etc. The pool attender will be deployed in shift wise.
2. Person should know swimming.
3. They can play a role as gym helper when required.

2.21. Pool Accessories, Chemical and Cleaning Materials

The Contractor will be responsible to maintain the Sports complex by the following consumables: -

- Chlorine
- Suction Pipe
- Other Chemicals
- Life Buoy rings 05 Qty

3. A. Tenure

1. The contract with the IIMR will be initially awarded for a period of one year and if the services are found to be satisfactory, the IIMR reserves the right to extend the contract by 01 year and subsequently for a further period of 01 year on the same rate and terms and conditions.

3. B. Termination

1. The Contract could be terminated by either side by giving two month's notice in writing. If the notice period is not given or if a shorter notice is given by the contractor, the entire security deposit shall be forfeited. Any other costs and or damages incurred by the IIMR to maintain the services contracted to the contractor, on account of such short notice will be deducted from the dues payable to the contractor, or shall be paid by the contractor on demand if such dues fall short of such costs.
2. In the case of failure to complete the contract in terms of such contracts within the contract period specified in the tender and incorporated in the contract and if such work is got done by the IIMR from any party at a higher rate, the contractor

shall be liable to pay the IIMR the difference between existing rate and the rate of the new contract.

3. **Risk Clause:** Notwithstanding the other terms herein, the IIMR at its option will be entitled to terminate the contract and to avail from elsewhere at the risk and cost of contractor either the whole of the contract or any part which the contractor has failed to perform in the opinion of the IIMR within the time stipulated or if the same performance is not available, the best and the nearest available substitute thereof as deemed so by the IIMR. The contractor shall be liable for any loss which the IIMR may sustain by reason of such risk contract in addition to penalty.
4. **Insolvency and breach of contract:** The IIMR may, at any time, by notice in writing summarily terminate the contract without compensation to the Contractor in any of the following events, i.e. to say:
 - a. If the contractor being an individual or a firm any partner in the contractor's firm shall be adjudged insolvent or shall have a receiving order to order for administration of his estate made against him or shall take any proceedings for liquidation or composition under any insolvency act for the time being in force or make any conveyance or assignment of his effects or enter into any arrangement or composition with his creditors or suspend payment, or if the firm be dissolved under the Partnership Act, or
 - b. If the contractor being a company shall pass a resolution or the court shall make an order for the liquidation of its affairs, a receiver or manager on behalf of the debenture holders shall be appointed or circumstance shall have arisen which entitle the court or debenture holders to appoint a receiver or manager, or
 - c. If the contractor commits any breach of contract not herein specifically provided always that such determination shall not prejudice any right of action or remedy which shall have then accrued or shall accrue thereafter to the Centre for any extra expenditure he is thereby put to but shall not be entitled to any gain on re-tender.
 - d. In the event of inadequate or unsatisfactory performance of duties by the contractor, the Centre shall have the right to bring to the notice of the contractor the default(s) on their part and the contractor shall ensure that the said default(s) is /are not repeated and /or are duly remedied, within a period of three days from the receipt of the said notice. Failing such remedial action, or in the event of the said default(s) being inadequately corrected, the Centre shall have the right to immediately terminate the agreement.
5. Notwithstanding any other clause herein, if there is any act of omission by the contractor or the contract employees which jeopardizes the safety/security of the IIMR including, but not limited to:
 - a. Theft or pilferage of property of IIMR
 - b. Fire, flooding, breakage or damage
 - c. Violence or physical attack on the Campus
 - d. Any act or incident which may prove detrimental to the interests of IIMR -the contract would be terminated without any notice. Further, the Contractor would

be levied penalties, as appropriate as deemed by IIMR. The decision of the Director shall be final in such matters.

6. PENALTY

The contractor shall pay any claim made by the IIMR of any deficiency (both tangible and intangible) in service. Such amount may also be deducted from bills payable to the Contractor. It may be noted that the IIMR shall have the right to forfeit the Security Deposit in full or part for any due/damages caused by the contractor. If the Security Deposit or outstanding bills of the contractor is found inadequate, then such monetary recoveries shall be effected from any amount payable to the contractor against this or any other contract until the dues of the IIMR are fully settled. If the claim of the IIMR could not be met in this manner, the contractor shall pay up all such claims if a demand is made by IIMR. Deduction on account of unsatisfactory services will be made from the monthly bill. The recovery will be decided by the designated Officer -in Charge. The methodology for deduction will be as under:

1. In case of shortage of manpower, an amount of Rs.1,000/- per day to the shortage of manpower will be deducted from the monthly bill of the contractor.
2. For various lapses, the quantum of penalty shall be as follows:
 - a. Non-compliance of environment friendly waste disposal methods. Rs.100.00 per instance.
 - b. Not wearing of uniforms by Agency's employees / untidy uniform Rs.500.00/day/Person.
 - c. The penalty for unsatisfactory and substandard service or lapse of service: Rs.1000/-per complaint.
3. In the event of appeal, the decision of Director, IIMR shall be final and binding upon the Agency.

4. DAMAGES AND LOSSES

All the equipment and the items at site stands at the risk and sole charge of the contractor who shall deliver in proper condition at the time of annual stock taking to be done by IIMR. Any shortfall shall be immediately made good by the contractor by replacement. If the same is not replaced within one month of stock taking, the amount shall be recovered from the dues/bills of the contractor. The contractor or his representative shall be present during the stock taking. If the contractor or his representative does not make themselves available, the stock taking shall be conducted in their absence, which will be binding on them. For losses, if any due to natural calamity or any other act of god, beyond the control of either party, IIMR will replenish the same, as per obligation mentioned above.

5. COMPLAINTS

The contractor shall keep a suggestion box to be provided by IIMR to record any suggestion/complaints on performance of services, by the IIMR members & guests and produce to IIMR or its representatives for perusal during their visit to ensure that prompt

action has been taken on such complaints and measures taken to avoid their re-occurrence. The contractor shall attend to all the complaints and address as early as possible to the satisfaction of IIMR. The contractor is to sit for monthly meetings with Administrative Officer-Services.

6. MISBEHAVIOUR OF EMPLOYEES

The employees of the contractor shall maintain strict discipline and not use any violent, abusive or offensive languages while inside the premises. Smoking and consuming alcohol inside the premises is strictly prohibited. In the case of misbehavior, IIMR has the right to terminate the contract. It will be mandatory for the conducting agency to brief their personnel in advance and apprise them of the conduct, expected for them, while working in an institution of national importance. Nothing prevents IIMR to advise the contractor about any such issue, or any erring personnel engaged by the contractor, which warrant urgent action, in the interest of work and its fast disposal.

The selected agency shall not involve in any bribery or other unethical activities with anyone employed at the Institute. Involvement in any such activity shall entail a penalty of Rs. 10,000/-for the first incident. Subsequent occurrence of such incidents will entail in termination of the contract without any notice.

Any personnel deployed by the agency, who refuses work or creates indiscipline would have to be immediately replaced with the consent of the Administrative officer. IIMR reserves the right, to ask the Agency to terminate the services of any of the Agency's employees immediately on grounds of noncompliance of duties or if found guilty of misconduct. IIMR will in no way be held responsible or liable for any loss, caused by negligence or any other harmful action on the part of the employee of the Agency.

In case, the person employed by the successful bidder commits any act of omission / commission that amounts to misconduct /indiscipline/ incompetence / security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

7. BREAKAGE

All damages/breakage to the equipment/inventory in the charge of the contractor, if caused due to negligence of the contractor's employee, the cost or repair/replacement of the equipment will be borne by the contractor. Whether the damage/breakage has been caused due to negligence or normal wear and tear shall be heard and will be decided at sole discretion of IIMR.

8. REPLACEMENT

Replacement of articles (viz. pool linen, inventory etc.), which have been lost will be done after proper assessment by the competent authority and as per decision/mutual discussion and shall be borne by the contractor.

9. PAYMENT TERMS

The contractor shall submit bills after completion of every calendar month and normally payment will be released within 15 working days from the date of submission of bill if the bill is complete and correct in all respects.

10. The monthly/running bill of the contractor will become payable after the end of each month on submission of a bill with all details, data and certification by the Contractor, and on due certification by the Officer-in-Charge about the satisfactory services against the claim.
11. The Officer-in-Charge is authorized to deduct any amount as determined by the Director from the amounts due to the Contractor for any deficiency in the services provided by the contractor.
12. Payment of contractor's bill shall normally be made within 15 working days of submission subject to the claim being found proper in all respects and in accordance with the terms and conditions of the contract. All payments will be made after deduction of taxes and duties at source as applicable from time to time.
13. **Suggestions Register:**

The contractor will maintain a complaints /suggestion register prominently displayed and take immediate action on every complaint in consultation with the Officer-in-Charge. This register will be open to any authorized person of the IIMR for inspection and supervision at all times.

14. Safety, Security and Insurance

- a. The contractor shall follow all security rules of the IIMR and instructions received from time to time regarding issue of identity cards, all material movements (incoming and outgoing).
- b. During the pendency of the agreement, the contractor shall be liable fully to compensate all concerned for any loss, damage of construction of works, construction, plant and machinery, person, property, etc. including third party risks arising due to causes attributable to the agreement. The decision of the IIMR Director shall be final and will be binding on both parties.

15. Miscellaneous

- a. The work mentioned in the schedule is not exhaustive, but only indicative. The IIMR reserves the right to increase or decrease the quantum of work. The contractor shall execute the work on the same terms and conditions and rates throughout the period of the contract.
- b. The contractor shall meet the designated Officer-in-Charge of the IIMR everyday, to receive the details of issues/complaints to be attended and after attending to these complaints, a report on the same has to be submitted to the concerned Officer-in-Charge.
- c. The employees/workers employed shall be trained and experienced to handle the services as per the Scope of work. If such experienced hands are not available, either because the service is extremely specialized and only in-house training is possible, at least a certain percentage of employees/workers shall be experienced/trained who shall be able to impart training/expertise to others.
- d. The contractor shall provide the name and details of his personnel. A list of all the names shall be submitted at the beginning of the contract and whenever there is a change. No personnel will be changed unless IIMR has asked for it or without advance approval of IIMR.
- e. The contractor shall ensure that no contract employees nor anyone from his side use IIMR transport to come to the work spot or return. The contractor shall use emergency services like medical help and emergency vehicles of IIMR in the event of any accident or emergency to his employees, though all responsibility

for such accidents and any injury / death and or loss/damage will fully rest with the contractor.

16. Dispute and Resolution

Any dispute or differences that may arise between the parties shall be referred for sole arbitration to the Director, IIMR or his nominee. The decision of the Arbitrator shall be final and binding on the parties. The venue for arbitration shall be Bangalore. The provisions of the Arbitration and Conciliation Act, 1996 as amended from time to time shall apply. The courts in Raipur (C.G.) shall have exclusive jurisdiction to deal with any or all disputes between the parties.

17. Primacy of Documents

The tender documents, subsequent communication exchanged and the work order as well as all annexures shall be part and parcel of this agreement. If there is any discrepancy between the above documents clauses in the following documents will apply with primacy for communications issued after the work order, any pre-order correspondence as accepted jointly, followed by work order, tender documents and annexures thereof, i.e. tender documents and annexures have least primacy, if any clause or detail there has been superseded by communication after the opening of bids if jointly accepted, work order or subsequent communication to the contractor.

18. Amendments to Work order/agreement

Any amendment to the Work order/agreement shall be valid only if both parties have agreed to such amendment(s) in writing duly authenticated by authorized representatives of both parties.

For and on behalf of Indian Institute of Management Raipur

Chief Administrative Officer

Annexure – II

General Terms and Conditions of Contract

- 1) ***Preparation and submission of Tender:*** The tender should be submitted in two parts i.e. Technical Bid and Financial Bid. For submission of bids, all interest bidders have to register online on e-procurement portal. After registration, bidders shall submit their Technical Bid and Financial Bid documents online on <http://eprocure.gov.in> duly signed and sealed on each page of Tender. For details, kindly see Annex-V of the tender: Instructions of Online Bid Submission.
- 2) ***Period of Contract:*** Contract period will be initially for one year. This period may be extended up-to two year on satisfactory performance. In case of performance of the agency in one part or the entire contract is not found to be satisfactory as per operational parameters setout of the contract or not in conformity with the terms & conditions of the tender, then that part or the entire contract shall be terminated even before the scheduled time by giving advance notice of one month to this effect. In the event of premature closure of contract for reasons mentioned herein above, the Bank Guarantee shall be absolutely forfeited.
- 3) ***Exit Clause:*** The contract can be terminated by giving three-month notice period by the Institute and three-month notice by the contractor.
- 4) ***Contract Agreement:*** The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of Rs. 100/- (One hundred only). IIMR reserves the right to amend the terms & conditions of contract by mutual discussions and shall be in writing. The amended terms and condition will form part of the agreement.
- 5) ***Earnest Money Deposit (EMD):*** The tenderer shall deposit Earnest Money of Rs. 50,000 /- (Rupees Fifty Thousand Only) through Demand Draft drawn in favour of “Indian Institute of Management Raipur” payable at Raipur”. The Earnest money deposit will be refunded to the tenderers whose offers have not been accepted. Earnest Money Deposit of the tenderer whose offer is accepted will be kept up-till the time, the Bank Guarantee is not received.
- 6) ***Bank Guarantee:*** The successful tenderer will have to deposit a Bank Guarantee of 10 % of total order value in favour of “Indian Institute of Management Raipur” payable at Raipur drawn on any Nationalized Bank/Scheduled Bank and valid for 60 days beyond the expiry period of contract.
- 7) In the event of bidder backing out before actual award or execution of agreement, IIMR will have right to forfeit the EMD. In case the successful tendered declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.

8. Intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site on the day of the pre-bid meeting or before submitting bid. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents has made himself aware of the scope and specifications of the work to be done.
9. The IIMR will not provide any residential space for accommodation to the Agency. The agency has to make its own arrangement for the residential accommodation to the deployed staff.
10. The scope of work may change during the period of contract by mutual consent.
11. The IIMR is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for any counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counter offer rate is offered to the bidders. IIMR reserves the right to negotiate with first lowest bidder to arrive at the fair and reasonable price. In case of first lowest is more than one, then it would be at the discretion of the IIMR
12. **Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.
13. The contractor and his employees shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline & Decency at and around the work site, Safety Precautions and Safety Regulations.
14. **Misconduct:** The conduct/characters/antecedents and proper bonafide of the workers shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all its employees to the Institute. All the employees should be police verified.
15. The persons employed by the contractor will be the employees of the contractor and the IIMR shall have nothing to do with their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the IIMR and the personnel employed by the contractor shall have no right whatsoever to claim employment or other rights from the IIMR.
15. There should be no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency) and the firm should not be blacklisted. An undertaking to this effect on firm letterhead should be attached.

16. None of the employees of the contractor shall enter into any kind of private work within the campus of the IIMR Non-compliance with this provision will be deemed to be violative of the contract inviting penal action/cancellation of contract.
17. The staff employed by the contractor will not join any union of the IIMR nor shall they make any claim on service or other matter. They shall also not form any union associated with the IIMR and shall have absolutely no claim to subscribe or for election in any of the unions of the IIMR.
18. The contractor shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the IIMR / Govt. of India / any State or any Union Territory.
19. The staff (not below the age of 18 years) employed by the contractor shall have to be medically fit and kept neat and clean. The contractor shall not employ young children as prohibited under the law/rules/regulations. A record of this will be maintained by the Contractor.
24. **Interpretation:** All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.
25. In addition to the prescribed manpower, whenever required, contractor has to provide additional manpower and/or equipment at the rates quoted in the tender.
26. **Validity:** The quoted rates must be valid for a period for 180 days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.
27. In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.
28. Anyone or more the following action / commission / omission are likely to cause summary rejection of tender: Any BID/EMD received late without conclusive proof that it was delivered before the specified closing time. Any conditional bid or bid offering rebate. Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Documents. Any effort by a bidder to influence the IIMR in the bid evaluation, bid comparison or contract award decision.
29. Authority of person signing document: A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty, that he has authority to bind such other and if, on enquiry, it appears that the person so, signing had no authority to do so, IIMR may without prejudice to other civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.

31. **Access to SITE:** The contractor shall allow unhindered access to the Institute and/or any other party or person, engaged by the Institute to work at the same site and/or to check/regulate/watch/guard/measure/inspect, solely or jointly with the contractor.
32. **Safety and Security:** Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.
33. **Work at Risk and Cost:** The institute reserves the right to get the whole or part of the work executed by some other agency at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.
34. **FORCE MAJURE:** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the IIMR as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract. Provided, also that if the contract is terminated under this clause, the IIMR shall be at liberty to take over from the Security Agency, the security personnel, vehicles & equipment deployed in the campus until a new security agency is appointed and commences the operation.
35. IIMR reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.
36. IIMR reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it felt necessary in the benefit of the Institute.
37. The decision of the Director of IIMR will be final in all respect and will be acceptable to all the tenderers.
38. **Jurisdiction:** All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located at Raipur only.

Chief Administrative Officer

Annexure-III

Bidders Eligibility Criteria

The primary bidder should fulfill the following bidders' eligibility criteria to qualify 2nd bid stage

1. The agency shall submit the original EMD and tender fee plus GST in a sealed envelope super scribing this tender name & the name of the agency and must reach at IIMR before the last date & time for opening of Technical bid. Photocopy of the EMD and tender fee should be enclosed online in Technical bid part (DD will be made in favor of "Indian Institute of Management Raipur" payable at Raipur).
2. The Minimum 05 (Five) years of experience in providing facility management services in similar line of business which included handling of sports desk management or swimming pool maintenance & Gymnasium maintenance including facility services etc. The agency shall have executed or executing a single contract of minimum **Rs.15 lakhs per annum** or two contracts of minimum **Rs. 7.50 lakhs per annum** or three contracts of minimum **Rs.5 lakhs per annum** in Higher Education Institute / Govt. during the **last five years period**. Certificate on successful completion of any one similar assignment should also attach online in Technical bid part.
3. The bidder should have a valid PAN number issued by the Income Tax Authority, valid Registration Certificate of the firm / agency / Company, valid License issued by the Competent Authority etc.
4. The agency must have a minimum average annual turnover of Rs.25 Lakhs (Rupees Twenty Five Lakh Only) during of the last three years. The agency must submit duly signed certificate with membership number from Chartered Accountant (CA) clearly showing financial year-wise turnover.

Financial Year	Total Turnover In INR	CA certified Turnover Certificate	
		(Yes/No)	Ref. Page Number
2016-17			
2017-18			
2018-19			

5. The agency should not be blacklisted by any Government agency and no case pending with the police against the Proprietor / Firm / Partner or the Company (Agency). An undertaking on agency letterhead should be attached.

Certified that all above information's are correct to the best of my/our information, knowledge and belief. All the attached relevant documents are duly signed, sealed and serially numbered.

Place :

Date :

(Signature of the bidder with seal)

Annexure-IV

Bid Evaluation Scheme:

It may be noted that the tenderer will be selected on the basis of ranking and evaluation of Technical and Financial bids by a committee and the committee's decision would be final. The procedure for selection of the party /agency shall be based on Quality & Cost base selection system for evaluation by the committee. Please refer Evaluation Sheet Format to understand the process of evaluation of Technical bid and Financial Bid. For successful bidder, process of selection would be as under: -

- **Part A-** Technical Evaluation: The bidders have to submit the documents mentioned in Technical Bid Structure as per eligibility criteria. Qualifying tenderers will be considered eligible for Part B – Financial Bid Processing.
- **Part B-** Presentation by Technically Qualified Bidders
The technically qualified bidders are required to make the presentation of not more than 15 mins on the parameters mentioned in the format below. The parameters will be used to evaluate the tenderer's credentials to serve the Institute as per the requirement. The score gained will be considered in the final score of the tenderer.

S. No.	Description	Maximum Marks	Marks Obtained
01	Takeover Plan	10	
02	Resourcefulness	10	
03	Trained Manpower	20	
04	Experience in providing services	20	
	Total	60	

- **Part C-** Financial Bid Evaluation

The Institute will open the financial bids of technically qualified bidder.
Scoring of Financial Bids for Sports and Facility Management Service at Sports Complex of IIM Raipur

The scores for financial bids will be computed as below.

$$\text{Normalize Financial Bid Score} = \frac{(\text{Lowest Tender Price in the Category}) * 10}{\text{Tender Price Quoted by respective tenderer}}$$

The above formula can be explained as below.

Name of the Party	Quoted Tender Price in Rs.
X	300
Y	460
Z	380

The normalized score for Standard Category would be as follows:

Party	Score
X	10.00
Y	6.52
Z	7.89

Example-Normalization Calculation: $(300*10)/380 = 7.89$

It may be noted that Lower the price, Higher the score.

The above scores will be multiplied by the weightage as below:

Party	Score	Weightage	Total Score= (Weightage * Score) 10	Scores out of
X	10.00	40	40.00	40
Y	6.52	40	26.08	40
Z	7.89	40	31.56	40

The composite ratings of Technical Bids and Financial Bids will be as below:

S. No.	Particulars	Total Score
01	Presentation	60
02	Financial Bid	40
	Total Score	100

- **Part D-** Successful Tenderer will be the one who has maximum score in **Part C Evaluation.**

Annexure – V

Agency Details

I. Details of Tenderer		
<u>Sr.</u>	<u>Particulars</u>	<u>Details</u>
1	Name of Tendering Agency	
2	Name of the Proprietor/ Director/ Partner	
3	Full Address of registered office with pin code	
4	Mobile number of two top officials with name and designation	
5	E-mail ID of the two top officials with name	
6	Website of the agency, if any	
7	Name and designation of authorized person with mobile number (authorization letter to be enclosed)	
II. Registration and Other Statutory document details:		
1.	Name of the agency (Individual/ Proprietor/ Pvt. Ltd./ Ltd Company etc.) and Month & Year of the Establishment (attach self- attested copy)	
2.	Permanent Account Number	A copy must be uploaded in Technical Bid part
3.	GST Registration Number (If applicable)	A copy must be uploaded in Technical Bid part

Certified that all above information's are correct to the best of my/our information, knowledge and belief. All the attached relevant documents are duly signed, sealed and serially numbered.

Place:

Date:

(Signature of the bidder with seal)

INSTRUCTIONS OF ONLINE BID SUBMISSION

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <http://eprocure.gov.in/eprocure/app>

1. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
2. Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
3. Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
4. Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
5. The DSC that is registered only should be used by the bidder and should ensure safety of the same.
6. Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
7. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
8. If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
9. Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.

10. Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.
11. From my tender folder, he selects the tender to view all the details indicated.
12. It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
13. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very fast.
14. If there are any clarifications, this may be obtained through the site. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
15. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
16. Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
17. While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
18. The bidder has to select the payment option as offline to pay the Tender Fee/EMD as applicable and enter details of the instruments.
19. The details of the DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.

20. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
21. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
22. If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price-bid BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
23. The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The **TIA will** not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
24. After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
25. The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
26. All the data being entered by the bidders would be encrypted using PK! encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
27. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

28. The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
29. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
30. For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 180030702232 or send a mail over to cppp-nic@nic.in.

Annexure – VII

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

To,
Director
IIM Raipur

Date :

Sub.: Acceptance of Terms & Conditions of Tender.

Tender Reference No.: IIMR/Tender/_____ dated _____

Name of Tender / Work: _____.

Dear Sir,

1. I/We have downloaded I obtained the tender document (s) for the above mentioned 'Tender/Work' for the web site(s) namely: _____ as per your advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No.____to_____ (including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/we shall abide hereby by the terms / conditions /clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too have all been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totally / entirely.
5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

PART-II: FINANCIAL BID (FORMAT)
To be filled online

Sr. No	Item Description	Unit	Rate
1.	Sports and Fitness Facility Management Services charges per month including swimming pool maintenance, physical exercise unit maintenance, sports desk facility management including housekeeping services with all required resources and manpower as per scope of work and terms & conditions mentioned in tender document	Per month	

Note: GST (if applicable) will be paid extra as per actual at the time of billing

Declaration by the Bidder:

This is to certify that I/We before signing this tender have read and fully understood all the terms & conditions contained herein and undertake myself/ourselves to abide by them.

Note:

- (i) No other charges would be payable by Client.
- (ii) There would be no increase in rates during the Contract period except provision under the terms & conditions.

(Signature of Bidder with seal)

Name :

Seal :

Address :