



भारतीय प्रबंध संस्थान, कोषिककोड  
आई आई एम कोषिककोड कैम्पस- पीओ  
**INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE**  
**IIM Kozhikode Campus P.O, Kozhikode - 673 570, Kerala**

**NOTICE INVITING TENDER**

No. 08-07(01)/2025-IIMK.Estate

**28.02.2025**

|     |   |  |
|-----|---|--|
| 1.  | Name of the work  | <b>Tender for providing manpower services for (a) Technician (b) Housekeeping &amp; Cleaning staff (c) General Attender (d) Cleaning-cum-Pantry Staff (e) Cook-cum-Caretaker, and (f) IT Technician (total 08 staff) at IIMK-Kochi Campus.</b>   |
| 2.  | Cost of Bid Document  | ₹100/- + ₹12/- as 12% GST= ₹112/- (Rupees One Hundred and twelve only) by way of DD drawn in favour of <b>Indian Institute of Management Kozhikode</b> payable at Kozhikode / Calicut. Cost of Tender Document should be submitted along with the Tender. The same is non-refundable. Tender document can be downloaded from IIMK Website<br><a href="http://www.iimk.ac.in/announcements/Tender.php">http://www.iimk.ac.in/announcements/Tender.php</a> |
| 3   | Earnest Money Deposit (EMD)                                 | EMD of ₹10,000/- (Rupees Ten Thousand only) is to be submitted along with the tender in the form of Demand Draft drawn in favour of <b>Indian Institute of Management Kozhikode</b> , payable at Kozhikode   |
| 4.  | Period of downloading of Tender Documents from IIMK Website | From <b>28.02.2025 to 20.03.2025</b>   |
| 5.  | Site visit, if required                                     | During 11:00 AM – 05:00 PM on working days (Monday to Friday) till <b>05.03.2025</b> on prior appointment.   |
| 6   | Last date of submission of Tender                           | <b>20.03.2025</b> up to 03:00 P.M  |
| 7.  | Date of Opening of Tender (Part-A only)                     | <b>20.03.2025</b> at 04:00 PM<br>Date of opening of Price Bid (Part-B) will be communicated after the evaluation of Part-A, and only to the concerned.   |
| 8.  | Mode of Tender Submission                                   | Can be sent by Speed Post/Registered Post/ Courier or dropped in the Box entitled 'General Admin Section' in the Admin. Building Reception Counter   |
| 9.  | Address to which the Tender is to be sent                   | Head – Administration & HR<br>Indian Institute of Management Kozhikode<br>IIM Kozhikode Campus P.O.<br>Kozhikode - 673 570   |
| 10. | Contact Person at IIM Kozhikode                             | Estate Office<br>Indian Institute of Management Kozhikode<br>IIM Kozhikode Campus P.O.<br>Kozhikode – 673 570<br>Tel: 0495 – 2809207,210<br>Email - estate@iimk.ac.in  |
| 11  | Contact Person at IIMK-Kochi Campus                         | Senior Administrative Officer, IIMK Kochi Campus<br>8129774179<br>Email - saokochi@iimk.ac.in  |

## ABOUT IIM(s)

**Indian Institutes of Management (IIMs)**, considered as premier centers for management education in India, was established during 1950s. They primarily offer Undergraduate/ Postgraduate, Doctoral and Executive Education programmes, along with some additional courses. The full time Master of Business Administration (MBA) is the flagship programme across all IIMs.

IIMs were declared as institutions of national importance by the Ministry of Human Resource Development (MHRD) after the passage of Indian Institutes of Management Act, 2017. By this Act, IIMs were given more autonomy in handling their day-to-day operations.

## ABOUT IIM KOZHIKODE

Indian Institute of Management Kozhikode (IIMK) is situated at Kunnamangalam, Kozhikode (Calicut), Kerala. It was setup in the year 1996, as the fifth IIM in the Country by Govt. of India.

IIMK is on a high growth trajectory today, offering widest range of academic programmes in the field of management education. It has been contributing to management education and developing human resources to meet the requirements of nation's economy and industries for past 28 years. Permanent Campus of IIM Kozhikode is on two-hillocks, spread on an extent of about 112 acres, having undulating terrain with steep slopes.

## ABOUT IIMK – KOCHI CAMPUS

IIMK- Kochi Campus was setup in the year 2013, with a focus on developing managerial talent amongst executives through leveraging the knowledge base and resources created by its faculty. It is a Centre of Management for professional development that hosts executive education programmes and facilitates collaboration with the industry through research and consultancy. Executive Post Graduate Programme (EPGP) at IIMK- Kochi Campus is tailored as a unique two-year, face-to-face programme for working executives, aspiring for leadership positions in various organizations. It is offered in online mode also. The Degree awarded after undergoing EPGP at Kochi Campus is equivalent to MBA of any other Universities or Institutions.

### 1. Invitation for Tenders

Indian Institute of Management, Kozhikode invites sealed tenders in two bid system from reputed and qualified Bidders for **“Providing manpower services for Technician, Housekeeping & Cleaning Staff, General Attender, Cleaning-cum-Pantry Staff, Cook-cum-Caretaker and IT Technician, at IIMK-Kochi Campus.”**

### 2. Scope of Services

Scope of Services at IIMK-Kochi Campus with number of manpower required is as follows:

- (a) **Three (03) Housekeeping & Cleaning Staff**
  - (b) **One (01) General Attender**
  - (c) **One (01) Technician**
  - (d) **One (01) Cleaning-cum-Pantry Staff**
  - (e) **One (01) Cook-cum-Caretaker,                      and**
  - (f) **One (01) IT Technician**
- (Total 08 staff)**

### **3. Qualifying Criteria:**

Prospective Bidders should satisfy the following criteria:

3.1. They should be professionals in the field(s) of providing manpower services of **Housekeeping & Cleaning Staff, Technician, General Attender, Cleaning-cum-Pantry Staff, Cook-cum-Caretaker, and IT Technician, for the past five years.**

3.2. They should be registered as a proprietorship, partnership, LLP or private sector company or public sector company with a valid registration. Copy of Registration Certificate should be produced along with the filled-in tender documents. Initial registration and subsequent renewals are also to be provided as proof.

3.3. Should have successfully carried out similar single work for annual value of Rupees 25 lakhs or above during the last three years i.e. works undertaken after 01.04.2021.

3.4. Annual Turnover: Annual Turnover of the Bidder should be Rupees fifty lakhs or more during last 3 financial years (duly certified copies of the Profit and Loss account/ income tax returns/ Balance Sheet for the last 03 financial years ie.2021-22, 2022-23 and 2023-24, has to be submitted along with the technical bid) and should have profit during these years.

3.5. Bidder should enclose copies of certificates from the present/previous clients (works done in the last 03 years only i.e. works undertaken after 01.04.2021) clearly showing annual contract value of the work done, nature of work done, number of persons engaged, etc.

3.6. Bidder must have at least 20 persons on rolls on the date of tender and attach proof of the same with the tender.

3.7. Bidder should not have been blacklisted by any organization at any point of time. There shall neither be any case or charge under investigation/enquiry/trial against the Bidder, not convicted by any Court of Law nor suspended/black listed by any organization on any grounds. The vendor should enclose a declaration that he/they is/are not convicted by any Court of Law or blacklisted by any organization on any grounds.

3.8. Bidder should have a valid GST, ESI and EPF Registration. Copies of the certificates should also be enclosed along with the tender documents.

### **4. Tender Process**

4.1 **Guidelines for Submitting Tenders:** Bidders are requested to submit the Tender as given in Annexure-I, duly signed on all pages, stamped and sealed. Annexure-I consists of two parts, Part A: Profile of Bidder (Technical Bid) and Part B: Price Bid, in two separate covers, properly sealed, with proper superscriptions.

4.2 **Cost of Tender Document:** Bidder should submit a Demand Draft of ₹112/- (Rupees One hundred and twelve only) (₹100/-+₹12/- as 12% GST) drawn in favour of Indian Institute of Management Kozhikode, payable at Kozhikode towards the cost of Tender Document.

4.3 **Earnest Money Deposit (EMD):** EMD of ₹10,000/- (Rupees Ten Thousand only) is to be submitted along with the proposal in the form of Demand Draft from a Scheduled Bank drawn in favour of Indian Institute of Management Kozhikode, payable at Kozhikode. Proposals received without EMD is liable to be rejected. The EMD will be refunded to the unsuccessful Bidders, within one month of the acceptance of the Tender.

4.4 The rates quoted should not be less than the minimum wages prescribed by the Central Govt. for the services mentioned and the area wherein the IIMK-Kochi Campus is situated.

**4.5 Service charge quoted by the bidder: The service charge quoted by the bidder must include the cost of uniform to workers (ie. two sets of uniforms per year per worker/supervisor), all other taxes, duties, contingencies other than those specified in the Financial Bid, ie. the minimum wages payable to the workers, principal employer's share of ESI, EPF (subject to statutory limits) and GST. Service charges should be indicated in the Financial Bid and will be paid as a percentage of the monthly wages (Minimum Wages+ VDA) as laid down by the Govt of India from time to time. Service charges will not be applicable to the ESI & EPF remittances.**

**4.6. All other expenses like additional needs of uniforms/machinery/implements/ any other incidentals should be met by the bidder out of the service charge quoted in the Financial Bid. Request for reimbursement of any other payments/ costs/ charges on account of the above, bonus/gratuity, etc. will not be entertained by the Institute.**

4.7. As per Govt of India, Ministry of Labour & Employment notification published in Gazette SO.191(E) dated 19.01.2017, explanation item(e) which states that "*the minimum rates of wages include the wages of weekly day of rest*" and the provision is applicable to this tender. No separate wages for rest days will be given for the services as per this NIT.

4.8. The persons deployed by the successful bidder will not be treated as employees of the Institute and the successful bidder will be solely responsible for making all statutory payments including Bonus/Gratuity as per applicable laws or if applicable, to the persons so deployed and no employer-employee relationship will exist between the IIMK and the persons so deployed. The only relationship that will exist between the bidder and the IIMK is that of a Principal and Service provider.

4.9. Bidder should provide complete details as sought for in the schedule. **In case the required documents/proof is/are not enclosed, the Tender may be rejected and no clarification/enquiry in this regard will be entertained.**

4.10. Each page of the Tender document should be serially numbered and signed as a token of acceptance of the terms and conditions of the Tender. Unsigned Tenders will summarily be rejected and no correspondence shall be entertained.

## **5. General Instructions for Preparation and Submission of Tenders**

5.1. The profile of the Bidder (Part-A) with all the required documents duly signed and stamped, cost of tender form and EMD should enclose in one cover and super scribe as Part-A (Profile of the Bidder). The rates have to be quoted in the prescribed schedule (Part-B) duly stamped & signed, should alone be enclosed in a separate cover and superscribed as Part-B (Price Bid). The Bidders should quote their rates for each item as mentioned in the schedule (Part-B). The two covers i.e. Part-A & Part-B should be enclosed in separate covers and follow the instructions as in para 5.12.

5.2. Tenders not properly filled, mutilated, with incorrect calculations or generally not complying with the conditions, are liable to be rejected.

5.3. Each page of the Tender should be serially numbered and signed. The covering letter should clearly specify the total number of pages in the Tender submitted by the Bidder.

5.4. Tender is to be signed by the authorized signatory. Unsigned Tenders will summarily be rejected and no correspondence shall be entertained.

5.5. The Tender shall remain valid for acceptance for a period of 90 days from the date of opening of Tender.

5.6. No alterations in Tender forms shall be made by the Bidder and if any such alteration is made, the Tender is liable to be rejected. Certificate for tender documents downloaded from IIMK's website should be attached as per format given in Annexure II.

5.7. The acceptance of Tender will rest with the Institute, which does not bind itself to accept the lowest Tender and reserve to itself the authority to reject any or all of the Tenders received, without assigning any reasons.

5.8. The Tenders submitted should clearly indicate the name of the firm/person in whose favour the final work order is to be placed. Any request made after submitting the Tender for changing the name of the firm in whose favour the work order is to be placed shall not ordinarily be entertained.

5.9. IIMK reserves the right to alter and revise the conditions and terms at any point of time. In case of such alteration, the same shall be duly notified in IIMK website.

5.10. Bidders are to abide by all the Terms and Conditions detailed in the tender. In case these terms and conditions are not acceptable to any Bidder, he/she should clearly specify the deviations in his/her Tender. IIMK reserves the right to accept or to reject them. Declaration of abidance of the terms and conditions of the tender as per Annexure III will be signed by the Bidder and submitted along with the tender documents.

5.11. Every Bidder is expected to inspect the site at his own cost before quoting his rates. It will be construed that the Bidder has inspected the site and satisfied himself about site conditions, nature of work, availability of labour and materials and other relevant matters, before quoting his rates.

5.12. The Tenders along with all necessary documents in sealed envelopes should be sent to the following address, superscribing Tender number and name. The Tenders (Part-A with all annexures in one cover and Part-B in a separate sealed cover) must be sent in a sealed envelope (containing Part-A cover & Part-B cover) superscribing **"Tender for providing manpower services for Technician, Housekeeping & Cleaning Staff, General Attender, Cook-cum-Caretaker, Cleaning-cum-Pantry Staff and IT Technician, at IIMK-Kochi Campus."** So as to reach the:

"Head – Administration & HR,  
Indian Institute of Management Kozhikode,  
IIM Kozhikode Campus P.O.,  
Kozhikode – 673 570 (Kerala)" on or before **20.03.2025**, 03:00 PM.

Alternatively, the Bidders can drop the Tender in the Box, entitled 'General Admin. Section' kept near Reception Counter in Administrative Block of IIM Kozhikode.

**NOTE: "Please ensure that the Tender nomenclature and its reference number are superscribed on top of the Envelope under which Tender is forwarded to IIMK. If the Tender details are not superscribed on the Tender Envelope, IIMK will not be held responsible for the Tender being left out for opening on the due date and time. The sole responsibility for this lapse will rest with the Bidder concerned".**

5.13 IIMK shall not take responsibility, if the Tender is not received within due date and time. The Tenders received after the due date and time stipulated for receipt of Tenders shall be rejected. No request for extension of time for submission of Tender shall be considered on the plea of delay by Post/Courier, etc.

5.15. Tender Fee and EMD shall be exempted in case of Micro & Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small & Medium Enterprises (MSME) or are registered with the Central Purchase Organisation of the concerned Ministry or Department or Start-up as recognized by Department of Industrial Policy & Promotion (DIPP). The certificate should be specifically applicable for **“Providing manpower services for Technician, Housekeeping & Cleaning, General Attender, Cook-cum-Caretaker, Cleaning-cum-Pantry Staff and IT Technician, at IIMK-Kochi Campus.”**. The Bidders registered with MSME/ DIPP should provide a copy of valid Registration Certificate along with the Schedule Part-A: Profile of the Vendor.

5.16. All the tenders shall remain valid for 90 days after the date of tender opening. A tender valid for a shorter period shall be rejected by IIMK as non-responsive. In exceptional circumstances, IIMK may request the Bidder to extend the period of validity.

## **6. Opening of Tenders:**

The Part-A of the tenders will be opened at **04.00 PM on 20.03.2025** at IIMK in the presence of representatives of IIMK and the Bidders or their representatives they choose to be present. Part-A of the tender with the required documents will be evaluated by a duly constituted committee and based on the recommendations of the committee, the bidders become eligible for the next stage (Price Bid (Part-B) opening) will be determined.

Date of opening of the Part-B (Price Bid) of the tender will be communicated to those bidders qualifying the eligibility criteria as per Part-A of the tender and also based on the recommendations of the evaluation committee.

## **7. Evaluation of Tenders:**

7.1. IIMK will determine the substantial responsiveness of each proposal with reference to terms and conditions. For this purpose, a substantially responsive proposal is one, which conforms to all the terms and conditions of the Tender without material deviations.

7.2. The evaluation shall not necessarily be based on lowest quoted Tender, but will be evaluated for the entire scope of work. The scope besides cost will include the profile of the Bidder and past record including proficiency in executing past contracts, ability to provide the desired services and a presentation to be made by the Bidder, if called for.

7.3. IIMK does not pledge itself to accept the lowest or any Tenders and reserves to itself the right of accepting the whole or any part or portion of the Tender or cancel the Tender without assigning any reason whatsoever.

7.4 IIMK will examine the materiality/significance of the deviation/variation, if any, and shall take its own decision to accept or reject the Tenders. Decision of IIMK on acceptance/rejection shall be final without assigning any reason thereof. Tender once submitted will not be allowed for revision without the approval of IIMK.

7.5. The Tenders so received will be evaluated by a committee duly constituted by the competent authority who will evaluate the tenders and give their recommendations. The committee is empowered to call for clarifications and /or additional documents and inputs from the vendors and call for a presentation/discussion by/with the vendors.

7.6. Bidders who do not meet the qualification criteria or who submit tenders not substantially responsive to the bidding, their tender documents will be rejected.

7.7. Tenders without proof of claims/documents as required will be liable for rejection.

7.8. Conditional tenders and tenders without EMD and other requirements will be summarily rejected.

7.9. IIMK reserves the right to alter and revise the conditions and terms at any point of time. In case of such alteration, the same shall be duly notified in our website.

## **8. General Conditions for Award of Tender**

8.1. Before award of work, if any Bidder withdraws its tender within the validity period of 90 days or makes any modification in the terms and conditions of the tender which are not acceptable to the Institute, then the Institute shall, without prejudice to any other right or remedy, beat liberty to forfeit 50% (fifty percent) of the Earnest Money. After award of contract, if any Bidder withdraws its tender or fails to execute a formal agreement or fails to take up the work in time, EMD will stand forfeited. The EMD will also be forfeited if the Bidder fails to comply with the terms and conditions of award letter and agreement.

8.2. The Contract shall be taken up immediately on receipt of Work Order and the contract shall commence from the dates mentioned in the work order.

8.3. **Security Deposit:** Within Seven days of the award of the contract, the Bidder shall furnish to the Institute a bank guarantee / D.D / Deposit at call receipt / F.D for a sum equivalent to 7% of contract value (7% of the 24 months' amount as calculated by the Price Bid - Part-B) as Performance Guarantee/ Security Deposit, valid for the duration of the contract period (generally 24 months) plus a period of two months. The Security Deposit shall not bear any interest. The Security deposit shall be returned after satisfactory completion/termination of the contract and after adjusting the dues, if any, payable by the Bidder to the Institute.

8.4. After acceptance of the Tender, the Bidder shall sign the necessary contract agreement on non-judicial stamp paper worth Rs.500/- within five days of intimation in the prescribed form. Expenses for the agreement including cost of stamp papers etc. shall be borne by the Bidder.

8.5. The contract shall be for a period of **two years'** subject to review after six months and satisfactory performance by the agency. Depending on the performance of the Bidder and on mutual agreed terms and conditions, Director, IIM Kozhikode reserves the right to renew/extend the contract subsequently.

8.6. The number of personnel required are as mentioned in the Scope of Works. Extra manpower, if required, should be provided on the same terms and conditions.

8.7. No residential accommodation, subsidized food or transport will be provided to the personnel deployed by the Bidder. Bidder should provide its personnel with appropriate uniforms (seasonal and protective clothing), raincoat, Gumboot, etc.as required.

8.8. Thirty days' credit period has to be given to the IIMK for release of payment, from the date of submission of the bill, provided that the bill is proper and correct in all respects and all requisite documents are furnished along with the bill.

8.9. The workers engaged by the Bidder will not be on payroll of the Institute and will not be entitled to any benefit as applicable to the employee of the Institute.

## **9. Statutory Compliances and Engagement Terms**

9.1. If any relative of the Bidder is an employee of IIM Kozhikode the name, designation and relationship of such employee shall be intimated to the Director, IIM, Kozhikode, in writing while submitting the tender.

9.2. The persons deployed by the Bidder for the work shall be the employees of the Bidder for all intents and purposes and in no case, shall a relationship of employer and employee between the said persons and the IIM Kozhikode accrue implicitly or explicitly.

9.3. The persons so deployed shall remain under the control and supervision of the Bidder and he shall be liable for payment of their wages etc. and all other dues which the Bidder is liable to pay under various labour regulations and other statutory provisions.

9.4. The Bidder shall fully comply with all the applicable Laws, Rules and Regulations relating to EPF, ESI, Minimum Wages, Workmen's Compensation Act, Contract Labour (Regulation & Abolition) Act, Migrant Labour Act, and/or such other Acts or Laws or Rules or Regulations passed by the Central/State/Local Government and/or any other act as may be relevant and applicable to him from time to time and must be conversant with maintenance of related records like certificates of registration, license, issue of employment card, maintenance of various registers, rendition of periodical returns, etc.

**9.5. As per section 32(v) (b) of the payment of Bonus Act 1965, nothing in the Act shall apply to employees employed by Universities and other education institutions. Under these provisions, IIM Kozhikode would not be required to pay bonus to contract workers deployed at its Kochi campus. Hence no bonus will be paid by the Institute.**

9.6. The prospective Bidders may satisfy themselves about the requirements by visiting the Kochi campus of the Institute, situated at Athulya Complex, Infopark, Kochi- 682042 on any working day (Monday to Friday) between 9.00 AM to 5.30PM, on prior appointment. Rates quoted must be firm and no revision will be accepted during the period of the contract except the minimum wage revision and revision of Dearness Allowance by the Government. Any changes in Government levies /taxes shall be payable by the Bidder.

9.7. Income-Tax (TDS) at the prevailing rate will be deducted from the monthly bill of the Bidder. GST as per rules shall be applicable in addition to the quoted rates.

9.8. The Bidder shall submit the proof of having deposited the amount of contribution claimed by him on account of ESI and EPF in respect of the persons deployed, in their respective names, before submitting the bills for the subsequent month. ESI and EPF amount will be withheld from the bills submitted and paid on submission of proof of remittance of the same to the account of the concerned personnel. The amount towards ESI and EPF contribution will be released only on submission of required documents.

9.9. The Bidder shall maintain EPF and ESI accounts for the workers at their local offices of Kochi. EPF and ESI remittances in respect of the personnel deployed at IIMK-Kochi Campus should be made in the concerned offices in Kochi and individual wise details should be provided to this Campus. The Institute will monitor such payments as per statutory obligations. The Bidder shall, immediately on taking over, arrange to transfer the EPF accounts of workers from the previous Contractor. This process should be completed within two months.

9.10. The Bidder shall make payment of wages etc. to the workers and supervisors deployed by him by 05<sup>th</sup> of every month by online transfer to the Bank account of the worker.

9.11. The Bidder will pay wages, observe hours of work and conditions of employment as per existing rules under Minimum Wages Act, Contract Labour (Regulation and Abolition) Act, etc. It shall be his responsibility to ensure that he pays his worker wages which are not lower than the minimum wages as prescribed from time to time by the Government. He must comply with and carry out all the provisions and obligations under the said Acts and Rules and furnish all information to the Director, IIM Kozhikode as may be required. He shall indemnify the Institute against any penalties/claims arising from any default on his part.



9.12. The actual payment made by the Institute to the Bidder will be based on the actual deployment of the worker. In other words, if on any day the number of workers deployed is less than that specified in the contract, the payments will be adjusted accordingly.

9.13. The Bidder shall be solely responsible for all the claims of his worker and the employees of the Bidder shall not make any claim whatsoever against the Institute.

9.14. The Bidder shall be solely responsible for maintenance of all records as stipulated under various rules and regulations.

9.15. Deployment of the worker required for smooth conduct of the services will be the responsibility of the Bidder and no additional amount, apart from that mentioned in the Price Bid as service charges of the Bidder, shall be payable by the Institute.

9.16. The Bidder shall obtain adequate insurance policy in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work, etc.

9.17. Bidder that offers services under this tender should have a clear recruitment and exit Policy for the personnel.

9.18. Police verification of antecedents of the worker to be engaged at IIMK- Kochi Campus will be obtained by the Bidder in advance before they are deployed for the work.

9.19. Bidder shall ensure that the persons are physically fit, punctual, disciplined and vigilant in performance of their duty. The Bidder shall engage medically and physically fit persons only and they shall be duty bound to display the same at the time of providing the service. The Bidder shall not deploy any personnel above the age of 60 years.

9.20. The Bidder is required to and be responsible for obtaining all the statutory licenses as required by statutory provisions and law of the land.

9.21. The Bidder will not sub-let the contract for these services to any other agency or individual(s).

9.22. In case the integrity, character and behavior of any of the Bidder's worker is found doubtful, he/she would be replaced by the Bidder on receiving oral/written instruction from the concerned officer of the Institute.

9.23. The Bidder shall be fully responsible for the work allotted to him and he or his workers shall not indulge in any other activities than doing specified job allotted to them. In case of any loss/damage to Institute property or its interest, the competent authority shall be free to impose penalty of equivalent value of loss/damage as decided by the Director. The Bidder shall ensure that his personnel provide quality and efficient work/service, while in the said premises or while carrying out their duties and obligations, observe standards of cleanliness, decorum, safety and general discipline laid down by the Institute and the Institute shall be the sole judge as to whether or not the Bidder and/or his personnel have observed the same.

9.24. Any compensation for disengagement on account of death, disability of any labors(s) provided for deployment in the Institute campus, even if such disability manifests after the termination of the contract, shall be Bidder's exclusive liability and Institute should be exempted from such liabilities.

**9.25. The Bidder is wholly responsible to supply the labour in the Institute premises and if any accident/untoward incident happens, on account of improper workmanship, safety precautions or for any other reasons during duty, the whole responsibility for settling the case with police/court lies with the Bidder only.**

**NOTE: The wage limit for coverage of an employee under sub-clause (b) of clause 9 of Section 2 of "Employees' State Insurance Act, 1948" shall be twenty-one thousand Rupees in a month (Authority: Ministry of Labour Notification G.S.R 957(E) dated 06 October 2016).**

**Provided that an employee whose wages (excluding remuneration for overtime work) exceeds twenty-one thousand Rupees a month at any time after and not before the beginning of the contribution period, shall continue to be an employee until the end of that period.**

#### **10. Uniform:**

All personnel deployed should be smartly dressed at all times with ironed uniform.

#### **11. Working Hours:**

There will be different work timings for each category of Staff. Saturdays and Sundays will be working days and Wednesday will be the weekly off. Present working hours for Housekeeping & Cleaning Staff and General Attendant will be from 8.00 AM to 4.30 PM including lunchtime on all days and it will change according to offline classes on Saturdays (4 PM to 9.45 PM) and Sundays (9 AM to 3.30 PM) and decision of work timings will be as per the discretion of the Institute authority.

#### **12. Termination of Contract & Penalty Clause:**

IIMK reserves its right to terminate the contract for any reason at its absolute discretion including, but not limited to the following:

- (a) If the Bidder is adjudicated insolvent by a Competent Court of Law or files for insolvency or the Agency's Company is ordered to be wound up by a Competent Court.
- (b) Bidder commits any material breach of the terms of this contract with IIMK or if found guilty of any malpractice in the performance of the contract.
- (c) If any charge-sheet is filed by the Competent Authority of the Government against the Bidder or its company or agency is convicted by a criminal court on grounds of moral turpitude.

(d) In the event of non-satisfactory service or failure on the part of the Bidder or if the Agency shall neglect to execute the work with due diligence or expedition or shall refuse or neglect to comply with any reasonable order given to him by IIMK in connection with work or shall contravene the provisions of the contract, IIMK shall have the option to declare the contract as cancelled by giving one-month notice and may make any alternate arrangements at the Bidder's risk and cost. In such an event the vendor shall have no claims whatsoever against IIMK in consequence of such termination of the contract. The decision of IIMK in terminating the contract will be final and binding on the Bidder.

(e) In case the Bidder violates any of the responsibilities entrusted by the authorised officer of IIMK, the Institute has the right to terminate the contract with/ without proper notice.

**12.1.** The Institute, without giving any reasons, at any time by giving three months' notice may terminate the contract and the Bidder shall have no claim if the period of contract is curtailed.

**12.2.** The Bidder however, will have to give six months advance notice to the Institute, for discontinuing his work.

**12.3.** The Director of the Institute or his authorized representative shall have absolute right to impose penalty for unsatisfactory services rendered by the Bidder. This includes delay in payment of wages or any other benefits to the workers. The penalty amount may vary from minimum Rs.5000/- at one instance to actual loss sustained by the Institute. The Bidder should ensure regular and uninterrupted quality services at all times. In case of failure in services or negligence, appropriate punitive action shall be taken by the Institute, which also includes monetary penalty upto 5 % or not exceeding 5% of the total monthly bill due to the vendor.

Failure of service and negligence shall be measured in terms of the following:

- a. Non payment of the wages to the workers in time /arbitrary deductions in the wages/non compliances of statutory norms and rules.
- b. Breach of any clause of tender / agreement even after receiving prior written notice by IIMK.
- c. Any other matter which an act of negligence or breach of ethics by the service provider.

The punishment is even culminating to the termination of the contract.

**12.4.** The decision of the Director, Indian Institute of Management Kozhikode regarding any disputes whatsoever arising out of the contract will be final and binding on the Bidder.

### **13. Performance**

IIMK shall assess the Bidder's overall performance with respect to quality and other conditions at regular intervals and take a decision regarding continuance of the contract, in case the performance of the agency is found to be non-satisfactory by IIMK.

### **14. Force Majeure**

If either party is prevented from the performance of its obligations in whole or in part for reasons of Force Majeure, viz., acts of God, acts of Government, acts of public enemy, war, hostility, civil commotion, blockade, sabotages, riots, fire, floods, earthquake, explosions, epidemics, strike and lawful lockout, the period of Force Majeure shall be excluded accordingly. If Force Majeure event(s) continue beyond the period of three months, the parties shall hold consultation to chalk out the further course of action. Neither party can claim any compensation from the other party on account of Force Majeure.

### **15. Conciliation**

Any dispute or difference whatsoever arising between the parties relating to or arising out of Contract, shall be settled first by Conciliation in accordance with the Govt. Rules and settlement so rendered between the parties in pursuance thereof shall be final and binding on the parties. Reference to Arbitration shall be made only when the Conciliation has failed.

The Bidder and the Institute hereby submits to the jurisdiction of the court situated at Kochi/Kozhikode for the purpose of action and proceedings arising out of the contract and the courts at Kochi/ Kozhikode alone shall have the jurisdiction to hear and decide action and proceedings.

### **16. Executing Authority**

The Director, IIM Kozhikode or his authorized representative shall be the Executing Authority for this contract.

### **17. Clarifications**

In case of clarifications, Estate Office, IIM Kozhikode (0495-2809207,210) may be contacted. Alternatively, Senior Administrative Officer, IIMK-Kochi Campus (8129774179) may be contacted. Decision of Director, IIM Kozhikode shall be final and binding in this regard.

Lt. Col. M. Julius George (Retd.)  
Head - Administration & HR

## SCHEDULE – A

### SCOPE OF WORK: TECHNICIAN, HOUSEKEEPING & CLEANING AND GENERAL ATTENDANT SERVICES, COOK-CUM-CARETAKER, CLEANING-CUM-PANTRY STAFF AND IT TECHNICIAN, AT IIMK KOCHI CAMPUS

Tender should be submitted to cover the scope of the present areas wherein services are required at IIMK– Kochi Campus. However, the Institute will bear the liberty to reduce or increase the requirement of the services at any time during the currency of the contract. In such event/events, the compensation for the services payable will be reduced or increased accordingly, as per agreed terms & conditions.

#### **(A) Areas under scope of work:**

| <b>Sl. No.</b> |  |
|----------------|--|
| 1              | Cabins of Faculty / Staff / Associate Dean / Chairperson   |
| 2              | Studio, Library, Tutorial and Hub Room                     |
| 3              | Class Rooms, Administration Block, Lobby and Corridor Area |
| 4              | Toilets (Gents & Ladies)                                   |
| 5              | Common Areas   |

#### **(B) Present assessment of manpower required:**

| <b>Sl. No.</b> | <b>Category and Number of contract workers required</b> |
|----------------|---|
| 1              | <b>Housekeeping &amp; Cleaning Staff - Three (03)</b>   |
| 2              | <b>General Attender - One (01)</b>                      |
| 3              | <b>Technician - One (01)</b>                            |
| 4              | <b>Cleaning-cum-Pantry Staff - One (01)</b>             |
| 5              | <b>Cook-cum-Caretaker - One (01)</b>                    |
| 6              | <b>IT Technician - One (01)</b>                         |

#### **B (i) Duties of Technician**

1. Routine checking of electrical equipment's/items in the campus.
2. Regular checking of electrical items includes UPS, Batteries/Air Handle Unit (AHU), plug points, light fittings etc.
3. Maintaining Diesel Generator supply readings based on the usage.
4. Switching of Main Electrical Supply to Diesel Generator (DG) at the time of power failure.
5. Reporting and replacement of necessary electrical/electronic & plumbing items.
6. Undertake preventive measures in case of fire hazards etc.
7. Plan and prioritize the workload and ensure efficient and effective use of working time.
8. Maintain and repair work of locks / locking mechanism / doors / heating / plumbing components.
9. Maintain a clean and safe work environment.
10. Respond quickly in the event of an emergency.
11. Perform duties in exigencies of service.

The above-cited works are illustrative, but not exhaustive. IIMK-Kochi Campus shall add other tasks, subject to various scenario.

### **B (ii) Duties of Housekeeping & Cleaning Workers**

1. Ensure a high standard of general upkeep and cleanliness in all areas of the campus
2. Cleaning, Sweeping, and mopping of Classrooms, Lobby, Faculty & Staff Cabins, Dean's cabin, Tutorial, Corridors, Library and Pantry etc. on daily basis.
3. Vacuuming and cleaning carpets and rugs by using any cleaning equipment such as vacuums, mops, and other cleaning tools.
4. Periodical cleaning of electrical fittings /lights etc. externally
5. Cleaning and sanitizing Ladies & Gents toilets and sinks twice a day—morning and afternoon to remove stains/marks
6. Keeping wash rooms stocked with clean toiletries and other supplies
7. Dusting and polishing furniture and fixtures.
8. Cleaning mirrors and other glass surfaces.
9. Emptying trash receptacles and disposing of waste on daily basis
10. Cleaning the used crockery /utensils on daily basis.
11. Maintain a congenial ambience in the campus in terms of hospitality.
12. Cleaning the handset of telephones with branded antiseptics /perfumes on daily- basis.
13. Ability to follow schedule of the campus and adapt to changing schedules or routines, as and when required.

The above-cited works are illustrative, but not exhaustive. IIMK-Kochi Campus shall add other tasks, subject to various scenario.

### **B (iii) Duties of General Attendant and Cleaning-cum-Pantry Staff**

1. Strong interpersonal and communication skills.
2. Provide qualitative services and general attendant support to members of Faculty & Staff, Participants and other stakeholders.
3. Provide support to setting the equipments for events/activities (if any) for the smooth conduct of the events.
4. Provide support for Shifting of materials, office furniture etc. from stores to cabins, classrooms etc. as and when required
5. Prepare and serve tea, coffee & snacks (if any) to Guest, Faculty & Staff, as per request.
6. Making Sandwich for Faculty Members who comes to the campus for teaching purpose
7. Cleaning crockery /utensils on daily basis
8. Replenish filtered drinking water in the offices.
9. Ensure a high standard of cleanliness in general activities of the campus.

The above-cited works are illustrative, but not exhaustive. IIMK-Kochi Campus shall add other tasks, subject to various scenario.

#### **B (iv) Duties of Cook-cum-Caretaker**

1. Receiving the guests in IIMK-Guest House
2. Facilitating the guests for entries in the register
3. Ensure cleanliness and upkeep of rooms, common areas, and facilities.
4. Ensure fresh towels, bedsheets, and other linens are cleaned and replaced.
5. Proper disposal of waste
6. Communicate with Facility Staff regarding repairs, supplies, and guest requests.
7. Prepare and cook meals as per the menu and guest preferences.
8. Purchase, stock, and manage food supplies with the instructions of the contractor.
9. Maintain kitchen cleanliness, food hygiene, and safety standards
10. Serve food in an appealing and timely manner
11. Washing of vessels and maintenance of kitchen cleanliness.
12. He will have to stay in the Guest House for undertaking the above duties.

The above-cited works are illustrative, but not exhaustive. IIMK-Kochi Campus shall add other tasks, subject to various scenario.

#### **B (v) Duties of IT-Technician**

1. Check the status of Internet and network connections every day.
2. Check Intercom and phone lines
3. Check all systems in the class rooms (audio and video devices) and make sure that all are in good condition
4. Check printers and systems placed in various cabins.
5. Check the Wi-Fi devices and access points
6. Assign Wi-Fi accounts to students
7. Maintenance of printers
8. Adding users in biometric and taking reports.
9. Take printouts of various documents
10. Maintain service reports and other bills
11. Check internet connectivity in IIMK Kochi Guest house.
12. Help students, staff and faculty to solve their IT related problems.
13. Installation and configuration of systems
14. Installing Softwares and troubleshooting of hardware and networking.
15. Testing and evaluating new systems.
16. Do other duties as assigned.
17. Communicate with team members.

The above-cited works are illustrative, but not exhaustive. IIMK-Kochi Campus shall add other tasks, subject to various scenario.

**INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE**

No.08.07(01)/2025-IIMK Estate

28.02.2025

**Contract for providing manpower service for Technician, Housekeeping & Cleaning staffs, General Attendant, Cook-cum-Caretaker, Cleaning-cum-Pantry staff and IT Technician, at IIMK-Kochi Campus.**

**PART-A: Profile of the Bidder**

(To be enclosed in Cover-A with all documents as per NIT, EMD, and tender form fee)

(To be filled by the Bidder)

| Sl. No | Requirements  | Compliance details of the Bidder |
|--------|---|----------------------------------|
| 1.     | Details of cost of tender form & EMD<br>(DD No, date & name of issued bank, and Branch or details of EMD exemptions)<br>(Copy of certificates is to be attached, if exception is claimed failing which tenders will be rejected )                                   |                                  |
| 2.     | Details of head office & local office at Kochi, if any, with full address , contact person , mobile No, email IDs etc.  |                                  |
| 3.     | Current registration particulars of your Firm<br>(Copies of the current registration certificate is to be attached)   |                                  |
| 4.     | Details of clients for the last 05 years, with the details like name of the client/s, full address, period of engagement, No. of persons engaged, nature of works done, phone No.& e-mail id of the contact person etc.<br>(Can attach separate sheet, if required) |                                  |
| 5.     | GST, PAN, EPF& ESI registration No(s).<br>(Copies of the certificates to be attached)   |                                  |



|     |  |  |
|-----|--|--|
| 6.  | <p>Do you have at least five years' experience in the field? (Copies of Certificates/ work orders showing the last five years' experience must be attached).</p> <p>(The certificate from the clients should contain the details like type of services offered, period of contract, annual/monthly contract value, No. of persons engaged for the services tendered, details of contact persons ( clients) with phone No &amp; email IDs etc.)</p> |  |
| 7.  | <p>Do you have an annual turnover as per the tender document? (Please provide proof as per the tender).</p>  |  |
| 8.  | <p>Whether having sufficient experience in terms of the annual contract value of the services as per the tender (Copies of Certificates to be attached clearly showing the annual contract value, type of service, No. of persons engaged, comments about the client, contact details of key persons of the clients, etc.)</p>   |  |
| 9.  | <p>Have your firm ever been debarred by any Court of law OR penalized by any Government/ PSU/ Private organization?</p>  |  |
| 10. | <p>Do you have a system to provide required training to your workers?</p>  |  |
| 11. | <p>Do you meet all other criteria as required in the tender document?</p>  |  |
| 12. | <p>Whether any deviation from the original tender document uploaded in the website has been effected?</p>  |  |
| 13. | <p>Whether signed all pages of the tender documents and the same is attached?</p>  |  |
| 14. | <p>Whether profile of the Vender (Part-A) with all documents in one cover and Price Bid (Part-B) in another cover has been enclosed as per the NIT before submitting the tender?</p>   |  |

**Notes:**

1. Details as indicated above may please be amplified with relevant documents otherwise, the claims will not be accepted.
2. Latest and renewed Copy of registration of firm may please be produced.
3. The Bidder should enclose certificates from their clients as proof of providing the present tendered services to them. These certificates are liable for verification. Proof of experience in relevant services, period of contract, annual/monthly contract value, number of persons engaged etc. should be available in the certificates produced.
4. Clarifications on above aspects, if required may/may not be called for, post opening of the Part-A (Profile of the Bidder) of the tender.

**Certificate**

Certified that we (Name of Proprietor /Firm) -----  
are not convicted by a Court of Law or blacklisted by any organization on any grounds  
and we have not been issued any notices for noncompliance of statutory provisions/  
government orders on any grounds.

Place:

Date:

Signature of the Bidder:

Name, Full address, Mobile No & e-mail id.

Office Stamp

**PART B: PRICE BID****RATES FOR PROVIDING MANPOWER AT IIMK- KOCHI CAMPUS**

| Sl. No. | Particulars  | Rate per person per month of 26 days (in Rupees)* |            |                  |                    |                           |               |
|---------|--|---|------------|------------------|--------------------|---------------------------|---------------|
|         |  | House Keeping/<br>Cleaning staff                  | Technician | General Attender | Cook-cum-Caretaker | Cleaning-cum-Pantry staff | IT Technician |
| 1       | Minimum Wage Per Day (Basic + DA)                            |   |            |                  |                    |                           |               |
| 2       | EPF @ 13% of Sl. No.1 (limited to ₹15,000/- of Basic + DA)   |   |            |                  |                    |                           |               |
| 3       | ESI @ 3.25% of Sl. No.1 (limited to ₹21,000/- of Basic + DA) |   |            |                  |                    |                           |               |
| 4       | <b>Service Charges</b><br>(..... % of Sl.No.1)               |   |            |                  |                    |                           |               |
| 5       | Sub Total (1+2+3+4)  |   |            |                  |                    |                           |               |
| 6       | GST @.....% of Sl.No.5                                       |   |            |                  |                    |                           |               |
| 7       | Total Per Month Per Person (5+6)                             |   |            |                  |                    |                           |               |
| 8       | Number of persons being deployed                             | 03  | 01         | 01               | 01                 | 01                        | 01            |
| 9       | Monthly Value (Col.7x8)                                      |   |            |                  |                    |                           |               |
| 10      | Total value for the 08 persons (in figure & words)           |   |            |                  |                    |                           |               |

\*Wages for 26 days which includes wages for weekly offs also. There will not be any separate payment for weekly offs.

1. We confirm that the rates quoted above are not less than the Minimum Wages prescribed by the Central Government as on date.
2. The current Central Government Minimum Wage (Basic + DA) at Kochi is ₹...../- per day for Housekeeping worker, ₹...../- per day for General Attendant, ₹...../- per day for Technician, ₹...../- per day for Cook-cum-caretaker and ₹...../- per day for Cleaning-cum-Pantry staff, and ₹...../- per day for IT Technician, w.e.f.01.10.2024.
3. **As per section 32(v) (b) of the Payment of Bonus Act 1965, nothing in the Act shall apply to employees employed by Universities and other Education Institutions. Under these provisions, IIM Kozhikode would not be required to pay bonus to contract workers.**
4. Service Charges quoted by the Bidder: {..... % (..... %)} of Sl.No.1} (in words and figures).

Date:

Signature of the Bidder

Name &amp; Address of the Bidder with Office Stamp

**Certificate for Tender Documents Downloaded from website of  
Indian Institute of Management Kozhikode**

In case the Notice Inviting Tender document is downloaded from the website, a declaration in the following Performa has to be furnished:

"I..... (Authorized Signatory) hereby declare that the Tender Document submitted has been downloaded from the website <http://www.iimk.ac.in/announcements/tender.php> and no additional/deletion/correction has been made in the Tender (No. 08.07(01)/2025-IIMK.Estate dated 28.02.2025) downloaded. I also declare that I have enclosed a DD/Bankers Cheque No. .... dated ..... for ₹112/- (Rupees One Hundred and twelve only) towards the cost of Tender Form along with Tender and enclosed a DD/Bankers Cheque No. .... dated ..... for ₹10,000/- (Rupees. Ten thousand only) towards the EMD.

In case at any stage, it is found that the information given above is false / incorrect, IIMK shall have the absolute right to take any action as deemed fit/without any prior intimation.

(Signature of the Bidder with Stamp)

**DECLARATION**

I/We have gone through the terms and conditions of the tender as given above and have fully understood the significance of the same. I/We have visited the Institute and obtained all necessary clarifications from the concerned officials of the Institute on the work and services to be provided to the Institute. I/We hereby accept all the terms and conditions and undertake to abide by the same if the contract is awarded to me/us.

It is clearly understood that, the persons deployed by us for the work/service in the Indian Institute of Management Kozhikode, Kochi-Campus will not be treated as employees of the Institute and I/We will be solely responsible for making all statutory payments to the persons so deployed and no employer-employee relationship will exist between the IIMK and the persons so deployed. The only relationship that exists between me/us and the IIMK is that of a Principal and Bidder.

I/We hereby agree that in case the Institute is made to suffer any loss/damage on account of any negligence or act on the part of any person or persons deployed by me/us in the IIMK Campus, such loss/damage shall be made good by me/us and in case we fail to make good the same, the amount can be recovered from the Security Deposit kept by me/us with the Institute and in case the Security Deposit become insufficient to meet such sum, the Institute can proceed against me/us for recovery of the sum, in whatever manner it deems fit.

I / We here by agree that the Institute is free not to accept the lowest financial bid if the bid does not satisfy any statutory or other requirements of the Institute including on the quality of services.

I/We hereby agree that the Director, IIM Kozhikode reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever and his decision shall be final.

Place: Signature of the Bidder-----

Date: Name, address & mobile No:

(Official Seal)