



**Tender for Providing Facility Management Services – Outcome Based for
Indian Institute of Management Bangalore UG Campus Jigani, Anekal
Taluk, Bangalore**

IIMB/RFQ/HR/2026-27/03
Date: 10/07/2026

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E-mail ids: cao@iimb.ac.in; tenders@iimb.ac.in

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1. About IIMB:

Indian Institute of Management Bangalore (IIMB) (hereinafter referred to as the “Institute”), an Educational Institute of National Importance, invites E- bids on two bids system **Providing Facility Management Services – Outcome-Based**. The tender document can be downloaded from the central public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) and on Institute website at URL Link: https://www.iimb.ac.in/tender_notice. The submission of e-Bids will be only through the e-Tender portal <https://eprocure.gov.in/eprocure/app>. Bids will not be accepted in any other form.

2. Scope of Work:

I. Summary of Services Required

Category	Requirement
Housekeeping / Janitorial work	Cleaning of academic buildings, offices, classrooms, hostels, guest houses, toilets, corridors, common areas, roads, parking, and external spaces.
Landscape/Horticulture/Gardening	Lawn maintenance, gardens, tree care, irrigation, pruning, seasonal plantation, pest control for plants, and beautification.
Office Assistants / Multi-Tasking Staff (MTS)	Office Assistance, Classroom Assistance
Supervisor	To manage the resources deployed

Important Note: For carrying out all works the contractor shall provide adequate number of labourers for satisfactory performance of daily job.

2.1 Housekeeping:

Provide comprehensive housekeeping and janitorial services to ensure that all campus facilities are maintained in a clean, hygienic, safe, and presentable condition at all times. The scope includes routine, periodic, and deep cleaning of academic buildings, administrative offices, classrooms, meeting rooms, auditoriums, libraries, hostels, guest houses, **(excluding kitchen operations areas and dining areas)**, restrooms, corridors, staircases, lifts, lobbies, balconies, common areas, and all external areas such as roads, pathways, parking lots, plazas, and open spaces. The service also includes replenishment of washroom consumables, collection and segregation of waste, coordination for waste disposal, spill response, pest-prevention, housekeeping practices, and **support during campus events and special cleaning requirements.**

The service provider shall ensure that all areas consistently meet the prescribed cleanliness and hygiene standards through outcome-based service delivery, regular quality inspections, timely response to complaints, and adherence to applicable health, safety, and environmental regulations.

Cleaning methods, equipment, chemicals, and manpower deployment shall be planned by the service provider and discussed with the institute during the contract to achieve the defined service levels and performance indicators.

Note:

All cleaning materials and consumables required for the services will be provided by the Institute. However, equipment, machinery and non-consumable items appropriate for carrying out the services are in the scope of service provider.

External Housekeeping Schedule:

Sl.No	Area	Approx. Area (Sq.m)	Routine Cleaning	Mechanized Cleaning	Deep Cleaning/ Special Activity
1	Roads	1,457	Daily sweeping and litter collection	-	Semi-Annually edge cleaning and drain cleaning
2	Essential Staff Quarters – External Areas	240	Daily sweeping and Mopping	-	Weekly deep cleaning
3	Parking Area	2,235	Daily sweeping and litter removal	-	Monthly oil stain removal and deep cleaning
4	Stone Pitching Area	359	Twice a week debris	As required	Monthly weed control and cleaning
5	Volleyball Court	403	Daily litter removal and surface cleaning	Weekly grooming	Monthly levelling and maintenance
6	Tennis Court	758	Daily cleaning before use	Weekly washing/brushing	Monthly surface inspection and maintenance
7	Basketball Court	792	Daily sweeping	Weekly washing	Monthly pressure washing and line inspection
8	Football Ground	1,200	Daily litter collection	Weekly cleaning of sidelines	Monthly debris removal and ground grooming
9	Football Pathway	800	Daily sweeping	Weekly washing	Monthly deep cleaning
10	PEB Structure – External Area	224	Daily sweeping	Weekly washing	Monthly cobweb removal and pressure cleaning

I. Daily Activities:

- Sweeping of all roads, pathways, parking areas, and sports courts.
- Collection and disposal of litter.
- Emptying outdoor waste bins.

- Removal of leaves, twigs, and debris.
 - Spot cleaning after rain, events, or spills.

II. Weekly Activities

- Water jet cleaning of sports courts.
- Cleaning of signages, bollards, benches, and street furniture.
- Cleaning around stormwater drains and gratings.

III. Monthly Activities

- Deep cleaning of all external paved areas.
- Pressure washing of sports courts and parking areas.
- Desilting of surface drains (where required).
- Removal of cobwebs from PEB structures.
- Inspection and cleaning of external lighting poles, handrails, and boundary walls.
- Removal of weeds in paved stones.

IV. Outcome-Based SLA

- **100%** of external areas shall be free from visible litter during operational hours.
- No overflowing waste bins.
- No stagnant water due to poor housekeeping.
- Roads, parking areas, and pathways shall remain dust-free and safe for pedestrians.
- Sports facilities shall be maintained in a clean and ready-to-use condition.
- Complaints related to external housekeeping shall be attended within **30 minutes** and resolved within the agreed SLA.

Level-1:

Sl.No	Area	Units	Sq.m (per Unit)	Routine Cleaning	Frequency	Periodic Activity/ Special Activity
1	MDC Rooms (Double Occupancy with Washroom)	4	36	Room cleaning, dusting, bed area upkeep, floor cleaning, washroom cleaning & disinfection	Daily (once per occupied room)	Deep cleaning of room & washroom – During student vacation or when required
2	Elevators	4	8	Cleaning of cabin, mirrors, handrails, doors, buttons, floor mat	Daily (minimum 1 time/day)	Stainless steel polishing & disinfectant cleaning – Weekly
3	Common Areas (Corridors / Lounges /	1	100	Sweeping, mopping, dusting of furniture & touchpoints	Daily (2 times/day – morning and Afternoon)	Machine scrubbing / deep cleaning –Bi-Weekly

	Waiting areas)					
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Level-2

Sl.No	Area	No.	Sq.m	Routine Cleaning	Frequency	Periodic Activity/ Special Activity
1	MDC Rooms (Double Occupancy with Washroom)	18	36	Room dusting, floor cleaning, bed area upkeep, washroom cleaning & disinfection,	Daily (once per occupied room)	Deep cleaning at check-out / weekly deep cleaning cycle
2	PWD Rooms (Accessible Rooms with Washroom)	2	36	Enhanced cleaning with focus on hygiene, accessibility assistance, anti-slip floor care, sanitization of grab bars, fixtures	Once daily + as needed	Weekly deep sanitization of washroom & touchpoints
3	Elevators	4	8	Cabin cleaning, mirror & panel cleaning, floor cleaning, buttons & handrail disinfection	Minimum 1 time/day	Weekly polishing of SS surfaces & deep cleaning
4	Common Areas (Corridors / Lounges / Waiting Areas)	1	498	Sweeping, mopping, dusting of furniture, handrails, doors, switches, high-touch surfaces	1 times/day (morning)	Weekly machine scrubbing / deep cleaning

Level-3

Sl.No	Area	No.	Sq.m	Routine Cleaning	Frequency	Periodic Activity/ Special Activity
1	MDC Rooms (Double Occupancy with Washroom)	16	36	Room dusting, floor cleaning, bed area upkeep, washroom cleaning & disinfection, replenishment of consumables	Daily (once per occupied room)	Deep cleaning at check-out / weekly deep cleaning cycle

2	Elevators	4	8	Cabin cleaning, mirror & panel cleaning, floor cleaning, buttons & handrail disinfection	Minimum 1 times/day	Weekly polishing of SS surfaces & deep cleaning
3	Common Areas (Corridors / Lounges / Waiting Areas)	1	666	Sweeping, mopping, dusting of furniture, handrails, doors, switches, high-touch surfaces	1 times/day (morning)	Weekly machine scrubbing / deep cleaning
4	Common Washrooms	2	42	Toilet cleaning, floor scrubbing, disinfection, consumables refill	4 times/day	Daily deep cleaning + hourly checks during peak use

Level-4:

Sl.No	Area	No.	Sq.m	Routine Cleaning	Frequency	Periodic Activity/ Special Activity
1	MDC Rooms (Double Occupancy with Washroom)	20	36	Room dusting, floor cleaning, bed area upkeep, washroom cleaning & disinfection.	Daily (once per occupied room)	Deep cleaning at check-out / weekly deep cleaning cycle
2	Discussion room	6	20	Floor cleaning, table & chair dusting, whiteboard/board cleaning, glass wiping, waste bin clearing, air freshness maintenance	Before first use + after each scheduled booking + end of day	Weekly machine scrubbing / deep cleaning
3	Elevators	4	8	Cabin cleaning, mirror & panel cleaning, floor cleaning, buttons & handrail disinfection	Minimum 1 times/day	Weekly polishing of SS surfaces & deep cleaning

4	Common Areas (Corridors / Lounges / Waiting Areas)	1	666	Sweeping, mopping, dusting of furniture, handrails, doors, switches, high-touch surfaces	1 times/day (morning)	Weekly machine scrubbing / deep cleaning
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Level-5:

Sl.No	Area	No.	Sq.m	Routine Cleaning	Frequency	Periodic Activity/ Special Activity
1	MDC Rooms (Double Occupancy with Washroom)	20	36	Room dusting, floor cleaning, washroom cleaning & disinfection.	Daily (once per occupied room)	Deep cleaning at check-out / weekly deep cleaning cycle
2	Discussion room	6	20	Floor cleaning, table & chair dusting, whiteboard/board cleaning, glass wiping, waste bin clearing, air freshness maintenance	Before first use + after each scheduled booking + end of day	Weekly machine scrubbing / deep cleaning
3	Elevators	4	8	Cabin cleaning, mirror & panel cleaning, floor cleaning, buttons & handrail disinfection	Minimum 1 times/day	Weekly polishing of SS surfaces & deep cleaning
4	Common Areas (Corridors / Lounges / Waiting Areas)	1	728	Sweeping, mopping, dusting of furniture, handrails, doors, switches, high-touch surfaces	1 times/day (morning)	Weekly machine scrubbing / deep cleaning

Level-6:

Sl.No	Area	No.	Sq.m	Routine Cleaning	Frequency	Periodic Activity/ Special Activity
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1	MDC Room (Double Occupancy) with Washroom	4	36	Room cleaning, dusting, floor mopping, washroom cleaning & disinfection, waste removal	Daily (once per occupied room)	Deep cleaning during check-in/out or weekly deep sanitization
2	Classroom 40 seater (Fixed)	1	78	Floor cleaning, desk/chair wiping, whiteboard cleaning, waste bin clearing	Before & after each session	Weekly machine cleaning of floors, deep dusting
3	Classroom 40 seater (Flexible)	1	78	Cleaning, furniture arrangement reset, board cleaning, waste removal	Before & after each session	Weekly deep cleaning + reconfiguration support
4	Classroom 76 seater (Fixed)	1	150	Sweeping, mopping, desk/chair cleaning, board & podium cleaning	Before & after each session	Weekly machine scrubbing + auditorium-style deep cleaning
5	Discussion room	6	21	Dusting, table/chair cleaning, board wiping, bin clearing	Before first use + after each scheduled booking + end of day	Weekly deep sanitization & glass cleaning
6	Office area : Officers enclosed Cabin	3	8	Desk cleaning, dusting, waste bin clearing, floor maintenance	Daily (once)	Weekly detailed dusting, chair upholstery cleaning
7	Supporting staff seating(12 Staff Nos)	1	15	Floor cleaning, desk wiping, common touchpoint cleaning	Daily	Weekly deep cleaning
8	Common area	1	531	Sweeping, mopping, dust removal, spill response	1 times/day (morning)	Weekly machine scrubbing & deep cleaning
9	Elevator	4	8	Cabin cleaning, buttons, doors, floor, mirror cleaning	Minimum 1 times/day	Weekly stainless steel polishing & deep cleaning
10	Common Washrooms	3	42	Toilet cleaning, floor scrubbing, disinfection, consumables refill	4 times/day	Daily deep cleaning + hourly checks during peak use

11	Washroom for Specially abled	1	5	Enhanced cleaning, sanitization, grab bar disinfection, floor dry maintenance	2 times/day + priority check	Continuous hygiene monitoring + deep sanitization daily
12	Server room	1	23	Dry cleaning only (no wet mopping), dust control, floor care	Daily (dry method)	Monthly anti-static deep cleaning under supervision

Rooms:

- Rooms must be ready and maintained during stay
- Toilets must remain:
 - Odor-free
 - Dry floor condition
 - Fully sanitized (especially WC, washbasin, shower area)
- Waste bins emptied daily or as required

PWD Rooms (Critical Care Category):

- Enhanced hygiene protocol (priority category)
- Anti-slip dry maintenance in washroom and floor areas
- Sanitization of:
 - Grab rails
 - Door handles
 - Switches
- Immediate response for complaints (15–20 minutes SLA)
- Assistance support coordination (if resident requires help escalation)

Discussion Rooms:

- Room must be ready 10–15 minutes before booking start time
- All surfaces:
 - tables
 - chairs
 - door handles
 - switches
- must be dust-free and sanitized
- Whiteboards/boards must be cleaned after every session
- Waste bins to be emptied after each use cycle
- No leftover material (papers, markers, bottles, etc.)

Elevators

- No visible fingerprints or smudges at any time during operating hours
- Floor mats cleaned/replaced regularly
- Odor-free cabin maintenance
- Spill response: immediate action within 10–15 minutes

Common Areas

- Must remain visibly clean throughout the day
- No dust accumulation on seating, ledges, or corners
- Spill response: immediate action within 10–15 minutes

Service-Level Expectations (Outcome Based)

- Rooms shall be maintained in clean, hygienic, and ready-to-use condition at all times
- Washrooms must remain odour-free, dry, and disinfected
- Floors, and surfaces shall be free from dust, stains, and waste
- Elevators shall be clean and fingerprint-free during operational hours
- Common areas shall remain presentable throughout the day
- Response time for complaints:
 - Critical (washroom/room hygiene issues): 15–30 minutes
 - Non-critical: within 2 hours
- Zero tolerance for:
 - Stagnant water in washrooms
 - Overflowing bins
 - Visible dirt in guest-facing areas

Classroom and Discussion Room:

- Classrooms ready 15 minutes before schedule
- Washroom cleanliness cycle: max 2–3 hour gap during working hours
- Discussion rooms turnaround: ≤ 10–15 minutes
- Common areas must be visibly clean at all times
- Complaint response:
 - Critical: 15 minutes
 - Routine: 1 hour

2.2 Horticulture

Provide comprehensive horticulture and landscape maintenance services to ensure that all landscaped areas of the campus are healthy, well-maintained, aesthetically appealing, and safe throughout the contract period. The scope includes maintenance of lawns, gardens, trees, shrubs, hedges, flower beds, ornamental plants, avenues, planters, potted plants and other green spaces. Services include watering and irrigation management, mowing, pruning, trimming, weeding, cultivation, seasonal planting, replacement of dead plants, application of fertilizers and soil conditioners, **integrated pest and disease management for plants**, mulching, leaf collection, and

upkeep of irrigation systems.

The service provider shall maintain all landscape areas to the prescribed quality standards, ensure the health and survival of vegetation, keep outdoor areas free from weeds and debris, and undertake periodic beautification and seasonal plantation activities. The provider shall also support sustainable landscaping practices, including efficient water use, compost utilization where available, and environmentally responsible maintenance methods, while complying with all applicable safety and environmental requirements.

Schedule:

Daily Activities:

- To ensure basic upkeep and immediate visual quality.
- Watering of lawns, flower beds, shrubs, trees, and potted plants (as per season)
- Inspection of irrigation system (leaks, blockages, sprinkler function)
- Removal of visible weeds from lawns, beds, and paved edges
- Sweeping/cleaning of garden paths and landscaped areas
- Removal of fallen leaves and garden debris
- Monitoring plant health (wilting, pest symptoms, dryness)
- Collection and disposal/composting of green waste

Weekly Activities:

- Focused on grooming and controlled growth.
- Lawn mowing and edging (once or twice weekly depending on growth)
- Hedge trimming and shaping
- Shrub pruning (light pruning)
- Weed removal (manual/mechanical) in beds and lawns
- Soil loosening and aeration in selected areas
- Checking and adjusting irrigation scheduling
- Application of compost or organic manure (spot application)
- Replacement of minor dead plants (small shrubs/seasonal plants)

Fortnightly Activities (Every 15 Days):

- Maintenance of plant vigour and landscape consistency.
- Detailed pruning of shrubs and ornamental plants
- Application of fertilizers (NPK or organic as per plan which will be provided by IIMB)
- Mulching of plant beds (as needed)
- Pest and disease inspection and preventive treatment
- Cleaning of irrigation filters and sprinkler heads
- Soil moisture assessment and irrigation optimization

Monthly Activities:

- Systematic improvement and preventive care.
- Tree pruning (light to moderate pruning; safety clearance)

- Comprehensive pest and disease control (IPM approach)
- Soil testing (rotational basis across zones)
- Replanting/replacement of dead or weak plants
- Lawn scarification or dethatching (where required)
- Irrigation system servicing and minor repairs
- Seasonal flower bed replanting (if due)

Seasonal Activities:

- Major horticulture interventions aligned with seasons.
- Seasonal plantation (flower beds, avenue planting)
- Major pruning of trees and large shrubs
- Soil enrichment (organic compost, conditioners, bio-fertilizers)
- Landscape redesign or rejuvenation patches
- Large-scale weed eradication drives
- Pest outbreak control campaigns
- Replacement of seasonal turf patches

Annual Activities:

- Strategic improvements and renewal works.
- Full soil health assessment and amendment plan
- Major replantation of failed areas
- Tree health audit and risk pruning
- Irrigation system upgrade/efficiency audit
- Composting system review and optimization
- Landscape gap filling and redesign enhancements
- Review of plant survival rate and KPI reporting

2.3 Office Assistants / Multi-Tasking Staff (MTS):

Provide office assistance and multi-tasking support services to facilitate the efficient day-to-day functioning of academic, administrative, and support departments across the campus. The scope includes handling internal movement of files, documents, and materials; photocopying, scanning, printing, and document binding; distribution of correspondence; assisting with meeting room setup; arranging furniture and equipment; supporting inventory and stationery management; assisting in the receipt and dispatch of materials; Classroom Assistant work like Managing classrooms and assisting students and faculty in setting up classroom equipment like projector etc.; and performing other routine administrative and operational support tasks as assigned.

The service provider shall ensure timely and efficient execution of assigned tasks, maintain confidentiality of official documents, provide courteous and professional support to faculty, staff, students, and visitors, and respond promptly to departmental requests. Multi-Tasking Staff shall also support campus events, workshops, examinations, inspections, and VIP visits by providing logistical and operational assistance, while ensuring adherence to institutional procedures, safety requirements, and the prescribed service level standards.

Daily Activities:

These activities ensure uninterrupted administrative and academic support across campus.

- Collection, movement, and delivery of files, documents, parcels, and official correspondence between departments.
- Photocopying, printing, scanning, lamination, and document binding as requested.
- Distribution of notices, circulars, examination materials, and official communications.
- Arrangement of meeting rooms, conference halls, and training rooms, including furniture and equipment setup.
- Classroom support, including opening/closing classrooms, arranging seating, and assisting faculty in setting up projectors, computers, audio-visual systems, microphones, and other teaching equipment.
- Provide assistance to students and faculty during lectures, seminars, practical sessions, and examinations, as required.
- Support receipt, storage, and dispatch of office materials, stationery, and consumables.
- Assist in maintaining departmental records, filing systems, and document organization.
- Ensure office equipment and common areas remain neat, organized, and operational.
- Attend and respond promptly to routine administrative requests from departments.

Continuous/On-Demand Activities:

These activities are performed throughout operational hours based on departmental requirements.

- Respond to departmental service requests within the prescribed response time.
- Provide logistical support for meetings, workshops, seminars, conferences, and campus events.
- Assist in examination activities, including movement of question papers, answer scripts, stationery, and examination materials under authorized supervision.
- Assist with shifting office furniture, equipment, files, and materials within departments.
- Coordinate with housekeeping, maintenance, security, and IT teams for service requests.
- Provide immediate assistance during emergencies or operational contingencies.

Weekly Activities:

Focused on organization and operational readiness.

- Verify and replenish departmental stationery and office consumables.
- Organize filing systems, storage areas, and records.
- Inspect meeting rooms and classrooms for furniture and equipment readiness.
- Check the condition of classroom teaching aids and report defects.
- Assist departments in organizing archives and storage spaces.
- Review pending administrative tasks with departmental coordinators.

Service Quality Standard:

- Professional, courteous, and well-groomed personnel.
- Timely response to all assigned requests.
- Strict confidentiality of official documents and examination materials.
- Proper handling of office equipment, records, and institutional property.
- Full compliance with institutional SOPs, safety regulations, and security requirements.
- Continuous coordination with academic, administrative, housekeeping, maintenance, IT, and security departments.

- Availability of sufficient manpower during examinations, admissions, workshops, inspections, VIP visits, and other peak operational periods.

2.4 Supervisor:

Provide competent supervisory personnel to oversee, coordinate, and monitor the delivery of all facility management services across the campus, ensuring compliance with the defined service levels, quality standards, and contractual obligations. The scope includes planning and allocating resources, supervising housekeeping, horticulture, multi-tasking support staff, waste management, and other assigned services; conducting routine inspections; monitoring attendance and deployment; coordinating with the Institute's representatives; and ensuring timely resolution of service requests and complaints.

The supervisor shall maintain operational records, verify completion of scheduled activities, ensure adherence to health, safety, and statutory requirements, and facilitate effective communication between the service provider and the Institute. They shall also support event coordination, manage emergency situations within their area of responsibility, conduct on-the-job guidance for deployed personnel, prepare daily, weekly, and monthly reports, and drive continuous improvement to achieve the prescribed Key Performance Indicators (KPIs) and Service Level Agreements (SLAs).

Daily Activities (Operational Supervision):

These activities ensure effective supervision, coordination, and quality control of all deployed facility management services.

- Verify attendance, deployment, and punctuality of all assigned manpower at the beginning of each shift.
- Allocate work assignments and deploy resources based on operational requirements.
- Conduct opening inspections of assigned areas to ensure service readiness.
- Supervise housekeeping, horticulture, waste management, reception, office assistants, and other deployed services.
- Monitor execution of scheduled activities and ensure compliance with approved Standard Operating Procedures (SOPs).
- Conduct periodic quality inspections throughout the day and rectify deficiencies immediately.
- Receive, assign, monitor, and close service requests and complaints within the prescribed response time.
- Coordinate with the Institute's representatives regarding daily operational requirements.
- Ensure availability and proper utilization of equipment, tools, consumables, and PPE.
- Verify completion of daily task schedules and maintain operational checklists.
- Maintain discipline, grooming, and professional conduct of deployed personnel.
- Ensure compliance with health, safety, environmental, and statutory requirements.
- Prepare and submit the daily operational report and attendance records.

Continuous / On-Demand Activities):

These activities are performed as operational needs arise.

- Respond immediately to emergency situations and coordinate necessary support.
- Supervise additional manpower deployment during events, examinations, VIP visits,

- inspections, and emergencies.
- Coordinate with Institute officials for urgent operational requirements.
- Escalate unresolved issues to higher management as per the escalation matrix.
 - Monitor compliance with safety procedures during all activities.
 - Conduct random quality inspections and spot checks.
 - Ensure prompt replacement of absent personnel where required.

Weekly Activities:

- Routine operational review and quality assurance.
- Conduct comprehensive inspections of all assigned service areas.
- Review manpower deployment, attendance, and productivity.
- Verify completion of preventive maintenance schedules related to outsourced services.
- Review pending complaints, service requests, and corrective actions.
- Conduct toolbox talks and on-the-job guidance for deployed personnel.
- Inspect housekeeping stores, equipment, chemicals, tools, and inventory.
- Coordinate with Institute representatives to review weekly performance.

Monthly Activities:

- Performance monitoring and reporting.
- Prepare and submit monthly operational performance reports.
- Review KPI and SLA compliance for all assigned services.
- Analyze complaint trends and recommend corrective actions.
- Conduct manpower performance evaluations and identify training needs.
- Verify statutory compliance records, PPE usage, and safety documentation.
- Participate in monthly review meetings with the Institute.
- Review inventory utilization and recommend replenishment requirements.
- Prepare deployment plans for upcoming events and peak operational periods.

Service Quality Standards:

- Supervisors shall remain available during designated operational hours and be accessible to Institute representatives at all times.
- Adequate supervision shall be provided to ensure that all facility management services meet the prescribed KPIs and SLAs.
- Operational records, attendance registers, inspection reports, complaint logs, and deployment records shall be maintained accurately and made available for review.
- Supervisors shall ensure proper deployment, discipline, grooming, and conduct of all personnel.
- All service deficiencies identified during inspections shall be corrected promptly, and preventive measures implemented to avoid recurrence.
- Supervisors shall ensure compliance with institutional policies, statutory regulations, occupational health and safety requirements, and environmental standards.
- Effective coordination shall be maintained with Institute officials, security, maintenance, academic departments, and other stakeholders for smooth execution of routine operations, events, inspections, and emergencies.
- Continuous monitoring, coaching, and on-the-job guidance shall be provided to improve workforce productivity and service quality.

- Continuous improvement initiatives shall be implemented based on performance reviews, audits, customer feedback, and KPI/SLA monitoring.

II. General Conditions for Deployment of Manpower:

The Service Provider shall deploy competent, trained, medically fit, and adequately supervised personnel for execution of the Contract. All personnel deployed under the Contract shall comply with the following requirements throughout the contract period.

A) Compliance with Statutory Requirements:

The Service Provider shall comply with all applicable Acts, Rules, Regulations, Notifications and Government of India/State Government orders, including but not limited to:

- Contract Labour (Regulation and Abolition) Act, 1970 and Rules.
- Code on Wages, 2019 and Rules.
- Code on Social Security, 2020 including EPF and ESIC provisions.
- Occupational Safety, Health and Working Conditions Code, 2020.
- Payment of Bonus Act, where applicable.
- Payment of Gratuity Act, where applicable.
- Minimum Wages notified by the Central Government/Chief Labour Commissioner (Central), wherever applicable.
- Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.
- Rights of Persons with Disabilities Act, 2016, wherever applicable.
- All applicable environmental, fire safety, and labour welfare regulations.

The Institute shall not be responsible for any statutory liability arising out of non-compliance by the Service Provider.

B) Character Verification:

- Every deployed employee shall undergo Police Verification from the competent authority before deployment.
- No person with criminal antecedents or pending serious criminal cases shall be deployed.
- Police verification records shall be submitted to the Institute before deployment.

C) Medical Fitness:

- Every employee shall possess a valid Medical Fitness Certificate issued by a Registered Medical Practitioner prior to deployment.
- Personnel shall be physically and mentally fit for the assigned duties.
- Employees suffering from communicable or infectious diseases shall not be deployed.
- Annual medical examination of all deployed personnel shall be mandatory.
- The Institute may require replacement of any medically unfit employee.

D) Insurance and Social Security:

The Service Provider shall ensure:

- ESIC coverage wherever applicable.
- EPF contribution as per statutory provisions.
- Group Personal Accident Insurance for every deployed employee.
- Workmen Compensation Insurance wherever applicable under law.
- Any additional insurance required under statutory provisions.

The Service Provider shall indemnify the Institute against any claims arising from injuries, accidents or statutory violations.

E) Uniform and Personal Appearance:

The Service Provider shall provide, at its own cost, 2 -sets of high-quality uniforms appropriate to the category of personnel.

The uniform shall include wherever applicable:

- Uniform shirts and trousers/salwar suit/saree and overcoat for women.
- Safety shoes.
- Identity Card with photograph.
- Name badge.
- Belt.
- Cap (where applicable).

Uniforms shall:

- Be clean, properly stitched and of good quality.
- Be replaced whenever worn out, faded or damaged.
- Be worn at all times during duty hours.

F) Personal Hygiene and Grooming:

Personnel shall:

- Maintain good personal hygiene.
- Report for duty in clean uniform.
- Maintain neatly groomed hair.
- Maintain trimmed nails.
- Avoid wearing excessive jewellery.
- Maintain pleasant body odour.
- Follow prescribed hygiene practices while handling waste or cleaning activities.

Smoking, chewing tobacco, pan, gutka, alcohol consumption, or use of narcotic substances inside the campus shall be strictly prohibited and legal actions will be taken if violated.

G) Behavior and Professional Conduct:

All deployed personnel shall:

- Be courteous, respectful and professional.
- Treat students, faculty, staff and visitors with dignity.
- Maintain confidentiality of institutional information.
- Avoid arguments, abusive language or misconduct.
- Not engage in political, religious or trade union activities inside the campus.

- Not solicit tips, gifts or favours.
- Not indulge in gambling or betting.
- Not carry unauthorized persons inside the campus.
- Follow lawful instructions issued by the Institute.

Any misconduct may result in immediate removal from campus.

H) Training Requirements:

Before deployment, personnel shall receive training on:

- Cleaning procedures.
- Waste segregation.
- Customer service.
- Fire safety.
- Emergency response.
- Occupational health and safety.
- Equipment handling.
- Institute SOPs.
- Behavioural etiquette.

I) Identity Cards:

Every deployed employee shall carry:

- Company Identity Card.
- Employee code.
- Emergency contact details.
- Identity cards shall be displayed prominently during duty hours.

J) Replacement of Personnel:

The Service Provider shall immediately replace personnel who are:

- Medically unfit.
- Habitually absent.
- Poor performers.
- Found guilty of misconduct.
- Security risks.
- Requested by the Institute with valid reasons.

Replacement shall normally be made within **24 hours** or within the period specified in the SLA.

K) Attendance and Working Hours:

The Service Provider shall:

- Maintain biometric/manual attendance.
- Ensure deployment as per approved manpower schedule.
- Provide substitutes for absenteeism without affecting service levels.
- Comply with statutory provisions relating to working hours, weekly off, overtime, and leave.

L) Safety Requirements:

Personnel shall:

- Wear appropriate uniforms.
- Follow all safety procedures.
- Report unsafe conditions immediately.
- Comply with fire and emergency procedures.

M) Prohibited Activities:

Personnel shall not:

- Consume alcohol or drugs.
- Smoke within campus.
- Carry weapons.
- Engage in theft or vandalism.
- Disclose confidential information.
- Use Institute equipment for personal purposes.
- Accept gratuities or gifts from students or visitors.

N) Performance Monitoring:

The Institute reserves the right to:

- Conduct surprise inspections.
- Verify attendance.
- Assess staff behavior and grooming.
- Conduct service quality audits.
- Seek replacement of unsuitable personnel.
- Impose SLA deductions for non-compliance.

O) Additional Clauses:

- Background Verification: Educational and employment verification for supervisors and reception staff.
- Language Skills: Personnel should have a working knowledge of English, Hindi, and the local language (where applicable).
- Vaccination: Personnel handling waste or horticulture should be vaccinated against tetanus and other vaccines as recommended by public health authorities.
- Substance Abuse Testing: The Institute may require testing in cases of suspected impairment.
- Code of Ethics: Zero tolerance for discrimination, harassment, bullying, or sexual harassment.
- No Child Labour: Strict compliance with the Child and Adolescent Labour (Prohibition and Regulation) Act.
- No Bonded Labour: Compliance with the Bonded Labour System (Abolition) Act.
- Confidentiality & Data Privacy: Staff must protect institutional records and comply with applicable privacy requirements.
- Integrity Pact: Personnel shall avoid conflicts of interest and report any attempt at bribery or undue influence.

3. Eligibility Criteria

The bidder is required to submit all relevant documents corresponding to the qualifying criteria.

Sl.No	Qualifying Criteria	Supporting Documents
a)	Office in Bangalore: The bidder should have their registered /corporate office/branch office with full-fledged operations, located in Bangalore Bruhat Bengaluru Mahanagara Palike Limit.	Rent agreement/Tax paid Receipt/Water Charge Bill/Electricity Bill/Telephone Land Line Bill in the name of the firm or statutory documents like GST certificate, License under shops and establishments act, Karnataka, should be submitted as address proof.
b)	Previous Work Experience: Bidder should have experience of having successfully completed for providing similar outsourced manpower services (Housekeeping/Cleaning/Horticulture/Food and Beverages) in any Central/state organization/PSU/Public listed company/ Autonomous Bodies/Central and state Universities/Institutes of Higher Education (Phase/Part completion of work shall not be considered for satisfactory completion of work for: the purpose of experience) during last three years in any one of the following as on 30.06.2026. a) Three similar completed services each costing not less than Rs.50 Lakhs or b) Two similar completed services each costing not less than Rs.75 Lakhs or c) One similar completed services costing not less than Rs. 1Cr	Copies of the Contracts/ work order/work Completion Certificate showing the value of the contract and duration of the contract.
c)	The bidder should have minimum one running contract for providing outsourcing/facility management services for students in IIT/IIM/NIT/IISc/ Central or state universities/ Private or deemed to be Universities/Educational Institutes in Karnataka state. The annual contract value should not be less than Rs.40 Lakhs	Copies of the Contracts/ work order/work Completion Certificate showing the value of the contract and duration of the contract.
d)	The Bidder should give a self-declaration certificate for acceptance of all terms & conditions of tender documents.	A duly completed certificate to this effect is to be submitted as per the Annexure-I
e)	Registration Certificate No/Licence of the Establishment	A copy of Certificate of Incorporation, Memorandum / Article of Association, relevant documents.
f)	The bidding entity should have Permanent Account Number(PAN)/TAN/GSTIN	A copy of the PAN (Permanent Account Number) /TAN of the company/bidding entity.

g)	The Bidder Should have Labour Licence obtained as per the Contract Labour provisions under the OSH and WC code from the Labour Office of Karnataka State.	A copy of any recent Labour License obtained under the Contract Labour (R&A) Act from the Labour Office.
h)	The bidder should have ESIC, EPF Registration in Bangalore	a. A copy of the ESIC registration certificate/Number b. A copy of EPF Registration Certificate/Number
i)	The bidding firm should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.	A duly completed certificate to this effect is to be submitted as per Annexure-III.
j)	The minimum average annual financial turnover during the last three financial years ending 31st March 2026 should be 4 Crores.	Copies of certified Audited Balance Sheets or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the years 2023-24 and 2024-25, 25-26 shall be uploaded with the bid.
k)	The bidder should not have incurred loss in more than one financial year during the last three Financial Years as on 31.03.2026	Copies of the Profit and Loss statement along with Auditor's statement/report for the last three Financial years as 31.03.2026.
l)	Annexures I,II,III,V,VI,VII,VIII,IX	Annexures duly signed with company seal
m)	Mandatory visit of the premises at UG Campus.	Site visit certificate to be submitted as per Annexure-IX

4.Site Visit:

Bidders are required to visit the UG Campus (Kuppasiddanadoddi – Mahantalingapura Jigani, Anekal Taluk, Bangalore) to have an understanding of the premise for providing the tendered services . The visit can be planned from 13.07.2026 to 22.07.2026 on working days between 1100 Hrs. to 1600 Hrs. It may be noted that the visit to UG campus is mandatory and IIMB will issue a site visit certificate as per Annexure -IX which needs to be uploaded along with the technical bid.

5. EMD:

Interested Bidders are requested to pay the EMD for an amount of Rs 2,00,000/- (Rupees Two Lakhs Only) should be submitted through NEFT/RTGS or Bank Guarantee in favor of Indian Institute of Management Bangalore.

Bank details for NEFT/RTGS transfer to IIMB.

Bank Name	: HDFC Bank Ltd
Bank Street Address	: J.P. NAGAR BRANCH, BANGALORE
Branch Code	: 0133
IFSC CODE	: HDFC0000133
Customer HDFC Bank a/c name	: Indian Institute of Management

Customer HDFC Bank a/c number : 01331450000019

Copy of the UTR details for NEFT/RTGS transfer should be enclosed with the technical bid.

The scanned copy of the Bank Guarantee should be uploaded with the technical bid and the original must be delivered to the address below on or before the submission date; failing to do so may result in rejection of the bid.

Senior Manager,
Tendering and Contracts
Indian Institute of Management
Bannerghatta Road, Bangalore-560076

- Micro and Small Enterprises (MSEs) only as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) are exempted from EMD. However, they have to enclose valid UDYAM Registration Certificate for relevant category along with the Technical Bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.
- The bidders who seek exemption from EMD as per clause no. 6(i) above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.
- EMD of unsuccessful bidders will be returned within 30 days of finalization of the tender. EMD of the successful bidder will be returned only after receipt of Performance Security.
- The amount of EMD (if any) is liable to be forfeited if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer fails to enter into a contract.
- No interest will be paid on EMD.

6.Tender Schedule:

Publish Date	10.07.2026 1800 Hrs.	Bid Opening Date	24.07.2026 1700 Hrs.
Document Download Start Date	10.07.2026 1800 Hrs.	Document Download End Date	23.07.2026 1700 Hrs.
Bid Submission Start Date	10.07.2026 1800 Hrs.	Bid Submission End Date	23.07.2026 1700 Hrs.

Note:

- If the bid opening date is declared an Institute holiday, the bids will be opened on the next working day.
- IIMB may at its discretion extend/ change the schedule of any activity and intimate the prospective bidders by notifications through CPP Portal/IIMB Website.

- IIMB reserves the rights to accept or reject any bids or accept all bids either in part or in full or to split the order, or to annul the bidding process without assigning any reasons thereof.

7. Bid Validity Period

- The bid must be valid for 90 days from the date of opening of Technical Bids. A bid valid for a shorter period shall be rejected, being non-responsive. In exceptional circumstances, IIMB may request the bidders for the extension of the validity period.
- The bidders shall not be entitled during the said period, to revoke or cancel their tenders or to change the tenders given or any term thereof. In case of bidders revoking or canceling their bids or varying any terms in regard thereof, the earnest money (if any) deposited by bidder with their offers, will be forfeited and the bidder may be debarred / blacklisted as per IIMB/Govt of India Rules.

8. Instructions To Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information was useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

8.1 Registration:

- ❖ Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- ❖ As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- ❖ Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- ❖ Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- ❖ Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.

8.2 Preparation of Bids:

- ❖ Bidder should consider any corrigendum published on the tender document before submitting their bids.
- ❖ Bidder to go through the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
- ❖ Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- ❖ To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

8.3 Submission of Bids:

- ❖ **Language of bid:** Bids and all related documents as well as all subsequent correspondence between the Bidder and IIMB shall be in English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case for purpose of interpretation of the bid, the translation in English shall prevail.
- ❖ Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- ❖ The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- ❖ Bidders are requested to note that they should necessarily submit their financial bids in the BoQ format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details

have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- ❖ The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this during bid submission.
- ❖ All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. 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 opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- ❖ Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- ❖ The bid summary has to be printed and kept as an acknowledgment of the submission of the bid.
- ❖ The bid should be submitted in two Bids

A. Technical Bid:

- EMD: Copy of the UTR details for online transfer to IIMB or Copy of the Bank guarantee as per Annexure IV Or Udyam Registration Certificate for EMD exemption
- Copies of the documents supporting Eligibility Criteria 3 a. to 3.m
- Annexures I-III and V-IX duly filled and signed.

B. Financial Bid:

Bidders are requested to note that they should submit their financial bid in the BoQ format provided and no other format is acceptable.

A Screenshot of the BoQ is as below

[Validate](#)
[Print](#)
[Help](#)

Item Rate BoQ

Tender Inviting Authority: CHRO IIMB

Name of Work: Tender for Providing Facility Management Services – Outcome Based for Indian Institute of Management Bangalore UG Campus Jigani, Anekal Taluk, Bangalore

Contract No: IIMB/RFQ/HR/2026-27/03

Name of the Bidder/ Bidding Firm / Company :						
PRICE SCHEDULE (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)						
Sl. No.	Item Description	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder Rs. P	TOTAL AMOUNT Without Taxes	TOTAL AMOUNT In Words
1	Facility Management Service- Outcome Based					
1.01	House Keeping Charges	1.000	Month		0.00	INR Zero Only
1.02	Horticulture Charges	1.000	Month		0.00	INR Zero Only
1.03	Office Assistant and Multi Tasking Staff Charges	1.000	Month		0.00	INR Zero Only
1.04	Supervisor Charges	1.000	Month		0.00	INR Zero Only
Total in Figures					0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only				

8.4 Assistance To Bidders:

- ❖ Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the email id tenders@iimb.ac.in on or before 15.07.2026 1700 Hrs.
- ❖ Any queries relating to the process of online bid submission or queries relating to CPP Portal, in general, may be directed to the 24x7 CPP Portal Helpdesk numbers.

9. Opening Of Bids:

- Technical Bids will be opened on 24.07.2026 at 1700 Hrs.
- Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be intimated through CPP Portal.

10. Evaluation of Bids:

10.1 Technical Bid Evaluation:

Phase-I- Eligibility Criteria Evaluation: Bidders should comply with scope of work and eligibility criteria; no deviations are acceptable. The bidder is to complete the same in all respect and submit accordingly. The bids which meet all the eligibility criteria and submit all the documents for the same will be qualified on eligibility criteria and will be eligible for further consideration. Bids not meeting the eligibility criteria and EMD criteria will be rejected and not considered for further evaluation. IIMB reserves the right to call for originals of the documents submitted in the technical bid and also visit the office and locations where the service was provided or being provided. If any information/documents provided in the technical bids are proved to be false, the technical bid will be rejected.

10.2 Phase II- Presentation before the IIMB Committee

Sl.No	Evaluation Category	Details to be Assessed	Marks
1	Understanding of Institute Requirements	Understanding of scope covering Housekeeping, Canteen, Horticulture, Classroom Support, and Administrative Services. Demonstration of service delivery approach specific to Institute requirements.	10
2	Organization Structure & Deployment Strategy	Proposed organization structure, supervisory hierarchy, deployment methodology, mobilization plan, manpower allocation and escalation matrix.	7
3	Absence Management & Replacement Mechanism	Availability of reliever pool, absentee handling process, replacement timelines, emergency manpower arrangements and continuity of services.	8
4	Quality Assurance System	SOPs, quality monitoring process, inspections, audits, reporting mechanism, corrective and preventive action system.	10
5	Communication, Grievance Redressal & Help Desk	Communication framework between Institute, user departments and vendor. Employee grievance handling process, help desk mechanism and resolution timelines.	10
6	Value Added Services & Innovation	Technology interventions, process improvements, operational innovations and additional value-added services proposed for the Institute.	5
Total Marks			50

Only those bidders who score 35 or more marks in the presentation will be considered for the next round of evaluation i.e. opening of Financial bids. The decision of IIMB committee is final in this regard.

10.3 Financial Bid Evaluation.

The bidder who has quoted the total lowest as per the BOQ will be identified as the L1 bidder and will be considered for award of the contract.

11. PAYMENT TERMS:

- No advance payment will be made in any case.
- The payment shall be made as per the financial quote submitted by the Service Provider and accepted by the institute.
- The payment will be made within 21 days on submission of original invoice.
- The payment to the Service Provider will be made on monthly basis.
- There should be no linkage between Wage payment made to their workers and settlement of the service provider's bill from the Institute.

12.PERFORMANCE SECURITY DETAILS:

- The successful bidders shall have to deposit the performance security of an amount equal to 5% of the total annual order value, valid for a contract period plus three months, within 15 days from the date of issuance of Service Order, in the form of Bank Guarantee. No interest will be paid by IIM Bangalore on the deposit.
- Performance Security will be refunded to the supplier, after it duly performs and completes the contract period in all respects.
- Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- The Institute may reject the Bid in the event that the Bid is accepted but the successful bidder fails to furnish the Performance Security or fails to execute the contract agreement.

13. TERM AND TERMINATION:

- The Contract is initially for a period of one year from the date of commencement of services. The Contract can be extended for the second year on mutually agreeable price, terms and conditions.
- **Termination due to Breach.** In the event the Vendor materially breaches this Agreement, IIMB may, without prejudice to its other rights and remedies, terminate this Agreement by giving prior written notice of thirty (30) days, provided that the breach remains uncured at the end of such notice period.

- **Termination for Insolvency.** IIMB may terminate this Agreement upon written notice to the Vendor in the event the Vendor (i) seeks reorganization or release under applicable law, (ii) seeks the appointment of a trustee, receiver or custodian, (iii) becomes the subject of a proceeding seeking the liquidation, winding-up, dissolution, reorganization or the like of the Provider, and such proceeding is not dismissed within sixty (60) days of the commencement thereof, (iv) makes an assignment for the benefit of creditors, or (v) has a substantial part of the Provider's property become subject to any levy, seizure, assignment, application or sale for or by any creditor or government agency.
- **Termination for Convenience.** Either Party can terminate this Agreement for convenience, by giving at least Three (3) months prior written termination notice to the other party.

14.COMMENCEMENT OF SERVICE:

The successful bidder should commence the services in all respects as per the scope of work tentatively from **August 17, 2026**, at IIM Bangalore Jigani Campus.

15.FORCE MAJEURE:

If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more, either party may at its option terminate the contract.

16.Governing Law and Dispute Resolution:

This Agreement shall be governed by the laws of India. Disputes or differences arising out of or related to this Agreement shall be referred to a final binding arbitration in accordance with the Arbitration and Conciliation Act, 1996. The arbitration proceeding shall be conducted in English at Bangalore by a sole arbitrator mutually appointed by the parties. The arbitration may also be conducted online as mutually agreed by the Parties. If the parties are unable to agree on a sole arbitrator, they shall approach the High Court of Karnataka for appointment of a sole arbitrator. Subject to the foregoing, parties shall submit exclusively to the jurisdiction of the courts at Bangalore.

17.OTHER TERMS AND CONDITIONS OF THE CONTRACT:

The manpower provided by the manpower service provider (Contractor) to IIM Bangalore would work on the payroll of the manpower service provider (Contractor). The workers provided to IIM Bangalore would be the employees of the manpower service provider (Contractor) at all times

and in all respects during the period of the contract of the manpower service provider (Contractor) with IIM Bangalore. There would be no Employee- Employer relationship between the workers of the Contractor and IIM Bangalore.

- (i) No claim for regularization, direct appointment or any other such claim would be entertained by IIM Bangalore from the workers deployed by the manpower service provider (Contractor) at IIM Bangalore either during the validity of the contract or any time thereafter.
- (ii) Service provider shall necessarily provide to IIM Bangalore a copy of one-page biodata of all the workers to be deployed at IIM Bangalore, along with copies of their documents in support of necessary qualification and experience as provided in proof of their identity, proof of their address , their police verification report IIM Bangalore reserves the right to not accept deployment of a worker at its premises any worker who is not considered by the Institute as having minimum acceptable level of skill set or minimum required aptitude or knowledge for the role even after fulfilling the necessary qualification and experience criteria.
- (iii) The contractual focus shall be on service delivery outcomes rather than mere supply of labour.
- (iv) The personnel deployed under this contract shall maintain proper office decorum. They shall not disclose any confidential official information about the Institute to any unauthorized person.
- (v) The workers deployed by the service provider will not indulge in any unlawful or illegal activities or any other activity which is against the interests of the IIM Bangalore.
- (vi) IIM Bangalore would reserve the right to demand removal or replacement of any worker or workers or Supervisor deployed by the Contractor at the premises of IIM Bangalore without giving any reason to the Contractor or to the worker. The Contractor would have to fulfill such demand at the earliest.
- (vii) Subletting/Transfer/Assigning of Contract, whether in part or full, by the Contractor will lead to termination of Contract and forfeiture of the performance guarantee/security deposit.
- (viii) The Service Provider would also be responsible for any loss/theft/sabotage/damage caused to the Institute property/assets/items by the workers deployed by the Contractor. IIM Bangalore would be free to deduct an appropriate amount for any such damage/loss from the monthly payment to be made to the Contractor.
- (ix) The Institute may ask the Service Provider to provide a copy of the necessary documents/data/challan/report/return/appropriate forms or registers, updated copy of the Labour License etc. and it would be the responsibility of the Contractor to provide such documents/data/appropriate forms or registers etc. to the Institute within 48 hours, failing which, appropriate penalty as deemed fit by IIM Bangalore may be levied on the Contractor.
- (x) All the important communications would be made through email. The Contractor would have to take appropriate necessary action on receipt of any communication sent by the Institute on email.

- (xi) As and when the Institute requires more manpower/replacement, the designation with brief job profile, minimum qualification and experience requirement will be mentioned. The service provider would have to identify a suitable candidate and provide his/her CV and other details to check his/her acceptability. The service provider can present more than one CV (up to 10 if necessary) to quicken the process of deployment. In case any of the candidates suggested by the manpower service provider (Contractor) is deployed at IIM Bangalore, he/she would be paid by the Institute along with the wage bill for the month in which the initial deployment of such candidate is made at IIM Bangalore.
- (xii) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
- (xiii) IIM Bangalore reserves the right to modify/delete/add any term or condition to/of this tender document with prior notice and can also reject all the bids or cancel this tender notice without assigning any reason therefore before the final selection.
- (xiv) Conditional Bids/Offer shall not be considered.
- (xv) IIM Bangalore shall not be responsible for any postal delay, non-receipt, or non-delivery of the EMD.
- (xvi) The bidder should quote for all the services mentioned above, as partial bidding is not allowed, failing which the bid will be rejected.

ANNEXURE I

DECLARATION LETTER

(Please submit this in your letter head along with technical bid)

To
Chief Human Resources Officer
H.R. Department
Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore - 560 076

SUB: Tender for Providing Facility Management Services – Outcome Based for Indian Institute of Management Bangalore UG Campus Jigani, Anekal Taluk, Bangalore

Dear Sir,

Please find herewith enclosed the Technical Bid document comprising of Terms & conditions, General & Special Conditions and Safety Code relating to the works specified in the Technical Bid Document hereinafter set out and having acquired the requisite information relating thereto as affecting the Technical Bid, I / We hereby offer to execute the works specified in the said document in accordance with the conditions, scope of work & instructions in writing referred to in conditions of Technical Bid, articles of agreement, general conditions of contract, annexures, safety conditions and in all other respects in accordance with such conditions so far as they may be applicable.

The document being read and understood all the contents of the Technical Bid Document do hereby accept all the Terms and conditions laid down in the said Technical Bid document and will abide by the same on acceptance and award of work.

Yours faithfully,

FOR M/s_____

Sign and Seal of the Company/Firm

ANNEXURE II

Undertaking

(Please submit this in your letter head along with technical bid)

To
Chief Human Resources Officer
H.R. Department
Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore - 560 076

SUB: Tender for Providing Facility Management Services – Outcome Based for Indian Institute of Management Bangalore UG Campus Jigani, Anekal Taluk, Bangalore

Sir,

- I. I /We hereby submit our bid for along with other required documents.
- II. This is to certify that I/We before submitting this bid have read and fully understood all the terms and conditions, Scope of Service and instructions contained therein and undertake myself / ourselves abide by all of them.
- III. Our bid is valid for 90 days from the date of opening of Technical Bid.

Yours faithfully,

(Signature)

(Name, designation, and seal of company)

Date:

ANNEXURE III

DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING PART IN TENDER

(Please submit this in your letter head along with technical bid)

To
Chief Human Resources Officer
H.R. Department
Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore - 560 076

I / We (***name of the bidder***) hereby declare that the bidder / bidder namely M/s (***name of the firm/company of the bidder***) has not been blacklisted or debarred in the past by Union / State Government or organization from taking part in Government tenders in India and should not have any litigation in any of the labour courts.

OR

I / We (***name of the bidder***) hereby declare that the bidder / bidder namely M/s (***name of the bidder of the bidder***) was blacklisted or debarred by Union / State Government or any organization from taking part in Government tenders for a period of years w.e.f. To The period has been completed on and now the bidder / bidder is entitled to take part in Government tenders.

In case the above information is found false, I / We are fully aware that the tender / contract will be rejected / cancelled by the Institute and the EMD submitted by the bidder will be forfeited.

In addition to the above, Institute will not be responsible to pay the bills for any completed / partially completed work.

(Signature)

(Name, designation, and seal of company)

Date:

ANNEXURE IV

Format of Bank Guarantee towards EMD

(Please submit this in your letter head along with technical bid)

Whereas _____ (hereinafter called the bidder”) has submitted their offer dated _____ for the supply of _____ (hereinafter called the tender”) against the purchaser’s tender enquiry No. _____

KNOW ALL MEN by these presents that WE _____ of _____ having our registered office at _____ are bound unto _____ (hereinafter called the “Purchaser”)

In the sum of _____

for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20_____.

THE CONDITIONS OF THIS OBLIGATION ARE:

(1) If the bidder withdraws or amends or modifies or impairs or derogates from the Tender in any respect within the period of validity of this tender.

Or

(2) If the bidder having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-

- (a) If the bidder fails to furnish the Performance Security for the due performance of the contract.
- (b) Fails or refuses to accept/execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 120 days after the opening of technical bids i.e., up to _____ and any demand in respect thereof should reach the Bank not later than this date.

(Signature of the authorized officer of the Bank)

Name and designation of the officer Seal,
Name & Address of the Issuing Branch of the Bank

ANNEXURE V

VENDOR BANK DETAIL FORM

(Please submit this in your letter head along with technical bid)

The Indian Institute of management Bangalore
Bannerghatta Road
Bangalore – 560 076

Dear Sir,

I / We hereby request you to remit our payments to our bank account as per the details furnished below:

Sl. No.	Particulars	Details
1	Name of the Agency /Company	
2	Complete Address	
3	Name of the Contact Person	
4	Contact Numbers and Email ID	
5	Savings /current Account No.	
6	Name of the Bank	
7	Name of the branch with complete address	
8	IFSC Code	
9	PAN Number	

I / we hereby declare that I /we are authorized to sign this form and that the particulars furnished above are correct and complete in all respects. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I /we shall not hold IIMB responsible.

Please find enclosed a cancelled cheque for your reference.

Authorized Signatory:
Banker
Name:
Designation:
Date:

Signature Attested by

Name:
Designation:
Date:

ANNEXURE VI

Office in Bangalore

(Please submit this in your letter head along with technical bid)

To
Chief Human Resources Officer
H.R. Department
Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore - 560 076

I / We (***name of the bidder***) hereby declare that the bidder / firm namely M/s (***name of the firm/company of the bidder***) have a commercially registered /corporate office/branch office with full-fledged operations, located in Bangalore Bruhat Bengaluru Mahanagara Palike Limit. I approve for the visitation of IIMB officials as part of the verification process of the technical bid.

The office is located at _____ (address of the office) and can be found using _____ (co-ordinates/ street view address on Google maps).

The name of the person in charge of the office is _____ and can be contacted by phone no. _____ .

(Signature)

(Name, designation, and seal of company)

Date:

ANNEXURE VII

Financial Turnover

(Please submit this in your letter head along with technical bid)

The minimum average annual financial turnover during the last three financial years ending 31st March 2026 should be **4 Crores.**

FY	2023-24	2024-25	2025-26
Avg,. Annual Turnover			

(Signature)

(Name, designation, and seal of company)

ANNEXURE VIII

Bidder Information Form

(Please submit this in your letter head along with technical bid)

Bidder's Name:

[Address and Contact Details]

Tender Document No. Tender No./_____;

Date:

Tender Title:

Note: Bidder's wrong or misleading information may result in bid being rejected as non-responsive, in addition to other punitive actions provided for such misdemeanors in the Tender Document.

1) Bidder/ Contractor particulars:

1. Name of the Company:
2. Legal Entity of Bidder (Proprietorship /Partnerships /Private Company /Government Institutions:
3. Place of Registration/ Principal place of business/ manufacture:
4. Complete Postal Address:
5. Pin code/ ZIP code:
6. Telephone nos. (with area codes):
7. Mobile Nos.:
8. Contact persons/ Designation:
9. Email IDs:

Taxation Registrations:

- 1) PAN number:
- 2) GSTIN number:

Bidder's Authorized Representative Information

- 1) Name:
- 2) Address:
- 3) Telephone/ Mobile numbers:
- 4) Email Address:

(Signature)

(Name, designation, and seal of company)

ANNEXURE IX
Site Visit Certificate

Tender for Facility Management Services- Outcome Based at Indian Institute of Management Bangalore, UG Campus, Jigani, Anekal Taluk, Bangalore.

Name of the Agency:

Representative of the Agency visited the site:

Date of Visit:

This is to certify that the above agency has visited the work site in connection with the above tender.

ANNEXURE X

SLA

1. The Service Provider shall not sublet any part of the Contract. The Service Provider may act as an aggregator of manpower to be provided. However, it is the Service Provider who shall be responsible and liable to deliver the services as per the contract.
2. The manpower provided by the service provider shall not be deemed employees of the buyer hence the compliance of the applicable labor laws and acts and other relevant laws will be the sole responsibility of the service provider.
3. Service provider shall not deploy any manpower that is ailing from any contagious disease
4. Service provider shall verify the character & antecedent of manpower to be deployed.
5. The persons deployed during the course of their work shall perform integrity to the Buyer and shall not disclose/ share any qualified documents and information which they are not supposed to divulge to Service Provider/ third parties.
6. Service provider shall indemnify the buyer against all the losses, injuries and any kind of damage arrived due to its activities
7. The buyer will in no way be responsible for violation of labor laws and /or infringement of any other law for the time being in force, either by the manpower provided or by the service provider.
8. The attendance of the employees will be entered in the register provided by the Service Provider and/or in the Aadhaar based Biometric attendance system at the Buyer's premises. The persons deployed should be polite, cordial and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Corporation or office concerned. The Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.
9. Service Provider shall ensure that all the relevant licenses / registrations / permissions which may be required for providing the services are valid during the entire period of the contract; failing so shall attract the appropriate penalties. The documents relevant in this regard shall be provided by the Service Provider to the Buyer on demand.
10. Service Provider shall be required to keep the Buyer updated about the change of address, change of the Management etc. from time to time.

SERVICE PROVIDER'S OBLIGATION

- 1) Service provider shall ensure the level of service required is of the highest professional standard and shall ensure full compliance to the terms and conditions of the contract.
- 2) Service provider shall attend to emergency works in time.

- 3) Service provider will be required to submit list of the manpower being deployed with photo ID, address proof, police verification certificate and educational qualifications before deputing the workers. The service provider shall be solely responsible for the credentials/ acts of his staff /workers.
- 4) The service provider shall provide at his own cost proper uniform and badges and photo identity cards to the manpower deployed. In an event that, for any reason, the manpower provided change their contact number during the tenure of the contract then service provider will immediately notify the buyer of the above change.
- 5) The service provider shall be responsible for ensuring compliance with the provisions related to Labour Law [Central/State] and specially Workmen Compensation Act, EPF Laws, ESIC Laws, Income tax laws and Minimum Wages Laws, Contract Labour (Regulations Abolition Act) and any other relevant acts as applicable at present or in future during the tenure of the contract and as may be enforced from time to time. Onus of compliance of all the applicable Laws/Acts/Rules shall rest with the service provider only and the buyer will not be liable in any manner.
- 6) Service provider shall employ only manpower who has completed eighteen years of age and not above 65 years of age
- 7) The Service Provider shall provide the documentary proof for the qualifications and experience of the manpower deployed by them. The bio-data, qualification and experience of the said manpower should be certified by the Service Provider.
- 8) The Service Provider shall not deploy or shall discontinue deploying the person(s), if desired by the Buyer and must ensure prompt replacement of the personnel without any additional cost to the Buyer. The personnel being deployed shall ordinarily be continued and should not be changed without written intimation and consultation with Buyer.
- 9) 1. The Service Provider would be bound by the conditions with regard to police verification of the deployed staff and their medical fitness.
- 10) Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties. In an event that service provider fails to deliver or fails to carry out tasks as per schedule due to absence of personnel or any other reasons, the Service Provider at his own cost shall make alternate arrangement by providing similar manpower for which agreement is entered into, without any extra charges. Failure to do so will evoke penalty then buyer shall have right to recover damages as per the provisions of the contract.
- 11) The service provider shall be personally responsible for any theft, misconduct and /or disobedience on the part of personnel provided by him. The working hours and days of the manpower will be as per the existing applicable rules of the respective Central/State Government organizations. However, they have to work on holidays, if necessary and required based on demand of work.

BUYER'S OBLIGATIONS

1. The location for reporting shall be provided by the buyer to the service provider.
2. Buyer must immediately report to the designated representative of the Service Provider for any problems, complaints, incidents or accidents that occur during the contract including any form of inappropriate behavior/ improper uniform by the personnel. Buyer shall notify the Service Provider of any dishonest, wrongful or negligent acts or omissions of its personnel or agents in connection with the services as soon as possible after the buyer becomes aware of them.
 1. Buyer may calculate their requirement of resources based on 8 hours per shift. For example, to hire a security personnel for a month (i.e. thirty service days) to offer the services for 24 hours on a 3-shift basis, the required number of resources would be 90 personnel for the month.

SERVICE TRACKING

Tracking of services ensures quality of service delivery in time bound manner, effective service tracking helps in analyzing Service Provider's performance as well as Buyer's timely inputs for services and leads to immediate actions against the defaulters if any. Service tracking shall be mandatory for the both Buyer and Service Provider, non-tracking of the same may lead to a fine/ penalty on either party.

Service Performance and Feedback

1. The principal point of contact for the issues arising out of this agreement will be the service provider or a designated representative who shall be any employee of the Service Provider in administrative and managerial capacity and in a position of authority to resolve issues. Nonetheless, the service provider shall be solely responsible for maintaining the quality and level of service provided.
2. The Service Provider shall maintain a compliant register at the premises for the complaints by the buyer.

PENALTIES AND FINE

In case of noncompliance of the standards of the services to be provided as per this agreement, the buyer would be at liberty to levy such penalty and terminate the contract as per the conditions detailed out below:

Nature of Default	Default Details	Penalties			Remarks
		1st instance	2nd instance	3rd instance	
Failure to address deficiencies/ complaints brought to notice by buyer	Deficiencies/ complaints not addressed promptly	Penalty of Rs. 500/-	Penalty of Rs. 800/-	Penalty of Rs. 1000/-	After 3rd instance, the buyer may continue to impose the same penalty as imposed for 3 instance.
If employee is found disclosing any confidential information/ document to the Service Provider/ any third parties		Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) and legal action against the Service Provider depending on the gravity of the act			
If the employee is found responsible for any theft, loss of material/ articles and damages		Immediate payment in actuals, equivalent to the value of the article theft/ lost/ damaged. Replacement of employee within 2 days	Immediate payment in actuals, equivalent to the value of the article theft/ lost/ damaged. Replacement of employee within 2 days/ cancellation of	Cancellation of the contract with cancellation charges @ 10% of the order value	

			contract as decided by the buyer depending on the gravity of the act.		
If the employee is found responsible for disobedience/ misconduct		Warning/ counselling of employee as decided by the Buyer depending on the gravity of the act	Warning/ counselling/ Immediate replacement of employee within 2 days as decided by the Buyer and Warning to Service Provider depending on the gravity of the act		Cancellation of the contract with cancellation charges @ 10% of the order value

- Penalties for a specific month / period shall be capped at 10% of bill generated for that month / period.
- If any SLA is breached beyond 3 instances in any billing period, then same shall be treated as a breach of contract and buyer will have full rights to terminate the contract after giving a notice of 30 days