

INDIAN AVIATION ACADEMY



Name of Work: Environmental Support Services (Up-Keeping), Maintenance and Management of Indian Aviation Academy (IAA) & Hostel Block Including Toilets, Scrubbing and Cleaning, Internal / External Walls, Cleaning of Metal Accessories / Surface etc. complete with Manpower, Materials, Machines as required as per scope of work.

NOTICE INVITING TENDER

Tender Ref. No.: IAA/HK/2022

Tender ID: 2022_AAI_104113_1

**INDIAN AVIATION ACADEMY
VASANT KUNJ
NEW DELHI-110070**

INDIAN AVIATION ACADEMY



IAA, VASANT KUNJ NEW
DELHI-110070

Name of work: - Environmental Support Services (Up-Keeping), Maintenance and Management of Indian Aviation Academy (IAA) & Hostel Block Including Toilets, Scrubbing and Cleaning, Internal / External Walls, Cleaning of Metal Accessories / Surface etc. complete with Manpower, Materials, Machines as required as per scope of work.

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Certified that this tender document contains 181 (One Eighty Three Pages Only).

INDIAN AVIATION ACADEMY
IAA, VASANT KUNJ
NEW DELHI

NIT No: IAA/HK/2022

Dated: 01.02.2022

NOTICE INVITING e-TENDER (2 BOT– 2 Envelope Open Tender)

TENDER REF. NO.: IAA/HK/2022

(TENDER ID: 2022_AAI_104113_1)

1. Item Rate e-tenders are invited through the e-tendering CPP portal by DGM (Commercial), IAA, Vasant Kunj Delhi- 110070 (Bid Manager) on behalf of Executive Director, IAA from the eligible contractors for the work of **“Environmental Support Services (Up-Keeping), Maintenance and Management of Indian Aviation Academy (IAA) & Hostel Block Including Toilets, Scrubbing and Cleaning, Internal / External Walls, Cleaning of Metal Accessories / Surface etc. complete with Manpower, Materials, Machines as required as per scope of work.”** at an estimated cost of **Rs. 5,12,59,857/- (Five Crore Twelve Lakh Fifty-Nine Thousand Eight Hundred Fifty-Seven Only)** (excluding GST) with **period of completion Three (03) years.**

The tendering process is online at CPP-portal URL address <https://etenders.gov.in/eprocure/app> or www.aai.aero. Prospective Tenderers may download and go through the tender document.

Prospective Tenderers are advised to get themselves register at CPP-portal, obtain ‘Login ID’ & ‘Password’ and go through the instructions available in the Home Page after log in to the CPP-portal <https://etenders.gov.in/eprocure/app> or www.aai.aero or www.iaa.edu.in. They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days’ time. The tenderer may also take guidance from AAI Help Desk Support through path [aai.aero/tender/e-tender/help desk support](http://aai.aero/tender/e-tender/help%20desk%20support).

- (i) For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk details are as below: -
Tel: 0120-4200462, 0120-4001002, Mobile: 91-8826246593,
E-mail: support-eproc@nic.in

Tenderers are requested to kindly mention the URL of the Portal and Tender ID in the subject while emailing any issue along with the contact details. For any further technical assistance with regard to functioning of CPP portal the tenderer may contact to the following AAIhelp desk numbers on all working days only between

- (ii) 08.00 hrs. to 20.00 hrs. (Mon-Sat)- 011-24632950, Ext-3512 (Six Lines), E-mail: e-prochelp@aai.aero
- (iii) 09.30 hrs. to 18.00 hrs. (Mon-Fri)- 011-24632950 Ext-3523, E-mail:- etendersupport@aai.aero sanjeevkumar@aai.aero and snita@aai.aero
- (iv) 09.30 hrs. to 18.00 hrs. (Mon-Fri)- 011-24657900, E-Mail: - gmitqh@aai.aero

Tender processing fee of **Rs.1770/- (i/c GST), non-refundable** will be required to be paid offline in the form of Demand Draft in favour of **Indian Aviation Academy (Niamar Society)** payable at New Delhi from Nationalized or any scheduled bank (but not from co-operative or Gramin bank). The original Demand Draft against Tender processing fee should reach by post/ courier/ given in person to the concerned official by the date as specified in the Critical Data Sheet of Tender Document. The details of Demand Draft / any other accepted instruments, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time.

EMD as per Annexure - 3 (Page no. 16) should be submitted in Envelope – I.

2. Following 2 envelopes shall be submitted through online at CPP-portal by the tenderer as per the following schedule:

CRITICAL DATA SHEET

Publishing Date	Date 02.02.2022
Bid Document Download / Sale Start Date (Next Day of Publishing Date)	Date 03.02.2022 from 0930 Hrs.
Clarification Start Date	Date 03.02.2022 from 0930 Hrs.
Clarification End Date	Date 19.02.2022 up to 1800 Hrs.
Bid Submission Start Date	Date 03.02.2022 from 0930 Hrs.
Bid Submission End Date	Date 24.02.2022 up to 1800 Hrs.
Last date and time of submission of Original Demand Draft against Tender processing fee and EMD as per Annexure -11 along with Unconditional Acceptance Letter as per Annexure – 2 and Signed integrity pact.	Date 04.03.2022 up to 1800 Hrs.
Bid Opening Date (Envelope-I)	Date 07.03.2022 at 1100 Hrs.
Bid Opening Date (Envelope-II)	Date To be intimate on CPP Portal
Tender Processing Fee (Non-refundable, in the form of Demand Draft) In Favour of (INDIAN AVIATION ACADEMY)	Rs. 1770/- (i/c GST) Non-refundable
Earnest Money Deposit as per Annexure -3 In Favour of (INDIAN AVIATION ACADEMY)	Rs. 3,41,733/-

Envelope-I (Tender processing Fee, Undertaking for EMD, Technical Bid and Pre-qualification): Bid containing following:

A. Tender processing Fee:

- i) Scanned Copy of DD against Tender Processing Fees.
- ii) Scanned copy of EMD as per Annexure – 03, Page No. 16 & EMD declaration as per Annexure – 11 Page No.16

B. Technical Bid containing the following:

- i) Scanned copy of Unconditional Acceptance of IAA Tender Conditions (As per Annexure-2, Page No.14)
- ii) Signed integrity pact (As per page no. 119 of NIT).
- iii) Scanned copy of Permanent Account Number (PAN) and GST Registration Number and Undertaking for Registration under GST and compliance for GST provision (As per Annexure-5, Page No.18).
- iv) Scanned copy of ‘Undertaking’ regarding Blacklisting / Debarment on Company’s Letter Head (As per Annexure-6, Page No.19).

- v) Tenderer should deploy sufficient plant and machinery as per the requirement of work in consultation with the Officer-in-Charge (OIC) to achieve the milestones/targets and overall completion within the time period. Tenderer shall submit scanned copy of 'Undertaking' on Company's Letter Head (As per Annexure-8, Page No.23).
- vi) Companies other than propriety firm shall submit, scanned copy of Authorization Letter/Power of Attorney along with copy of Certificate of Incorporation of the Company under Companies Act showing CIN/LLPIN/Name of Directors of the Company & Copy of Board Resolution regarding Authority to assign Power of Attorney.

Proprietary firm shall submit scanned copy of Authorization Letter/Power of Attorney only if the tender is processed by a person other than proprietor.
- vii) Duly filled PQ Performa (As per Annexure-1, Page No.10)
- viii) Digitally signed tender document should be submitted.
- ix) Under taking for non-relative working in AAI as per Clause 32, on page GCC -34(As per Annexure-10, Page No.25).
- x) Scanned copy of ESIC & EPF Registration. In case the agency is not having registration for the above shall have to make itself registered and submit the documents within 01 (one) month.
- xi) Scanned copy of Affidavit for Minimum wages on Rs.100 Stamp Paper as per ANNEXURE-4, Page No.17.
- xii) Scanned copy of payment confirmation receipt for Tender fees made on the CPP portal.

C. Qualifying requirements of contractors /tenderers containing the following:

- i) Should have satisfactorily completed (# Phase/Part completion of the scope of work in a contract shall not be considered, however pre-determined phasing of the work will be accepted) three works, each of **Rs.68,34,648/-** or two works, each of **Rs.85,43,310/-** or one work of **Rs.1,36,69,295/-** in single contract of similar nature of work during last seven years ending on **31/01/2022**.

Similar works mean – Mechanized/ Non Mechanized cleaning of airport terminals, non-residential corporate office buildings / Cyber city, MNC Buildings, shopping malls / complex, Five Star Hotels/ Corporate Hospitals/ metro rail premises.

Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement / status of ongoing work. Firms showing work experience certificate from non-government / non-PSU

organizations should submit copy of tax deduction at sources certificate in support of their claim for having experience of stipulated value of work.

Note: - For the Experience Certificate of works completed in pre-GST era, completion amount will be divided by 1.12 (to exclude pre-GST Tax of VAT 12%) to make it at par with experience certificate of post GST era but excluding GST.

“The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum, calculated from the date of completion to the last date of submission of bid.”

Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement, actual date of completion and satisfactory completion of work. Tenderers showing work experience certificate from non-government/non-PSU organizations should submit copy of tax deduction at sources (TDS) certificate(s) along with a certificate issued by registered Chartered Accountant, clearly specifying the name of work, total payment received against the work and TDS amount for the work.

- ii) Should have annualized average financial turnover of **Rs.51,25,986/-** against works executed during last three years ending 31st March of the previous financial year.

As a proof, copy of Abridged Balance Sheet along with Profit and Loss Account Statement of the tenderer should be submitted along with the application. Tenderers showing continuous losses during the last three years in the balance sheet shall be summarily rejected.

Note: - In case the Income Tax Return for the financial year 2020-21 has not been submitted by the tenderer, the agency can submit average Balance sheet and Profit & Loss Account Statements for the financial year 2017-18, 2018-19 & 2019-20 due to issue of guidelines regarding last date for filing the return by the Govt for the financial year 2020-21.

- iii) The tenderer should have a minimum net worth of **Rs.25,62,993/-** issued by certified Chartered Accountants (undertaking as per Annexure-9, Page No.24 to be submitted).

Note Tenderers have to submit UDIN generated documents like balance sheet / Turnover certificate, Working Capital Certificate (works done during last 5 financial years & works in hand) Net worth Certificate, Tax Deduction at Source TDS Certificates for Non-Govt. works etc. as per NIT conditions duly certified by CA and having UDIN. The documents submitted by bidders without UDIN shall not be entertained.

Scanned copy of all the Documents of **Envelope-I** mentioned above shall be submitted on the CPP portal. Original/Hard Copies of DD against Last date and time of submission of Original Demand Draft against Tender processing fee and EMD as per Annexure -3 along with Unconditional Acceptance Letter as per Annexure – 2 and Signed integrity pact is required to be submitted/sent to the **DGM (Commercial), IAA, Room No. 219, 2nd floor, Vasant Kunj, New Delhi-110070** (Bid Manager) on or before date & time mentioned in **CRITICAL DATA SHEET**. The tenderer, whose DD against Tender processing fee is not received by the date & time mentioned in critical data sheet, then their tenders will be liable to be rejected. **Any postal delay will not be entertained.**

Envelope-II: - The Financial e-Bid through CPP Portal.

All rates shall be quoted in the 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 tenderers. Tenderers are required to download the BOQ file, open it and complete the blue coloured (unprotected) cells with their respective financial quotes and other details (such as name of the tenderer). No other cells should be changed. Once the details have been completed, the tenderer should save it and submit it online, without changing the file name. If the BOQ file is found to be modified by the tenderer, the bid will be rejected.

3. Bid Submission:

The tenderer shall submit their application only at CPP Portal: <https://etenders.gov.in/e procure/app>. Tenderer/Contractor are advised to follow the instructions provided in the tender document for online submission of bids. Tenderers are required to upload the digitally signed file of scanned documents as per Para 2. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned documents.

Uploading of application in location other than specified above shall not be considered. Hard copy of application shall not be entertained.

4. Not more than one tender shall be submitted by one tenderer or tenderers having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
5. Tenderer who has downloaded the tender from Central Public Procurement Portal (CPPPP) website <http://etenders.gov.in/e procure/app>, shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and the tenderer is liable to be banned from doing business with IAA/AAI.

6. Bids Opening Process is as below:

Envelope-I (Tender processing fee, EMD Undertaking, Technical bid and Pre-qualification): Envelope-I containing documents as per Para 2 (A), (B) and (C) (uploaded by the tenderers) shall be opened on date & time mentioned in CRITICAL DATA SHEET.

If the bidder has any query related to the Bid Document of the work, they should use 'Seek Clarification' on CPP portal to seek clarifications. No other means of communication in this regard shall be entertained.

If any clarification is needed from the tenderer about the deficiency in his uploaded documents in Envelope-I, he will be asked to provide it through CPP portal or email if required. The tenderer shall upload the requisite clarification/documents within time specified by IAA, failing which it shall be presumed that bidder does not have anything to submit and bid shall be evaluated accordingly.

The intimation regarding acceptance/rejection of their bids will be intimated to the tenderers through CPP portal.

Envelope-II (Financial/Price Bid):

Envelope-II containing financial bid of the tenderers found to be meeting the technical criteria and qualifying requirements shall be opened on date & time mentioned in CRITICAL DATA SHEET. **(In case the date and time for opening of Envelope-II (Financial Bid) is required to be changed, the same shall be intimated through CPP Portal).**

7. IAA reserves the right to accept or reject any or all applications without assigning any reasons. IAA also reserves the right to call off tender process at any stage without assigning any reason.
8. IAA reserves the right to disallow the working agencies whose performance at ongoing project (s) is below par and usually poor and has been issued letter of restrain/Temporary or Permanent debarment/black listing by any department of IAA/AAI or Central/State Govt. Depts./PSUs/World Bank/ ADB etc., **IAA/AAI reserves the right to verify the credential submitted by the tenderer at any stage (before or after the award the work). If at any stage, any information /documents submitted by the applicant is found to be incorrect/false or have some discrepancy which disqualifies the tenderer then IAA shall take the following action:**
 - a) **The tenderer shall be liable for debarment from tendering in IAA/AAI, including termination of the contract apart from any other appropriate contractual /legal action.**
9. Consortium /JV companies shall not be permitted.
10. Purchase preference to Central Public Sector Undertaking shall be applicable as per the directive of Govt. of India prevalent on the date of acceptance.
11. Concessions to Indian Micro & Small Enterprises (MSMEs) units registered with DIC/NSIC/KVIC/KVIB/Directorate of Handicraft and Handloom etc., to be given as per the provisions of Public Procurement Policy for MSEs order 2012 with up to date amendments, shall only be applicable for tenders of supply/services and shall not be extended to construction work.
12. Tenderers have to submit UDIN generated documents like balance sheet / Turnover certificate, ~~Working Capital Certificate (works done during last 5 financial years & works in hand)~~ Net worth Certificate, Tax Deduction at Source TDS Certificates for Non-Govt. works etc. as per NIT conditions duly certified by CA and having UDIN. The documents submitted by bidders without UDIN shall not be entertained.

____Sd_____
DGM (Commercial)
Indian Aviation Academy
Vasant Kunj, New Delhi

ANNEXURES

PRE-QUALIFICATION PERFORMA

Tender ID: 2022_AAI_104113_1

TO BE UPLOADED BY APPLICANTS ALONG WITH TENDER APPLICATION IN PRE-QUALIFICATION BID (Envelope-I).

Name of Work: “Environmental Support Services (Up-Keeping), Maintenance and Management of Indian Aviation Academy (IAA) & Hostel Block Including Toilets, Scrubbing and Cleaning, Internal / External Walls, Cleaning of Metal Accessories / Surface etc. complete with Manpower, Materials, Machines as required as per scope of work.”

1	2	3	4
S. No.	Qualifying criterion	Supporting Document must have the following salient information which IAA would like to note	Enclosure Check-list
1.0	General		
1.1	Name and registered office address of the Applicant Contractor / Firm		
	Name, Address, Telephone no., Mobile No., Fax No., e-mail address of the authorized contact person of the agency for further communication.	Name: Address: Ph. No.: Mobile No.: Fax No.: E-mail ID:	
1.2	Authorized Signatory (Name & Designation)		
	<u>Envelope –I includes</u>		
2.0	<u>Part-A which shall contain scanned copy of:</u>		
2.1	Scanned copy of DD against Tender Processing Fee.		Copy enclosed: Yes / No
2.2	Scanned copy of EMD as per Annexure - 3 (Page no.16) & declaration as per Annexure – 11-page no. 26.		Copy enclosed: Yes / No
3.0	<u>Part-B which shall contain scanned copy of:</u>		
3.1	Undertaking regarding unconditional acceptance (as per Annexure -2, Page No.14).		Copy enclosed: Yes / No
3.2	Signed integrity pact, as per Page No. 119 of NIT.		Copy enclosed: Yes / No

3.3	Scanned copy of Permanent Account Number (PAN) and GST Registration Number and Undertaking for Registered under GST and compliance for GST provision (As per Annexure-5, Page No.18).	Copy enclosed: Yes / No
3.4	'Undertaking' regarding Blacklisting/ Debarment on Company's Letter Head (As per Annexure-6, Page No.19).	Copy enclosed: Yes / No
3.5	Tenderer should deploy sufficient plant and machinery as per the requirement of work in consultation with the Officer-in-Charge (OIC) to achieve the milestones/targets and overall completion with the time period. Tenderer shall submit scanned copy of 'Undertaking' on Company's Letter Head (Annexure-8, Page No.23).	Copy enclosed: Yes / No
3.6	Companies other than propriety firm shall submit, scanned copy of Authorization Letter/Power of Attorney along with copy of Certificate of Incorporation of the Company under Companies Act showing CIN/LLPIN/Name of Directors of the Company & Copy of Board Resolution regarding Authority to assign Power of Attorney.	Copy enclosed: Yes / No
3.7	Proprietary firm shall submit scanned copy of Authorization Letter/Power of Attorney only if the tender is processed by a person other than proprietor.	Copy enclosed: Yes / No
3.8	Registration with ESIC, EPF from concern authorities.	Copy enclosed: Yes / No
3.9	Digitally signed tender document should be submitted.	Copy enclosed: Yes / No
3.10	Undertaking for non-relative working in AAI/IAA as per Annexure-10, Page No.25.	Copy enclosed: Yes / No
3.11	Affidavit for Minimum wage (As per Annexure-4, Page No.17).	Copy enclosed: Yes / No

4.0	<u>Part C which shall contain scanned copy of:</u>	
4.1	Should have satisfactorily completed the work of similar nature.	A) Certificate of completion of the Three / Two / One work(s) for meeting eligibility criteria as applicable
	i) Three works of Rs.68,34,648/- each in single contract of similar nature of work during last seven years ending on 31.01.2022 .	<u>Work No. 1</u> -Name of work: -Nature of work done: -Value of work: -Date of start: -Date of Completion as per agreement: -Actual Date of Completion: -Satisfactory completion of work: -EOT granted (if any) up to with/ without levy of compensation.
		<u>Work No. 2</u> -Name of work: -Nature of work done: -Value of work: -Date of start: -Date of Completion as per agreement: -Actual Date of Completion: -Satisfactory completion of work: -EOT granted (if any) up to with/ without levy of compensation.

		<u>Work No. 3</u> -Name of work: -Nature of work done: -Value of work: -Date of start: -Date of Completion as per agreement: -Actual Date of Completion: -Satisfactory completion of work: -EOT granted (if any) up to with/ without levy of compensation.	Copy of certificate enclosed: Yes / No
	ii) Two works of Rs.85,43,310/- each in single contract of similar nature of work during last seven years ending on 31.01.2022.	<u>Work No. 1</u> -Name of work: -Nature of work done: -Value of work: -Date of start: -Date of Completion as per agreement: -Actual Date of Completion: -Satisfactory completion of work: -EOT granted (if any) up to with/ without levy of compensation.	Copy of certificate enclosed: Yes / No
		<u>Work No. 2</u> -Name of work: -Nature of work done: -Value of work: -Date of start: -Date of Completion as per agreement: -Actual Date of Completion: -Satisfactory completion of work: -EOT granted (if any) up to with/ without levy of compensation.	Copy of certificate enclosed: Yes / No
	iii) One work of Rs.1,36,69,295/- each in single contract of similar nature of work during last seven years ending on 31.01.2022.	<u>Work No. 1</u> -Name of work: -Nature of work done: -Value of work: -Date of start: -Date of Completion as per agreement: -Actual Date of Completion: -Satisfactory completion of work: -EOT granted (if any) up to..... with/ without levy of compensation.	Copy of certificate enclosed: Yes / No
4.2	Whether experience from Govt.organizations or private clients?	Govt. Organization / Pvt. Clients. (Tick whichever is applicable). TDS certificate from client to be enclosed.	TDS certificate enclosed: Yes / No
4.3	TURNOVER		
	Annualized average financial turnover of not less than Rs.51,25,986/- against works executed during last three financial years. As a proof copy of Abridged Balance Sheet of the firm with profit and loss account shall be submitted along with the application.	Year	Turnover (In Lakhs)
		2018-19	
		2019-20	
		2020-21	
		<u>Average:</u>	
			Proof of turnover enclosed (Abridged balance sheet & profit & loss A/C) Copy enclosed: Yes / No

	Return for the financial year 2020-21 has not been submitted by the tenderer, the agency can submit average Balance sheet and Profit & Loss Account Statements for the financial year 2017-18, 2018-19 & 2019-20 due to issue of guidelines regarding last date for filing the return by the Govt for the financial year 2020-21.		
4.4	Net worth	The tenderer should have a minimum net worth of Rs.25,62,992/- issued by certified Chartered Accountants (Annexure-9, Page No.24).	
5.0	Envelope-II shall submit the financial e-bid through CPP portal.		
	Financial bid through CPP portal.		BOQ Uploaded: Yes / No
6.0	Any other information		
7.0	Remarks		
Place:			
Date:			
SIGNATURE WITH STAMP Authorized signatory of the Firm			

DECLARATION (On Firm's Letter Head)

I/WE _____

hereby declare that the documents uploaded / enclosed are true and correct. In case any document at any stage found fake / incorrect, action as deemed fit by IAA/AAI can be taken against me/us.

Place:

Date:

Signature

Authorized Signatory of the contractor/ Firm

UNDERTAKING TO BE PUT IN ENVELOPE-I
(TO BE PRINTED ON COMPANY'S LETTER HEAD)

Date:

To

The DGM(Commercial),
Indian Aviation Academy,
Room No.219, 2nd Floor,
Vasant Kunj, New Delhi – 110070

Sir,

ACCEPTANCE OF IAA'S TENDER CONDITIONS

1. The tender documents for the work “**Environmental Support Services (Up-Keeping), Maintenance and Management of Indian Aviation Academy (IAA) & Hostel Block Including Toilets, Scrubbing and Cleaning, Internal / External Walls, Cleaning of Metal Accessories / Surface etc. complete with Manpower, Materials, Machines as required as per scope of work.**” for an estimated cost of **Rs. 5,12,59,857/- (Five Crore Twelve Lakh Fifty Nine Thousand Eight Hundred Fifty Seven Only)** (excluding GST) have been sold to me/us by Indian Aviation Academy and I/we hereby certify that I/we have inspected the sites and read the entire terms and conditions of the tender documents made available to me/us on CPP portal: <https://etenders.gov.in/eprocure/app> which shall form part of the contract agreement and I/We shall abide by the conditions/clauses contained therein.
2. I/We here by unconditionally accept the tender conditions of IAA's tender documents in its entirety for the above work.
3. The contents of Notice Inviting Tender of the Tender Document have been noted wherein it is clarified that after unconditionally accepting the tender conditions in its entirety, it is not permissible to upload any additional file or put any remarks/conditions (except unconditional rebate on quoted rates, if any) in/along with the uploaded tender document. In case, any condition(s) are found in Envelope-I (**i.e. Tender processing fee, EMD Undertaking, Technical Bid and Pre-qualification**) then Envelope–II (i.e. Financial Bid) shall not be opened, or if any condition found in envelope –II (i.e. Financial Bid) the tender shall be rejected and IAA shall without prejudice to any other right or remedy be at liberty to forfeit the 10% of earnest money.
4. I/We declare that I/We have not paid and will not pay any bribe to any officer of IAA for awarding this contract at any stage during its execution or at the time of payment of bills, and further if any officer of IAA asks for bribe / gratification, I/We will immediately report it to the appropriate authority in IAA.

5. Scanned copy of Tender processing fees is attached.

6. I/We agree that “If at any stage, any information / documents submitted by us are found to be false, we shall be liable for debarment from tendering in AAI/IAA, apart from any other appropriate / legal action”.

Thanking you,

Yours faithfully,

Date:

(Signature of the tenderer)
With rubber stamp

Encl: Demand Draft/ Bank Guarantee.

ENVELOPE – I

INDIAN AVIATION ACADEMY

DETAILS OF EARNEST MONEY DEPOSIT (EMD)

Demand Draft / Bank Guarantee : No.....
Dated :
Name of the issuing bank :
.....
.....

Payable at :

Payee's name :

Amount :

Remarks :
.....

**Signature of the Tenderer
with company seal**

(Envelope-I)

AFFIDAVIT

I..... (Name), aged years, s/o
(Name), Proprietor/ Managing Partner/ Managing Director of
(Name of the Agency)..... (Address of the company) do hereby solemnly affirm
and state as follows:

I am competent to swear this affidavit on behalf of (Name of the
agency), and hereby confirm that I am fully complying with the legal obligations with regard
to payment of minimum wages as per the Minimum Wages Act-1948 and deduction of
Provident Fund Authorities as per EPF & MP Act-1952 and Contract Labour (Regulation &
Abolition) Act-1970.

DEPONENT

**Note: This affidavit of valid date i.e. after publishing of tender is to be attested by a First
Class Magistrate / Notary Public on non-judicial stamp paper of Rs.100/-.**

UNDERTAKING FOR GST COMPLIANCE BY THE BIDDER
(To be submitted by in Envelope-I)

To,

The DGM(Commercial),
Indian Aviation Academy,
Room No.219, 2nd Floor,
Vasant Kunj, New Delhi – 110070

Subject: Undertaking regarding GST Compliance.

Ref: Tender ID

Sir,

The tender documents for the work”.....
”have been issued to me / us by Indian Aviation Academy and we certify the following:

1. That, We, M/sare registered under GST & compliant of GST Provisions. Our GST No. is
2. I/ We hereby under take that I/We will comply of all GST provisions.
3. That, in case of non-compliance of GST provisions and blockage of any input credit; we shall be responsible to indemnify Indian Aviation Academy for the loss, if any, incurred by IAA.
4. That all input credits related to this work will be passed on to Indian Aviation Academy.

Yours faithfully,

Signature :

Name :

Designation :

Name of Agency :

**DECLARATION / UNDERTAKING REGARDING BLACKLISTING /
DEBARRING OF FIRM**

(On Company's Letter Head and to be submitted in Envelope - I)

To,

The DGM(Commercial),
Indian Aviation Academy,
Room No.219, 2nd Floor,
Vasant Kunj, New Delhi – 110070

Name of Work: Environmental Support Services (Up-Keeping), Maintenance and Management of Indian Aviation Academy (IAA) & Hostel Block Including Toilets, Scrubbing and Cleaning, Internal / External Walls, Cleaning of Metal Accessories / Surface etc. complete with Manpower, Materials, Machines as required as per scope of work.

Tender ID:

Sir,

1. I/We hereby undertake that our firm or its partners or its directors have not been black listed / debarred and neither any case or complaint is pending nor contemplated against the firm or its partners regarding irregularities, in India or abroad, by any Indian State/Central Governments Departments or Public Sector Undertaking of India or global international body like World Bank/International Monetary Fund/ World health Organization etc.

2. I/We further undertake that at any stage of evaluation of PQQ submissions or in later stage also, if it is found that I/We (the bidder firm) have given wrong or misleading information then our bid/contract can be summarily rejected/terminated contract, if any. Also, legal action maybe initiated against me/us.

Thanking you.

Yours faithfully,

Signature :

Name :

Designation :

Name of Agency :

Format for Letter of undertaking from the Depositor to Bank
(To be submitted along with Quality Protection Bank Guarantee to
Indian Aviation Academy)

(To be submitted in the Letter head of the firm)

To,

The Branch Manager,

.....Bank,

.....

.....

Sub:- My/Our Bank Guarantee bearing No.....dated
for amount.....Issued in favor of Indian Aviation Academy
A/c.....

Sir,

The subject Bank Guarantee is obtained from your bank for the purpose of **Quality Protection Bank Guarantee (ALQI Bank Guarantee)** on account of contract awarded/to be awarded byM/s Indian Aviation Academy to me / us.

I hereby authorized the Indian Aviation Academy in whose favor the deposit is made to close the subject Bank Guarantee before maturity / on maturity toward adjustment of dues without any reference / consent / notice from me / our side and the bank is fully discharged by makingthe payment to Indian Aviation Academy.

Signature of the Depositor

Place:

Date:

**FORM OF QUALITY PROTECTION BANK GUARANTEE FOR ALQI
(On Non-Judicial Stamp Paper of Rs.100/-)**

To,

The Indian Aviation Academy

.....
.....
.....

1. In consideration of the Director, IAA (hereinafter called "IAA") having offered to accept the terms and conditions of the proposed agreement between **Indian Aviation Academy** and[herein after called the said Contractor(s)] for the work "..... (Hereinafter "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs. **(Rupees..... only)** as a security/guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.
2. We (Indicate the name of the nationalized bank) (Hereinafter referred to as "the Bank") hereby undertake to pay to the Executive Director, IAA an amount not exceeding Rs..... **(Rupees..... only)** on demand by IAA.
3. We (Indicate the name of the nationalized bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demure, merely on a demand from IAA stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....**(Rupees..... only)**.
4. We, the said Bank, further undertake to pay to the Director, IAA any money so demanded notwithstanding any dispute or disputes raised by the contractor (s) in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal.

The payment so made by us under his bond shall be a valid discharge of our liability for payment there under and the contractor(s) shall have no claim against us for making such payment.

5. We..... (Indicate the name of the nationalized bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of IAA under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Officer-in-charge on behalf of IAA certified that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee.

6. We (indicate the name of the nationalized bank) further agree with IAA that IAA shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by IAA against in the said contractors (s) and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relived from our liability by reason of any such variation, or extensions being granted to the said contractor(s) or for any forbearance, act of omission on the part of IAA or any indulgence by the IAA to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving.
- 7 This guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
8. We..... (Indicate the name of the nationalized bank) lastly undertake not to revoke this guarantee except with the previous consent of IAA in writing.
9. This guarantee shall be valid up-to unless extended on demand by IAA. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (**Rupees** **only**) or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

In presence of:

Dated this _____ Day of _____

WITNESS

1. For and on behalf of (The Bank)
Signature :
2. Name & Designation:
Authorization No.:
Name & Place:
Bank's Seal:

The above Guarantee is accepted by Indian Aviation Academy.

For and on behalf of Indian Aviation Academy.

Signature :
Name :
Designation :
Dated :

UNDERTAKING FOR DEPLOYMENT OF T&P

Name of work: Environmental Support Services (Up-Keeping), Maintenance and Management of Indian Aviation Academy (IAA) & Hostel Block Including Toilets, Scrubbing and Cleaning, Internal / External Walls, Cleaning of Metal Accessories / Surface etc. complete with Manpower, Materials, Machines as required as per scope of work.

Tender ID:

Name of Contractor / Firm:

I / we have applied for issue of tender for the work of “Environmental Support Services (Up-Keeping), Maintenance and Management of Indian Aviation Academy (IAA) & Hostel Block Including Toilets, Scrubbing and Cleaning, Internal / External Walls, Cleaning of Metal Accessories / Surface etc. complete with Manpower, Materials, Machines as required as per scope of work.” And Hereby undertake that: -

I / we have gone through the tender documents and drawings in its entirety, visited the site and have understood the nature of work to be executed.

I / we will deploy adequate T&P in working condition with adequate standby arrangement for efficient / timely execution of the work.

I / we have submitted the details of T&P owned by us and undertake to procure or take on lease the balance T&P for the work as per requirement of the work matching with the work programme.

I / we will abide by any instructions by IAA for such procurement / arrangement of T&P on lease as is considered necessary for efficient / timely execution of work.

Place:

Date:

Signature of Contractor
With Rubber Stamp

CERTIFICATE OF NET WORTH FROM CHARTERED ACCOUNTANT

“It is to certify that as per the audited balance sheet and profit & loss account during the financial year, the Net worth of M/s (Name & Registered Address of individual /firm/company), as on(the relevant date) is Rs..... after considering all liabilities. It is further certified that the Network of the company has not eroded by more than 30% in the last three years ending on (the relevant date)”

Signature of Chartered Accountant

.....

Name of chartered Accountant

.....

Membership No. of ICAI

.....

Date and seal

**UNDER TAKING FOR NON-RELATIVE WORKING IN AAI/
IAA
(As per clause 32 on page GCC-34)**

UNDER TAKING

I/We..... hereby under take that as mentioned in
clause no. 40 given on page GCC-68, I/We don't have any relative working in Airports
Authority of India / Indian Aviation Academy.

Date :

Place :.....

Signature of Agency with rubber stamp

Name.....

Address.....

.....

.....

Mobile No.....

***(To be given on contractor's Letter head)**

Proforma for Earnest Money Declaration (To be submitted on contractor's letter head)

whereas, I/We (name of agency)have submitted bid for
..... (name of work)

I/We here by submit following declaration in lieu of submitting Earnest Money Deposit.

(1) If after the opening of tender, I/We withdraw of modify my/our bid during the period of validity of tender (including extended validity of tender) specified in the tender documents,

Or

(2) If, after the award of work, I/We fail to sign the contract, or to submit performance guarantee before the deadline defined in the tender documents,

I/We shall be suspended for one year and shall not be eligible to bid for AAI / IAA tenders from date of issue of suspension order.

Signature of the contractor(s)

**INDIAN AVIATION ACADEMY
ENGINEERING WING (CIVIL)
IAA, VASANT KUNJ, NEW DELHI**

GENERAL GUIDELINES FOR THE BIDDERS

Name of Work: “Environmental Support Services (Up-Keeping), Maintenance and Management of Indian Aviation Academy (IAA) & Hostel Block Including Toilets, Scrubbing and Cleaning, Internal / External Walls, Cleaning of Metal Accessories / Surface etc. complete with Manpower, Materials, Machines as required as per scope of work.”

First Important Step to Bidder for e-tender:

(CPP e-Procurement portal reference: <https://etenders.gov.in/eprocure/app>)

Bidders have to read the instructions to the bidders given in the e-tender portal of CPP and take immediate steps to:

- a) Register for bid to participate in tendering.
- b) Obtain digital signature well in advance which takes minimum 24 to 30 hours.
- c) Make sure availability of all required software in your PC as instructed under bidders’ instruction head of e-procurement portal of CPP.

Correspondence on tender documents:

- a) **Tender Document:** - The prospective bidder shall download the tender documents on-line from CPP’s e-Procurement portal and upload digitally signed entire tender document on CPP e-tender portal. Besides, whenever tenderer signatures are earmarked in the tender documents shall put his signature and upload scan copies of the same.
- b) **Amendment to Tender Document:** - At any time, prior to scheduled date of submission of bids, IAA if it deems appropriate to revise any part of this tender or to issue additional date to clarify the interpretation of provisions of this tender, it may issue addendum/corrigendum to this tender. Any such Addendum/ Corrigendum shall be deemed to be incorporated by this reference into this tender and binding on the bidders. Addendum/Corrigendum will be notified through CPP’s Website/Portal only.
- c) **Clarifications of Tender Document:** - Bidder, requiring any clarifications of the tender document, may submit their queries, if any, through provision of CPP’s Website/Portal on as per the critical dates given on Notice Inviting E-Tender. Replies to queries by IAA will be uploaded through CPP’s e-Procurement portal. The bidders are advised to visit CPP’s Website/Portal regularly.
- d) No correspondence shall be entertained from the tenderer after opening of tenders, other than asked by IAA for any clarifications if required.

INSTRUCTION FOR ONLINE BID SUBMISSION

INDIAN AVIATION ACADEMY

Instructions for 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, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://etenders.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) 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.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or 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.
- 5) 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.
- 6) 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.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and 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 document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) 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 and keep it as a repository

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.

SUBMISSION OF BIDS

- 1) 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.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “Offline” to pay the offline tender fee and EMD as applicable.
- 4) Bidders are requested to note that they should necessarily submit their financial bids in the 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 white coloured (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 and EMD shall be forfeited.

- 5) 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 time during bid submission.
- 6) 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 openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) 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.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general maybe directed to the 24x7 CPP Portal Helpdesk.

NOTICE INVITING TENDER (NIT)

INDIAN AVIATION ACADEMY
NOTICE INVITING TENDER

1. Item rate Tenders are invited through e-tendering portal on behalf of the Director,IAA for the work of “**Environmental Support Services (Up-Keeping), Maintenance and Management of Indian Aviation Academy (IAA) & Hostel Block Including Toilets, Scrubbing and Cleaning, Internal / External Walls, Cleaning of Metal Accessories / Surface etc. complete with Manpower, Materials, Machines as required as per scope of work.**” from the eligible contractors and have valid Permanent Account Number (PAN). The estimated cost of the work is **Rs. 5,12,59,857/-** with period of completion Three (03) years.

2. The Tenders shall be in the prescribed Form are invited in two bid system:
 - i) Bid Envelope-I:
 - (a) Duly filled PQ Performa as per Annexure - 1
 - (b) Scanned copy of DD of Tender Processing Fees and scanned copy of EMD as per Annexure-3, Page No.16.
 - (c) Undertaking for Unconditional Acceptance Letter (as per Annexure-2).
 - (d) Scanned copy of Permanent Account Number (PAN) and GST Registration Number and Undertaking for Registered under GST and compliance for GST provision (As per Annexure-5).
 - (e) Signed integrity pact as per Page No. 119 of NIT.
 - (f) Undertaking for black listing/debarring of firms on Company’s Letter Head (As per Annexure-6).
 - (g) Scanned copy of ‘Undertaking’ on Company’s Letter Head certifying deployment of sufficient plant and machinery as per the requirement of work in consultation with the Engineer-in-Charge (EIC) to achieve the milestones/targets and overall completion within the time period (As per Annexure-8).
 - (h) Scanned copy of Authorization Letter/Power of Attorney along with copy of Certificate of Incorporation of the Company under Companies Act showing CIN/LLPIN/Name of Directors of the Company & Copy of Board Resolution regarding Authority to assign Power of Attorney.
 - (i) Scanned copy of Authorization Letter/Power of Attorney only if the tender is processed by a person other than proprietor.
 - (j) Scanned copy of EPF & ESI Registration. In case the agency is not having registration for the above shall have to make itself registered and submit the documents within 01 (one) month.
 - (k) Digitally signed tender document should be submitted.
 - (l) Under taking for non-relative working in AAI (As per clause 32 on page GCC -34) (Annexure-10, P. No. 25).
 - (m) Scanned copy of the tenderer should have a minimum net worth of **Rs. 25,62,993/-** issued by certified Chartered Accountants (Annexure-9).
 - (n) Scanned copy of the tenderer should have a minimum net worth of Rs. 25,62,993/- issued by certified Chartered Accountants (Annexure-9).

- (o) Affidavit for Minimum Wages (As per Annexure-4)
 - (p) Should have satisfactorily completed (# Phase/Part completion of the scope of work in a contract shall not be considered, however pre-determined phasing of the work will be accepted) three works, each of Rs.68,34,648/- or two works, each of Rs.85,43,310/- or one work of Rs.1,36,69,295/- in single contract of similar nature of work during last seven years ending on 31/01/2022.
- ii) Bid Envelope-II: Financial/Price Bid.
3. Not more than one Tender shall be submitted by a contractor or by a firm. No two or more concerns in which an individual is interested, as Proprietor and/or partner shall tender for the execution of the same works. If they do so, all such Tenders shall be liable to be rejected.
4. The Accepting Authority as mentioned in **Schedule-A. (P.No. 107)** shall be the Accepting Officer hereinafter, referred to as such for the purpose of this contract.

Tender documents may be downloaded from CPP portal: <https://etenders.gov.in/eprocure/app>. To participate in the tender/to submit the tender document, the Bidders must pay stipulated tender fee in the form of Demand Draft drawn in favour of **Indian Aviation Academy (Niamar Society)** payable at New Delhi.

5. In the event of the tender being submitted by a firm, it must be signed separately by each partner thereof or in the event of the absence of any partner, it must be signed on his behalf by a person holding a power-of-attorney authorizing him to do so. Such power of attorney to be uploaded with the tender and it must disclose that the firm is duly registered under the Indian Partnership Act, 1952.
6. Tender documents consisting of plans, specifications, Schedule of quantities of the work to be done, the conditions of contract and other necessary documents can be downloaded from the CPP e-tendering portal. Tender processing fees (Non-Refundable) of **Rs 1770/- (i/c GST)** will be required to be paid in the form of Demand Draft drawn in favour of **Indian Aviation Academy (Niamar Society)** payable at **New Delhi**. The last date of submission of bid is 24.02.2022 **up to 1800 hrs.**
7. Tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their Tenders as to the nature of the ground & sub-soil form the nature of the site, the means of access to the site, the accommodation they may require, working conditions including space for stacking of materials, rates of various materials to be incorporated in works.
8. The tenderer shall themselves obtain all necessary information such as applicability of taxes & duties, conditions affecting accommodation and movement of labours etc. and other information related to risks, contingencies and other circumstances which may influence or effect their Tender. A Tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed.
9. Submission of an e-tender by a Tenderer implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the works to be done and of conditions and rates at which stores, tools and plant, etc. will be issued to him by Airports Authority of India, local conditions, local material rates and other factors bearing on the execution of the works.

10. Tenders shall be received through CPP e-tendering portal by **24.02.2022 up to 1800 hrs** and Envelope-I shall be opened on 07.03.2022 **at 1100 Hrs** respectively for the bidders who have submitted their bids.

11. The tenderer should study the complete tender document. In order to facilitate IAA to prepare responses, the interested tenderers are requested to submit their queries if any, in e-tender portal only, up till the stipulated date and time. The tenderers queries will be replied through e-portal only.

12. Earnest Money Deposit (EMD):

12.1 Earnest Money amount **Rs. 3,41,733/-** shall be through Demand Draft/BG from Nationalized or any scheduled bank (but not from co-operative or Gramin bank) in favour of **Indian Aviation Academy (Niamar Society)** payable at **New Delhi** shall accompany with tender in prescribed manner.

12.2 On acceptance of the Tender, the Earnest Money will be treated as part of the security deposit. The EMD of the successful tenderer will be returned if the tenderer furnishes the security deposit.

12.3 IAA will return the EMD where applicable to every unsuccessful tenderer except as provided in the tender document.

12.4 No interest or any other expenses, whatsoever on the EMD will be payable by IAA.

12.5 The Tender EMD may be forfeited in the following case :

a) If a tenderer withdraws its tender during the period of tender validity specified in the tender conditions.

b) In the case of a successful Tenderer, if the Tenderer fails –

i) To sign the Contract agreement.

ii) In case of any false information/document submitted by tenderer.

13. Power of attorney/authorization for signing tender:

a) Only the Power of Attorney/Authorization holder of the tenderer on whose name the tender has been issued shall sign the Tender documents.

b) The name and designation of the person or persons of the company who is authorized to sign shall be clearly indicated in the Authority letter.

c) In the event of the tender submitted by a partnership firm, it must be signed separately by each partner thereof, or in the event of the absence of any partner, it must be signed on his behalf by a person holding a Power-of-Attorney authorizing him to do so by the partners. A certified copy of the Power-of-Attorney issued by the company/partnership firm shall be produced with the tender along with evidence of registration of partnership firm / company.

14. Notification of Award of contract will be made in writing to the successful bidder by the Accepting Authority or his representative. The contract will normally be awarded to the qualified and responsive Bidder offering lowest evaluated bid in conformity with the requirements of the specifications and contract documents and the Accepting Authority shall be the sole judge in this regard. The Accepting Authority does not bind himself to accept the lowest or, any tender or to give any reason for his decision. A **responsive bidder** is one who

- submits priced Tender and accepts all terms and conditions of the specifications and contract documents. A Tenderer shall submit a responsive bid, failing which his Tender will be liable to be rejected.
15. The Accepting Authority does not bind itself to accept lowest or any tender and reserves to himself the right of accepting the whole or any part of the Tender and Tenderer shall be bound to perform the same at his quoted rates. No claim whatsoever will be entertained on this account.
 16. The Tenderer shall not be permitted to tender for works in Airports Authority of India / IAA, responsible for award and execution of contracts, in which his near relative is posted as Manager (Finance & Accounts) or Sr. Officer or as an engineer in any capacity. He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him and who are near relatives to any officer in Airports Authority of India / IAA. Any breach of this condition by the contractor would render him liable to be debarred from Tendering for next 2 years.
 17. The contractors shall give a list of AAI/IAA employees related to him.
 18. No Officer of Gazetted rank or other Gazetted Officer employed in Airports Authority of India/ IAA / Govt. of India is allowed to work as a contractor for a period of two years of his retirement from Airports Authority of India/ Government service, without the prior permission of Airports of India/ IAA /Govt. of India. The contract is liable to be cancelled if either the contractor or any of his employees is found at any time to be such a person who had not obtained the permission of Airports Authority of India/ IAA / Govt. of India as aforesaid before submission of the Tender or engagement in the contractor's service.
 19. The Tender for the work shall remain open for acceptance for a period of Ninety days (**90 days**) from the date of opening of Price Bid (i.e. Envelope-II). If any Tenderer withdraws his tender before the said period or makes any modifications in the terms and conditions of the Tender which are not acceptable to the Department, then IAA/ Airports Authority of India shall without prejudice to any other right or remedy, be at liberty to forfeit the 10 % of earnest money.
 20. On acceptance of the Tender, the name of the accredited representative(s) of the contractor who would be responsible for taking instructions from the Officer-in-Charge shall be communicated to the Officer-in-Charge within 30 days of acceptance of tender.
 21. A tenderer shall submit the tender which satisfies each and every condition laid down in this notice failing which the Tender will be liable to be rejected. Also if the credential submitted by the firm found to be incorrect or have some discrepancy which disqualifies the firm then the IAA shall take the following action:
 - a) Debar the firm for minimum three years to tender for AAI / IAA in any name/style apart from any other appropriate contractual/legal actions.
 - b) Forfeit the 10 % of earnest money.
 22. Octroi/ royalty/ Construction Employee Welfare Cess/ Excise or other tax on material, labour, services or contract in respect of this work contract including payment to local/Govt./Statutory authorities shall be payable by the contractor and Indian Aviation Academy will not entertain any claim whatsoever in this respect. Construction Employee Welfare Cess/ Labour Cess will be deducted at the time of making payment of running

account bill as per prevailing rates of the respective states as notified by Govt. from time to time of payment made to the Contractor. Nothing extra will be paid by IAA in this respect.

The contractor must produce proof of GST registration and PAN issued by Income Tax Department before sale of tender.

23. a) **All tendered rates shall be inclusive of all taxes and levies payable under respective statutes but exclusive of GST. GST shall be paid to the agency against a valid Tax Invoice of concerned department.** However, pursuant to the Constitution (46th Amendment) Act. 1982, if any further tax or levy is imposed by Statute, **after the last stipulated date for the receipt of tender including extensions if any** and the contractor thereupon necessarily and properly pays such taxes / levies, the contractor shall be reimbursed the amount so paid, provided such payments, if any, is not, in the opinion of the Engineer-In-Charge (whose decision shall be final and binding on the contractor) attributable to delay in execution of work within the control of the contractor.
- b) The contractor shall keep necessary books of accounts and other documents for the purpose of this condition as may be necessary and shall allow inspection of the same by a duly authorized representative of Indian Aviation Academy and / or Engineer-In-Charge and further shall furnish such other information/document as the Engineer-In-Charge may require from time to time.
- c) The contractor shall, within a period of 30 days of the imposition of any such further tax or levy, pursuant to the Constitution (46th amendment) Act 1982, give a written notice thereof to the Engineer-In-Charge that the same is given pursuant to this condition, together with all necessary information relating thereto.

24. **MODE OF SUBMISSION & OPENING OF TENDERS:**

Tender for the present work shall be submitted online through CPP e-tendering portal in two bids (i.e. Envelope I & II) system as detailed below:

Envelope-I (Tender processing fee, EMD, Technical Bid and Pre-qualification) :

- a) Scanned copy of tender processing fees in the form of Demand Draft drawn in favor of **Indian Aviation Academy (Niamar Society)** payable at **New Delhi**.
- b) Scanned copy of EMD as per Annexure-3, Page No.16 & declaration as per Annexure-11 .
- c) Unconditional Acceptance of IAA's terms & conditions as per Annexure-2 along with power of Attorney, if applicable (in case of Firm).
- d) Scanned copy of Permanent Account Number (PAN) and GST Registration Number and Undertaking for Registered under GST and compliance for GST provision (As per Annexure-5).
- e) Undertaking for black listing/debarring of firms on Company's Letter Head (As per Annexure-6),
- f) Tenderer should deploy sufficient plant and machinery as per the requirement of work in consultation with the Engineer-in-Charge (EIC) to achieve the milestones/targets and overall completion with the time period. Tenderer shall submit scanned copy of 'Undertaking' on Company's Letter Head (Annexure-8).

- g) Scanned copy of Authorization Letter/Power of Attorney along with copy of Certificate of Incorporation of the Company under Companies Act showing CIN/LLPIN/Name of Directors of the Company & Copy of Board Resolution regarding Authority to assign Power of Attorney.
- h) Scanned copy of Authorization Letter/Power of Attorney only if the tender is processed by a person other than proprietor.
- i) Registration with ESIC, EPF from concern authorities. In case the agency is not having registration for the above shall have to make itself registered and submit the documents within 01 (one) month.
- j) Digitally signed tender document should be submitted.
- k) Under taking for non-relative working in AAI / IAA (as per Annexure-10 Page No. 25).
- l) Scanned copy of the tenderer should have a minimum net worth of **Rs. 25,62,993/-** issued by certified Chartered Accountants (Annexure-9).
- m) Duly filled PQ Performa (as per Annexure-1).
- n) Affidavit on minimum wages as per Annexure - 4

Original Demand Draft for Tender processing fee, EMD as per annexure – 3 on Page No.16 and Unconditional acceptance IAA's Tender Conditions is to be sent to the Bid Manager i.e. **DGM (Commercial), Indian Aviation Academy, Room No-219, 2nd Floor, Vasant Kunj, New Delhi-110070** on or before the stipulated date and time as given in NIT. Tender of the tenderer whose original documents mentioned as above are not received by the specified time, their tenders will be summarily rejected.

Pre-qualification bid:

Containing qualifying requirements of Contractors / Firms.

The bidders shall submit their applications as per “Pre- Qualification Performa” (Annexure-1), in the tender document the bidder shall download the PQ Performa, fill the required information, scan and upload the same along with all the required documents including firm's bio-data in support of their meeting each criteria in the technical bid/ Attachment section in the portal. Uploading the digitally signed documents in location other than specified above not shall be considered. Hard copy of application shall not be entertained.

The intimation regarding eligible/ non-eligible for participation in the tendering will be intimated to the agencies through e-tendering CPP portal.

Envelope-II (Financial / Price Bid)

Rates to be quoted only in the BOQ.xls file in **Price Bid** of **Envelope-II**. The agency should download the BOQ.xls file and upload the same after quoting the rates.

The price bid of those bidders shall be opened who meets the qualifying requirements under Envelope-I on date & time as per critical dates mentioned the changes in the dates if any shall be intimated through e-tender portal.

The tender will be evaluated including All Inclusive Comprehensive Maintenance quote as described in schedule of quantities and scope of work.

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.

NOTE: The bidders who have cleared Envelope-I (i.e. **Tender processing fee, EMD undertaking, Technical Bid and Pre-qualification**), the date of opening of their Envelope-II shall be intimated through CPP e-tendering portal.

25. Queries, Replies & Clarifications

If the bidder has any query related to the Tender Document of the work they should use ‘Clarification’ tab in CPP e-tendering portal to seek clarifications. No other means of communication in this regards shall be entertained. Last date and time for making query is as stipulated in the critical dates of NIT.

If any clarification is needed by IAA from the bidder about the deficiency in his uploaded documents in **Envelope-I** (i.e. **Tender processing fee, EMD undertaking, Technical Bid and Pre-qualification**), they will be asked to provide it through CPP e-tendering portal. The bidder shall upload the requisite clarification/documents within specified time of receipt of such request from IAA, failing which tender will not be considered for the subsequent stages.

Once the bidder has submitted the digitally signed documents as per NIT along with unconditional acceptance as an attachment, he is not permitted to upload any additional file or put any remark (s)/ conditions(s) in / along with the Tender Document.

Issues faces queries of the bidders pertaining to Technical Support on CPP e-tendering Portal for submission of Tender Document should normally be addressed to AAI Help-Desk.

Support (details mentioned in the Web-NIT). In case of technical support regarding CPP e-tendering portal, if the AAI Help-desk support is non-responsive, the Bid Manager Sh. Deepa Vijay, DGM(Commercial) may be contacted at Indian Aviation Academy, Vasant Kunj, New Delhi – 110070 (during working days & hours i.e. Monday to Friday between 0930 hrs to 1800 hrs) email: deepav@aai.aero.

In case condition 24 & 25 above is found violated, the tender shall be rejected.

26. Comparison and Evaluation of Tender

Prior to detailed evaluation, IAA will determine the substantial responsiveness of Tender document. A substantial responsive Tender is one, which confirms to all the terms and conditions of the Tender.

- a) A tender is determined as not responsive, if tender is submitted incomplete, annexure are not filled up, unconditional acceptance letter and power of attorney not found in proper form, such tenders are liable to be rejected by IAA.

- b) Once the contractor has uploaded the digitally signed file of tender document along with unconditional acceptance as an attachment, he is not permitted to upload any additional file or put any remark(s) / conditions(s) in / along with the Tender Document.
- c) In case if any condition is found violated after opening of **Envelope-I** (i.e. **Tender processing fee, EMD undertaking, Technical Bid and Pre-qualification**), the tender shall be summarily rejected and IAA shall, without prejudice to any other remedy.

Only those tenderers whose Technical Bid documents are acceptable to IAA will be examined and their techno-commercial bid shall be evaluated to determine whether they are complete, meets tender requirements, free from computational errors, whether the data have been properly filled up, and whether the requisite documents as detailed have been submitted in conformity to the Tender specifications, drawings and conditions.

27. Price bid (Envelope-II): The Price e-Bid through CPP e-tendering portal.

The date for opening of Price bids of the vendors found to be meeting the eligibility and technical criteria shall be intimated through e-portal.

- a) Tenderer should download the (excel) file from the CPP e-tendering portal under the cover name "Finance/Price Bid" and after quoting the rates upload the digitally signed file at the Price Bid section.

Rates to be quoted upto two decimal places only. In case no rate has been quoted for any item / items, it will be presumed that the contractor has included the cost of this / these item(s) in other item(s) and rate for such item(s) will be considered as zero and work will be required to be executed accordingly.

28. Rejection of Tender:

- a. Indian Aviation Academy reserves the right to reject all the tenders or any of the tender or any part of tender without assigning any reason.
- b. IAA reserves the right at its sole discretion not to award any work under this tender. IAA shall not pay any costs or loss incurred by the tenderers in the preparation and submission of any requisite tender or technical proposal or to procure contract for any of the items described herein.
- c. If the tenderer deliberately gives wrong information or suppress any information in his Tender, IAA reserves the right to reject such tender at any stage or to cancel the contract, if awarded, in addition to any other appropriate/legal action.
- d. Canvassing in any form in connection with the tenders is strictly prohibited and the tenders submitted by firms who resort to canvassing are liable for rejection.
- e. Any deviation in the Tender submission procedure will be considered as non-responsive bid and liable to be rejected.
- f. A Tenderer shall submit a responsive bid, failing which his Tender will be liable to be rejected.

Tender in which any of the particulars and prescribed information are missing or are incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non-responsive and is liable to be rejected.

- g. The tenderer is expected to examine the tender document including all instructions, forms, terms, specifications, drawings, etc. Failure to furnish all information required as per the tender documents or submission of a tender not substantially responsive to the tender document in any respect may result in the rejection of the tender.
 - h. A Tenderer shall submit the Tender which satisfies each and every condition laid down in this notice failing which the Tender will be liable to be rejected.
 - i. Any tender not accompanied with EMD undertaking in the prescribed form will be considered non-responsive and rejected.
- 29.** This notice of Tender shall form part of the contract documents. The successful Tenderer/contractor, on acceptance of his Tender by the Accepting Authority, shall within 15 days from the date of award of work, sign the contract consisting of Notice inviting Tenders, General conditions of contract, special/additional conditions, General and particular specifications, Tender conditions as issued at the time of invitation of Tender and acceptance thereof with any correspondence leading thereto.
- 30.** The tender for the work shall not be witnessed by a contractor or contractors who himself / themselves has/have tendered or who may have tendered for the same work. Failure to observe this condition would render tender of the contractor tendering as well as witnessing the tender, liable to summarily rejection.
- 31.** Tenderer are advised to inspect and examine the site and its surroundings before submitting the tenders so as to access the nature of the work.
- 32.** IAA shall be the sole judge in the matter of evaluating & accepting Pre-qualification bids, technical bids, Price bids and award of contract and decision of IAA shall be final & binding.
- 33.** The successful tenderer after acceptance of this tender shall submit an affidavit for minimum wages as per Performa given as Annexure-4 on non-judicial stamp paper of Rs. 100/- before signing the agreement. This shall become the part of agreement.
- 34. Standard Printed Conditions**

Standard printed conditions of the tenderer if any submitted along with the offer will not be accepted.

For and on behalf of IndianAviation
Academy

Signature:

Designation:

Date:

Signature of Witness

Address

Signature of Tenderer

Date

INDIAN AVIATION ACADEMY
Item Rate Tender & Contract for Work

Location: Indian Aviation Academy, Vasant Kunj, New Delhi – 110070.

Item rate 'e' - Tender for the work of **“Environmental Support Services (Up-Keeping), Maintenance and Management of Indian Aviation Academy (IAA) & Hostel Block Including Toilets, Scrubbing and Cleaning, Internal / External Walls, Cleaning of Metal Accessories / Surface etc. complete with Manpower, Materials, Machines as required as per scope of work”**. by DGM (Comml.) for and on behalf of Director, IAA.

CRITICAL DATES:

S.No	Activity	Date	Time in IST
1	Submission of pre-bid queries by bidders through e-portal	03.02.2022	0930 hrs
2	Submission of clarifications by IAA to the bidders queries	19.02.2022	1800 hrs
3.	Sale of Tender Document through payment gate-way of e- portal	03.02.2022	0930 hrs
4	On line submission of bids envelopes I & II on e-portal	28.02.2022	1800 hrs
5	Opening of envelope- 1 Eligibility bids & Technical Bid on the e-portal	07.03.2022	1100 hrs
6	Opening of envelope II, Financial Bids on e-tender portal of eligible bidders	Date to be intimate on CPP Portal	

Bid Manager: DGM (Comml.)
Indian Aviation Academy
Vasant Kunj, New Delhi – 70.

TENDER DECLARATION

I/We have read and examined the notice inviting tender, schedule, Specifications applicable, General Rules and Directions, Conditions of Contract, Clauses of contract, Special conditions, Schedule of Rates & other documents and Rules referred to in the conditions of contract and all other contents in the tender document for the work.

I/We hereby tender for the execution of the work specified for the Indian Aviation Academy within the time specified in Schedule and in accordance in all respects with the Rules and Directions Conditions of contract and in respects in accordance with, such conditions so far as applicable.

We agree to keep the tender open for Ninety (90) days from the date of opening of financial bid and not to make any modifications in its terms and conditions.

A sum of **Rs. 5,12,59,857/- (Rupees Five Crore Twelve Lakh Fifty-Nine Thousand Eight Hundred Fifty-Seven Only) (excluding GST)** is hereby forwarded inform of receipt of a demand draft/ Bank Guarantee (where applicable), of a Nationalised or any scheduled bank (but not from co-operative or gramin bank) as earnest money. If I/we, fail to furnish the prescribed performance guarantee within prescribed period, I/we agree that the said IAA. or his successors in office shall without prejudice to any other right or remedy, be at liberty to forfeit the said earnest money absolutely. Further, if I/ we fail to commence work as specified, I/we agree that IAA or his successors in office shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said earnest money and the performance guarantee absolutely, otherwise the said earnest money shall be retained by him towards security deposit to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to therein and to carry out such deviations as may be ordered, up to maximum of the percentage mentioned in Schedule and those in excess of that limit at the rates to be determined in accordance with the provision contained in clause 10.1 10.2 of General Rules & Direction of the tender form. Further, I/We agree that in case of forfeiture of earnest money or both Earnest Money & Performance Guarantee as aforesaid, I/We shall be debarred for participation in the re-tendering process of the work.

I/We hereby declare that I/we shall treat the tender documents and other records connected with the work as secret/confidential documents and shall not communicate information/derived there from to any person other than a person to whom I/we am/are authorised to communicate the same or use the information in any manner prejudicial to the safety of the State.

Date.....

Signatures of Contractor

Witness:

Postal Address

Address:

Occupation:

INDIAN AVIATION ACADEMY

1. General Rules & Directions

- All work proposed for execution by contract were notified in a form of invitation to tender pasted in public places and signed by the officer inviting tender or by publication in Newspapers or publication on Central Public Procurement Portal. This form will state the work to be carried out, as well as the date for submitting and opening tenders and the time allowed for carrying out the work, also the amount of earnest money to be deposited with the Bid/tender, and the amount of the security deposit and Performance guarantee to be deposited by the successful Tenderer and the percentage, if any, to be deducted from bills.
2. In the event of the tender being submitted by a firm, it must be signed separately by each partner thereof or in the event of the absence of any partner, it must be signed on his behalf by a person holding a power-of-attorney authorizing him to do so, such power of attorney to be produced with the tender, and it must disclose that the firm is duly registered under the Indian Partnership Act, 1952.
 3. Receipts for payment made on account of work, when executed by a firm, must also be signed by all the partners, except where contractors are described in their tender as a firm, in which case the receipts must be signed in the name of the firm by one of the partners, or by some other person having due authority to give effectual receipts for the firm.
 4. Any person who submits an 'e' - tender shall follow the customized format of e-portal to submit their rates, stating at what rate he is willing to undertake each item of the work. Tenders, which propose any alteration in the work specified in the said form of invitation to tender, or in the time allowed for carrying out the work, or which contain any other conditions of any sort, including conditional rebates, will be summarily rejected. No single tender shall include more than one work, but contractors who wish to tender for two works shall submit separate tender for each.
 5. The rate(s) must be quoted in decimal coinage. Amounts must be quoted in full rupees by ignoring fifty paise and considering more than fifty paise as rupee one.
 6. The officer inviting tender or his duly authorized representative will open tenders in the 'e' – tender portal, and the e-portal system shall self-generate a comparative statement in a suitable form. In the event of a tender being accepted, the earnest money shall thereupon be treated as part of security deposit. In the event of a tender being rejected, the earnest money shall thereupon be returned to the contractor remitting the same, without any interest.
 7. The officer inviting tenders shall have the right of rejecting all or any of the tenders and will not be bound to accept the lowest or any other tender.
 8. The Tenderers shall sign a declaration under the officials Secret Act 1923, for maintaining secrecy of the tender documents or other records connected with the work given to them. Use of correcting fluid, anywhere in tender document is not permitted. Such tender is liable for rejection. Correction if any, shall be initiated.

9. In the case of Item Rate Tenders, only rates quoted shall be considered. Any tender containing percentage below / above the rates quoted is liable to be rejected. Rates quoted by the contractor in item rate tender in figures shall be accurately filled in so that there is no discrepancy in the rates. In event no rate has been quoted for any item(s), it will be presumed that the contractor has included the cost of this / these item(s) in other items and rate for such item(s) will be considered as zero and work will be required to be executed accordingly.
10. In the case of any tender where unit rate of any item / items appear unrealistic, such tender will be considered as unbalanced and in case the Tenderer is unable to provide satisfactory explanation, such a tender is liable to be disqualified and rejected.
11. All rates shall be quoted in item section on CPP E-Tender portal as Envelope II / Price Bid
 - (i) The contractor, whose tender is accepted, will be required to furnish performance guarantee of 5% (Five Percent) of the tendered amount within the period specified in Schedule. This guarantee shall be in the form of DD or BG of Nationalised Bank or any Scheduled Bank but not co-operative or Gramin Bank, in accordance with the prescribed form, provided confirmatory advice is enclosed.
 - (ii) The contractor, whose tender is accepted, will also be required to furnish by way of Security Deposit for the fulfillment of his contract, an amount equal to 5% of the contract amount of the work.
 - (iii) In works where condition of submission of Performance Guarantee is not applicable, the security deposit @ 10% of the tendered value shall be deducted. The Security deposit will be collected by deductions from the running bills of the contractor at the rates mentioned above and the earnest money deposited at the time of tenders, will be treated as a part of the Security Deposit.
 - (iv) Security deposit will also be accepted in form DD or BG of Nationalised Bank or any Scheduled Bank but not co-operative or Gramin Bank in accordance with the prescribed form, provided confirmatory advice is enclosed.
12. On acceptance of the tender, the name of the accredited representative(s) of the contractor who would be responsible for taking instructions from the Director, IAA or his authorized representative shall be communicated in writing to the Director, IAA.
13. The contractor shall give a list of IAA employees related to him.
14. The contractor shall submit list of works which are in hand (progress) in the following form:

Name of work	Name and particulars of Div where work is being executed	Value of work	Position of works in progress	Remarks
1	2	3	4	5

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15. The contractor shall comply with the provisions of the Apprentices Act 1961, and the rules and orders issued there under from time to time. If he fails to do so, his failure will be a breach of the contract and the Director, IAA or his authorized representative may in his discretion, without prejudice to any other right or remedy available in law, cancel the contract. The contractor shall also be liable for any pecuniary liability arising on account of any violation by him of the provisions of the said Act.

CONDITIONS OF CONTRACT

Definitions

1. The **contract** means the documents forming the tender and acceptance thereof and the formal agreement executed between the competent authority on behalf of the Director, IAA and the Contractor, together with the documents referred to therein including these conditions, the specifications and instructions issued from time to time by the Director, IAA and all these documents taken together, shall be deemed to form one contract and shall be complementary to one another.
2. In the contract, the following expressions shall, unless the context otherwise requires, have the meanings, hereby respectively assigned to them:
 - (i) The expression works or work shall, unless there be something either in the subject or context repugnant to such work, be construed and taken to mean the works by or by virtue of the contract contracted to be executed whether temporary or permanent, and whether original, altered, substituted or additional.
 - (ii) The site shall mean the land / or other places on, into or through which work is to be executed under the contract or any adjacent land, path or street through which work is to be executed under the contract or any adjacent land, path or street which may be allotted or used for the purpose of carrying out the contract.
 - (iii) The **Contractor** shall mean the individual, firm or company whether incorporated or not undertaking the works and shall include the legal personal representative of such individual or the persons composing such firm or company, or the successors of such firm or company and the permitted assignees of such individual, firm or company.
 - (v) The Academy or Indian Aviation Academy means the Director, Indian Aviation Academy.
 - (vi) The Officer in Charge means the Officer who shall supervise and be in-charge of the work and who shall sign the contract on behalf of the Director, Indian Aviation Academy as mentioned in Schedule hereunder.
 - (vii) IAA shall mean the Indian Aviation Academy.
 - (viii) ~~The terms **Member (operations)** means the head of Department of Operations, Indian Aviation Academy.~~
 - (ix) Accepting Authority shall mean the authority mentioned in Schedule.
 - (x) Excepted Risk are risks due to riots (other than those on account of contractor's employees), war (whether declared or not) invasion, act of foreign enemies, hostilities, civil war, rebellion revolution, insurrection, military or usurped power, any acts of Indian Aviation Academy, damages from aircraft, acts of God, such as earthquake, lightening and unprecedented floods, and other causes over which the contractor has no control and accepted as such by the Accepting Authority.
 - (xi) Market Rate shall be the rate as decided by the Director, IAA on the basis of the Prevailing cost of materials and labour at the site where the work is to be executed plus the percentage mentioned in Schedule to cover, all overheads and profits.

(xii) **Schedule(s)** referred to in these conditions shall mean the relevant schedule(s) annexed to the tender papers.

(xiii) **Department** means Indian Aviation Academy, which invites tender on behalf of Director, Indian Aviation Academy.

(ix) **Tendered value** means the value of the entire work as stipulated in the letter of award.

3. **Works to be carried out** The work to be carried out under the Contract shall, except as otherwise provided in these conditions, include all labour, materials, tools, plants, equipment and transport which may be required in preparation of and for and in the full and entire execution and completion of the works. The descriptions given in the Schedule of Quantities (Schedule – A) shall, unless otherwise stated, be held to include wastage on materials, carriage and cartage, carrying and return of empties, hoisting, setting, fitting and fixing in position and all other labours necessary in and for the full and entire execution and completion of the work as aforesaid in accordance with good practice and recognized principles.

4. **Sufficiency of Tender** The Contractor shall be deemed to have satisfied himself before tendering as to the of correctness and sufficiency of his tender for the works and of the rates and prices quoted in the Schedule of Quantities, which rates and prices shall, except as otherwise provided, cover all his obligations under the Contract and all matters and things necessary for the proper completion and maintenance of the works.

5. **Discrepancies and adjustment of errors**

5.1 If there are varying or conflicting provisions made in any one document forming part of the contract, the Accepting Authority shall be the deciding authority with regard to the intention of the document and his decision shall be final and binding on the contractor.

5.2 Any error in description, quantity or rate in Schedule of Quantities or any omission the reform shall not vitiate the Contract or release the Contractor from the execution of the whole or any part of the works comprised therein according to specifications or from any of his obligations under the contract.

6. **Signing of Contract** The successful Tenderer / contractor, on acceptance of his tender by the Accepting Authority, shall, within 15 days from the stipulated date of start of the work, sign the contract consisting of :

(i) The notice inviting tender, all the documents the tender as issued at the time of invitation of tender and acceptance thereof together with any correspondence leading thereto.

(ii) Standard IAA Form as mentioned in Schedule consisting of:

(a) Various standard clauses with corrections upto the date stipulated in Schedule along with annexure thereto.

(b) IAA Safety Code.

(c) Model Rules for the protection of health, sanitary arrangements for workers employed

by IAA or its contractors.

(d) IAA Contractor's Labour Regulations.

(e) List of Acts and omissions for which fines can be imposed.

(iii) No payment for the work done will be made unless contract in form of agreement is signed by the contractor.

CLAUSES OF CONTRACT

CLAUSE 1

Performance Guarantee

This clause is applicable for estimated value of 5.0 crore for three years and above.

- (i) The contractor shall submit an irrevocable Performance Guarantee of 3% (Three percent) of the Tended amount in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract agreement, (not withstanding and/or without prejudice to any other provisions in the contract) within period specified in Schedule from the date of issue of letter of acceptance. This guarantee shall be in the form of DD or BG of Nationalised Bank or any Scheduled bank but not Co-operative or Gramin bank in accordance with the form annexed hereto. In case a DD or BG of any Bank is furnished by the contractor to the IAA as part of the performance guarantee and the Bank is unable to make payment against the said DD or BG, the loss caused thereby shall fall on the contractor and the contractor shall forthwith on demand furnish additional security to make good the deficit.
- (ii) Performance guarantee should be furnished within 30 days of issue of work order. In case the contractor fails to deposit performance guarantee within the stipulated period, no payment for the work done in respect of Ist Running Account Bill will be released to the contractor. Moreover, interest @18% per annum on performance guarantee amount would be levied (non-refundable) for delayed period of submission.
- (iii) The Performance Guarantee shall be initially valid up to the stipulated date of completion plus 180 days beyond that. In case the time for completion of work gets enlarged, the contractor shall get the validity of Performance Guarantee extended to cover such enlarged time for completion of work. After recording of the completion certificate for the work by the competent authority, the performance guarantee shall be returned to the contractor, without any interest.
- (iv) The Director, IAA shall not make a claim under the performance guarantee except for amounts to which the IAA is entitled under the contract (not withstanding and/or without prejudice to any other provisions in the contract agreement) in the event of:
 - (a) Failure by the contractor to extend the validity of the Performance Guarantee as described herein above, in which event the Director, IAA may claim the full amount of the Performance Guarantee.
 - (b) Failure by the contractor to pay IAA any amount due, either as agreed by the contractor or determined under any of the Clauses/Conditions of the agreement, within 30 days of the service of notice to this effect by Director, IAA.
- (v) In the event of the contract being determined or rescinded under provision of any of the Clause/Condition of the agreement, the performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of the IAA.

CLAUSE 1 A

Recovery of Security Deposit

The person/persons whose tender(s) may be accepted (hereinafter called the contractor) shall permit

IAA at the time of making any payment to him for work done under the contract to deduct a sum at the rate of 5% of the gross amount of each running bill till the sum along with the sum already deposited as earnest money, will amount to security deposit of 5% of the tendered value of the work. Earnest money shall be adjusted first in the security deposit and further recovery of security deposit shall commence only when the update amount of security deposit starts exceeding the earnest money. Such deductions will be made and held by way of Security Deposit unless he/they has/have deposited the amount of Security at the rate mentioned above in the form of DD or BG of Nationalised Bank or any Scheduled Bank but not Co-Operative or Gramin Bank. In case a DD or BG of any Bank is furnished by the contractor to the IAA as part of the security deposit and the Bank is unable to make payment against the said DD or BG, the loss caused thereby shall fall on the contractor and the contractor shall forthwith on demand furnish additional security to the IAA to make good the deficit. In works where condition of submission of performance guarantee is not applicable, the security deposit at the rate of 10% (Ten Percent) of gross amount of each running bill shall be deducted instead of 5%, till the sum along with the sum already deposited as earnest money will amount to security deposit of 10% of the contract value of work. Other conditions shall remain same as stated above. All compensations or the other sums of money payable by the contractor under the terms of this contract may be deducted from, or paid by the sale of a sufficient part of his security deposit or from the interest arising there from, or from any sums which may be due to or may become due to the contractor by IAA on any account whatsoever and in the event of his Security Deposit being reduced by reason of any such deductions or sale as aforesaid, the contractor shall within 10 days make good in DD or BG tendered by the Nationalised bank or Scheduled Banks (but not any Co-operative or Gramin bank) endorsed in favour of the Indian Aviation Academy, any sum or sums which may have been deducted from, or raised by sale of his security deposit or any part thereof. The security deposit shall be collected from the running bills of the contractor at the rates mentioned above and the Earnest money deposited at the time of tenders will be treated as part of the Security Deposit. The security deposit as deducted above can be released against bank guarantee issued by Nationalised Bank or any Scheduled Bank (but not from Co-operative / Gramin Bank), on its accumulations to a minimum of Rs.5 lakh subject to the condition that amount of such bank guarantee, except last one, shall not be less than Rs.5 lakh.

CLAUSE 2

When Contract can be Determined

Subject to other provisions contained in this clause, the Director, IAA may, without prejudice to his any other rights or remedy against the contractor in respect of any delay, inferior workmanship, any claims for damages and/or any other provisions of this contract or otherwise, and whether the date of completion has or has not elapsed, by notice in writing absolutely determine the contract in any of the following cases:

- (i) If the contractor having been given by the Director, IAA a notice in writing to rectify any defective work or that the work is being performed in an inefficient or otherwise improper or non-workman like manner shall omit to comply with the requirement of such notice for a period of seven days thereafter.
- (ii) If the contractor has, without reasonable cause, suspended the progress of the work or has failed to proceed with the work with due diligence so that in the opinion of the Director, IAA (which shall be final and binding) he will be unable to secure completion of the work by the date for completion and continues to do so after a notice in writing of seven

days from the Director, IAA.

- (iii) If the contractor fails to complete the work within the stipulated period or items of work with individual period of completion, if any stipulated, on or before such period of completion and does not complete them within the period specified in a notice given in writing in that behalf by the Director, IAA.
- (iv) If the contractor persistently neglects to carry out his obligations under the contract and or commits default in complying with any of the terms and conditions of the contract and does not remedy it or take effective steps to remedy it within 7 days after a notice in writing is given to him in that behalf by the Director, IAA.
- (v) If the contractor shall offer or give or agree to give to any person in IAA service or to any other person on his behalf any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of this or any other contract for IAA.
- (vi) If the contractor shall enter into a contract with Indian Aviation Academy in connection with which commission has been paid or agreed to be paid by him or to his knowledge, unless the particulars of any such commission and the terms of payment thereof have been previously disclosed in writing to the Director, IAA.
- (vii) If the contractor shall obtain a contract with IAA as a result of wrong tendering or other non-bonafide methods of competitive tendering.
- (viii) If the contractor being an individual, or if a firm, any partner thereof shall at any time be adjudged insolvent or have a receiving order or order for administration of his estate made against him or shall take any proceedings for liquidation or composition (other than a voluntary liquidation for the purpose of amalgamation or reconstruction) under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or composition or arrangement for the benefit of his creditors or purport so to do, or if any application be made under any Insolvency Act for the time being in force for the sequestration of his estate or if a trust deed be executed by him for benefit of his creditors.
- (ix) If the contractor being a company shall pass a resolution or the court shall make an order that the company shall be wound up or if a receiver or a manager on behalf of a creditor shall be appointed or if circumstances shall arise which entitle the court or the creditor to appoint a receiver or a manager or which entitle the court to make a winding up order.
- (x) If the contractor shall suffer an execution being levied on his goods and allow it to be continued for a period of 21 days.
- (xi) If the contractor does anything to the contrary as mentioned below:

The contractor shall not without the written consent of the competent authority (which consent shall not be unreasonable withheld to the prejudice of the contractor) assign / sub-let this contract or any portion of the work/services. In any case maybe the whole responsibility for

the entire work/services shall be of the contractor

When the contractor has made himself liable for action under any of the cases aforesaid, the Director, IAA on behalf of the IAA shall have powers:

- (a) To determine the contract as aforesaid (of which termination notice in writing to the contractor under the hand of the Director, IAA shall be conclusive evidence). Upon such determination, the Earnest Money Deposit, Security Deposit already recovered and Performance Guarantee under the contract shall be liable to be forfeited and shall be absolutely at the disposal of the IAA.
- (b) After giving notice to the contractor to measure up the work of the contractor and to take such whole, or the balance or part thereof, as shall be un-executed out of his hands and to give it to another contractor to complete the work. The contractor, whose contract is determined as above, shall not be allowed to participate in the tendering process for the balance work.

In the event of above courses being adopted by the Director IAA, the contractor shall have no claim to compensation for any loss sustained by him by reasons of his having purchased or procured any materials or entered into any engagements or made any advances on account or with a view to the execution of the work or the performance of the contract. And in case action is taken under any of the provision aforesaid, the contractor shall not be entitled to recover or be paid any sum for any work thereof or actually performed under this contract unless and until the Director, IAA has certified in writing the performance of such work and the value payable in respect thereof and he shall only be entitled to be paid the value so certified.

CLAUSE 2A

In case, the work cannot be started due to reasons not within the control of the contractor within 1/8th of the stipulated time for completion of work, either party may close the contract. In such eventuality, the Earnest Money Deposit and the Performance Guarantee of the contractor shall be refunded, but no payment on account of interest, loss of profit or damages etc. shall be payable at all.

CLAUSE 3

Contractor liable to pay compensation even if action not taken under Clause-2. In any case in which any of the powers conferred upon the Director, IAA by Clause-3 thereof, shall have become exercisable and the same are not exercised, the non-exercise thereof shall not constitute a waiver of any of the conditions hereof and such powers shall notwithstanding be exercisable in the event of any future case of default by the contractor and the liability of the contractor for compensation shall remain unaffected. In the event of the Director, IAA putting in force all or any of the powers vested in him under the preceding clause he may, if he so desires after giving a notice in writing to the contractor, take possession of (or at the sole discretion of the Director, IAA which shall be final and binding on the contractor) use as on hire (the amount of the hire money being also in the final determination of the Director, IAA) all or any tools, plant, materials and stores, in or upon the works, or the site thereof belonging to the contractor, or procured by the contractor and intended to be used for the execution of the work/ or any part thereof, paying or allowing for the same in account at the contract rates, or, in the case of these not being applicable, at current market rates to be certified by the Director IAA, whose certificate thereof shall be final, and binding on the contractor, foreman or other authorised agent to remove such tools, plant, materials, or stores from the premises (within a

time to be specified in such notice) in the event of the contractor failing to comply with any such requisition, the Director, IAA may remove them at the contractor's expense or sell them by auction or private sale on account of the contractor and his risk in all respects and the certificate of the Director, IAA as to the expenses of any such removal and the amount of the proceeds and expenses of any such sale shall be final and conclusive against the contractor.

CLAUSE 4

Time and extension of the contract

The time allowed for execution of the Works as specified in the Schedule or the extended time in accordance with these conditions shall be the essence of the Contract. The execution of the works shall commence from such time period as mentioned in Schedule or from the date of handing over of the site whichever is later. If the Contractor commits default in commencing the execution of the work as aforesaid, IAA shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the earnest money & performance guarantee absolutely.

CLAUSE 5

Measurements of Work Done

Director, IAA or his authorised representative and contractor or his authorised representative should measure jointly the quantity of specified area in the BOQ/SOQ, at least once during the first month of the execution of work, in a proper measurement book/ register. These measurements should be carried forward from the 2nd R.A bill onwards but any addition or omission of the area should be added or deducted to/from the specified area in order to pay as per the work done after recording in standard measurement book/ register.

All records of cleaning work done /measurement of all items having financial value shall be entered in Register /Measurement Book so that a complete record is obtained of all works performed under the contract.

All records of cleaning work done / measurements shall be taken jointly by the Director, IAA or his authorised representative and by the contractor or his authorised representative from time to time during the progress of the work and such records of cleaning work done/ measurements shall be signed and dated by the Director, IAA and the contractor or their representatives in token of their acceptance. If the contractor objects to any of the measurements recorded, a note shall be made to that effect with reason and signed by both the parties.

If for any reason the contractor or his authorised representative is not available and the work of recording measurements is suspended by the Director, IAA or his representative, the Director IAA and the Department shall not entertain any claim from contractor for any loss or damages on this account. If the contractor or his authorised representative does not remain present at the time of such measurements after the contractor or his authorised representative has been given a notice in writing three (3) days in advance or fails to countersign or to record objection within a week from the date of the measurement, then such measurements recorded in his absence by the Director, IAA or his representative shall be deemed to be accepted by the Contractor.

The contractor shall, without extra charge, provide all assistance with every appliance, labour, stationary and other things necessary for measurements, recording and maintaining office.

CLAUSE 6

Payment of final bill

The final bill shall be submitted by the contractor in the same manner as specified in interim bills within three months of physical completion of the work or within one month of the date of the final certificate of completion furnished by the Director, IAA whichever is earlier. No further claims shall be made by the contractor after submission of the final bill and these shall be deemed to have been waived and extinguished. Payments of those items of the bill in respect of which there is no dispute and of items in dispute, for quantities and rates as approved by Director IAA will as far as possible be made within the period specified herein under, the period being reckoned from the date of receipt of the bill by the Director IAA or his authorised representative complete with account of materials issued by the Department and dismantled materials.

- (i) If the tendered value of work is up to Rs.5 lacs : 3 months
- (ii) If the tendered value of work exceeds Rs.5 lacs : 6 months

CLAUSE 7

Payment of Contractor's Bills to Banks

Payments due to the contractor and refund of various nature may, if so desired by him and wherever possible in banks be made through electronic payment mechanism instead of direct to him, provided that the contractor furnishes to the Director, IAA.

- (i) Information as per Performa attached.
- (ii) An authorisation in the form of a legally valid document such as power of attorney conferring authority on the bank to receive payments and
- (iii) His own acceptance of the correctness of the amount made out as being due to him by Authority or his signature on the bill or other claim preferred against Authority before settlement by the Director, IAA of the account or claim by payment to the bank. While the receipt given by such banks shall constitute a full and sufficient discharge for the payment, the contractor shall whenever possible present his bills duly receipted and discharged through his bank.

Nothing herein contained shall operate to create in favour of the bank any rights or equities vis-à-vis the Indian Aviation Academy.

CLAUSE 8

The contractor shall, at his own expense, provide all materials, required for the works.

The contractor shall, at his own expense and without delay; supply to the Director, IAA samples of materials to be used on the work and shall get these approved in advance. All such materials to be provided by the contractor shall be in conformity with the specifications laid down or referred to in the Contract. The contractor shall, if requested by the Director, IAA furnish proof, to the satisfaction of the Director, IAA that the materials so comply. The Director, IAA shall within thirty days of supply of samples or within such further period as he may require intimate to the Contractor in writing whether samples are approved by him or not. If samples are not approved, the Contractor shall forthwith

arrange to supply to the Director, IAA for his approval, fresh samples complying with the specifications laid down in the contract. When material is required to be tested in accordance with specifications, approval of the Director, IAA shall be issued after the test results are received.

The contractor shall at his risk and cost submit the samples of materials to be tested or analysed and shall not make use of or incorporate in the work any materials represented by the samples until the required tests or analysis have been made and materials finally accepted by the Director, IAA. The contractor shall not be eligible for any claim or compensation either arising out of any delay in the work or due to any corrective measures required to be taken on account of and as a result of testing of materials.

The contractor shall, at his risk and cost, make all arrangements and shall provide all facilities as the Director, IAA may require for collecting and preparing the required number of samples for such tests at such time and to such place or places as may be directed by the Director, IAA and bear all charges and cost of testing unless specifically provided for otherwise elsewhere in the contract or specifications. The Director, IAA or his authorised representative shall at all times have access to the works and to all workshops and places where work is being prepared or from where materials, manufactured articles or machinery are being obtained for the works and the contractor shall afford every facility and every assistance in obtaining the right to such access. The contractor shall deposit material in advance for 3 months as per specification. The material will be issued for daily use from this stock and a material register is to be maintained.

The Director, IAA shall have full powers to require the removal from the premises of all materials which in his opinion are not in accordance with the specifications and in case of default, the Director IAA shall be at liberty to employ at the expense of the contractor, other persons to remove the same without being answerable or accountable for any loss or damage that may happen or arise to such materials. The Director, IAA shall also have full powers to require other proper materials to be substituted thereof and in case of default, the Director IAA may cause the same to be supplied and all costs which may attend such removal and substitution shall be borne by the Contractor.

CLAUSE 9

Work to be executed in Accordance with contract etc.

The contractor shall execute the whole and every part of the work in the most substantial and workmanlike manner both as regards materials and otherwise in every respect in strict accordance with the specifications. The contractor shall comply with the provisions of the contract and with the care and diligence execute and maintain the works and provide all labour and materials, tool and plants including for measurements and supervision of all works, and other things of temporary or permanent nature required for such execution and maintenance in so far as the necessity for providing these, is specified or is reasonably inferred from the contract. The contractor shall take full responsibility for adequacy suitability and safety of all the works and methods of cleaning.

CLAUSE 10

Deviations / Variations Extent and Pricing

The Director, IAA shall have power **(i)** to make alteration in, omissions from, additions to, or substitutions for the original specifications and instructions that may appear to him to be necessary or advisable during the progress of the work, and **(ii)** to omit a part of the works in case of non-availability of a portion of the site or for any other reasons and the contractor shall be bound to carry out the works in accordance with any instructions given to him in writing signed by the Director, IAA and such alterations, omissions, additions or substitutions shall form part of the contract as if originally provided therein and any altered, additional or substituted work which the contractor may be directed to do in the manner specified above as part of the works, shall be carried out by the contractor on the same conditions in all respects including price on which he agreed to do the main work except as hereafter provided.

10.1 The time for completion of the works shall, in the event of any deviations resulting in additional cost over the tendered value sum being ordered, be extended, if requested by the contractor, as follows:

- (i) In the proportion which the additional cost of the altered, additional or substituted work, bears to the original tendered value plus.

Deviation, Extra Items and Pricing

10.2 In the case of extra item(s) (items that are completely new, and in addition to the items contained in the contract) the contractor may within fifteen days of receipt of order or occurrence of the item(s) claim rates, supported by proper analysis, for the work and the Director, IAA shall within Six weeks of the receipt of the claims supported by analysis, after giving consideration to the analysis of the rates submitted by the contractor, determine the rates on the basis of the market rates and the contractor shall be paid in accordance with the rates so determined.

In the case of substituted items, (items that are taken up with partial substitution or in lieu of items of work in the contract) the rate for the agreement item (to be substituted) and substituted item shall also be determined in the manner as mentioned in the following para.

Deviation, Substituted Items Pricing

- (a) If the market rate for the substituted item so determined is more than the market rate of the agreement item (to be substituted), the rate payable to the contractor for the substituted item shall be the rate for the agreement item (to be substituted) so increased to the extent of the difference between the market rates of substituted item and the agreement item (to be substituted).
- (b) If the market rate for the substituted item so determined is less than the market rate of the agreement item (to be substituted), the rate payable to the contractor for the substituted item shall be the rate for the agreement item (to be substituted) so decreased to the extent of the difference between the market rates of substituted item and the agreement item (to be substituted).

Deviation, Deviated Quantities, Pricing

In the case of contract items, substituted items, contract cum substituted items, which exceed the limits laid down in schedule, the contractor may within fifteen days of receipt of order or occurrence of the excess, claim revision of the rates, supported by proper analysis for the work in excess of the above mentioned limits, provided that if the rates so claimed are in excess of the rates specified in the schedule of quantities, the Director IAA shall within six weeks of receipt of the claims supported by analysis, after giving consideration to the analysis of the rates submitted by the contractor, determine the rates on the basis of the market rates and the contractor shall be paid in accordance with the rates so determined.

The provisions of the preceding paragraph shall also apply to the decrease in the rates of items for the work in excess of the limits laid down in Schedule, and the Director IAA shall after giving notice to the contractor within one month of occurrence of the excess and after taking into consideration any reply received from him within fifteen days of the receipt of the notice, revise the rates for the work in question within one month of the expiry of the said period of fifteen days having regard to the market rates.

10.3 Any operation incidental to or necessarily has to be in contemplation of Tenderer while filing, tender, or necessary for proper execution of the item included in the Schedule of quantities or in the schedule of rates mentioned above, whether or not, specifically indicated in the description of the item and the relevant specifications, shall be deemed to be included in the rates quoted by the Tenderer or the rate given in the said schedule of rates, as the case may be. Nothing extra shall be admissible for such operations.

CLAUSE 11

Foreclosure of contract due to Abandonment or Reduction in Scope of Work, if at any time after acceptance of the tender, IAA shall decide to abandon or reduce the scope of the works for any reasons whatsoever and hence not require the whole or any part of the works to be carried out, the Director IAA shall give notice in writing to that effect to the contractor and the contractor shall act accordingly in the matter. The contractor shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the works in full but which he did not derive in consequence of the foreclosure of the whole or part of the works.

The contractor shall be paid at contract rates, full amount for works executed at site.

CLAUSE 12

Suspension of Work

(i) The contractor shall, on receipt of the order in writing of the Director IAA, (whose decision shall be final and binding on the contractor) suspend the progress of the works or any part thereof for such time and in such manner as the Director IAA may consider necessary so as not to cause any damage or injury to the work already done or endanger the safety thereof for any of the following reasons:

(a) On account of any default on the part of the contractor or;

(b) For proper execution of the works or part thereof for reasons other than the default of the contractor; or

(c) For safety of the works or part thereof.

The contractor shall, during such suspension, properly protect and secure the works to the extent necessary and carry out the instructions given in that behalf by the Director, IAA.

(ii) If the suspension is ordered or reasons (b) and (c) in sub-para (i) above:

The contractor shall be entitled to an extension of time equal to the period of every such suspension PLUS 25% for completion of the item or group of items of work for which a separate period of completion is specified in the contract and of which the suspended work forms a part, and;

Where it affects only a part of the works as an omission of such part by IAA or where it affects whole of the works, as an abandonment of the works by IAA, shall within ten days of expiry of such period of 15 days give notice in writing of his intention to the Director IAA. In the event of the contractor treating the suspension as an abandonment of the contract by IAA, he shall have no claim to payment of any compensations on account of any profit or advantage which he might have derived from the execution of the work in full but which he could not derive in consequence of the abandonment.

CLAUSE 13

Action in case Work not done as per Specifications

All works under or in course of execution or executed in pursuance of the contract, shall at all times be open and accessible to the inspection and supervision of the Director IAA, his authorize subordinates in charge of the work and all the superior officers, officer of the Quality Assurance Unit of the Department or any organization engaged by the Department of Quality Assurance and of the vigilance officer, and the contractor shall, at all times, during the usual working hours and at all other

times at which reasonable notice of the visit of such officers has been given to the contractor, either himself be present to receive orders and instructions or have a responsible agent duly accredited in writing, present for that purpose. Orders given to the Contractor's agent shall be considered to have the same force as if they had been given to the contractor himself.

If it shall appear to the Director IAA or his authorized subordinates in charge of the work or to the Director IAA or his subordinate officers or the officers of the organization engaged by the Department for quality Assurance or to the Chief Vigilance Officer or his subordinate officers, that any work has been executed with unsound, imperfect, or unskillful workmanship, or with materials or articles provided by him for the execution of the work which are unsound or of a quality inferior to that contracted or otherwise not in accordance with the contract, the contractor shall, on demand in writing which shall be made within 10 days of the completion of the work from the Director IAA specifying the work, materials or articles complained of notwithstanding that the same may have been passed, certified and paid for forthwith rectify, the work so specified in whole or in part, as the case may require or as the case may be, remove the materials or articles so specified and provide other proper and suitable materials or articles at his own charge and cost. In the event of the failing to do so within a period specified by the Director IAA in his demand aforesaid, then the contractor shall be liable to pay compensation at the same rate as under clause 2 of the contract (for non-completion of the work in time) for this default.

In such case the Director IAA may not accept the item of work at the rates applicable under the contract but may accept such items at reduced rates as the authority specified in Schedule may considered reasonable during the preparation of on account bills or final bill if the item is so acceptable without detriment to the safety and utility of the item and the structure or he may reject the work outright without any payment and/or get it and other connected and incidental items rectified, at the risk and cost of the contractor. Decision of the Director IAA to be conveyed in writing in respect of the same will be final and binding on the contractor.

CLAUSE 14

Contractor Liable for Damage, Defects During Cleaning Period

The security deposit deducted from contractors shall be refunded within one month from the date of final payment or within one month from the date of completion of the cleaning contract whichever is earlier.

CLAUSE 15

Contractor to Supply Tools & Plants etc

The contractor shall provide at his own cost all materials machinery, tools & plants as specified in Schedule. in addition to this, appliances, implements, other plans, ladders, cordage, tackle, scaffolding and temporary works required for the proper execution of the work, whether original, altered or substituted and whether included in the specifications or other documents forming part of the contract or referred to in these conditions or not, or which may be necessary for the purpose of satisfying or complying with the requirements of the Director IAA as to any matter as to which under these conditions he is entitled to be satisfied, or which he is entitled to require together with carriage therefore to and from the work. The contractor shall also supply without charge the requisite number of persons with the means and materials, necessary for the purpose of setting out works, and counting, weighing and assisting the measurement for examination at any time and from time to time of the work or materials. Failing his so doing, the same may be provided by the Director IAA at the expense of the contractor and the expenses may be deducted, from any money due to the contractor,

under this contract or otherwise and/ or from his security deposit or the proceeds of sale thereof, or of a sufficient portions thereof.

CLAUSE 15 A

Recovery of Compensation paid to Workmen

In every case in which by virtue of the provisions sub-section(i) of Section 12, of the Workmen's Compensation Act, 1923, IAA is obliged to pay compensation to a workman employed by the contractor, in execution of the works, IAA will recover from the contractor, the amount of the compensation so paid, and, without prejudice to the rights of the IAA under sub-section(2) of Section 12, of the said act, IAA shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by IAA to the contractor whether under this contract or otherwise. IAA shall not be bound to contest any claim made against it under sub-section(1) of Section 12, of the said Act, except on the written request of the contractor and upon his giving to IAA full security for all costs for which IAA might become liable in consequence of contesting such claim.

CLAUSE 15 B

Ensuring Payment and Amenities to Workers if Contractor fails

In every case in which by virtue of the provisions of the Contract Labour (Regulation and Abolition) act 1970, and the Contract Labour (Regulation and Abolition) Central Rules, 1971, IAA is obliged to pay any amounts of wages to a workman employed by the contractor in execution of the works, or to incur any expenditure in providing welfare and health amenities required to be provided under the above said Act and the rules under Clause 19H or under the IAA Contractor's Labour Regulations or under the Rules framed by IAA from time to time for the protection of health and sanitary arrangements for workers employed by IAA Contractors, IAA will recover from the contractor the amount of wages so paid or the amount of expenditure so incurred and without prejudice to the rights of the IAA under sub section (2) of Section 20, sub section (4) of Section 21, of the Contract Labour (Regulation and Abolition) Act, 1970, IAA shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by IAA to the contractor whether under this contract or otherwise IAA shall not be bound to contest any claim made against it under sub section (1) of Section 20, sub section (4) of Section 21, of the said Act, except on the written request of the contractor and upon his giving to the IAA full security for all costs for which IAA might become liable in contesting such claim.

CLAUSE 16

Labour laws to be complied by the Contractor.

The contractor shall obtain a valid license under the contract labour (R&A) Act, 1970 and the Contract Labour (Regulation and Abolition) Central Rules, 1971, before the commencement of the work, and continue to have a valid license until the completion of the work. The contractor shall also abide by the provisions of the Child Labour (Prohibition and Regulation) Act, 1986.

The contractor shall also comply with the provisions of the contract workers (Regulation of Employment & Conditions of Service) Act, 1996 and the Contract Welfare Cess Act, 1996.

It shall be the sole liability of the contractor (including the Contracting firm / company) to obtain and to abide by all necessary licenses / permissions from the authorities the concerned as provided under the various labour legislations including the labour license obtained as per the provisions of the Contract Labour (Regulation & Abolition) Act, 1970.

The contractor shall ensure regular and effective supervision and control of the personnel deployed by him and gives suitable direction for undertaking the contractual obligations.

Any failure to fulfill these requirements shall attract the penal provisions of this contract arising out of the resultant non execution of the work.

CLAUSE 16 A

No labour below the age of eighteen years shall be employed on the work.

CLAUSE 16B

Payment of wages:

- (i) The contractor shall pay to labour employed by him either directly or through sub-contractors, wages not less than fair wages as defined in the IAA Contractor's Labour Regulation or as per the provisions of the Contract Labour (Regulation and Abolition) act, 1970 and the contract labour (Regulation and Abolition) Central Rules, 1971 wherever applicable.
- (ii) The contractor shall, notwithstanding the provisions of any contract to the contrary, cause to be paid fair wage to labour indirectly engaged on the work, including any labour engaged by his sub-contractors in connection with the said work, as if the labour had been immediately employed by him.
- (iii) In respect of all labour directly or indirectly employed in the works for performance of the contractor's part of this contract, the contractor shall comply with or cause to be complied with the Indian Aviation Academy contractor's Labour Regulations made by IAA from time to time in regard to payment of wages wage period, deductions from wages recovery of wages not paid and deductions unauthorised made, maintenance of wage books or wage slips, publication of scale of wages and other terms of employment, inspection and submission of periodical returns and all other matters of the like nature or as per the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and the Contract Labour (Regulation and Abolition) Central Rules, 1971, wherever applicable.
- (iv)
 - (a) The Director, IAA concerned shall have the right to deduct from the moneys due to the contractor or any sum required or estimated to be required for making good the loss suffered by a worker or workers by reason of non-fulfillment of the conditions of the contract for the benefit of the workers, nonpayment of wages or of deductions made from his or their wages which are not justified by their terms of the contract or non-observance of the Regulations.
 - (b) Under the provision of Minimum Wages (Central) Rule 1950 the contractor is bound to allow to the labours directly or indirectly employed in the works one day rest for 6 days continuous work and pay wages at the same rate as for duty. In the event of default, the Director IAA shall have the right to deduct the sum or sums not paid on account of wages for weekly holidays to nay labours and pay the same to the persons entitled thereto from any money due to the contractor by the Director IAA concerned.

In the case of Union Territory of Delhi, however, as the all-inclusive minimum daily wages fixed under Notification of the Delhi Administration No. F.12(162)MWO/DAB/43884-91, dated 31.12.1979 as amended from time to time are inclusive of wages for the weekly day of rest the question of extra payment for weekly holiday would not arise.

The contractor shall comply with the provisions of the Payment of wages Act, 1936, Minimum Wages Act, 1948, Employees Liability Act, 1938, Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefits Act, 1961, and the Contractor's Labour (Regulation and Abolition) Act 1970, or the modifications thereof or any other laws relating thereto and the rule made there under from time to time.

The contractor shall indemnify and keep indemnified Authority against payments to be made under and for the observance of the laws aforesaid and the IAA Contractor's Labour Regulations with prejudice to his right to claim indemnity from his sub-contractors.

- (v) The laws aforesaid shall be deemed to be a part of this contract and any breach thereof shall be deemed to be a breach of this contract.
- (vi) Whatever is the minimum wage for the time being, or if the wage payable is higher than such wage, such wage shall be paid by the contractor to the workmen directly without the intervention of contractor and that contractor shall not be entitled to deduct or recover any amount from the minimum wage payable to the workmen as and by way of commission or otherwise.
- (vii) The contractor shall ensure that no amount by way of commission or otherwise is deducted or recovered by the contractor from the wage of workmen.
- (viii) The minimum wages payable to the workmen shall be the higher of the two, i.e. minimum wages published by the Chief Labour Commissioner, Ministry of Labour and Employment New Delhi (Central Govt.) (OR) published by the State Govt.

CLAUSE 16 C

In respect of all labour directly or indirectly employed in the work for the performance of the contractor's part of this contract, the contractor shall at his own expense arrange for the safety provisions as per IAA Safety Code framed from time to time and shall at his own expense provide for all facilities in connection therewith. In case the contractor fails to make arrangement and provide necessary facilities as aforesaid, he shall be liable to pay a penalty of Rs.200/- for each default and in addition, the Director, IAA or his authorized representative shall be at liberty to make arrangement and provide facilities as aforesaid and recover the costs incurred in that behalf from the contractor.

CLAUSE 16 D

The contractor shall submit by the 4th and 19th of every month, to the Director, IAA or his authorized representative a true statement showing in respect of the second half of the preceding month and the first half of the current month respectively:

- (1) the number of labourers employed by him on the work,
- (2) their working hours,
- (3) the wages paid to him,
- (4) the accidents that occurred during the said fortnight showing the circumstances under which they happened and the extent of damage and injury caused by them, and
- (5) the number of female workers who have been allowed maternity benefit according to Clause 19F and the amount paid to them

Failing which the contractor shall be liable to pay to IAA, a sum not exceeding Rs.200/- for each default or materially incorrect statement. The decision of the Director, IAA or his authorized representative shall be final in deducting from any bill due to the contractor; the amount levied as fine and be binding on the contractor.

CLAUSE 16 E

In respect of all labour directly or indirectly employed in the works for the performance of the contractor's part of this contract, the contractor shall comply with or cause to be complied with all the rules framed by IAA from time to time for the protection of health and sanitary arrangements for workers employed by the IAA and its contractor.

CLAUSE 16 F

Leave and pay during leave shall be regulated as follows:

1. Leave:

- (i) In the case of delivery - maternity leave not exceeding 8 weeks, 4 weeks upto and including the day of delivery and 4 weeks following that day.
- (ii) In the case of miscarriage - up to 3 weeks from the date of miscarriage.

2. Pay:

- (i) In the case of delivery – leave pay during maternity leave will be at the rate of women's average daily earnings, calculated on total wages earned on the days when full time work was done during a period of three months immediately preceding the date on which she gives notice that she expects to be confined or at the rate of Rupee one only a day whichever is greater.
- (ii) In the case of miscarriage – leave pay at the rate of average daily earning calculated on the total wages earned on the days when full time work was done during a period of three months immediately preceding the date of such miscarriage.

3. Conditions for the grant of Maternity Leave:

No maternity leave benefit shall be admissible to a woman unless she has been employed for a total period of not less than six months immediately preceding the date on which she proceeds on leave.

- 4. The contractor shall maintain a register of Maternity (Benefit) in the Prescribed Form as shown in appendix-I and II, and the same shall be kept at the place of work.

CLAUSE 16 G

In the event of the contractor (s) committing a default or breach of any of the provisions of the Indian Aviation Academy Contractor's Labour Regulations and Model Rules for the protection of health and

sanitary arrangements for the workers as amended from time to time or furnishing any information or submitting or filling any statement under the provisions of the above Regulations and Rules which is materially incorrect, he / they shall, without prejudice to any other liability, pay to the IAA a sum not exceeding Rs.200/- for every default, breach or furnishing, making, submitting, filing such materially incorrect statements and in the event of the contractor(s) defaulting continuously in this respect, the penalty may be enhanced to Rs.200/- per day for each day of default subject to a maximum of 5 per cent of the estimated cost of the work put to tender. The decision of the Director, IAA or his authorized representative shall be final and binding on the parties.

Should it appear to the Director, IAA or his authorized representative that the contractor (s) is / are not properly observing and complying with the provision of the IAA Contractor's Labour Regulations and Model Rules and the provisions of the Contract Labour (Regulation and Abolition) Act 1970, and the Contract Labour (R&A) Central Rules 1971, for the protection of health and sanitary arrangements for work – people employed the contractor (s) (hereinafter referred as “the said Rules”) the Airport Director shall have power to give notice in writing to the contractor (s) requiring that the said Rules be complied with and the amenities prescribed therein be provided to the work-people within a reasonable time to be specified in the notice. If the contractor (s) shall fail within the period specified in the notice to comply with and/ observe the said Rules and to provide the amenities to the work-people as aforesaid, the Airport Director shall have the power to provide the amenities hereinbefore mentioned at the cost of the contractor(s). The contractor (s) shall erect, make and maintain at his / their own expense and to approved standards all necessary huts and sanitary arrangements required for his / their work –people on the site in connection with the execution of the works, and if the same shall not have been erected or constructed, according to approved standards, the Airport Director shall have power to give notice in writing to the contractor (s) requiring that the said huts and sanitary arrangements be remodeled and / or reconstructed according to approved standards, and if the contractor (s) shall fail to remodel or reconstruct such huts and sanitary arrangements according to approved standards within the period specified in the notice, the Airport Director shall have the power to remodel or reconstruct such huts and sanitary arrangements according to approved standards at the cost of the contractor (s).

CLAUSE 16 H

The Director, IAA or his authorized representative may require the contractor to dismiss or remove from the site of the work any person or persons in the contractors' employ upon the work who may be incompetent or misconduct himself and the contractor shall forthwith comply with such requirements.

CLAUSE 16 I

It shall be the responsibility of the contractor to see that the building under service is not occupied by anybody unauthorized during cleaning, and is handed over to the Director, IAA with vacant possession of complete building. If such building though completed is occupied illegally, then the Director, IAA shall have the option to refuse to accept the said building/buildings in that position. Any delay in acceptance on this account will be treated as the delay in completion and for such delay, a levy up to 5% of tendered value of work may be imposed by the Director, IAA whose decision shall be final both with regard to the justification and quantum and be binding on the contractor.

However, the Director IAA, through a notice may require the contractor to remove the illegal occupation any time on or before construction and delivery.

CLAUSE 17

Minimum Wages Act to be complied with

The contractor shall comply with all the provision of the Minimum Wages Act, 1948, and Contract Labour (Regulation and Abolition) Act, 1970 amended from time to time and rules framed there under and other labour laws affecting contract labour that may be brought into force from time to time.

CLAUSE 17 (A)**Employees Provident Fund & Miscellaneous Provident Act 1952 and State Insurance (ESI) Act, 1948.**

The Contractor shall comply with all the provisions of the Employees Provident Fund & Misc. Provisions Act, 1952, and ESI Act, 1948, amended from time to time and rules framed there under. Some of the provisions are given below:

- a) The contractor shall intimate his PF Account Code No. allotted by Regional PF Commissioner and ESI Registration No. allotted by ESI Corporation, while submitting tender and shall continue to have valid PF Account Code No. and ESI Registration No. till actual completion of the contract.
- b) The contractor shall provide a list of contract Workers engaged for contract work along with their PF Account No. & ESI Registration No.
- c) The contractor by 20th of every month shall provide a monthly statement showing recoveries of contribution and proof of remittance of provident fund contribution to RPFC and ESI contributions to ESI Corporation in respect of Workers engaged in contract work.
- d) The contractor shall provide copies of PF & ESI challans of monthly contributions in respect of contract workers engaged for contract work on month to month basis.
- e) Wherever ESI is not applicable, agency shall take a group of Medclaim policy covering health care of minimum Rs.2 lacs/ annum for each employee including his family members (subject to maximum of 4 persons in family). As this amount is reimbursable, no payment shall be deducted from the salary of an employee.

IAA reserves the right to withhold minimum amount as detailed under, from the running account payments, if PF / ESI contributions are not paid by the contractor and proof to that effect have not been produced regularly on due dates.

CLUASE 18**Work not to be sublet. Action in case of insolvency**

The contract shall not be assigned or sublet without the written approval of Competent Authority. And if the contractor shall assign or sublet his contact, or attempt to do so, or become insolvent or commence any insolvency proceedings or make any composition with his creditors or attempt to do so, or if any bribe, gratuity, gift, loan, perquisite, reward or advantage pecuniary or otherwise, shall either directly or indirectly, be given, promised or offered by the contractor, or any of his servants or

agent to any public officer or person in the employ of IAA in any way relating to his office or employment, or if any such officer or person shall become in any way directly or indirectly interested in the contract, the Director IAA on behalf of the IAA shall have power to adopt the course specified in Clause 3 hereof in the interest of IAA and in the event of such course being adopted, the consequences specified in the said Clause 3 shall ensue.

CLUASE 19

All sums payable by way of compensation under any of these conditions shall be considered as reasonable compensation to be applied to the use of IAA without reference to the actual loss or damage sustained and whether or not any damage shall have been sustained.

CLAUSE 20

Changes in firm's Constitution to be intimated

Where the contractor is a partnership firm, the previous approval in writing of the Director IAA shall be obtained before any change is made in the constitution of the firm. Where the contractor is an individual or a Hindu undivided family business concern such approval as aforesaid shall likewise be obtained before the contractor enters into any partnership agreement where under the partnership firm would have the right to carry out the works hereby undertaken by the contractor. If previous approval as aforesaid is not obtained, the contract shall be deemed to have been assigned in contravention of Clause 21 hereof and the same action may be taken and the same consequences shall ensue as provided in the said Clause 21.

CLAUSE 21

All works to be executed under the contract shall be executed under the direction and subject to the approval in all respects of the Director IAA who shall be entitled to direct at what point or points and in what manner they are to be commenced, and from time to time carried on.

CLAUSE 22

(i) Dispute Resolution Mechanism and Arbitration

Except where otherwise provided in the contract, all questions and disputes claim, right, matter or thing whatsoever, in any way arising out of or relating to the contract shall be dealt with as mentioned hereinafter.

(ii) Through Dispute Resolution Committee:

Any dispute as stated above shall be referred in the first place to the Dispute Resolution Committee (DRC) appointed by the Director, Indian Aviation Academy.

If a dispute of any kind, whatsoever, arises between the procuring entity and contractor in connection with or arising out of the contract or the execution of the works, whether during the execution of the works or after their completion and whether before or after repudiation or termination of the contract, including any disagreement by either party with any action, opinion, instruction, determination, certificate or valuation of the Officer-in-charge, the matter in dispute shall in the first place, be referred to the Dispute Resolution Committee (DRC) appointed by Director, Indian Aviation Academy.

DRC, thus constitute may act as 'conciliator' and will be guided by principles of 'conciliation' as included in part III of Arbitration & Conciliation Act 1996, DRC should take into consideration, rights and obligations of parties, usage to trade concerned and circumstances surrounding the dispute(s), including any previous business practices between parties. Efforts of DRC should be to come to an amicable settlement of outstanding disputes. If parties agree, a written settlement will be drawn up and signed by the parties. DRC will authenticate the settlement agreement and furnish a copy to each party.

DRC will give its report within 45 days of its constitution. It is also a term of contract that fees and other expense if payable to DRC shall be paid equally by both the parties i.e. IAA and Contractor.

Unless the contract has already been repudiated or terminated, the contractor shall, in every case, continue to proceed with the work with all due diligence. It is also a term of contract that If the contractor does not make any demand for Dispute Resolution Committee in respect of any claim in writing within 90 (Ninety) days of receiving the intimation from the IAA that the bill is ready for payment, the claim of contractor(s) will be deemed to have been waved and absolutely barred and the IAA shall be discharged and released of all liabilities under the contract in respect of these claims.

- (iii) **Adjudication through Arbitration:** Except where the decision has become final, binding and conclusive in terms of Sub Para (i) above, disputes or differences shall be referred for adjudication through arbitration by a sole arbitrator appointed by the Member (Operations) / Director, IAA. If the arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever, another sole arbitrator shall be appointed in the manner aforesaid. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

It is also a term of contract that If the contractor does not make any demand for appointment of Arbitrator in respect of any claim in writing within 120 (One hundred Twenty) days of receiving the decision / award from Dispute Resolution Committee, the claim of contractor(s) will be deemed to have been waved and absolutely barred and the IAA shall be discharged and released of all liabilities under the contract in respect of these claims.

It is term of this contract that the party invoking arbitration shall give a list of disputes with amounts claimed in respect of each such dispute along with the notice for appointment of arbitrator and giving reference to the rejection of their claims by the Dispute Resolution Committee.

It is also a term of this contract that no person, other than a person appointed by above mentioned appointing authority, should act as arbitrator and if for any reason that is not possible, the matter shall not be referred to arbitration at all.

The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (26 of 1996) and Arbitration and Conciliation (amendment) Ordinance 2015 (9 of 2015) or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.

It is also a term of this contract that the arbitrator shall adjudicate on only such disputes as are referred to him by the appointing authority and give separate award against each dispute and claim referred to him and in all cases where the total amount of the claims by any party exceeds Rs.1,00,000/-, the arbitrator shall give reasons for the award.

It is also a term of the contract that if any fees are payable to the arbitrator, these shall be paid equally by both the parties.

It is also a term of the contract that the arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties calling them to submit their statement of claims and counter statement of claims. The venue of the arbitration shall be such place as may be fixed by the arbitrator in his sole discretion. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

CLAUSE 23

Contractor to indemnify IAA against Patent Rights

The contractor shall fully indemnify IAA against any action, claim or proceeding relating to infringement or use of any patent or design or any alleged patent or design rights and shall pay and royalties which may be payable in respect of any article or part thereof included in the contract. In the event of any claims made under or action brought against IAA in respect of any such matters as aforesaid, the contractor shall be immediately notified thereof and the contractor shall be at liberty, at his own expense, to settle any dispute or to conduct any litigation that may arise there from, provided that the contractor shall not be liable to indemnify the IAA if the infringement of the patent or design or any alleged patent or design right is the direct result of an order passed by the Director IAA in this behalf.

CLAUSE 24

Action where no specifications are specified

In the case of any class of work for which there is no such specifications as referred to in Clause 11, such work shall be carried out in accordance with the Bureau of Indian Standards Specifications. In case there are no such specifications in Bureau of Indian Standards, the work shall be carried out as per manufacturers' specifications.

In case there are no such specifications as required above, the work shall be carried out in all respects in accordance with the instructions and requirements of the Director IAA.

CLAUSE 25

With-holding and lien in respect of sums due from contractor

- (i) Whenever any claims for payment of a sum of money arises out of or under the contract or against the contractor, the Director IAA shall be entitled to withhold and also have a lien to retain such sum or sums in whole or in part from the security, if any deposited by the

contractor and for the purpose aforesaid, the Director IAA shall be entitled to withhold the security deposit if any, furnished as the case may be and also have a lien over the same pending finalization or adjudication of any such claim. In the event of the security being insufficient to cover the claimed amount or amounts or if so security has been taken from the contractor, the Director IAA shall be entitled to withhold and have lien to retain to the extent of such claimed amount or amounts referred to above from any sum or sums found payable or which may at any time thereafter become payable to the contractor under the same contract or any other contract with the Director IAA or any contracting person through the Director IAA pending finalization of adjudication of any such claim.

It is an agreed term of the contract that the sum of money so withheld or retained under the lien referred to above by the Director IAA will be kept withheld or retained as such by the Director IAA till the claim arising out of or under the contract is determined by the arbitrator. (if the contract is governed by the arbitration clause) by the competent court, as the case may be and that the contractor will have no claim for interest or damages whatsoever on any account in respect of such withholding or retention under the lien referred to above and duly notified as such to the contractor. For the purpose of this clause, where the contractor is a partnership firm or a limited company, the Director IAA shall be entitled to withhold and also have a lien to retain towards such claimed amount or amounts in whole or in part from any sum found payable to any partner/limited company as the case may be, whether in his individual capacity or otherwise.

- (ii) IAA shall have the right to cause an audit and technical examination of the works and the final bills of the contractor including all supporting vouchers, abstract, etc. to be made after payment of the final bill and if as a result of such audit and technical examination any sum is found to have been overpaid in respect of any work done by contractor under the contract or any work claimed to have been done by the him under the contract and found not to have been executed, the contractor shall be liable to refund the amount of over payment and it shall be lawful for IAA to recover the same from him in the manner prescribed in sub-clause (i) of this clause or in any other manner legally permissible; and if it is found that the contractor was paid less than what was due to him under the contract in respect of any work executed by him under it, the amount of such under payment shall be duly paid by IAA to the contractor, without any interest thereon whatsoever.

Provided that the IAA shall not be entitled to recover any sum overpaid, nor the contractor shall be entitled to payment of any sum paid short where such payment has been agreed upon between the Director IAA on the one hand and the contractor on the other under any term of the contract permitting payment for work after assessment by the Director IAA.

CLAUSE 25A

Lien in respect of claims in other Contracts

Any sum of money due and payable to the contractor (including the security deposit returnable to him) under the contract may be withheld or retained by way of lien by the Director IAA or any other contracting person or persons through Director IAA against any claim of the Director IAA or such other person or persons in respect of payment of a sum of money arising out of or under any other contract made by the contractor with the Director IAA or with such other person or persons.

It is an agreed term of the contract that the sum of money so withheld or retained under this clause by the Director IAA will be kept withheld or retained as such by the Director IAA or till his claim arising

out of the same contract or any other contract is either mutually settled or determined by the arbitration clause or by the competent court, as the case may be and that the contractor shall have no claim for interest or damages whatsoever on this account or on any other ground in respect of any sum of money withheld or retained under this clause and duly notified as such to the contractor.

CLAUSE 26

Water

Water shall be supplied by the department at free of cost for carrying out the cleaning works at specified locations. However, Contractor shall make their own arrangements for extending the same to required place with the approval of competent authority.

The Department do not guarantee to maintain uninterrupted supply of water and it will be incumbent on the contractor (s) to make alternative arrangements for water at his/their own cost in the event of any temporary break down in the IAA's water main so that the progress of his/their work is not held up for want of water. No claim of damage will be entertained on account of such break down.

CLAUSE 27

Hire of Machinery

The Contractor shall arrange at his own expense all tools, machinery and equipment (hereinafter referred to as T&P) required for execution of the work.

CLAUSE 28

Empanelment of technical staff and employees

Contractors Superintendence, Supervision, Supervisory staff & Employees

- i) The contractor shall provide all necessary superintendence during execution of the work and all along thereafter as may be necessary for proper fulfilling of the obligations under the contract.

The Contractor shall immediately after receiving letter of acceptance of the tender and before commencement of the work, intimate in writing to the Director IAA, the name (s), qualifications experience, age, address (s) and other particulars along with certificates, of the principal Supervisory representative to be charge of the work and other Supervisory representative (s) who will be supervising the work. Minimum requirement of such Supervisory representative (s) and their qualifications and experience shall not be lower than specified in schedule. The Director IAA shall within 3 days of receipt of such communication intimate in writing his approval or otherwise of such a representative (s) to the contractor. Any such approval may at any time be withdrawn and in case of such withdrawal, the contractor shall appoint another such representative (s) according to the provisions of this clause. Decision of the tender accepting authority shall be final and binding on the contractor in this respect. Such a principal Supervisory representative and other Supervisory representative (s) shall be appointed by the contractor soon after receipt of the approval from Director IAA and shall be available at site before start of work.

All the provisions applicable to the principal Supervisory representative under the clause will also be applicable to other Supervisory representative(s). The principal Supervisory representative and other Supervisory representative (s) shall be present at the site of work for supervision at all times when any cleaning activity is in progress and also present

himself/themselves, as required to the Director IAA and / or his designated representative to take instructions. Instructions given to the principal Supervisory representative or other Supervisory representative (s) shall be deemed to have the same force as if these have been given to the contractor. The Principal Supervisory Representative and other Supervisory representatives shall be actually available at site fully during all stages of execution work, during recording / checking / test checking of measurements of works whenever so required by the Director IAA and shall also note down instructions conveyed by the Director IAA or his designated representative (s) in the site order book and shall affix his/their signature in token of noting down the instructions and in token of acceptance of measurements / checked measurements / test checked measurements. The representative (s) shall not look after any other work. Substitutes, duly approved by Director IAA – in-Charge of the work in similar manner as aforesaid shall be provided in event of absence of any of the representative (s) by more than two days.

If the Director IAA, whose decision in this respect is final and binding on the contractor, is convinced that no such Supervisory representative (s) is/are effectively appointed or is/are effectively attending or fulfilling the provision of this clause, a recovery (non-refundable) shall be effected from the contractor as specified in Schedule and the decision of the Director IAA as recorded in the site order book and measurement recorded checked/test checked in Measurement Books shall be final and binding on the contractor. Further if the contractor fails to appoint suitable Supervisory Principal Supervisory representative and / or other Supervisory representative (s) and if such appointed persons are not effectively present or are absent by more than two days without duly approved substitute or do not discharge their responsibility satisfactorily, the Director IAA shall have full powers to suspend the execution of the work until such date as suitable other Supervisory representative (s) is / are appointed and the contractor shall be held responsible for the delay so caused to the work. The contractor shall submit a certificate of employment of the Supervisory representative (s) alongwith every on account bill / final bill and shall produce evidence if at any time so required by the Director IAA.

- ii) The contractor shall provide and employ on the site only such Supervisory assistants as are skilled and experienced in their respective fields and such foremen and supervisory staff as are competent to give proper supervision to the work.

The contractor shall provide and employ skilled, semi-skilled and unskilled labour as is necessary for proper and timely execution of the work.

The Director IAA shall be at liberty to object to and require the contractor to remove from the works any person who in his opinion misconducts himself, or is incompetent or negligent in the performance of his duties or whose employment is otherwise considered by the Director IAA to be undesirable. Such person shall not be employed again at works site without the written permission of the Director IAA and the persons so removed shall be replaced as soon as possible by competent substitutes.

CLAUSE 29

Levy/Taxes payable by Contractor

1. Taxes:

a. Rates to be quoted by the parties should be inclusive of all taxes, duties, CESS, fee, royalty charges etc. levied under any statute but exclusive of GST for all the items.

b. However GST, as applicable, shall be paid to the contractor, for any taxable supply / services / construction rendered by the agency to IAA, against a valid GST invoice as per terms and conditions of the contract.

c. In case supplies / services / works involve imports; the same should be identified separately. Basic Custom Duty & IGST will be paid directly by IAA by utilizing EPCG license / Duty Credit Scrip under Service Export from India Scheme (SEIS) of Govt. of India.

2. Royalty:

a. The contractor shall at his own expense, provide all materials required for the works other than those which are to be supplied by IAA. The contractor shall deposit royalty and obtain necessary permit for collection of stone, sand, red bajri, kankar etc. from the local authority in the matter and will abide by the notification issued by Central Govt. / State Government / Local State Authorities as applicable from time to time in this regard. The contractor is also bound to allow deduction from his bills any difference in statutory taxes/royalty and penalty proposed by Local State Authorities to IAA till finalization of settlement of all demands in this regard by Central / State Govt.

b. This will also be applicable to forest produce.

c. If pursuant to or under any law, notification or order any royalty, cess or the like becomes payable by the IAA and does not any time become payable by the contractor to the State Government. Local authorities in respect of any material used by the contractor in the works then in such a case, it shall be lawful to the IAA and it will have the right and be entitled to recover the amount paid in the circumstances as aforesaid from dues of the contractor.

CLAUSE 30

(iv) Conditions for reimbursement of levy / taxes if levied after receipt of tenders.

1. Rates to be quoted by the parties should be inclusive of all taxes, duties, CESS, fee, royalty charges etc. levied under any statute applicable on last stipulated date of receipt of tender including extension if any but exclusive of GST. No adjustment i.e. increase or decrease shall be made for any variation in the rate of GSI Building and Other Construction Workers Welfare Cess or any tax, levy or Cess applicable on inputs.

However, effect of variation, as per Govt. order after the last date of receipt of tender including extension if any, in rates of GST or Building and Other Construction Workers Welfare Cess or imposition or repeal of any other tax, levy or Cess applicable on output of the works contract shall be adjusted on either side, increase or decrease.

Provided further that for Building and Other Construction Workers Welfare Cess or any tax (other than GST), levy or Cess varied or imposed after the last date of receipt of tender including extension if any, any increase shall be reimbursed to the contractor only if the contractor necessarily and properly pays such increased amount of taxes / levies / Cess.

Provided further that such increase in tax / levy / Cess including GST shall not reimbursed if made in the extended period of contract for which the contractor alone is responsible for delay as determined by authority for extension of time under Clause 5 in Schedule F.

2. The contractor shall keep necessary books of accounts and other documents for the purpose of this condition as may be necessary and shall allow inspection of the same by a duly authorised representative of IAA or the Officer-in-Charge and further shall furnish such other information /document as the Engineer-in- Charge may require from time to time.

3. The contractor shall, within a period of 30 days of the imposition of any such further tax or levy or Cess, give a written notice thereof to the Officer-in- charge that the same is given pursuant to the condition, together with all necessary information / documents relating thereto.

CLAUSE 31

Termination of Contract on death of contractor

Without prejudice to any of the rights or remedies under this contract, if the contractor dies, the Director IAA shall have the option of terminating the contract without compensation to the contractor.

CLAUSE 32

If relative working in IAA/AAI then the contractor not allowed to tender

The contractor shall not be permitted to tender for works in IAA/AAI wherein his near relative is posted as an Officer responsible for award and execution of work. He shall also intimate the names of persons who are working with him in any capacity or / are subsequently employed by him and who are near relatives to any officer of IAA/AAI. Any breach of this condition by the Contractor would render him, the contract liable to be rejected at any stage.

NOTE: By the term “near relatives” is meant wife, husband, parents and grandparents, children and grandchildren, brothers and sisters, uncles, aunts and cousins and their corresponding in-laws.

CLAUSE 33

No officer of any Dept. of IAA/AAI to work as Contractor within two years of retirement

No person or any officer employed in terminal or administrative duties in any department of IAA/AAI shall work as a contractor or employee of a contractor for a period of two years after his retirement from IAA/AAI service without the previous permission of IAA/AAI in writing. This contract is liable to be cancelled if either the contractor or any of his employees is found at any time to be such a person who had not obtained the permission of IAA/AAI as aforesaid, before submission of the tender or engagement in the contractor’s service, as the case may be.

CLAUSE 34

Apprentices Act provisions to be complied with

The contractor shall comply with the provisions of the Apprentices Act, 1961 and the rules and orders issued there under from time to time. If he fails to do so, his failure will be a breach of the contract and the Director IAA may, in his discretion, cancel the contract. The contractor shall also be liable for any pecuniary liability arising on account of any violation by him of the provisions of the said Act.

CLAUSE 35

Release of security deposit after labour clearance

Security Deposit of the work shall not be refunded till the contractor produces a clearance certificate from the Labour Officer. As soon as the work is virtually complete the contractor shall apply for the clearance certificate to the Labour Officer under intimation to the Director IAA. The Director IAA, on receipt of the said communication, shall write to the Labour Officer to intimate if any complaint is pending against the contractor in respect of the work. If no complaint is pending, on record till after 3 months after completion of the work and / or no communication is received from the Labour Officer to this effect till six months after the date of completion, it will be deemed to have received the clearance certificate and the Security Deposit will be released if otherwise due.

CLAUSE 36 (Applicable for contracts having estimated cost of Rs. 100 lakhs or more for three years)

Implementation of Integrity Pact

- 36.1 Signing of Integrity Pact is mandatory for every bidder participating in this tender and the contract who is awarded the work. The Pact signed on each page by the person authorized by the bidder / sub – contractor / associate to sign the bid for submission or the person authorized to sign the contract on behalf of successful bidder. The scanned copy of the same shall be uploaded by the bidder (along with unconditional acceptance as per Annexure-1 of tender document in “Technical Bid /Attachments section of e- tendering portal) in Envelop – I shall be enclosed with the agreement by the contractor.
- 36.2 All sub – contractors / associates whose contribution in the project is Rs. 0.50 Crores (Rupees Fifty Lacs) or above shall sign Integrity Pact with the Authority after the work is awarded to the successful bidder. All bidders shall inform their sub – Contractors / associates accordingly.
- 27.3 The Independent External Monitor (IEM) for this work shall be **as under**. All correspondences regarding implementation of Integrity Pact Shall be addressed to:

Shri J.K. Khanna, IPS (Retd.), A-102, Sector-55, Noida-201307 (UP) Phone No. +91-9810940403 Email: jkkhannaips@yahoo.com	Shri Ramabhadran Ramanujam, IAS (Retd.) Residential Address: 44/24, Third Trust Cross Street, Mandavelipakkam, Chennai- 600028 Phone No: +91- 9495511954 Email: raamaanuj@gmail.com
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CLAUSE 37

Cost assessment during pandemic/ force majeure situations

The estimate and manpower/consumable requirement mentioned in the tender, have been worked out on the basis of normal traffic movement/growth scenario of pre COVID-19 pandemic. However, the actual required manpower and average monthly consumables will be assessed and reviewed by a constituted committee every quarter from the beginning of contract, considering the present footfall/traffic & forecast in near future.

This process of quarterly assessment & revision of manpower & consumable will be

continued until the normalcy of footfall/traffic i.e. pre COVID-19 footfall/ traffic. The monthly bill shall be submitted by the contractor in accordance with actual manpower deployed and considering the justified quantity and rates of consumables as assessed by IAA. The payment will be made accordingly. The rates of consumables should not be more than the estimated rates of IAA.

This clause may also be applicable in any other force majeure situation in which footfall/ passenger traffic is reduced/ declined.

The decision of Director IAA will be final in this regard.

CLAUSE 38

Force Majeure

38.1 Force Majeure

38.1.1 As used in the Agreement the expression "Force Majeure" or "Force Majeure Event" shall mean occurrence in India of any or all of event, as defined in Clause 38.1.2, if it affects the performance by the Party claiming the benefit of Force Majeure ("Affected Party") of its obligations under this Agreement and which act or event

- (i) is beyond the reasonable control of the Affected Party, or
- (ii) the Affected Party could not have prevented or overcome by exercise of due diligence and following Good Industry Practice, or
- (iii) has material adverse effect on the Affected Party.

38.1.2 A Force Majeure Event shall mean one or more of the following acts or events:

- (i) nation-wide lawful strike or lockout by persons other than the Concessionaire's /agency's personnel , employees and workmen; or
- (ii) acts of God, fire, flood, lightning, storm, tornado, earthquake, landslide, soil erosion, epidemics, pandemics, volcanic activity, tsunami or other natural disaster excluding circumstances where the source or cause of the explosion or contamination or radiation is brought or has been brought onto or near the Airport by the Affected Party or those employed or engaged by the Affected Party unless it is or was essential for the performance of obligations under this Agreement; or
- (iii) loss of or serious accidental damage at the Airport; or
- (iv) act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, rebellion, terrorism, revolution, insurrection, military or usurped power, blockade, embargo, hostilities (whether war declared or not), revolution, riot, bombs or civil commotion or civil war; or
- (v) any act, event or circumstance of a nature analogous to the foregoing.

Provided further that none of the following matters or their consequences shall be capable of constituting or causing Force Majeure:

- (i) failure or inability to make any payment; or
- (ii) the effect of market conditions unless such market conditions were themselves caused by or were a result of a Force Majeure event; or
- (iii) strikes or labour disputes of any kind or collective bargaining agreements, by/of

Concessionaire/agency, resulting in a delay or stoppage of work (other than strikes, labour disputes on a nationwide basis); or
(iv) economic hardship.

38.2 Duty to Report Force Majeure Event

38.2.1 Upon occurrence of a Force Majeure Event, the Affected Party shall by notice report such occurrence to the other Party forthwith. Any notice pursuant hereto shall include full particulars of:

- (i) the nature and extent of each Force Majeure Event which is the subject of any claim for relief under this Clause 38 with evidence in support thereof;
- (ii) the estimated duration and the effect or probable effect which such Force Majeure Event is having or will have on the Affected Party's performance of its obligations under this Agreement;
- (iii) the measures which the Affected Party is taking or proposes to take for alleviating the impact of such Force Majeure Event; and
- (iv) any other information relevant to the Affected Party's claim.

The Affected Party shall not be entitled to any relief for or in respect of a Force Majeure Event unless it shall have notified in accordance with Clause 38.2.1, the other Party of the occurrence of the Force Majeure Event as soon as reasonably practicable, and in any event not later than 7 (seven) days after the Affected Party knew, or ought reasonably to have known, of its occurrence, and shall have given particulars of the probable material effect that the Force Majeure Event is likely to have on the performance of its obligations under this Agreement.

38.2.2 For so long as the Affected Party continues to claim to be materially affected by such Force Majeure Event, it shall provide the other Party with regular (and not less than weekly) reports containing information as required by Clause 38.2.1, and such other information as the other Party may reasonably request the Affected Party to provide.

38.3 Allocation of Costs Arising out of Force Majeure

38.3.1 Upon occurrence of any Force Majeure Event, the Parties shall bear their respective Force Majeure Costs and neither Party shall be required to pay to the other Party any costs thereof.

38.3.2 Save and except as expressly provided in this Clause 38, neither Party shall be liable in any manner whatsoever to the other Party in respect of any loss, damage, cost, expense, claims, demands and proceedings relating to or arising out of occurrence or existence of any Force Majeure Event or exercise of any right pursuant hereto.

38.4 Effect of Force Majeure Event

38.4.1 The Affected Party shall make all reasonable efforts to mitigate or limit damage to the other Party arising out of or as a result of the existence or occurrence of such Force Majeure Event and to cure the same with due diligence.

38.4.2 It is agreed by the Parties that when the Affected Party is able to resume performance of its obligations under this Agreement, it shall give to the other Party notice to that effect and shall promptly resume performance of its obligations hereunder.

38.5 Termination notice for Force Majeure Event

If a Force Majeure Event subsists for a period of 180 (one hundred and eighty) days or more within a continuous period of 365 (three hundred and sixty-five) days, either Party may in its discretion terminate this Agreement by issuing a Termination Notice to the other Party without being liable in any manner whatsoever, save as provided in this Article 38, and upon issue of such Termination Notice, this Agreement shall, notwithstanding anything to the contrary contained herein, stand terminated forthwith; provided that before issuing such Termination Notice, the Party intending to issue the Termination Notice shall inform the other Party of such intention and grant 15 (fifteen) days' time to make a representation, and may after the expiry of such 15 (fifteen) days period, whether or not it is in receipt of such representation, in its sole discretion issue the Termination Notice."

INDIAN AVIATION ACADEMY

SAFETY CODE

1. Suitable Scaffolds should be provided for workmen for all works that cannot safely be done from the ground, or from solid construction except such short period work as can be done safely from ladders. When a ladder is used, an extra mazdoor shall be engaged for holding the ladder and if the ladder is used for carrying materials as well suitable footholds and hand-hold shall be provided on the ladder and the ladder shall be given an inclination not steeper than $\frac{1}{4}$ to 1 ($\frac{1}{4}$ horizontal and 1 vertical).
2. Scaffolding of staging more than 3.6m (12ft.) above the ground or floor, swung or suspended from an overhead support or erected with stationary support shall have a guard rail properly attached or bolted, braced and otherwise secured at least 90 cm. (3ft.) high above the floor or platform of such scaffolding on staging and extending along the entire length of the outside and ends thereof with only such opening as may be necessary for the delivery of materials. Such scaffolding or staging shall be so fastened as to prevent it from swaying from the building or structure.
3. Working platforms, gangways and stairways should be so constructed that they should not sag unduly or unequally, and if the height of the platform or the gangway or the stairway is more than 3.6 m (12ft.) above ground level or floor level, they should be closely boarded, should have adequate width and should be suitably fastened as described in (2) above.
4. Every opening in the floor of a building or in a working platform shall be provided with suitable means to prevent the fall of person or materials by providing suitable fencing or railing whose minimum height shall be 90 cm.(3ft.).
5. Safe means of access shall be provided to all working platforms and other working places. Every ladder shall be securely fixed. No portable single ladder shall be over 9m. (30ft.) in length while the width between side rails in rung ladder shall in no case be less than 29 cm. (11 $\frac{1}{2}$ ") for ladder upto and including 3m. (10ft.) in length. For long ladders, this width should be increased at least $\frac{1}{4}$ " for each additional 30cm. (1 foot) of length. Uniform step spacing of not more than 30cm shall be

kept. Adequate precautions shall be taken to prevent danger from electrical equipment. No materials on any of the site or work shall be so stacked or placed as to cause danger or inconvenience to any person or the public. The contractor shall provide all necessary fencing and lights to protect the public from accident and shall be bound to bear the expenses of defence of every suit, action or other proceedings at law that may be brought by any person for injury sustained owing to neglect of the above precautions and to pay any damages and cost which may be awarded in any such suit, action or proceedings to any such person on which may, with the consent of the contractor, be paid to compensate any claim by any such person.

6. During the progress of the work,
 - i All roads and open areas site shall either be closed or suitably protected.
 - ii No electric cable or apparatus which is liable to be a source of danger or a cable or apparatus used by the operator shall remain electrically charged.
 - iii All practical steps shall be taken to prevent danger to persons employed from risk of fire or explosion or flooding. No floor, roof or other part of the building shall be so overloaded with debris or materials as to render it unsafe.
7. All necessary personal safety equipment as considered adequate by the Director IAA should be kept available for the use of the person employed on the site and maintained in a condition suitable for immediate use, and the contractor should take adequate steps to ensure proper use of equipment by those concerned while executing the work under contract.
8. Use of hoisting machines and tackle including their attachments, anchorage and supports shall conform to the following standards or conditions:
 - (a) These shall be of good mechanical construction, sound materials and adequate strength and free from patent defects and shall be kept repaired and in good working order.
 - (b) Every rope used in hoisting or lowering materials or as a means of suspension shall be of durable quality and adequate strength, and free from patent defects.
 - (c) Every crane driver or hoisting appliance operator, shall be properly qualified and no person under the age of 21 years should be in charge of any hoisting machine including any scaffolding winch or give signals to operator.
 - (d) In case of every hoisting machine and of every chain ring hook, shackle swivel and pulley block used in hoisting or as means of suspension, the safe working load shall be ascertained by adequate means. Every hoisting machine and all gear referred to above shall be plainly marked with the safe working load. In case of a hoisting machine having a variable safe working load each safe working load and the condition under which it is applicable shall be clearly indicated. No part of any machine or any gear referred to above in this paragraph shall be loaded beyond the safe working load except for the purpose of testing.
9. Motors, gearing, transmission, electric wiring and other dangerous parts of hoisting appliances should be provided with efficient safeguards. Hoisting appliances should be provided with

such means as will reduce to the minimum the risk of accidental descent of the load. Adequate precautions should be taken to reduce to the minimum the risk of any part of a suspended load becoming accidentally displaced. When workers are employed on electrical installations which are already energized, insulating mats, wearing apparel, such as gloves, sleeves and boots as may be necessary should be provided. The worker should not wear any rings, watches and carry keys or other materials which are good conductors of electricity.

10. All scaffolds, ladders and other safety devices mentioned or described herein shall be maintained in safe condition and no scaffold, ladder or equipment shall be altered or removed while it is in use. Adequate washing facilities should be provided at or near places of work.

11. These safety provisions should be brought to the notice of all concerned by display on a notice board at a prominent place at work spot. The person responsible for compliance of the safety code shall be named therein by the contractor.

12. To ensure effective enforcement of the rules and regulations relating to safety precautions the arrangements made by the contractor shall be open to inspection by the Labour Officer or Director IAA of the department or their representatives.

Notwithstanding the above clauses from (1) to (15), there is nothing in these to exempt the contractor from the operations of any other Act or Rules in force in the Republic of India.

**MODEL RULES FOR THE PROTECTION OF
HEALTH AND SANITARY ARRANGEMENTS FOR WORKERS
EMPLOYED BY IAA OR ITS CONTRACTORS**

1. APPLICATION

These rules shall apply to all contract works in charge of IAA in which twenty or more workers are ordinarily employed or are proposed to be employed in any day during the period during which the contract work is in progress.

2. DEFINITION

Work place means a place where twenty or more workers are ordinarily employed in connection with contract work on any day during the period during which the contract work is in progress.

3. FIRST-AID FACILITIES

(i) At every work place, there shall be provided and maintained, so as to be easily accessible during working hours, first-aid boxes at the rate of not less than one box for 150 contract labour or part thereof ordinarily employed.

(ii) The first-aid box shall be distinctly written with red colour on white back ground for work places in which the number of contract labour employed does not exceed 50. Each first-aid box shall contain the following equipment:

1. 6 small sterilized dressings
2. 3 medium size sterilized dressings
3. 3 large size sterilized dressings
4. 3 large sterilized burn dressings
5. 1 (30 ml) bottle containing a two per cent alcoholic solution of iodine.
6. 1 (30 ml) bottle containing Salvolatile having the dose and mode of administration indicated on the label.
7. 1 snakebite lancet.
8. 1 (30 gms) bottle of potassium permanganate crystals.
9. 1 pair scissors.
10. 1 copy of the first-aid leaflet issued by the Director General, Factory Advice Service and Labour Institute, Government of India.
11. 1 bottle containing 100 tablets (each of 5 gms) of aspirin.
12. Ointment for burns.
13. A bottle of suitable surgical antiseptic solution

4. The above rules shall be incorporated in the contracts and in notices inviting tenders and shall form an integral part of the contracts.

5. AMENDMENTS

IAA may, from time to time, add to or amend these rules and issue directions - it may consider necessary for the purpose of removing any difficulty which may arise in the administration thereof.

INDIAN AVIATION ACADEMY

Contractor's Labour Regulations

1. SHORT TITLE

These regulations may be called the IAA Contractors Labour Regulations.

2. DEFINITIONS

(i) **Workman** means any person employed by IAA or its contractor directly or indirectly through subcontractor with or without the knowledge of the IAA to do any skilled, semiskilled or unskilled manual, supervisory, technical or clerical work for hire or reward, whether the terms of employment are expressed or implied but does not include any person:

- a) Who is employed mainly in a managerial or administrative capacity: or
- b) Who, being employed in a supervisory capacity draws wages exceeding five hundred rupees per day or exercises either by the nature of the duties attached to the office or by reason of powers vested in him, functions mainly of managerial nature: or
- c) Who is an out worker, that is to say, person to whom any article or materials are given out by or on behalf of the principal employers to be made up cleaned, washed, altered, ornamental finished, repaired adopted or otherwise processed for sale for the purpose of the trade or business of the principal employers and the process is to be carried out either in the home of the out worker or in some other premises, not being premises under the control and management of the principal employer.

No person below the age of 14 years shall be employed to act as a workman.

- (ii) **Fair Wages** means wages whether for time or piece work fixed and notified under the provisions of the Minimum Wages Act from time to time.
- (iii) **Contractors** shall include every person who undertakes to produce a given result other than a mere supply of goods or articles of manufacture through contract labour or who supplies contract labour for any work and includes a subcontractor.
- (iv) **Wages** shall have the same meaning as defined in the Payment of Wages Act.

3. General Working Hours

- (i) Normally working hours of an adult employee should not exceed 9 hours a day. The working Day shall be so arranged that inclusive of interval for rest, if any, it shall not spread over more than 12 hours on any day.
- (ii) When an adult worker is made to work for more than 9 hours on any day or for more than 48 hours in any week, he shall be paid over time for the extra hours put in by him at double the ordinary rate of wages.
- iii)
 - a) Every worker shall be given a weekly holiday normally on a Sunday, in accordance with the provisions of the Minimum Wages (Central) Rules 1960 as amended from time to time irrespective of whether such worker is governed by the Minimum Wages Act or not.
 - b) Where the minimum wages prescribed by the Central/State Government under the Minimum Wages Act are not inclusive of the wages for the weekly day of rest, the worker shall be entitled to rest day wages at the rate applicable to the next preceding day, provided he has worked under the same contractor for a continuous period of not less than 6 days.
 - c) Where a contractor is permitted by the Director IAA to allow a worker to work on a normal weekly holiday, he shall grant a substituted holiday to him for the whole day on one of the five days immediately before or after the normal weekly holiday and pay wages to such worker for the work performed on the normal weekly holiday at overtime rate.

4. DISPLAY OF NOTICE REGARDING WAGES ETC.

The contractor shall before he commences his work on contract, display and correctly maintain and continue to display and correctly maintain in a clear and legible condition in conspicuous places on the work, notices in English and in the local Indian languages spoken by the majority of the workers giving the minimum rates of wages fixed under Minimum Wages Act, the actual wages being paid, the hours of work for which such wage are earned, wages periods, dates of payments of wages and other relevant information as per Appendix 'III'.

5. PAYMENT OF WAGES

- i) The contractor shall fix wage periods in respect of which wages shall be payable.
- ii) No wage period shall exceed one month.
- iii) The wages of every person employed as contract labour in an establishment or by a contractor where less than one thousand such persons are employed shall be paid before the expiry of seventh day and in other cases before the expiry of tenth day after the last day of the wage period in respect of which the wages are payable.
- iv) Where the employment of any worker is terminated by or on behalf of the contractor the wages earned by him shall be paid before the expiry of the second working day from the date

on which his employment is terminated.

- v) All payment of wages shall be made on a working day at the work premises and during the working time and on a date notified in advance and in case the work is completed before the expiry of the wage period, final payment shall be made within 48 hours of the last working day.
- vi) Wages due to every worker shall be paid to him direct or to other person authorised by him in this behalf.
- vii) All wages shall be paid in current coin or currency or in both.
- viii) Wages shall be paid without any deductions of any kind except those specified by the Central Government by general or special order in this behalf or permissible under the Payment of Wages Act 1956.
- ix) A notice showing the wages period and the place and time of disbursement of wages shall be displayed at the place of work and a copy sent by the contractor to the Airport Director under acknowledgement.
- x) It shall be the duty of the contractor to ensure the disbursement of wages in the presence of the Director IAA or authorised representative of the Director IAA who will be required to be present at the place and time of disbursement of wages by the contractor to workmen.
- xi) The contractor shall obtain from Director IAA or the authorised representative of the Director IAA a certificate under his signature at the end of the entries in the "Register of Wages" or the "Wage-cum-Muster Roll" as the case may be in the following form:

"Certified that the amount shown in column No. has been paid to the workman concerned in my presence onat" "

6. FINES AND DEDUCTIONS WHICH MAY BE MADE FROM WAGES

- (i) The wages of a worker shall be paid to him without any deduction of any kind except the following:
 - (a) Fines
 - (b) Deductions for absence from duty i.e. from the place or the places where by the terms of his employment he is required to work. The amount of deduction shall be in proportion to the period for which he was absent.
 - (c) Deduction for damage to or loss of goods expressly entrusted to the employed person for custody, or for loss of money or any other deduction which he is required to account, where such damage or loss is directly attributable to his neglect or default.
 - (d) Deduction for recovery of advances or for adjustment of overpayment of wages, advances granted shall be entered in a register.

- (e) Any other deduction which the Central Government may from time to time allow.
- (ii) No fines should be imposed on any worker save in respect of such acts and omissions on his part as have been approved of by the Chief Labour Commissioner.

Note: An approved list of Acts and Omissions for which fines can be imposed is enclosed at Appendix-X.

- (iii) No fine shall be imposed on a worker and no deduction for damage or loss shall be made from his wages until the worker has been given an opportunity of showing cause against such fines or deductions.
- (iv) The total amount of fine which may be imposed in any one wage period on a worker shall not exceed an amount equal to three paise in a rupee of the total wages, payable to him in respect of that wage period.
- (v) No fine imposed on any worker shall be recovered from him by installment, or after the expiry of sixty days from the date on which it was imposed.
- (vi) Every fine shall be deemed to have been imposed on the day of the act or omission in respect of which it was imposed.

7. LABOUR RECORDS

- (i) The contractor shall maintain a Register of persons employed on work on contract in Form XIII of the CL(R&A) Central Rules 1971 (Appendix IV)
- (ii) The contractor shall maintain a Muster Roll register in respect of all workmen employed by him on the work under Contract in Form XVI of the CL (R&A) Rules 1971 (Appendix V).
- (iii) The contractor shall maintain a Wage Register in respect of all workmen employed by him on the work under contract in Form XVII of the CL (R&A) Rules 1971 (Appendix VI)

Register of accident - The contractor shall maintain a register of accidents in such form as may be convenient at the work place but the same shall include the following particulars:

- (a) Full particulars of the labourers who met with accident.
- (b) Rate of Wages
- (c) Sex
- (d) Age
- (e) Nature of accident and cause of accident
- (f) Time and date of accident
- (g) Date and time when admitted in Hospital
- (h) Date of discharge from the Hospital
- (i) Period of treatment and result of treatment
- (j) Percentage of loss of earning capacity and disability as assessed by Medical Officer
- (k) Claim required to be paid under Workmen's Compensation Act.
- (l) Date of payment of compensation
- (m) Amount paid with details of the person to whom the same was paid

- (n) Authority by whom the compensation was assessed.
- (o) Remarks
- v) The contractor shall maintain a **Register of Fines** in the Form XII of the CL(R&A) Rules 1971 (Appendix-XI)

The contractor shall display in a good condition and in a conspicuous place of work the approved list of acts and omissions for which fines can be imposed (Appendix-X)
- vi) The contractor shall maintain a **Register of deductions for damage or loss** in Form XX of the CL (R&A) Rules 1971 (Appendix-XII)
- vii) The contractor shall maintain a **Register of Advances** in Form XXIII of the CL (R&A) Rules 1971 (Appendix-XIII)
- viii) The contractor shall maintain a **Register of Overtime** in Form XXIII of the CL (R&A) Rules 1971 (Appendix-XIV)

8. ATTENDANCE CARD-CUM-WAGE SLIP

- i) The contractor shall issue an **Attendance card-cum-wage** slip to each workman employed by him in the specimen format (Appendix-VII).
- ii) The card shall be valid for each wage period.
- iii) The contractor shall mark the attendance of each workman on the card twice each day, once at the commencement of the day and again after the rest interval, before he actually starts work.
- iv) The card shall remain in possession of the worker during the wage period under reference.
- v) The contractor shall complete the wage slip portion on the reverse of the card at least a day prior to the disbursement of wages in respect of the wage period under reference.
- vi) The contractor shall obtain the signature or thumb impression of the worker on the wage slip at the time of disbursement of wages and retain the card with himself.

9. EMPLOYMENT CARD

The contractor shall issue an **Employment Card** in Form XIV of the CL (R&A) Central Rules 1971 to each worker within three days of the employment of the worker (Appendix-VIII).

10. SERVICE CERTIFICATE

On termination of employment for any reason whatsoever the contractor shall issue to the workman whose services have been terminated, a **Service certificate** in Form XV of the CL(R&A) Central Rules 1971 (Appendix-IX).

11. PRESERVATION OF LABOUR RECORDS

All records required to be maintained under Regulations Nos. 6 & 7 shall be preserved in original for a period of three years from the date of last entries made in them and shall be made available for inspection by the Airport Director or Labour Officer or any other officers authorised by the Ministry of Urban Development in this behalf.

12. POWER OF LABOUR OFFICER TO MAKE INVESTIGATIONS OR ENQUIRY

The Labour Officer or any person authorised by Central Government on their behalf shall have power to make enquiries with a view to ascertaining and enforcing due and proper observance of Fair Wage Clauses and the Provisions of these Regulations. He shall investigate into any complaint regarding the default made by the contractor or subcontractor in regard to such provision.

13. REPORT OF LABOUR OFFICER

The Labour Officer or other persons authorised as aforesaid shall submit a report of result of his investigation or enquiry to the Director IAA concerned indicating the extent, if any, to which the default has been committed with a note that necessary deductions from the contractor's bill be made and the wages and other dues be paid to the labourers concerned. In case an appeal is made by the contractor under Clause 13 of these regulations, actual payment to labourers will be made by the Director IAA after Labour officer has given his decision on such appeal.

Director IAA shall arrange payments to the labour concerned within 45 days from the receipt of the report from the Labour Officer.

14. APPEAL AGAINST THE DECISION OF LABOUR OFFICER

Any person aggrieved by the decision and recommendations of the Labour Officer or other person so authorised may appeal against such decision to the Director IAA concerned within 30 days from the date of decision, but subject to such appeal, the decision of the officer shall be final and binding upon the contractor.

15. PROHIBITION REGARDING REPRESENTATION THROUGH LAWYER

- i) A workman shall be entitled to be represented in any investigation or enquiry under these regulations by:
 - a) An officer of a registered trade union of which he is a member.
 - b) An officer of a federation of trade unions to which the trade union referred to in Clause (a) is affiliated
 - c) Where the employer is not a member of any registered trade union, by an officer of a registered trade union, connected with the industry in which the worker is employed or by any other workman employed in the industry in which the worker is employed.
- ii) An employer shall be entitled to be represented in any investigation or enquiry under these regulations by:
 - a) An officer of an association of employers of which he is a member.

- b) An officer of a federation of associations of employers to which association referred to in Clause (a) is affiliated.
 - c) Where the employers is not a member of any association of employers, by an officer of association of employer connected with the industry in which the employer is engaged or by any other employer, engaged in the industry in which the employer is engaged.
- iii) No party shall be entitled to be represented by a legal practitioner in any investigation or enquiry under these regulations.

16. INSPECTION OF BOOKS AND SLIPS

The contractor shall allow inspection of all the prescribed labour records to any of his workers or to his agent at a convenient time and place after due notice is received or to the Labour Officer or any other person, authorised by the Central Government on his behalf.

17. SUBMISSION OF RETURNS

The contractor shall submit periodical returns as may be specified from time to time.

18. AMENDMENTS

The Central Government/IAA may from time to time add to or amend the regulations and on any question as to the application/interpretation or effect of those regulations the decision of the Director IAA concerned shall be final.

प्रसूति प्रसुविधाओं का रजिस्टर (ढेके की शर्तों का खण्ड 19-च)

REGISTER OF MATERNITY BENEFITS (Clause 19 F)

ढेकेदार का नाम और पता

Name and address of the contractor.....

कार्य का नाम और स्थिति

Name and location of the work.....

कर्मचारी का नाम	पिता/पति का नाम	नियोजन का स्वरूप	वास्तविक नियुक्ति की अवधि	तारीख जिसको प्रसवावस्था की सूचना दी गई
Name of the employee	Father's/husband's name	Nature of employment	Period of actual employment	Date on which notice of confinement given
1	2	3	4	5

तारीख जिसको प्रसूति छुट्टी प्रारम्भ हुई और समाप्त हुई
Date on which maternity leave commenced and ended

प्रसव/गर्भपात की तारीख Date of delivery/ miscarriage	प्रसव की दशा में In case of delivery		गर्भपात की दशा में In case of miscarriage	
	प्रारम्भ हुई commenced	समाप्त हुई Ended	प्रारम्भ हुई commenced	समाप्त हुई Ended
6	7	8	9	10

कर्मचारी को संदत्त छुट्टी वेतन
Leave Pay paid to the employee

प्रसव की दशा में In case of delivery		गर्भपात की दशा में In case of miscarriage		टिप्पणियां Remarks
छुट्टी वेतन की दर Rate of leave pay	संदत्त रकम Amount paid	छुट्टी वेतन की दर Rate of leave pay	संदत्त रकम Amount paid	
11	12	13	14	15

APPENDIX II

**SPECIMEN FORM OF THE REGISTER, REGARDING
MATERNITY BENEFIT ADMISSION TO THE CONTRACTOR'S LABOUR IN INDIAN
AVIATION ACADEMY WORKS**

Name and address of the contractor.....

Name and location of the work.....

- 1 Name of the woman and her husband's name
- 2 Designation
- 3 Date of appointment
- 4 Date with months and years in which she is employed.
- 5 Date of discharge/dismissal, if any
- 6 Date of production of certificates in respect of pregnancy.
- 7 Date on which the woman informs about the expected delivery.
- 8 Date of delivery/miscarriage/death.
- 9 Date of production of certificate in respect of delivery/miscarriage.
- 10 Date with the amount of maternity / death benefit paid in advance of expected delivery.
- 11 Date with amount of subsequent payment of maternity benefit
- 12 Name of the person nominated by the woman to receive the payment of the maternity benefit after the death.
- 13 If the woman dies, the date of her death, the name of the person to whom maternity benefit amount was paid, the month thereof and the date in the register.
- 14 Signature of the contractor authenticating entries in the register.
- 15 Remarks column for the use of Inspection Officer.

APPENDIX III

Labour Board

Name of work

Name of Contractor

Address of Contractor

Name and address of IAA Division

Name of IAA Labour Officer

Address of IAA Labour Officer

Name of IAA Labour Officer

Sl.No.	Category	Minimum wage Fixed	Actual Wage Paid	Number Present	Remark

Weekly holiday

Wage period

Date of payment of wages

Working hours

Rest interval

Form – XIII (See Rule 75)

Register for Workmen Employed by Contractor

S. No.	Name and Surname of Workman	Age and Sex	Father's / Husband's Name	Name and Employment Designation	Permanent home address of Workman (Vill. And Tehsil, Taluk and District)	Local Address	Date of commencement of employment	Signature / Thumb impression of the workman	Date of termination of employment	Reasons for termination	Remarks
1	2	3	4	5	6	7	8	9	10	11	12

Form – XVI (See Rule 78 (2) (a))
Muster Roll

Name and address of contractor

Name and address of establishment under which contract is carried on

.....

Name and address of Principal Employer

.....For the month of fortnight.....

S.No.	Name of workman	Sex	Father's / Husband's Name	Date	
1	2	3	4	5	

Form – XVII (See Rule 78 (2) (a))
Register for Wages

Name and address of contractor

Name and address of establishment under which contract is carried on
.....

Name and address of Principal Employer

Wages Period For the month of fortnight

S. No.	Name of Workman	Serial in the register of workman	Designation / Nature of Work done	No. of days worked	Units of work done	Daily rate of wages / piece rate	Amount of wages earned				
							Basic wages	Dearness allowance	Overtime	Other cash payments (indicate nature)	Total
1	2	3	4	5	6	7	8	9	10	11	12

मजदूरी कार्ड संख्या / Wage Card No. मजदूरी कार्ड WAGE CARD

उपेक्षितार का नाम व पता..... जारी करने की तारीख.....
Name and Address of Contractor Date of Issue

कार्य का नाम व स्थान..... पर.....
Name and location of work Designation

मजदूर का नाम..... मास/पक्ष.....
Name of workman Month/Fortnight

मजदूरी की दर.....
Rate of Wages

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

प्रातः..... दर.....
Morning Rate

सायं..... रकम.....
Evening Amount

हस्ताक्षर.....
Initial

..... से अपनी मजदूरी के..... रूपसे प्राप्त किए
Received from the sum of Rs. on account of my wages

यह मजदूरी कार्ड की तारीख से एक मास तक के लिए वैध है। हस्ताक्षर Signature.

The Wage Card is valid for one month from the date of issue

(कृपया नियम 76 देखें)
[See rule 76]

रोजगार कार्ड
Employment Card

ठेकेदार का नाम व पता

Name and address of contractor.....

कार्यालय का नाम व पता जिसके अधीन ठेका चल रहा है

Name and address of establishment under which contract is carried

कार्य का नाम व स्थान

Name of work and location of work.....

मुख्य नियोजता का नाम व स्थान

Name and address of Principal Employer.....

1. मजदूर का नाम

Name of the workman.....

2. लगाये गए मजदूरों के रजिस्टर में क्रम संख्या

Sl. No. in the register of workman employed.....

3. रोजगार/पद का नाम

Nature of employment/designation.....

4. मजदूरी की दर

(पीस वर्क के बारे में एकक के ब्यौरा सहित)

Wage rate (with particulars of unit in case of piece work).....

5. मजदूरी की अवधि

Wage period.....

6. रोजगार की अवधि

Tenure of employment.....

7. टिप्पणी

Remark.....

ठेकेदार के हस्ताक्षर
Signature of contractor

Form – XV (See Rule 77)

Service Certificate

Name and address of contractor

Nature and location of work.....

Name and address of workman

Age / Date of birth.....

Identification Marks

Father's / Husband's Name

Name and address of establishment under which contract is carried on
.....

Name and address of Principal Employer

S. No.	Total period for which employed		Nature of work done	Rate of wages (with particulars of unit in case of piece rate)	Remarks
	From	To			
1	2	3	4	5	6

Signature

LIST OF ACTS AND OMISSIONS FOR WHICH FINES CAN BE IMPOSED

In accordance with rule 7(v) of the IAA Contractor's Labour Regulations to be displayed prominently at the site of work both in English and local Language.

- 1 Willful insubordination or disobedience, whether alone or in combination with other.
- 2 Theft fraud or dishonesty in connection with the contractors beside a business or property of IAA.
- 3 Taking or giving bribes or any illegal gratifications
- 4 Habitual late attendance.
- 5 Drunkenness lighting, riotous or disorderly or indifferent behaviour
- 6 Habitual negligence.
- 7 Smoking near or around the area where combustible or other materials are locked
- 8 Habitual Indiscipline
- 9 Causing damage to work in the progress or to property of the IAA or of the contractor.
- 10 Sleeping on duty.
- 11 Malingering or slowing down work.
- 12 Giving of false information regarding name, age, father's name, etc.
- 13 Habitual loss of wage cards supplied by the employer's
- 14 Unauthorised use of employer's property of manufacturing or making of unauthorised particles at the work place
- 15 Bad workmanship in construction and maintenance by skilled workers which is not approved by the Department and for which the contractors are compelled to undertake rectifications.
- 16 Making false complaints and/or misleading statements.
- 17 Engaging on trade within the premises of the establishments.

- 18 Any Unauthorised divulgence of business affairs of the employees.
- 19 Collection or canvassing for the collection of any money within the premises of an establishment unless authorised by the employer.
- 20 Holding meeting inside the premises without previous sanction of the employers.
- 21 Threatening or intimidating any workman or employer during the working hours within the premises

Form – XII (See Rule 78 (2) (d))
Register of Fines

Name and address of contractor

Name and address of establishment under which contract is carried on.....

Nature and location of work

Name and address of Principal Employer

S. No.	Name of Workman	Father / Husband's Name	Designation / Nature of employment	Act / Omission for which fine imposed	Date of offence	Whether workman showed cause against fine	Name of person in whose presence employee's explanation was heard	Wage period and wages payable	Amount of fine imposed	Date on which fine realised	Remarks
1	2	3	4	5	6	7	8	9	10	11	12

Form – XX (See Rule 78 (2) (d))
Register of Deduction for Damage or loss

Name and address of contractor

Name and address of establishment under which contract is carried on.....

Nature and location of work

Name and address of Principal Employer

S. No.	Name of Workman	Father / Husband's Name	Designation / Nature of employment	Particulars of damage or loss	Date of damage or loss	Whether workman showed cause against fine	Name of person in whose presence employee's explanation was heard	Amount of deduction imposed
1	2	3	4	5	6	7	8	9

Form – XXII (See Rule 78 (2) (d))
Register of Advances

Name and address of contractor

Name and address of establishment under which contract is carried on.....

Nature and location of work

Name and address of Principal Employer

S. No.	Name of Workman	Father / Husband's Name	Designation / Nature of employment	Wage period and wages payable	Date and amount of advance given	Purpose (s) fr which advance given	No. of installments by which advance to be repaid	Date a amount each installm repaid
1	2	3	4	5	6	7	8	9

Form – XXIII (See Rule 78 (2) (e))
Register of Overtime

Name and address of contractor

Name and address of establishment under which contract is carried on
.....

Nature and location of work

Name and address of Principal Employer

S. No.	Name of Workman	Father / Husband's Name	Designation / Nature of employment	Designation / Nature of employment	Date on which overtime worked	Total overtime worked or production in case of piece rate	Normal rate of wages	Overtime rate of wages
1	2	3	4	5	6	7	8	9

Bank Guarantee Bond

FORM OF PERFORMANCE SECURITY (GUARANTEE)

Bank Guarantee Bond

1. In consideration of the Director, IAA (hereinafter called "IAA") having offered to accept the terms and conditions of the proposed agreement between

and.....[hereinafter called the said Contractor(s)] for the work(herein after "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs.....(Rupees.....only) as a security / guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

We..... (Indicate the name of the Bank) (Hereinafter referred to as "the Bank") hereby undertake to pay to the Director, IAA an amount not exceeding Rs..... (Rupees..... only) on demand by IAA.

2. We(Indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demure, merely on a demand from IAA stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees only).

3. We, the said Bank, further undertake to pay to the Director, IAA any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal.

The payment so made by us under his bond shall be a valid discharge of our liability for payment there under and the contractor(s) shall have no claim against us for making such payment.

4. We.....(Indicate the name of the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of IAA under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Director IAA certified that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee.

5. We.....(indicate the name of the bank) further agree with IAA that IAA shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of terms and conditions of the said agreement or to

extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by IAA against in the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relived from our liability by reason of any such variation, or extensions being granted to the said contractor(s) or for any forbearance, act of omission on

the part of IAA or any indulgence by the IAA to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
7. We..... (Indicate the name of the bank) lastly undertake not to revoke this guarantee except with the previous consent of IAA in writing.
8. This guarantee shall be valid upto.....Unless extended on demand by IAA. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs.....(Rupees..... only) and unless a claim in writing is lodged within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

In presence of:

Dated this _____ Day of _____

WITNESS

1
2

For and on behalf of (The Bank)

Signature _____

Name & Designation _____

Authorisation No. _____

Name & Place _____

Bank's Seal _____

The above Guarantee is accepted by Indian Aviation Academy.

For and on behalf of Indian Aviation Academy.

Signature _____

Name _____

Designation _____

Dated _____

Note: * Date of validity should be schedule date of completion + Six months.

SCHEDULE-A

SCHEDULE `

Reference to General Conditions of Contract.

Name of work: Environmental Support Services (Up-Keeping), Maintenance and Management of Indian Aviation Academy (IAA) & Hostel Block Including Toilets, Scrubbing and Cleaning, Internal / External Walls, Cleaning of Metal Accessories / Surface etc. complete with Manpower, Materials, Machines as required as per scope of work.

- | | | |
|-------|----------------------------|---|
| (i) | Estimated cost of work: | 512.60 Lakhs |
| (ii) | Earnest money: | 3.42 Lakhs |
| (iii) | Performance Guarantee | 3% of contract value |
| (iv) | Security Deposit | 5% of contract value of work |
| (v) | Time period of completion: | 03 years. It is further extendable upto another 02 (Two) years subject to satisfactory. |

Before quoting rates in "Items" Section in financial bid, the bidders are advised to read the full description of respective items & unit of Abstract of Quantities mentioned in SOQ in conjunction with the short description of items & unit.

GENERAL RULES & DIRECTION

Officer inviting tender : Director
Indian Aviation Academy,

Maximum percentage for quantity of items of work to be executed beyond which rates are to be determined in accordance with Clauses 10 See Below
30%

Definitions:

1.	Office Inviting tender	Director Indian Aviation Academy,
2.	Accepting Authority	As per delegation of power
3.	Percentage on cost of materials and labour to cover all overheads and profits	15%
4.	Standard Schedule of Rates	Market rate.
5.	Department	IAA
6.	Standard A.A.I. Contract Form	MESS - Corrected up to date

Clause 1

- (i) Time allowed for submission of :
Performance Guarantee from the date of issue of letter of acceptance **30 days**
- (ii) Maximum allowable extension beyond :
the period (provided in i) above **Refer clause 1 of GCC**

Clause 4	Number of day from the date of issue of	:	
-----------------	---	---	--

	letter acceptance for reckoning date of start		30 days
--	---	--	----------------

Clause 9

Specification to be followed for execution of work : As per SCC

Clause 10

10.2 & 10.3	<i>Deviation limit beyond which clauses 10 shall apply</i>	:	30%
-------------	--	---	-----

Clause 13

	Competent Authority for deciding reduced rates	:	Director, IAA
--	--	---	---------------

Clause 15

List of mandatory machinery, tools & plants to be deployed by the contractor at site:

List of mandatory tools and plants to be deployed by the contractor at site are mentioned in special condition of contract.

ACCEPTANCE LETTER

To

Director, IAA

Sir,

ACCEPTANCE OF IAA'S TENDER CONDITIONS

1. The tender documents for the work “” have been sold to me/us by Indian Aviation Academy and I/we hereby certify that I/we have inspected the site and read the entire terms and conditions of the tender documents made available to me/us in the office of Director IAA. Which shall form part of the contract agreement and I/We shall abide by the conditions/clauses contained therein.
2. I/We hereby unconditionally accepts the tender conditions of IAA's tender documents in its entirety for the above work.
3. The contents of clauses of Notice Inviting Tender of the Tender Documents have been noted wherein it is clarified that after unconditionally accepting the tender conditions in its entirety, it is not permissible to upload any additional file or put any remark(s)/conditions(s) (except unconditional rebate on quoted rates if any) in/ along with the Tender Document and the same has been followed in the present case. In case, this provisions of the tender if found violated after opening of tender, I/We agree that the tender shall be rejected and IAA shall without prejudice to any other right or remedy be at liberty to forfeit the **EMD**.
4. **‘That, I/We declare that I/We have not paid and will not pay any bribe to any officer of IAA for awarding this contract at any stage during its execution or at the time of payment of bills, and further if any officer of IAA asks for bribe/gratification, I will immediately report it to the Appropriate Authority in IAA’.**
5. The required earnest money as specified in clause no. at page no. – NIT -2 for this work has also been submitted.

Yours Faithfully

Date:

(Signature of the tenderer)

ANNEXURE-2

FORM OF BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT IN INDIVIDUAL CONTRACT

(On Non-Judicial Stamp Paper)

[Refer clause No.1A of GCC]

To

The Indian Aviation Academy

1. In consideration of the Indian Aviation Academy having its office at New Delhi (hereinafter called the "IAA" which expression shall unless repugnant to the subject or context include its administrators, successors and assigns) having agreed under the terms and conditions of Contract Agreement No. _____ dated _____ made between _____ and IAA in connection with the work of _____ (hereinafter called the said contract), to accept Deed of Guarantee as herein provided' for Rs. _____ (Rupees _____ only) from a Nationalized Bank in lieu of the Security deposit to be made by the contractor or in lieu of the deduction to be made from the contractor's bills, for the due fulfillment by the said Contractor of the term and conditions contained in the said Contract. We, the _____ bank (hereinafter referred to as "the said Bank" and having our registered office at _____ do hereby undertake and agree to indemnify and keep indemnified IAA from time to time to the extent of Rs. _____ (Rupees _____ only) against any loss or damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by IAA by reason of any breach or breaches by the said Contractor of any of the terms and conditions contained in the said contract and to unconditionally pay the amount claimed by IAA on demand and without demur to the extent aforesaid.
2. We, the _____ Bank, further agree that IAA shall be the sole judge of and as to whether the said Contractor has committed any breach or breaches of any of the terms and conditions of the said contract and the extent of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by IAA on account thereof and the decision of IAA that the said Contractor has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by IAA from time to time shall be final and binding on us.

3. We, the said Bank, further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Contracts and till all the dues of IAA under the said Contract or by virtue of any of the terms and conditions governing the said Contract have been fully paid and its claims satisfied or discharged and till the Accepting Authority of the contract certifies that the terms and conditions of the said Contract have been fully and properly carried out by the said Contractor and accordingly discharges this guarantee subject, however that IAA shall have no claim under this Guarantee after 90 (Ninety) days from the date of expiry of the Defects Liability Period as provided in the said Contract, i.e., _____(date) or from the date of cancellation of the said Contract, as the case may be, unless a notice of the claim under this Guarantee has been served on the Bank before the expiry of the said period in which case the same shall be enforceable against the Bank notwithstanding the fact, that the same is enforced after the expiry of the said period.
4. IAA shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee or Indemnity from time to time to vary any of the terms and conditions of the said contract or to extend time of performance by the said Contractor or to postpone for any time and from time to time any of the powers exercisable by it against the said Contractor and either to enforce or forbear from enforcing any of terms and conditions governing the said Contract or securities available to IAA and the said Bank shall not be released from its liability under these presents by any exercise by IAA of any liberty with reference to the matters aforesaid or by reason of time being given to the said Contractor or any other forbearance, act or omission on the part of IAA or any indulgence by IAA to the said Contractor or any other matter or thing whatsoever which under the law relating to sureties would but for this provisions have the effect of so releasing the Bank from its such liability.
5. It shall not be necessary for IAA to proceed against the Contractor before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank, notwithstanding any security which IAA may have obtained or obtain from the Contractor at the time when proceedings are taken against the Bank hereunder be outstanding or unrealised.
6. We, the said Bank, lastly undertake not to revoke this Guarantee during its currency except with the previous consent of IAA in writing and agree that any change in the Constitution of the said Contractor or the said Bank shall not discharge our liability hereunder.

7. Address of Regional / Controlling branch of the issuing branch of bank Guarantee is -----

In presence of: Dated this _____ Day of _____

WITNESS

1. For and on behalf of (The Bank)

2.

Signature _____

Name & Designation _____

Authorisation No. _____

Name & Place _____

Bank's Seal _____

The above Guarantee is accepted by Indian Aviation Academy.

For and on behalf of Indian Aviation Academy.

Signature _____

Name _____

Designation _____

Dated _____

Note:

***For Proprietary Concerns**

Shri _____ son of _____ resident of _____
_____ carrying on business under the name
and style of _____ at _____ (hereinafter called "the said Contractor" which expression
shall unless the context requires otherwise include his heirs, executors, administrators and legal
representatives).

For Partnership Concerns

1. Shri _____ son of _____ resident of _____

2. Shri _____ son of _____ resident of _____ carrying
on business in co-partnership under the name and style of _____ at _____ (hereinafter
collectively called "the said contractor" which expression shall unless the context requires otherwise
include each of them and their respective heirs, executors administrators and legal representatives).

For Companies

M/s _____ a Company registered under the Companies Act, 1956 and having its registered office in the State of (Hereinafter called "the said Contractor" which expression shall unless the context requires otherwise include its administrators, successors and assigns).

WORK DIARY

ANNEXURE-3

PART-A

1. Name of Work
2. Contract Agreement No.
3. Date of Acceptance
4. Name and Registered address of Contractor
5. contract Sum
6. Peroid of Contract
7. Name and local address fo Contractor/contractor's Agent
8. Date of First Works order
9. Date of handing over the site to contractor
10. Date of commencement of work
11. Stipulated date of completion of Contract
12. Suspension orders showing duration and authority
13. Extended date of completion with authority
14. Date of actual completion of work
15. No. of shifts under this contract

PART B

DAILY RECORD

1. Shift
2. Labour engaged by contractor

Skilled		Semi skilled		Unskilled	
Category	No.	Category	No.	Category	No.
Supervisor		Operator		Sweeper	

3. Materials brought on site with approximate quantities (rejection, if any, to be stated).

Materials brought		Rejected Material		Used	
Materials	Quantity	Materials	Quantity	Materials	Quantity

4. Details of equipment and machinery working on site.

T&P	Quantity	Remarks regarding breakdown maintenance etc.

5. Brief particulars of work in progress
6. Important stages completed and passed
7. Remarks of Visiting Officer

Dated signature of Director IAA
or representative

Dated signature of contractor or his
authorized agent

AGREEMENT FORM

(To be printed on - stamp paper of appropriate Value)

This agreement made this (date in figures & words) between Indian Aviation Academy, National Institute of Aviation Management and Research, a society registered under societies registration act 1860, having its head office at Indian Aviation Academy behind Indian Spinal Injuries Centre, Vasant Kunj, New Delhi - 110070 through its _____(here in after referred to as "IAA" which expression shall include its administrators, successors, executors and assign of the One part and M/s. _____(hereinafter referred to as the "Contractor", which expression shall include its administrators, successors, executors and permitted assigns)of the Other part.

Whereas IAA is desirous of getting the work of " **at Indian Aviation Academy, Vasant Kunj, New Delhi**" (hereinafter called work) done by means of a contract, had invited tenders for this work as per tender documents sold for this purpose.

And whereas the contractor had participated in the above referred bidding vide his tender application dated _____and other subsequent referred letters. IAA accepting his tender offer awarded the work to the contractor on the terms and conditions contained in its acceptance letter No. IAA _____

Dated _____and documents, terms and conditions referred to therein which have been accepted by M/s. _____resulting into a contract.

NOW THEREFORE THIS DEED WITNESSTH AS UNDER:

IAA has awarded the contract to the contractor, for the work of " **at Indian Aviation Academy, Vasant Kunj, New Delhi**" on the terms and conditions contained in its acceptance letter No. IAA _____Dated _____and documents referred to therein. The award has taken effect from the date of letter of Award. The terms and expression used in this agreement shall have the same meaning as are assigned to them in the contract documents referred to in the succeeding articles.

2.0 Contract Documents:

The contract shall be performed strictly as per the terms and conditions stipulated herein and in the following documents attached herewith (hereinafter referred to as contract documents)

S.No.	Name of the Documents	Page No.
01.	Award letter of IAA	Dated: -
02.	Contractor's Tender Application No.	Dated: -
03.	Envelope cover-I	-
04.	Tender Documents	-

05.	Notice Inviting Tender	-
06.	Tender forms	-
07.	General Conditions of Contract	-
08.	Special Conditions of Contract	-
09.	Schedule of quantities	-
10.	Envelope cover-II	-
11.	All correspondences between IAA & Contractor before award of work.	-

All the aforesaid contract documents shall form an integral part of this agreement in so far as the same or any part thereof conform to the tender document and what has been specifically agreed to by IAA on its letter of Award. Any matter inconsistent therewith, contrary or repugnant thereto or any deviation taken by the contractor in its proposal not agreed to by IAA in its letter of Award or any other letter which forms a part of contract documents mentioned sake of brevity this agreement along with its aforesaid contract document shall be referred to as the agreement.

The scope of contract, consideration, terms of payment, wherever applicable, insurance, liquidated damages, period of completion and all other terms and conditions are contained in aforesaid tender documents. The contract shall be duly performed by the contractor strictly and faithfully in accordance with the terms of agreement.

This agreement constitutes full and complete understanding between the parties and terms of the presents. It shall supersede all prior correspondence to the extent of in-consistency or repugnancy to the terms and conditions contained in the tender agreement. Any modification of the agreement shall be effected only by written instrument signed by both the parties.

Any notice given by either party to the other under the agreement shall be written and shall be deemed to have been duly and properly served upon the parties here to if delivered at the address mentioned hereby in above.

THIS CONTRACT AGREEMENT IS ALLOTTED THE NUMBER:

IAA/_____ Dated:

In witness whereof, the parties have executed these presents, day, month and year first above mentioned at_____.

Contractor's signature

Signature for IAA

WITNESS:

- 1.
- 2.

WITNESS:

- 1.
- 2.

PRE CONTRACT INTEGRITY PACT

This Pact made thisday of between Indian Aviation Academy, National Institute of Aviation Management and Research, a society registered under Societies Registration Act 1860 having its head office at Indian Aviation Academy behind Indian Spinal Injuries Centre, Vasant Kunj, New Delhi – 110070, hereinafter called the Authority (which term shall unless excluded by or is repugnant to the context, be deemed to include its Director IAA or any of them specified by the Director IAA in this behalf, and shall also include its successors and assigns) of the one part

AND

.....represented by of the other part, hereinafter called the “Bidder/Contractor “(which term shall unless excluded by or is repugnant to the context be deemed to include its heirs, representatives, successors and assigns of the Bidder/ Contractor)

WHEREAS the IAA intends to award, under laid down organizational procedures, tender/ contract for -----

-----”. The IAA, while discharging its functions on business principles, values proper compliance with all relevant laws and regulations, and the principles of natural justice, ethics, equity, fairness and transparency in its relations with the Bidders/ Contractors.

WHEREAS the IAA is desirous to make its business mechanism more transparent, thus to ensure strict adherence of the aforesaid objectives/goals, the IAA hereby adopts the instrument developed by the renowned international non-governmental organization “ Transparency International” (T I) headquartered in Berlin (Germany).The Authority will appoint an Independent External Monitor (IEM) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

AND WHEREAS the Bidder is submitting a tender to the IAA for “-----
-----”. In response to the NIT (Notice Inviting Tender) dated Contractor is signing the contract for execution of “-----

NOW, therefore,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to

Enabling the IAA to obtain the desired said stores/equipment/execution of works at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling IAA to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the IAA will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the Indian Aviation Academy:

- 1.1 The IAA undertakes that no official of the IAA, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 The IAA will, during the pre-contact stage, treat all BIDDER's alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the IAA will report to the appropriate authority office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 2.0 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the IAA with full and verifiable facts and the same is prima facie found to be correct by the IAA, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the IAA and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the IAA the proceedings under the contract would not be stalled.

3. Commitments of Bidders/Contractor.

The Bidder/Contractor commits itself to take all measures necessary to prevent corrupt practice, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

- 3.1 The Bidder/Contractor will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the IAA, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 (i) The Bidder/Contractor further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the IAA or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the IAA for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the IAA.
- 3.2 (ii) The Bidder /Contractor has not entered and will not enter with other bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specification, certifications, subsidiary contracts, submission or non-submission of bids or any actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 3.3 The Bidder/Contractor shall, when presenting his bid, disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

- 3.4 The Bidder/Contractor shall when presenting his bid disclose any and all the payments he has made or, is committed to or intends to make to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The Bidder/Contractor further confirms and declares to the IAA that the BIDDER is the original manufacturer/integrator/ authorized government sponsored export entity of the stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the IAA or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6 The Bidder/Contractor, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the IAA or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The Bidder/Contractor will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The Bidder/Contractor will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The Bidder/ Contractor shall not use improperly, for purposes of competition or personal gain or pass on to others, any information provided by the IAA as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The Bidder / Contractor also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The Bidder/Contractor will inform to the Independent External Monitor.
- i) If he receives demand for an illegal/undue payment/benefit.
 - ii) If he comes to know of any unethical or illegal payment/benefit.
 - iii) If he makes any payment to any IAA's associate(s)
- 3.11 The Bidder/Contractor commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.12 The Bidder/Contractor shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.13 If the Bidder/Contractor or any employee of the Bidder/Contractor or any person acting on behalf of the Bidder/ Contractor, either directly or indirectly, is a relative of any of the officers of the IAA, or alternatively, if any relative of an officer of the IAA has financial interest/stake in the Bidder's/Contractor's firm, the same shall be disclosed by the Bidder/Contractor at the time filing of tender.
- The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- 3.14 The Bidder/Contractor shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the IAA.

3.15 That if the Bidder/ Contractor, during tender process or before the award of the contract or during execution of the contract/work has committed a transgression in violation of section 2 or in any other form such as to put his reliability or credibility as Bidder/Contractor into question, the IAA is entitled to disqualify him from the tender process or to terminate the contract for such reason and to debar the BIDDER from participating in future bidding processes.

4. Previous Transgression

- 4.1 The Bidder/Contractor declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify Bidders's exclusion from the tender process.
- 4.2 The Bidder/Contractor agrees that if it makes incorrect statement on this subject, he can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason and he may be considered for debarment for future tender/contract processes.
- 4.3 That the Bidder/Contractor undertakes to get this Pact signed by the sub- contractor(s) and associate(s) whose value of the work contribution exceeds Rs 2.0 Crores (Rupees Two Crore only.) and to submit the same to the IAA along-with the tender document/ contract before contract signing.
- 4.4. That sub-contractor(s)/ associate(s) engaged by the Contractor, with the approval of the IAA after signing of the contract, and whose value of the work contribution exceeds Rs 1.5 Crs. (Rupees One Crore Fifty Lacs) will be required to sign this Pact by the Contractor, and the same will be submitted to the IAA before doing/ performing any act/ function by such sub-contractor(s)/ associate(s) in relation to the contract/ work.
- 4.5 That the IAA will disqualify from the tender process all Bidder(s) who do not sign this Pact or violate its provisions or fails to get this Pact signed in terms of section 4.3 or 4.4 above.
- 4.6 That if the Contractor(s) does/ do not sign this Pact or violate its provisions or fails to get this Pact signed in terms of Section 4.3 or 4.4 above. IAA will terminate the contract and initiate appropriate action against such Contractor(s).
5. Earnest Money, Security Deposit, Bank guarantee, Draft, Pay order or any other mode and its validity i/c Warranty Period, Performance guarantee/Bond.
While submitting bid, the BIDDER shall deposit an EMD/SD/BG/DRAFT/PAY ORDER ETC I/C WARRANTY PERIOD, PG/BOND, VALIDITY ETC, which is as per terms and conditions and details given in NIT / tender documents sold to the Bidders.
6. Sanctions for Violations/ Disqualification from tender process and exclusion from future Contracts.
 - 6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the IAA to take all or any one of the following actions, wherever required:
 - (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

- (ii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
 - (iii) If the IAA has disqualified / debarred the Bidder from the tender process prior to the award under section 2 or 3 or 4, the IAA is entitled to forfeit the earnest money deposited/bid security.
 - (iv) To recover all sums already paid by the IAA, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the IAA in connection with any other contract or any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
 - (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
 - (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the IAA resulting from such cancellation/rescission and the IAA shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
 - (vii) To debar the BIDDER from participating in future bidding processes for a minimum period of three years, which may be further extended at the discretion of the Authority.
 - (viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
 - (ix) In case where irrevocable Letters of Credit have been received in respect of any contract signed by the IAA with the BIDDER, the same shall not be opened.
 - (x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
 - (xi) That if the IAA has terminated the contract under section 2 or 3 or 4 or if the IAA is entitled to terminate the contract under section 2 or 3 or 4, the IAA shall be entitled to demand and recover from the contractor damages equivalent to 5% of the contract value or the amount equivalent to security deposit or performance bank guarantee, whichever is higher.
 - (xii) That the Bidder/ Contractor agrees and undertakes to pay the said amount without protest or demur subject only to condition that if the Bidder/Contractor can prove and establish to the satisfaction of the IAA that the disqualification / debarment of the bidder from the tender process or the termination of the contract after award of the contract has caused no damage to the IAA.
- 6.2 The IAA will be entitled to take all or any of the actions mentioned at para 6.1(i) to (xii) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf

(whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 That if the Bidder/Contractor applies to the IAA for premature revocation of the debarment and proves to the satisfaction of the IAA that he has installed a suitable and effective corruption prevention system and also restored/recouped the damage, if any, caused by him, the IAA may, if thinks fit, revoke the debarment prematurely considering the facts and circumstances of the case, and the documents/evidence adduced by the Bidder/Contractor for first time default.

6.4 That a transgression is considered to have occurred if the IAA is fully satisfied with the available documents and evidence submitted alongwith Independent External Monitor's recommendations/suggestions that no reasonable doubt is possible in the matter.

6.5 The decision of the IAA to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent External Monitor(s) appointed for the purpose of this Pact.

7. Allegations against Bidders/Contractors/ Sub-Contractors/ Associates:

That if the IAA receives any information of conduct of a Bidder/ Contractor or Sub-Contractor or of an employee or a representative or an Associates of a Bidder, Contractor or Sub- Contractor which constitute corruption, or if the IAA has substantive suspicion in this regard, the IAA will inform the Vigilance Department for appropriate action.

8. Independent External Monitor(s),

8.1 That the IAA has appointed competent and credible Independent External Monitor(s) for this Pact.

8.2 The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact. He will also enquire into any complaint alleging transgression of any provision of this Pact made by the Bidder, Contractor or IAA.

8.3. That the Monitor is not subject to any instructions by the representatives of the parties and would perform his functions neutrally and independently. He will report to the Chairperson of the Board of the IAA.

8.4 That the Bidder / Contractor accepts that the Monitor has the right to access without restriction to all project documentation of the IAA including that provided by the Bidder/Contractor. The Bidder/Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation including minutes of meeting. The same is applicable to Sub - Contractors and Associates. The Monitor is under obligation to treat the information and documents of the Authority and Bidder/ Contractor/ Sub-Contractors/ Associates with confidentiality.

8.5. That as soon as the Monitor notices, or believes to notice, a violation of this Pact, he will so inform the management of the IAA and request the management to discontinue or heal the violation, or to take other relevant action. The Monitor can in this regard submit his recommendations/suggestions. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

8.6 That the IAA will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meetings could have an impact on the contractual relations between the IAA and the Contractor / Bidder. The parties offer to the Monitor the option to participate in such meetings.

8.7 That the Monitor will submit a written report to the Chairperson of the Board of the IAA within 2 weeks from the date of reference or intimation to him by the IAA and, should the occasion arise, submit proposals for correcting problematic situations.

8.8 That if the Monitor has reported to the Chairperson of the Board a substantiated suspicion of an offence under relevant Anti-Corruption Laws of India and the Chairperson has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Vigilance Department, the Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India.

8.9 The word 'Monitor' would include singular and plural.

9. Facilitation of Investigation.

In case of any allegation of violation of any provisions of this Pact or payment of commission, the IAA or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such Examination.

10. Law and Place of Jurisdiction.

That this Pact is subject to Indian Law. The place of performance and jurisdiction is the office of the IAA, New Delhi as applicable.

11. Other Legal Actions

11.1 That the changes and supplements as well as termination notices need to be made in writing.

11.2 That if the Bidder / Contractor is a partnership or a consortium, this Pact must be signed by all the partners and consortium members or their authorized representatives.

12. Pact duration (Validity)

12.1 That this Pact comes into force when both the parties have signed it. It expires for the Contractor 12 months after the final payment under the respective contract, and for all other Bidders 3 months after the contract is awarded.

12.2. That if any claim is made / lodged during this period, the same shall be binding and continue to be valid despite the lapse of this Pact as specified herein before, unless it is discharged/determined by Director of the IAA.

12.3 That should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. Company Code of Conduct

Bidders are also advised to have a company code of conduct (clearly rejecting the use of bribe and other unethical behaviour) and a compliance program for the implementation of the code of conduct throughout the company.

14. The parties hereby sign this Integrity Pact at _____ on _____

Buyer	BIDDER
Name of the Officer	CHIEF EXECUTIVE OFFICER

Designation	
Deptt./Ministry/PSU	
Witness	Witness
1. _____	1. _____
2. _____	2. _____

SPECIAL CONDITIONS OF CONTRACT

1. GENERAL

1.1 Special conditions of Contract shall be read in conjunction with General Conditions of Contract, Technical Specifications and any other documents forming part of this contract wherever the context so requires.

1.2 Notwithstanding the sub-division of the documents into these separate sections and volume every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with and into the CONTRACT so far as it may be practicable to do so.

1.3 Where any portion of the General Condition of Contract is repugnant to or at variance with any provisions of the Special Conditions of Contract, unless a different intention appears, the provisions of the Special Conditions of Contract shall be **deemed to over-ride** the provisions of the General Conditions of Contract and shall to the extent of such repugnancy, or variations, prevail.

2. COMPLETION SCHEDULE

2.1 The works shall be executed strictly as per time schedule mentioned in NIT. Contractor shall have to plan his work and activities so as to complete the work in the stipulated period and accordingly submit the schedule of various activities for the approval of Director, IAA.

2.2 No additional payment shall be made to the contractor for other incentive methods contemplated by him in his work Schedule even though the time schedule is approved by the Director, IAA or his authorised representative.

3. SCOPE OF WORK

The scope of work includes Mechanized/ Non-Mechanized cleaning & sweeping of Indian Aviation Building including toilets, passenger chairs, sofas, office areas, internal & external façade, false ceiling work and all roads & paved area as conveyed by the Director, IAA or his authorized representative and as per the shifts mentioned in the contract. The inventory of toilet items shall be handed over to the agency during handing over the site and shall be taken over back after completion of work.

Before quoting the bid the bidder should read the penalty clauses mentioned in SCC clause no.14.5 to 14.7 and other paras carefully in respect of the non-deployment of equipment, deficiency in manpower, in-effective cleaning & not providing the consumable toiletries in time.

Before quoting the bid the bidder should read the clause of minimum deployment of labours in each shift as per scope of work mentioned in SCC. The rate quoted by the bidders is inclusive of the weekly off and nothing extra shall be paid on this account.

4. SCHEDULE OF QUANTITIES

The Schedule of Quantities shall be read in conjunction with General Conditions of Contract, Special Conditions of Contract, and any other Document forming a part of this tender. The quantities shown against the various items are only approximate and subject to variations as made in General Conditions of the Contract.

5. PAYMENTS

5.1 The bill shall be submitted at monthly intervals or before the date fixed by the Director, Indian Aviation Academy or his authorised representative for all the works executed since previous bill. The contractor shall submit all the bills on the Performa prescribed by the Director, IAA or his authorised representative, in triplicate.

5.2 The payment due to the contractor shall be made within 15 days of the submission of the bill by the contractor and the measurements shall be verified by the Director, IAA or his authorised representative within 10 days of submission of the bill. The payment shall be made from the IAA through RTGS directly in the Bank account of contractor.

5.3 The payment of wages should be made to the employed manpower/ labour's account number through RTGS/NEFT/Cheque by the 7th of every successive month. Delay in payment will attract a penalty of Rs. 50 per day per employee and will be paid to his employee along with salary.

6. INCOME TAX AND LABOUR CESS

6.1 Income Tax deductions shall be made from all payments made to the Contractor as per the rules and regulations in force in accordance with the Income Tax Act prevailing from time to time.

6.2 Labour cess as per rules and regulations in force shall be deducted from the bills of the contractors and deposited with designated authorities.

7. WATER

Water will be provided by IAA free of cost. However, Contractor shall make their own arrangements for extending the same to required place with the approval of competent authority.

The Department do not guarantee to maintain uninterrupted supply of water and it will be incumbent on the contractor (s) to make alternative arrangements for water at his/their own cost in the event of any temporary break down in the IAA's water main so that the progress of his/their work is not held up for want of water. No claim of damage will be entertained on account of such break down.

8. POWER SUPPLY

Power supply will be provided by IAA free of cost. However, for operating machineries at various locations contractor has to make necessary arrangements at his own cost.

9. CONTRACT AGREEMENT

9.1 The contract agreement shall be executed on a non-judicial stamp paper of value Rs.100/- and cost of the stamp paper shall be borne by the Contractor.

9.2 Contractor's tender including the letters of clarifications between the contractor and the IAA prior to the award of contract shall form a part of the Contract Agreement to the extent they have been accepted by IAA.

10. DAMAGE TO PERSON AND PROPERTY

The Contractor shall indemnify and keep indemnified IAA against all losses and claims for injuries or damage to any person or any property whatsoever, which may arise out of or in consequence of the construction and maintenance of the works by them and against all claims, demands, and proceedings of or in relation thereof.

11. THIRD PARTY INSURANCE

Before commencing the execution of the works the contractor (But without limiting his obligations and responsibilities) shall insure against any damage, loss or injury which may occur to any property (including that of the Employer) or to any person, including any employee of the employer by or arising out of the execution of the works or temporary works or in carrying out of the contract.

12. MINIMUM AMOUNT OF THIRD PARTY INSURANCE

12.1 Such insurance shall be effected with any subsidiary of the General Insurance Company of India or by a company approved by the Insurance Regulatory Authority of India having **total sum insured value as minimum 10% of contract value. The indemnity shall cover any one occurrence / all occurrences in aggregate during the policy period.** This insurance will not cover mobile machineries for which separate insurance cover is also required. Whenever required the contractor shall produce to the IAA the policy or policies of Insurance and the receipts for payments of the premiums.

12.2 If the Contractor could not effect a comprehensive insurance cover against risks which he may be required to effect under the terms of this clause, then he shall give his attention to get the best insurance cover available and even in case of effecting a wider insurance cover than the one which the subsidiary of the General Insurance Company or by a company approved by the Insurance Regulatory Authority of India could offer, such an Insurance is ought to be done after the IAA's approval, by or through the subsidiary of the General Insurance Company.

12.3 For noncompliance of above levy equal to cost of policy of noncompliance period plus 15% shall be charged and losses during noncompliance period shall be deducted from his bills.

13. Machinery/ Equipment

13.1 The contractor shall without prejudice to his overall responsibility to execute and complete the work as per specifications and time schedule, progressively deploy adequate equipment, tools, tackles and augment the same as decided by the Director, IAA or his authorized representative depending on the exigencies of the work so as to suit the cleaning schedule. However, contractor has to position and deploy following minimum machineries at site from the date of start of work:

13.2 List of machinery /equipment/T&P

S. No.	Description of machinery /equipment/T&P	Approved makes	Quantity
1.	Battery operated "Walk Behind Single Disc Scrubber Machine" and minimum battery runtime capacity of 3 Hrs	TASKI-JD / Nilfisk / Comac/ K'a'rcher / Tennant / Fimap / Forbes Pro/ Roots /Charnock/ IPC	2 Nos.
2.	Wet & Dry Vacuum Machine with applicable accessories for cleaning/ shampooing of sofa/carpet/chairs	TASKI-JD / Nilfisk / Comac/ K'a'rcher / Tennant / Fimap / Forbes Pro/ Roots/ Charnock/ IPC	2 Nos.
3.	Back Pack Vacuum Cleaner	TASKI-JD / Nilfisk / Comac/ K'a'rcher / Tennant / Fimap / Forbes Pro/ Roots/ Charnock/ IPC	1 No.

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4	High Pressure Jet Machine (with Foaming, Rinsing & Vacuuming function)	TASKI-JD / Nilfisk / Comac/ K'a'rcher / Tennant / Fimap / Forbes Pro/ Roots/Charnock/ IPC	1 No.
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Note: Quantity shown in 13.2 is indicative and bare minimum. Bidder is expected to submit actual quantity to be deployed during the time of presentation as part of technical evaluation

Such machinery as mentioned in the tenders will be placed for use at all times during the contract at the IAA premises. In the event of contractor failing to provide such machinery, the penalty to be charged for the period of non-availability and deductions may be affected while finalizing the bills as per terms of the contract.

High rise means height between floor and false ceiling/ ceiling more than 4 meters or external wall height more than 8 meters without landing.

13.2.1 Biometric Attendance system: Sufficient number of Biometric attendance machines with necessary software, sufficient identity storage, remote access & customized software application shall be provided. The attendance of all staff to be engage in each shift for the Job shall be taken through biometric attendance system and submitted to the IAA on duty within 30 minutes of the commencement of each shift.

Not providing the Biometric attendance record (In and Out) will attract a penalty of Rs.500 /- per day. However, decision of Director, IAA shall be final and binding in this regard.

13.3 No machinery/ equipment shall be supplied by the IAA.

13.4 List of Material

Sl. No.	MATERIAL	UNIT.	Minimum Quantity per month
01	Taski R1 Disf	Litre	17
02	Taski R2 (Floor Cleaner)	Litre	22
03	Taski R3 (Glass Cleaner)	Litre	13
04	Taski R4	Litre	13
05	Taski R5	Litre	15
06	Taski R6 (Cleaner for WC)	Litre	26
07	Taski R9	Litre	10
08	Taski TR 101	Litre	2
09	Taski TR 103	Litre	2
10	Taski D7	Litre	1
11	Liquid Soap / Handwash	Ltr	56
12	Urinal Cubes	Pkt	20
13	Brasso	Ltr	1
14	Microfiber duster Red	pieces	15
15	Microfiber duster Green	pieces	15
16	Microfiber duster blue	pieces	15
17	Microfiber duster Yellow	pieces	15
18	Tissue Box	pieces	192
19	Dry Mop Refill	pieces	5
20	Mop (Floor)	pieces	20
21	feather Brush	pieces	5
22	Toilet Brush	pieces	5
23	Carpet Brush	pieces	2
24	Odonil	pieces	128
25	Toilet Paper Roll	pieces	128
26	Soft Broom	pieces	10
27	Hard Broom	pieces	4
28	Naphthalene ball	Pkt	20
29	Urinal Screen (Urinal Pad)	pieces	19
30	Hit black	400 MI	2
31	Garbage Big	KG	15
32	Garbage Small	KG	15
33	All -Out	pieces	72
34	Hand gloves	pieces	4
35	Drainex	pieces 50 gm	20
36	Surf -Excel	Kg	10
37	Scotch Brite	pieces	4
38	Wiper (Floor)	pieces	3

Important Note:

- The contractor is required to submit the computer-generated bill receipt (having GST details) of monthly cleaning materials and any other item incorporated in work for which Director, IAA or his authorized representative directs.
- Chemicals used will be restricted to Johnson Diversey / Sealed Air / Eco Lab Inc./ Professional Lysol / Buzil Rossari / Atlantic care Chemicals/ Schevaran labs make with MSDS sheets and compliance of environment support.
- The contractor shall make necessary arrangement to establish the Automatic Chemical Diluter in the store at the IAA through its vendor. No extra charges will be paid for Automatic Chemical Diluter. An agreement with agency/vendor should also be executed to this effect by the contractor.
- Cleaning tools should be of Eureka Forbes/ Johnson Diversey/ Partek /Approved Machines or Chemical makes.

14. SITE ORGANISATION

14.1 Subject to the provisions in the tender document and without prejudice to contractor's liabilities and responsibilities to provide adequate qualified and skilled personnel on the work. Contractor shall deploy site organization and augment the same as decided by the Director, IAA or his authorised representative depending on the exigencies of work. No cleaning staff deployed at site shall be removed from the site without prior approval of the Director, IAA or his authorised representative.

14.2 In addition to tools, equipment's, apparatus and instruments if any, additional tool equipment apparatus and instrument is required for getting the test done as per technical specification of NIT the same shall be provided by contractor. Nothing extra shall be payable to contractor on this account.

14.3 The Director, IAA or his authorised representative, may at his discretion, get the test done at an approved laboratory. The cost of such material, transport, cost of testing etc. shall be borne by the contractor.

14.4 The Director, IAA or his authorised representative and the contractor shall agree upon a time and progress chart as per clause 2 on Page SCC 1. In time and progress chart deployment of machineries, equipments, apparatus and instructions as listed in Para 13. above are to be treated as one of the sections of the work.

14.5 The following Penalties as mentioned below are leviable on the Contractor for not deploying the Manpower as per plan/ chart:

S. No	Designation	Recovery Rate <u>Per Shift</u> per person (In Rs.)
1	Absence of supervisor/floor manager	1.5x times of minimum wages for first two instances in month 2x times of minimum wages for third instance onwards
2	Absence of Sweeper / Operator	i) <u>No Penalty for first 60 Days from start of Contract</u> ii) <u>After 60 and up to 90 Days: 1.25 x times of minimum wages for each absence in any shift.</u> iii) <u>After 90 Days: 2 x times of minimum wages for</u>

		each absence in any shift.
3	Not wearing proper uniform	INR 200 per instance

Note: “However, decision of Director, IAA shall be final and binding in this regard”

14.6 The following Penalties as mentioned below are leviable on the Contractor for not deploying the Machinery as given below:

S. No.	Machine / Equipment	Condition	Recovery Rate per Equipment per day <i>(if not available due to out of order/ under service for more than 1 instance in a month)</i>
1	Items 1-9 mentioned in clause 13.2 (Machine of specified make)	If not available / out of order (per day instance) and work is done manually	10% of monthly item rate quoted per machine for first two instances in the month 20% of monthly item rate quoted per machine for more than 2 instances in the month upto 5 instances 100% of monthly item rate quoted per machine if machinery not available for more than 5 instances in a month
		If not available / out of order (per day instance) and work is not done manually	15% of monthly item rate quoted per machine for first two instances in the month 30% of monthly item rate quoted per machine for more than 2 instances in the month upto 5 instances 100% of monthly item rate quoted if machinery not available for more than 5 instances in a month
2	Not possessing current AMC of each equipment/ machineries OR submission of proof.	From authorized service center only, as per manufacturers recommendations.	15% of monthly items rate of machine will be deducted from running bill.

Note: "Decision of Director, IAA shall be final and binding in this regard"

14.6.1 Contractor shall submit equivalent monthly rental values of each machinery item in 13.2 at the start of work and the same will be approved by the representative of the Director, IAA. These monthly rental values will be treated as item rates for the purpose of penalty computation.

14.6.2 Non-availability of machine for a day is treated as 1 instance of non-availability

14.6.3 If any machine is not available / out of order for more than 5 instances a month, the contract will be recommended for termination.

14.6.4 Proof of current AMC (along with a schedule of all servicing) for all machinery / equipment in 13.2 must be submitted to the representative of Director, IAA along with running bill of each month.

14.6.5 New equipment/machinery, as specified in 13.2 (except Item 8 – Hydraulic Aerial Access platform/ Z Boom / Crawler Boom Lift) will be placed by the Contractor at the start of the program and will be used for the duration of the contract.

For item 8, machinery should not be more than 7 years old at any point during the contract period. Item should be in good working condition and should possess fitness certificate from authorized dealer / service center.

14.7 The following Penalties as mentioned below are leviable on the Contractor for not providing/ placing the consumable in position in toilets & non cleaning the premises as per plan/ chart :-

S. No.	Description	Per	Recovery Rate Per Complaint (Rs)
1	For not providing /placing of consumable in toilets	On Each complaint received / each instance recorded by IAA staff on daily inspection	one shift cost of work (for that Toilet Block as per item rate)
2	Not maintaining Cleanliness	On Each complaint received / each instance recorded by IAA staff on daily inspection	2000/-
3	Not placing garbage collection bags timely in dust bins.	On Each complaint received / each instance recorded by IAA staff on daily inspection	500
4	Staff indiscipline like missing from designated place, not in uniform, lack of response	On Each complaint received / each instance recorded by IAA staff on daily inspection	200

Note: "Decision of Director, IAA shall be final and binding in this regard"

15. CLOSING DAY'S WORK

15.1 After the closure of day's work, all equipment and stock piled materials must be so placed that they do not cause any damage to the person /property and must be marked with red flags by day and red lights by night to indicate that they project above the general contour of the aerodrome.

15.2 Work shall be closed at 2 hrs notice for VVIP movement and also other exigencies, if directed by the Director, IAA or his authorised representative. No compensation shall be entertained on this account from the contractor.

16. LABOUR CAMPS

No labour camp shall be allowed inside the airport premises and no land shall be allotted for this purpose. If required, the agency may have their own arrangements outside the airport premises at their own cost. No claim shall be entertained by IAA on this account.

17. INSPECTION OF SITE AND TESTING

i) The Director, IAA or his authorised representative or his authorized representative shall have full power to inspect any portion of the work, examine the materials and workmanship at the contractor's works or at any other place from where the material is obtained. Acceptance of any material shall in no way relieve the contractor of his responsibility for meeting the requirement of the specifications.

ii) Routine type/ factory acceptance tests for the various items of material shall be performed at the contractor's works and test certificates furnished. The contractor shall permit the Director, IAA or his authorized representative to be present during any of or all factory acceptance tests. After notification to the Director, IAA or his authorised representative that the work has been completed, the contractor shall make under the direction and in the presence of Director, IAA or his authorised representative such tests and inspections as have been specified or as the Director, IAA or his authorised representative shall consider necessary to determine whether or not the full intent of requirements of the plans and specifications have been fulfilled. In case the work does not meet the full intent of the specifications it shall be rectified by the Contractor at no extra cost and the contractor shall bear all the expenses for any further tests considered necessary.

iii) All tools, instruments, plants and labour / operating personnel for the test shall be provided by the contractor at his own cost.

iv) The Director, IAA or his authorised representative may at his discretion, check the test results obtained by independent tests at an approved laboratory. The cost of such material, transport, cost of testing etc. shall be borne by the contractor.

18. ADMISSION TO SITE:

Necessary entry passes will be obtained from the concerned issuing authorities for working in passenger and non-passenger areas. Applicable fees for obtaining the passes shall be paid by the agency and the rates quoted are inclusive of such fees. Nothing extra shall be paid on this account. The tenderer has to make arrangements for police verification and security clearance for his agency and staff.

Also, it is the duty of the contractor to ensure that airport passes are treated with utmost sanctity and are not allowed outside the airport premises. Supervisor will collect the Airport entry pass (AEP) of all workforce and

handover to representative of the Director, IAA at the end of every shift. AEPs can be collected from the representative of the Director, IAA at the start of every shift and can be distributed to contract workforce after their biometric attendance is complete.

Contractor has to ensure deployment of workforce as per tender conditions. IAA will not be responsible for any external influence the contractor may face during deployment of workforce.

19. STORES AND MATERIALS

A store room (with double lock arrangement) for keeping cleaning material will be provided by IAA as per requirement & availability without any charges. Contractor shall make all necessary arrangements to maintain the stock at his own cost to the satisfaction of Director, IAA or his authorized representative. One lock's keys will be with IAA and other lock's keys with contractor.

Agency shall identify space for parking of machineries, equipments, tools and washing space inside/ outside the IAA / Hostel building in consultation with IAA.

Cost towards maintaining Agency's site office: All cost towards managing site office i.e. providing required internal partitions, making changing room, furnishing of office space with required furniture's, computers with printers, stationeries, office assistants arrangement shall be borne by the agency and agency shall quote their rates inclusive of above and nothing extra shall be paid.

Any space other than store room shall be charged at below mentioned rates:

- 1) Office space (AC) Rs.1250 /sqmt / month.
- 2) Office space (Non - AC) Rs.830 /sqmt / month.

Rate shall be escalated @7.5% per annum effectivly from 01.04.2022

20. STANDARD OF WORKMANSHIP

20.1 To determine the acceptable standard of workmanship, the contractor shall execute portion of the item of work as sample for approval of the Director, IAA or his authorised representative, before taking up the actual cleaning work or work as defined in the scope of work.

21. BYE-LAWS

21.1 The contractor shall comply with all bye-laws and regulations of local and statutory authorities having jurisdiction over the works and shall be responsible for payment of all fees and other charges and for giving and receiving of all necessary notices and keeping the Director, IAA or his authorised representative, informed of the said compliance with the bye-laws, payments made, notices issued and received.

21.2 The contractor shall indemnify the IAA against all claims in respect of patent rights, design, trademarks of name or other protected rights in respect of any plant, machine, work or materials used for or in connection with the work or temporary works and from and against all claims, demands proceedings, cost, charges and expenses whatsoever in respect of or in relation thereto. The contractor shall defend all actions arising from such claims and shall himself pay all royalties license fees, damages, costs and charges of all and every sort that may be legally incurred in respect thereto.

22. SITE PRECAUTIONS

i) Any materials or T & P etc. found lying outside the sites approved by the Director, IAA or his authorised representative shall be removed by the Director, IAA or his authorised representative at the risk and cost of the contractor.

ii) The contractor shall be responsible for any damage, resulting from his operations, either to buildings, structures, IAA fixtures such as underground cable, contact lights, hard surface areas, water mains, other operational installations, ancillary roads etc. The contractor shall restore, replace or repair any such damage to the complete satisfaction of the Director, IAA or his authorised representative and in default the Director, IAA or his authorised representative may cause the same to be made good by any other means and deduct the expenses from any sums due to contractor.

iii) The work shall be carried out in phases in such a way that there is least obstruction to the IAA working. The phasing shall be decided by the Director, IAA or his authorised representative, who will be at liberty to change the phasing to suit the requirements. The contractor shall have to abide by these instructions and nothing extra shall be paid to him on this account.

23. The contractor shall take all precautions to avoid all accidents by exhibiting necessary boards.

24. No payment will be made to the contractor for damage caused by rains or other natural calamities during the execution of the works and no such claim on this account will be entertained.

25. The contractor shall remove the temporary barricades etc. on completion of the work and leave the site in a neat and tidy state. The payment of final bill will be subject to the compliance of this condition by the contractor.

26. MATERIAL AT SITE

(a) Materials brought to the site by the contractor shall be stored by the contractor in a safe/dry storage space. The contractor shall be responsible for safe custody of materials at site.

(b) The contractor is required to submit the computer-generated bill receipt (having GST details) of monthly cleaning materials and any other item incorporated in work for which Director, IAA or his authorised representative directs.

28 ARRANGEMENT TO BE MADE BY THE CONTRACTOR AT SITE INCLUDING MACHINES TO BE DEPLOYED, EQUIPMENTS / TOOLS / ACCESSORIES OTHER THAN MACHINES, CHEMICALS REQUIRED FOR MACHANISED ENVIRONMENTAL SUPPORT SERVICES (UP-KEEPING) WORK

28.1 Necessary registers and stationers required for entering data shall be provided by the contractor at his own cost as directed by the Director, IAA or his authorised representative.

28.2 Other Equipments / tools / accessories: (From Approved Machines or Chemical agencies / reputed manufacturers / Agencies)

S.No	Particulars	Qty
1.	Aluminum Ladder - 30 ft. Height or as per requirement	1 No.
2.	Aluminum Stool – 3 ft. Height or as per requirement	4 Nos.
3.	Glass Cleaning Kit – Full Set	2 Nos.
4.	Moping Trolley with single bucket – 15 Ltr. or as per requirement	12 Nos.
5.	Moping Trolley with single bucket – 30 Ltr. or as per requirement	12 Nos.
6.	Multipurpose Trolley – 50 Ltrs. or as per requirement	06 Nos.
7.	Telescopic Poles – 11 mtr. or as per requirement	02 Nos.
8.	Safety Belts	04 Nos.

9.	Retro reflective jacket for working area	06 Nos.
10.	Queue Manager	10 Nos.
11.	Work under progress standees	25 Nos.

Note – 1. Penalty will be levied @ 100/ = Per item per day in case of non-availability of above item.

28.3 LIST OF CHEMICALS REQUIRED FOR MECHANIZED ENVIRONMENTAL SUPPORT SERVICES (UP-KEEPING) WORK:

S.No	Material Description	pH Value (undiluted)	Suggested usage
1	All Purpose Cleaner	12.5 – 13.0	Shiny floor surfaces like polished marble, granite
2	Toilet cleaner & Sanitizer	1.0 – 1.5	Surfaces in the bathroom, i.e. sink, tub, tiles, floor and fittings (marble & granite)
3	Toilet/Urinal Bowl Cleaner	<1.0	Toilet bowls and urinals (Scale Remover)
4	Glass Cleaner	7.0 – 7.5	Windows, glass display cases and mirrors
5	Air Freshener	6.5 -7.5	Washroom
7	Floor Cleaner	7.0 - 8.0	Wet floor mopping as well as scrubbing with a machine
8	Carpet Shampoo	6.0 – 7.0	Carpet and upholstery
9	Carpet Spotter/Detergent	7.0 -9.0	Carpet and upholstery

28.3.1 The contractor is to ensure placement of two months' worth of stock of chemical consumables and supplies of approved makes at IAA premises at the start of the contract.

At the end of every month (except last month of the contract), contractor is required to procure 1 months' equivalent stock of chemical consumables and supplies. The material should strictly be procured only from certified vendors of consumables mentioned in 28.3.

Penalty of 2 times of monthly value of chemical consumables and supplies will be applied if stock levels fall below 1 months' worth of chemical consumables and supplies at any point during execution of work.

NOTE: The Chemical/ consumable items regarding Toiletries, Room freshener etc. other than mentioned above should be EcoMark certified or Green Seal certified. The Consumption of above Chemicals shall be as per Manufacturers specification.

28.4 Guidelines of cleaning tools and consumables required for mechanized environmental support services (up-keeping) work

Cleaning Tools and Consumables

Microfiber	
Micro Fiber Cloth	Red, approx. Absorbency -1700-18m ml/m2 , 1 (no- 15(X) washes Size 40 cm x 40cm (<i>only for urinals / commodes</i>)
Micro Fiber Cloth	Blue, approx. Absorbency -1700-1800 ml/m2 , 1000- 1500 washes, Size 40 cm x 40cm (<i>only for glass /synthetic surfaces, aerobridges</i>)
Micro Fiber Cloth	Yellow, approx. Absorbency -1700-1800 ml/m2 , 1000- 1500 washes Size 40 cm x 40cm (<i>for washroom items except urinals /commodes</i>)
Micro Fiber Cloth	Green, approx. Absorbency -1700-1800 ml/m2 , 1000- 1500 washes, Size 40 cm x 40cm
Wringer Mop set	Micro Fiber String (Band colour Red/ blue) / Handle -5ft / Holder - Red /Blue; 22 -32 strands approx. requirement
Wringer Mop Refill	Microfiber String , Band colour - Red/ Blue; 22 -32 strands approx.
Winger Mop Holder	Durable plastic/ Nylon ,Colour - Red/ Blue
Flat Mop set	Micro Fiber/ Colour - Red/Blue / Handle-5ft / Holder - Red / Blue, Size : 40 cm x 10 cm
Flat Mop refill-Micro Fiber	Micro Fiber - Red / Blue colour; Size : 40 cm x 10 cm
Glass Cleaning applicator Set	35cm, Microfiber
Applicator Sleeve	35cm, Microfiber
Dry Mop set	55 cms, Micro fibre ,with Handle (Aluminium) Et Holder (SS/ Nylon)
Dry Mop Refill	Micro fibre . 55 cms
Mop/Squeeze handle	5ft preferably aluminium which is light / durable and non-rusty

28.5 Guidelines of tools and tackles required for mechanized environmental support services (up-keeping) work

Tools & Tackles –A	
Floor -Scrapper set	10cm, Hand -Nylon material with anti-grip
Floor Scrapper Blade	10 cm, durable
Glass Scrapper/ Safety Scrapper - set	4 cm . SS material -Durable with good locking system, noi slippery trigger (push Et pull)
Glass Scrapper Blade	4 cm , durable
Hand Scrapper set	10 cm, Nylon material with anti-grip
Hand scrapper Bade	101cm durable
Toilet Brush set	Durable Nylon / ABS Plastic handle & Nylon bristles
Toilet Brush (refill for set)	Durable Nylon bristles
Glass Cleaning Squeeze Set	35cm, SS handle , anti-grip with rubber squeeze
Glass Cleaning Squeeze Rubber	35 cm , high quality and durable
Glass Cleaning Squeeze Set	55cm, SS handle , anti-grip with rubber squeeze
Glass Cleaning Squeeze Rubber	55 cm , high quality and durable
Floor Squeezer set	45cm, Fiber / Nylon frame , Twin/ double Natural rubber

Floor Scrubbing Brush Cum Squeegee set	45 cm, With Nylon/ polypropylene bristles, twin foam double blade, holder strong and durable.
Mop/Squeeze handle	5ft preferably aluminium which is light / durable and non-rusty
Tile Squeeze	45 cm, double soft moss natural rubber, white color
Dust clip Pan set	Covering Flap of durable ABS plastic , handle (Aluminium) Et brush (Nylon)
Trash Picker- Small	40 cm , durable plastic/ Nylon material
Trash Picker- Bic,	90 cm, durable plastic/ Nylon material
Tools II Tackles – B	
Static Duster	Nylon , with durable handle (Plastic , Nylon)
Cob web Brush- Ordinary	Nylon bristles & handle (ABS Plastic, 55, Nylon)
Nylon Scrubber	Color :- Red, Yellow & Blue
Scrubbing Pads	Power Pad / Blue , scratch resistant
Soft Brush	Nylon bristles, handle Nylon/wood/ ABS Plastic
Broom	Hard
Floor Sweeping Brush-	55cm, base: wood/ polypropylene, bristles : nylon, mild steel wire etc.
Broom	Soft
Corner Brush/Basin Brush	Nylon bristles/ base durable plastic / wood
Carpet Brush	Nylon bristles/ base durable plastic / wood
Spray Bottle 1000ml Spray Nuzzles	1000 ml, durable plastic material Durable plastic
Bucket - Small	Capacity : 6/5 Lts, Color -Beige, Material : Durable Plastic
Buckets -Big	Durable Plastic, Beige color , capacity: 20 Lts
Plastic Mugs	1 Ltrs , Beige color , durable plastic
Dust Pans	Durable Plastic, Color –Beige
Hand Gloves	ISI Marked / certified. Small/ Medium & Large
Gum Boots	151 Marked, Sizes : 7, 8 & 9
Mask	ISI Marked
Safety Belt	ISI Marked, durable to withstand capacity of 100 plus kgs.
Washing detergent for Industrial Laundry	Fabric wash for industrial purpose
Floor scrubbing brush	Hard bristles with base - wood / polypropylene etc.
Disinfectant Liquid	Dettol, 500/ 1000 ml cans

28.5 Guidelines of toiletries required for mechanized environmental support services (up-keeping) work

Restroom Toiletries

S.No	Particulars	Specification
1	Paper Hand Towel	
a	Basis Weight / Grammage	36 GSM
b	Size (L x W)	220 mm x 220 mm
c	Paper Color	White
d	Paper Type	Recycled / Embossed pattern

e	Feel	Very Soft
f	Dispenser	Compact, Wastage Resistant & Aesthetic Design
g	Packing	Standard Paper Packing
h	Certifications	Green Seal / Environmental Friendly
2	Toilet Roll	
a	Basis Weight / Grammage	34 GSM
b	Size (L x W) / pull	110 mm x 100 mm
c	Layer	2 ply
d	Solubility in Water	Completely / easily dissolves in water without any clogging
e	Weight	100 gsm
f	Paper Color	White
g	Paper Type	Virgin
h	Feel	Very Soft
3	Jumbo Roll Toilet Tissue	
a	Basis Weight / Grammage	34 GSM
b	Size (W in mm x L in mtr)	100-110mm x 250 – 300 mtrs
c	Layer	2 ply
d	Core	3” or 75 mm
e	Solubility in Water	Completely / easily dissolves in water without any clogging
f	Paper Color	White
g	Paper Type	Virgin
h	Feel	Very Soft

S.No	Particulars	Description
1	Hand wash liquid Soap	
a	Type	Liquid
c	Appearance	Pearly viscous liquid
d	Color	White
e	Odor	No specific standards. Fresh & long lasting fragrance.
f	Volume per press	Is 0.75
g	Solubility in water	Miscible completely (100 %)
h	Stability	Stable
	Ph	7 (± 0.5)
j	Feature	Eco friendly
k	Dispenser	Light weight, compact Et Aesthetic design
2	Aromatic Urinal Mats	
a	Size	As per urinals
3	Airwick Dispensers	

Specifications for Garbage Bin Liners


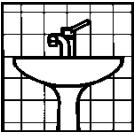




Material Description	Dimension	Color	100% Compostable
	L x W (cm)		
GBL - Extra Large	110 x 105	Black	Yes

GBL - Large	120 x 91	Black/Blue/Yellow	Yes
GBL - Medium	90 x 60	Black/Blue/Yellow	Yes
GBL - Small	54 x 48	Black	Yes

29.

29.1 SCOPE OF WORK AND FREQUENCY OF CLEANING

NOTE: The contractor shall make necessary arrangements to ensure that toilets are exclusively manned in shift/ as per requirement of IAA for effective upkeep and to prevent any pilferage of equipments / fixtures / fittings / consumables etc.

Instruction		High frequency toilets (PAX)	
Procedure	Task	Frequency	Product/Machinery
	Other than on the floor Empty waste baskets / dust bins	P P	
	Red cloth		
	WC If necessary flush WC Clean the bowl with a toilet brush Clean and dry the toilet brush holder Clean and dry the exterior of the bowl and tank Clean and dry the WC seat and cover Restock toilet paper For Urinals, clean with toilet brush	P	Deodorizing cleaner
	Yellow cloth		
	Wash basin Damp clean and dry the shelves and lights Spray the mirror and dry with paper towel Clean and dry dispensers of soap and paper towels	P	Deodorizing cleaner Sanitary cleaner
	Toilet Floor / Fittings Clean all tiled surfaces Clean and dry the exterior of the wash basin, including the external drain pipe Clean the taps, rinse and let dry Remove and clean the drain plug Clean the wash basin, rinse and let dry If necessary, restock the paper towel and soap dispensers	P	Glass and synthetic surface cleaner Sanitary cleaner Sanitary cleaner Sanitary cleaner
	Remove fingerprints from walls, doors, vanities, etc. Damp clean the handles and various bars, switches, etc.	P	Sanitary cleaner
	Floors	P	Sanitary cleaner Glass and synthetic surface cleaner
	Damp mop Scrubbing free areas with a machine	P 1D	Glass and synthetic surface cleaner
	Periodically	1W	Floor neutral cleaner
	Descal shower heads and wash basins	1W	Descaler
	Remove urinary salts and lime scale in the WC Clean the whole surface of doors and walls	1M	Neutral cleaner for surfaces above floors
 			
 			

Frequency:

D = daily; W = weekly; M = Monthly; P = permanent control & cleaning; C = cleaning control and cleaning; X = cleaning following order/ on request; 1-7 = frequency cleaning/related period

Item No. 1:				
Environmental Support Services (Up-keeping) and Maintenance of offices / Ancillary Buildings (excluding toilets) of IAA & Hostel Block including scrubbing and cleaning, Internal / External walls including, cleaning of metal accessories / surfaces etc. complete with labour, materials as required. (Work is considered for ONE shift only)				
S. NO	AREA	JOB	FREQUENCY	MACHINE TO BE DEPLOYED
a) Floor Cleaning				
	All office areas. Area as detailed in the scope of work	Sweeping, Scrubbing, Wet & Dry Mopping / Cleaning with Chemical	One shift Daily	Manually
b) Internal Wall and Columns				
	Area as detailed in scope of work (painted, non-painted and cladded surface)	Wet & Dry Wiping	One shift Daily	Manually
c) AHU's and Electrical Rooms AC grills				
	Area as detailed in the scope of work	Sweeping, Wet & Dry Mopping	As and when required	Manually

Item No.2:				
Mechanized Environmental Support Services and maintenance of Toilet blocks in offices / Ancillary Buildings of IAA & Hostel Block including scrubbing and cleaning of floors, tiles, Counters, Walls, sanitary fixtures & fittings and cleaning of metal accessories etc. Providing toilets papers, soaps, sanitary cubes, freshener sticks (where automatic dispensers are not available) etc. complete with labour & materials as required as per scope of work. (Work is considered for ONE shift only)				
S. No.	Area	Job	Office / Staff Toilets (One shift / day)	Machines to be deployed
1	Floor	Scrubbing & Drying	In one shift / As & when required	Single Disc Scrubber & Drier
2	Side Wall	Wet & Dry wiping	In one shift / As & when required	Manually
3	Toilet cubical walls and fixtures	Wet & Dry wiping	In one shift / As & when required	Manually
4	Wash basin & surrounding area	Wet & Dry Cleaning	In one shift / As & when required	High Pressure Jet & Manually
5	Water tap	Dry wiping	Every 2 hrs. (Min) or as required	Manually
6	Mirror	Dry & Stain free	Every 2 hrs. (Min) or as required	Manually
7	Commodes / Urinal	Wet & Dry Cleaning with Chemicals	In one shift / As & when required	High Pressure Jet & manually
8	Dustbin	Clearance & Cleaning	Every 2 hrs. (Min) or as required	Manually / Trolley

9	Ceiling	Vacuuming Cobweb removal & Wiping	Weekly	Dry Vacuum Cleaner / Manually
10	Consumable Refilling in toilets	Refilling of Toiletries such as liquid soap-hand soap, odonil, naphthalene balls, urinal cubes, toilet paper rolls etc.	Periodically in each Shift as per requirement	Manually
11	Toilet floor	Sweeping	As per requirement in each shift	Manually
12	Toilet floor	Mopping with Chemical	As per requirement in each shift	Manually

Item No. 3:				
Environmental Support Services (Up-keeping of external / internal façade, cladding, glass panes/partitions & false ceiling) of IAA & Hostel Block complete with labor, materials & machines as required as per scope of work. (Work is considered for ONE shift only)				
S. NO	AREA	JOB	FREQUENCY	MACHINE TO BE DEPLOYED
1	One side/ Both side cleaning of façade / wall & column cladded with ACP etc.	Wet & dry cleaning, wiping with approved cleaning material	Entire area to be cleaned at least once in a month and on need basis. Cleaning schedule to be prepared by contractor. Cleaning as per schedule to be certified by IAA.	Cleaning kit with telescopic pole system, Dual Mast aerial work platform or hydraulic access platform or by any other machinery/ equipment, the contractor has to decide to fulfill contract obligation.
2	Exposed structural steel members /Aluminum frames etc.	Dry wiping, removal of cob webs and removal of bird droppings (if any) etc.	Entire area to be cleaned at least once in a month and on need basis. Cleaning schedule to be prepared by contractor. Cleaning as per schedule to be certified by IAA.	Aluminum ladder of suitable working height or by any other machinery / equipment, the contractor has to decide to fulfill contract obligation.
3	Both side cleaning of glass panes/ partitions	wet & dry cleaning, wiping with approved cleaning material	Entire area to be cleaned at least once in a month and on need basis. Cleaning schedule to be prepared by contractor. Cleaning as per schedule to be certified by IAA.	Glass cleaning Kit with Telescopic Pole System or by any other machinery/ equipment, the contractor has to decide to fulfill contract obligation.

Item No. 4:				
Mechanized Environmental Support Services and maintenance of Chairs, sofas, carpets in IAA & Hostel Block including cleaning/ dusting/ shampooing etc. complete with labour, materials & machines as required. (Work is considered for ONE shift only)				
S. NO	AREA	JOB	FREQUENCY	MACHINE TO BE DEPLOYED
1	Sofa/Carpet/Chairs	Shampooing	Monthly (Record to be maintained)	Wet & Dry Vacuum Cleaner with Shampooing accessories

Item No. 5:				
Mechanized Environmental Support Services and Maintenance of Paved/ Metalled areas i/c BMA, kerb area, footpaths etc. of IAA & Hostel Block complete complete with labour, materials & machines as required as per scope of work. (In one shift)				
S. NO	AREA	JOB	FREQUENCY	MACHINE TO BE DEPLOYED
1	Broom finished / smooth finished concrete surface. Area as detailed in the scope of work	Non Mechanized Sweeping	In one shift	Manually
2	Dust bins / garbage bags	Emptying & replacing with new bags	In one shift / As & when required	Manually
3	Collection and Disposal of garbage. Area as detailed in the scope of work	Clearing and Removal	In one shift / As & when required	Manually / Mechanically
4	Bird Droppings Area as detailed in the scope of work	Clearing and Removal	In one shift / As & when required	Manually / Mechanically
5	Roadside Railing	Wet & Dry wiping	In one shift	Manually
6	Kerb stone or divider	Cleaning & Wiping	In one shift	Manually

Item No. 6:				
Cleaning of washrooms attached with hostel rooms i/c Providing & Supplying toiletries in the rooms of IAA Hostel Block: (i) Slipper, Hair Comb, Hair Oil, Body Wash, Shampoo, Dental Kit, Shaving Kit, Sanitary pads etc. (ii) Laundry i/c Ironing of linen & bed making. (iii) Tea, Coffee, Sugar, Milk, Biscuits. (Work is considered for per bed per night only)				
S. NO	AREA	JOB	FREQUENCY	MACHINE TO BE DEPLOYED
1	Hostel	Cleaning & Room Making	Daily and As per requirement	As per requirement

Item No. 7:				
Providing services of front office executive round the clock (24x7), with minimum 2 years of work experience, executive having diploma in hotel management, for carrying out office front office jobs such as answering the calls, attending the guests, overseeing the front office operations and maintaining the contact list of guests at Hostel of Indian Aviation academy and various other works as per direction and satisfaction of officer-in-charge. (Work is considered for ONE shift only)				
S. NO	AREA	JOB	FREQUENCY	MACHINE TO BE DEPLOYED
1	Hostel	FOE	Daily	Nil

Item No. 8:				
Providing services of front office executive with minimum 2 years of work experience, executive having diploma in hotel management, for carrying out office front office jobs such as answering the calls, attending the guests, overseeing the front office operations and maintaining the contact list of guests at Hostel of Indian Aviation academy and various other works as per direction and satisfaction of officer-in-charge. (Work is considered for ONE shift only)				
S. NO	AREA	JOB	FREQUENCY	MACHINE TO BE DEPLOYED
1	Academy	FOE	Daily	Nil

Item No. 9:				
Providing services of Paramedic having diploma as per direction and satisfaction of officer-in-charge.. (Work is considered for ONE shift only)				
S. NO	AREA	JOB	FREQUENCY	MACHINE TO BE DEPLOYED
1	Hostel	Paramedic	Daily	Nil

Item No. 10:				
Providing services of Supplying News paper & MAGAZINES at IAA & Hostel Block as per direction and satisfaction of officer-in-charge. Total one month for 3 years i.e. 36 months. News Papers - Times of India - English - 1380 x 36 = 49680 Nos. Hindustan Times - English - 300 x 36 = 10800 Nos. Indian Express - English - 300 x 36 = 10800 Nos. Economic Times - English - 300 x 36 = 10800 Nos. Navbharat Times - Hindi - 300 x 36 = 10800 Nos. Dainik Jagran - Hindi - 300 x 36 = 10800 Nos. Magazines - India Today - English - 24 x 36 = 864 Nos. Outlook - English - 24 x 36 = 864 Nos. Readers Digest - English - 6 x 36 = 216 Nos. Sarita - Hindi - 12 x 36 = 432 Nos. Griha Shobha - Hindi - 12 x 36 = 432 Nos. (Work is considered for ONE shift only)				
S. NO	AREA	JOB	FREQUENCY	MACHINE TO BE DEPLOYED
1	Academy & Hostel	Supplying Newspaper & Magazines	Daily & As per requirement	Nil

Important Note: For extension of shift for each completed hour proportionate amount as per quoted item rate of services rendered shall be paid.

Agency is required to use G.D. bags of size 110 x 105 cm & 120 x 91 cm. The ladies toilets shall normally be cleaned by female staff.

The agency is entitled to take away all the above movable items like equipment, furniture, machinery, etc. provided by the agency for the work after completion of the work and release of final bill as directed by the Director, IAA or his authorised representative. The tender rates shall include the cost of the same and nothing extra shall be payable on this account.

29.1.2 Frequency for periodic tasks for vendor

Task Description	Specifications	Frequency
Bin washing	All	1W
Store Room cleaning	All	1W
Carpet Shampooing	Across IAA	1 M
Cleaning of Drains	All	1W
Façade / Glasses Cleaning	Roadside External	1M
	Roadside Internal facade	1M
Restrooms Cleaning Maintenance	Quick cleaning	9D
	Routine cleaning	3D
	Deep cleaning	1W
	Scale removal on fixtures	1F
	Mirror Restoration	1M
	Tiled Floor / Wall Scrubbing	1W
	Cleaning of ceiling / vents	1W
	Steam Cleaning	2W
	Metal Fixture polishing	1W
Bin washing	2W	
Wall corner scrubbing	All locations	1F
Metal Bin polishing	All locations	1F
Granite floor buffing	All locations	1Q
Tiles floor scrubbing	All locations	1W
High raised glass cleaning	All locations	1W
Office deep cleaning	All locations	1W
Passenger chair scrubbing	All locations	1W
Jet pressure wash	Cemented floor	1Q
Plant room cleaning	All locations	1W
Upholstery cleaning	All locations	1Q
Canopy glass cleaning	All locations	1W
Roof top cleaning	All locations	1W
Wooden surface polishing	All locations	1M
Cleaning of perforated metal ceilings	All locations	1W
Ceiling and AC Grill cleaning	All locations	1W
Metal surface polishing	All locations	1M
Cleaning of signage	All locations	1W
Pan mark removal	All locations	1W
Cleaning of basement areas	All locations	1W
Emergency stairways cleaning	All locations	1W

Sticker and Stain removal	All locations	1W
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1D – Once daily; nD – n times daily; 1W – Once weekly; 1F – Once fortnightly; 1M – Once monthly; 1Q – Once quarterly and so on.

Apart from daily cleaning tasks, periodic tasks shall be given on regular basis. All these tasks will repeat on weekly, monthly, quarterly or yearly basis. The Cleaning Frequencies and Schedules shall be given regularly before the shift operation on daily basis.

29.2 MINIMUM LABOUR REQUIRED TO BE DEPLOYED IN VARIOUS SHIFTS

S.No.	Supervisor	Spiderman for façade cleaning	Sweeper & helper for spiderman	FOE in IAA & Hostel and Paramedic
First Shift				1 FOE for Hostel
Second Shift				1 FOE for Hostel
Third Shift				1 FOE for Hostel
General Shift	2	1	25 sweeper + 1 helper for spiderman	1 FOE for IAA reception + 1 Paramedic for IAA

Important Note: One Facility Manager in general shift for overall coordination.

One shift means 8 hours duty. The shift timings will be decided by Director, IAA or his authorized representative. However, deployment of manpower may be redefined by IAA.

Note: Manpower Quantity shown in 29.2 is indicative and bare minimum.

The ladies toilets shall only be cleaned by Female staff only however in special circumstances male staff may be allowed with supervision of female employee only if toilet is vacant or vice versa.

The successful bidder shall engage shift supervisor & workmen having qualification as per clause 42.9.1 and shall provide training as per schedule mentioned as per clause 42.9.2 through Central Government’s training institutes like Institute of hotel management, Food Craft Institutes, Hunar Se Rojgar Tak scheme (Ministry of Tourism) or any other agencies which are giving training in the similar field such as Taski, Eureka Forbes, Johnson Diversey, K’ar’rcher and other approved makes etc.

AND

The successful bidder shall provide annual training to all the shift supervisor & workmen through Central Government’s training institutes like Institute of hotel management, Food Craft Institutes, Hunar Se Rojgar Tak scheme (Ministry of Tourism) or any other agencies which are giving training in the similar field such as Eureka Forbes, JD, Kurcher and other approved makes etc.

Copy of such certificate shall be submitted by the agency within 30 days from the date of taking over of site. Agency is also required to give refresher course at an interval of 1 year for updating on advancement Failure to this; he will be liable to pay an amount of Rs. 500 /- per month per employee.

29.3 Approximate Area for up keeping

S NO.	Area	
01	Total Floor area of IAA & Hostel Block	Academy Basement 4439.00 Sq M Academy G.F 4439.00 Sq M Academy F.F 4439.00 Sq M Academy S.F 4439.00 Sq M Hostel Block G.F 1509.00 Sq M Hostel Block F.F 1509.00 Sq M Hostel Block S.F 1509.00 Sq M
02	Total area of Toilets of IAA & Hostel Block	698.00 Sq M
03	Total paved area of IAA & Hostel Block	6665.00 Sq M
04	Carpet Area/ Sofa area/ Chair area of IAA & Hostel Block	2206.00 Sq M
05	Glass & Facade area of IAA & hostel block	4614.00 Sq M
06	No of shifts/ day required for Up keeping	1
07	Number of toilets in IAA & Hostel Block	IAA Ground Floor: 5 Gents & 5 Ladies IAA First Floor 6 Gents & 6 Ladies IAA Second Floor 6 Gents & 4 Ladies IAA Common Area 2 Gents Hostel Ground Floor 1 Gents, 1 Ladies & 1 common Hostel First Floor 2 Gents & 2 Ladies Hostel Second Floor 1 Gents & 1 Ladies Hostel Common Area 2 Gents & 1 Ladies
08	Number of physically Challenged toilets in Academy	14

29.4 Necessary diesel/petrol/fuel & lubricants etc. for smooth running of all the equipments, vehicles and machineries deployed for the work shall be provided by the contractor at his own expense. In the event of any break down of the plant, vehicles and machineries deployed for the work, the contractor shall take prompt remedial measure to put them back in working condition and nothing extra will be paid. To minimize break down period, necessary spare parts shall be kept readily available at site by the contractor at his own expense.

29.5 The agency is also required to provide specific uniform and safety devices to the manpower deployed at site for the work as detailed below:-

- i) Minimum three sets of uniform as per climatic requirement. (Faded/ torn uniforms not accepted)
- ii) Safety helmets and foot wears are to be provided for the workers.
- iii) Safety belts, protective Goggles, Hand gloves etc. are to be provided as per requirement and nature of job. or as per the safety code given below.
- iv) Specifications of uniform

Male staff –

Trouser	Minimum 3	Dark grey
Shirt	Minimum 3	Light grey
Sweater / Pullover	Minimum 3	Dark Grey
Shoes	Minimum 1 pair	Black
Socks	Minimum 3 pair	Grey
Sleeveless coat (Terry cotton) for washroom workers	Minimum 3	colour Dark Grey
Disposable Caps	Minimum 3	per shift

For Female Staff –

As per male staff

Or

Blouse	Minimum 3	Dark grey
Saree	Minimum 3	Light grey
Sweater / Pullover /Cardigan	Minimum 3	Dark Grey
Shoes / Bally (Low Heel)	Minimum 1 pair	Black
Socks	minimum 3 pair	Grey
Sleeveless coat (Terry cotton) for washroom workers	Minimum 3	colour Dark Grey
Disposable Caps	Minimum 3	per shift

Or

Salwar	Minimum 3	Dark grey
Kurta / Shirt	Minimum 3	Light grey
Sweater / Pullover /Cardigan	Minimum 3	Dark Grey
Shoes / Bally (Low Heel)	Minimum 1 pair	Black
Socks	minimum 3 pair	Grey
Sleeveless coat (Terry cotton) for washroom workers	Minimum 3	colour Dark Grey
Disposable Caps	Minimum 3	per shift

Note* In addition above items the Facility Manager, Supervisor, FOE and Paramedic shall be provided 2 Blazer & name plate.

- v) Agency shall get printed / stitch companies' logo and name on the back and employees name in the front left pocket space shirt, kurta, on the shoulder of the blouse and winter uniform. In case of saree both will be clipped on the front side.

29.6 A register of consumables / non-consumables inventory shall be maintained by the agency. The inwards / outwards / uses shall be recorded per shift / daily basis. This register will be checked by IAA on regular basis. Inspection log shall be maintained by shift supervisor and shall be endorsed by IAA representative on shift basis or as and when required.

29.6.1 Inspection log shall be maintained by shift supervisor and shall be endorsed by IAA representative on shift basis or as and when required.

WASHROOM CLEANING CHECKLIST

Date	CHECK STOCK <small>AS REQUIRED</small>						CLEAN & TIDY <small>HOURLY</small>					MOP <small>AS REQUIRED</small>	Signed by
	Toilet Paper	Paper Towels	Soap	Hand Lotion	Feminine Hygiene	Air Freshener						For Clean Floors	
Supervisor Inspection													
7 am													
9 am													
11 am													
Supervisor Inspection													
3 pm													
5 pm													
7 pm													
Supervisor Inspection													
11 pm													
1 am													
3 am													
Deep Cleaning													

Tick box only if an item has been restocked or completed
Report any faulty or broken items to your supervisor as soon as possible

The above checklist is illustrative and vendor should get his own set of checklists which is comprehensive and cover all key items.

Format for inspection log for the shift supervisor is detailed as above. Supervisor needs to ensure that that the log is updated every 2 hours at every toilet location. Inspection logs are to be displayed outside the wash rooms and daily logs to be submitted to IAA on a daily basis (handed over the subsequent day)

29.7 The Contractor shall comply with minimum wages per worker as mandated by Labour Laws and as decided by IAA whichever is higher.

As of the date of the release of the tender, minimum wages of the staff are as follows

- 1. Facility Manager : Rs. 50000 / Per Month
- 2. Paramedic : Rs. 24466 / Per Month
- 3. Front Office Executive (Highly Skilled) : Rs. 22464 / Per Month
- 4. Supervisor (Skilled) : Rs. 20670 / Per Month
- 5. Operator (Semi - Skilled) : Rs. 18824 / Per Month
- 6. Sweeper (Unskilled) : Rs. 17004 / Per Month

Note: These rates may be abstracted from notification by central Govt from time to time.

However, Contractor is encouraged to pay fair wages above the mentioned minimum rates and pay out incentives in order to ensure minimum attrition and minimal absenteeism. It is also encouraged to have an incentive plan for the employees based on individual performance and based on quality of work delivered, regularity in attendance and any other performance parameters.

29.8 Before the submission of bid documents, bidder's team of housekeeping / cleaning experts is encouraged to survey the IAA premises and form a detailed understanding of the overall scope of work.

Agency is requested to visit the site for quoting rates of each item. Any query, in this regard, whatsoever regarding item, area etc. shall not be entertained after the award of work.

Basis survey of IAA premises, contractor is expected to prepare a detailed work plan of chemical usage (make and monthly consumption quantity), manpower deployment (quantity and qualifications) as well as machinery plan (no. of machines and make) over and above mandated minimum requirement in 13.2 (machinery/equipment), 28.3 (chemicals) and 29.2 (manpower) to ensure high quality upkeep of terminal.

The above along with any other technological innovations which the bidder intends to use during the work to ensure quality output needs to be presented as part of technical evaluation.

30. MODE OF MEASUREMENTS: As per scope of work.

31 RECOVERIES

31.1 In case the agency fails to provide the safety devices as specified above an amount of Rs.200/- per head per day for safety devices shall be debited to the contractor's account.

31.2 However, these recoveries as stipulated above do not relieve the contractor to pay, levy of compensation for delay as per clause no. 2 of GCC, in case work is not completed within the stipulated time.

32. PERFORMANCE

The contractor shall perform all works in substantial and acceptable manner in accordance with the plans and specifications and in accordance with such further instructions as may from time to time be given by the Director, IAA or his authorised representative. The work must be progressed within such sections and at each time as directed by the Director, IAA or his authorised representative.

The contractor shall provide and do everything necessary for the proper cleaning work. It must be clearly understood that the whole of the conditions are intended to be strictly enforced and that no extra charges in respect of extra work will be allowed unless they are clearly outside the spirit and meaning of the conditions or unless such works shall have been ordered in writing by the Director, IAA or his authorised representative.

Figured dimensions to be followed in preference to scale dimensions and all dimension and particulars to be taken from the actual work.

33. PRICES

33.1 The rates quoted shall be in Indian Rupees only and inclusive of all taxes and duties, what so ever including excise duty, VAT/Sales tax, labour cess, Octroi if any, work contract tax, applicable customs duty in case of imported items, labour, tools & plants, packing freight / transportation of items from factory up to the installation site & insurance up to the site, loading, unloading and hoisting arrangement for installation, fee(s) for testing, inspection documents including the fee(s) payable for obtaining statutory license / approval etc. from concerned department but excluding GST. GST paid by contractor for this work shall be reimbursed by IAA on actual basis on production of documentary evidence.

33.2 The quoted rate should not include statutory labour components of PF, ESI and Bonus as per the prevalent Govt. guidelines. All such payment will be reimbursed on production of documentary evidence/ proof of depositing/ proof of remittance of such amount to statutory, regulatory authorities. Any additional statutory taxes by state govt. will be reimbursed on production of documentary evidence of payment to statutory, regulatory authorities duly certified by the in- charge”.

33.3 Agency should quote their rates inclusive of escalation as no separate escalation shall be paid on their quoted rates. However agency will be entitled to get reimbursement of hike in minimum wages. PF. Bonus. ESI contribution on production of documentary evidence.

34. NUISANCE

The Contractor shall not at any time do, cause or permit any nuisance on the Site or do anything which shall cause unnecessary disturbance or inconvenience to owners, tenants or occupiers of other properties near the Site and to the Public generally.

35. POWERS OF DIRECTOR, IAA OR HIS AUTHORISED REPRESENTATIVE

The powers of the representative of the Director, IAA or his authorised representative, are to watch and supervise the Works and to test and examine any materials to be used or workmanship employed in connection with the Works.

35.1 The Director, IAA or his authorised representative may from time to time in writing delegate to his Representative any of the powers and authorities vested in the Director, IAA or his authorised representative and shall furnish to the Contractor a copy of all such written delegation of powers and authorities. Any written instruction or written approval given by the Representative of the Director, IAA or his authorised representative to the Contractor within the terms of such delegations shall bind the Contractor and IAA as though it had been given by the Director, IAA or his authorised representative.

35.2 Failure of the Representative of the Director, IAA or his authorised representative to disapprove any work or materials shall not prejudice the power of the Director, IAA or his authorised representative thereafter to disapprove such work or materials.

35.3 If the Contractor is dissatisfied with any decision of the authorised representative of the Director, IAA, he shall be entitled to refer the matter to the Director, IAA who shall thereupon confirm, reverse or vary such decision.

36. Contractor has to ensure positioning of all necessary machinery / equipment / T&P at the time commencement of work. Site will not be handed over if contractor fails to position requisite machinery / equipment /T&P as listed above in contract.

All Trained manpower, consumables and machines etc. shall be positioned from the date of start of work except Hydraulic access platform and dual mast aerial platform. These two machines in case not available on the date of start may be positioned within 30 days from the date of start subject to agency has confirmed their order within 7 days of issue of order. A recovery equal to half of penalty charges (up to 30 days) shall be made.

In addition, no running account bill will be released till the above two machines are positioned for use.

37. The contractor shall have to intimate his Universal PF account code/ no. allotted by regional PF commissioner, ESI registration no. allotted by ESI Corporation and labour license obtained as per the provisions of the contract Labour Act, 1970 within 15 days of award of work, failing which no payment shall be released to the contractor. Where ESI is not applicable contractor has to provide medical cards.

38. If any information furnished by the applicant is found incorrect at any stage not only his tender will be rejected/cancelled but he shall also be liable to be debarred for a period to be decided by the committee duly constituted by the competent authority for tendering/taking up of work in IAA. The department reserves right to verify the particulars furnished by the applicant independently.

39. CLEANLINESS STANDARDS

Agency is to maintain IAA premises and toilet to the required standard to the expectation of IAA users.

40. The contractor shall dump garbage / Malba / wastage at specified / demarcated / notified site / ground by the local municipal authorities on his own cost and responsibility and shall not stack building material / malba on the IAA land or road or on the land owned by any other authority, as the case may be. It will be the responsibility of the contractor in consultation with IAA to identify the

dumping site/ground and to get permission from the concerned local authority / corporation on his own responsibilities and expenses. In case, the Contractor is found stacking the building material / malba or any equipment at IAA land /road or any other authority's land as stated above, he shall be liable to be levied penalty and also to face penal action, as decided by the Director, IAA or his authorized representative.

Municipal corporation charges for dumping the garbage if any, will be reimbursed to agency.

41. MOEF norms shall be followed for collection and disposal of garbage.

42. Service Level Requirements:

42.1 Services Tasks & Responsibilities

Cleanliness services on specified area / location

42.2 Overview of responsibilities

To provide effective services.

To liaise with external suppliers/ contractors/ consultants to assess external capabilities and competencies and their value to Client, and engage as required

42.3 All service requests given to the agency will be prioritized to enable performance to be monitored and measured, the following categories, timescales and targets have been set.

Category	Definition	Response Time	Target response
EMERGENCY	An unsafe or illegal situation and/or service to customers is being disrupted and/or staff are being prevented from working.	Not more than 15 minutes	100%
URGENT	Imminent potential unsafe or illegal situation and/or service to customers is being disrupted and/or staff are being prevented from working normally	Not more than 1 hour	100%
HIGH PRIORITY	Possible further deterioration but not an unsafe situation or disruption to service to customers	Not more than 8 hours	100%
ROUTINE	Not an unsafe situation, no disruption to customers and only limited inconvenience to staff	Not more than 3 working days	100%
LOW PRIORITY	No customer service impact or inconvenience to staff	Not more than 5 working days	100%

42.4 Performance Management

Overall performance will be managed using the following review process.

Quarterly: Performance review.

Annually: Total service delivery review. Meetings will be attended by the Operations Manager the Senior Managers. The meetings will review performance against the service levels as specified in this agreement and performance to budget.

42.5 Quarterly - Performance Reviews

Performance measured against the service levels described throughout this agreement will be reported by the agency and reviewed by IAA.

Annually - Total Service Delivery Review

The annual process provides a mechanism for the identification of service opportunities and the need for the enhancement of service/resource, where appropriate. The issues covered in this review and planning exercise include:

- Existing services;
- Additional services;
- Review procedures;
- Service levels;
- Service changes;

If the Agreement is to be extended, this process will define the framework within which services will be delivered in the following year. Change could reflect changed client needs to provider options as well as extension of the service open to external competition.

42.6 Performance Reporting

Progress Meetings

Daily meetings are held provide a mechanism for service issues identification and resolution planning.

Service standards and conditions

42.7 SOFT SERVICES

ELEMENT	REQUIREMENT
Walls and Skirting	<ul style="list-style-type: none"> • Internal walls and ceilings are free of dust, grit, lint, soil, film and cobwebs where reachable. • Walls are free of marks caused by furniture, equipment or staff where reachable. • Light switches are free of fingerprints, scuffs and any other marks. • Light covers and diffusers are free of dust, grit, lint and cobwebs. • Polished surfaces are of a uniform lustre
Glass	<ul style="list-style-type: none"> • Internal surfaces of glass are clear of all streaks, spots and marks, including fingerprints and smudges where reachable. • Window frames, tracks and ledges are clear and free of dust, grit, marks and spots.
Doors	<ul style="list-style-type: none"> • Internal and external doors and doorframes are free of dust, grit, lint, soil, film, fingerprints and cobwebs. • Doors and doorframes are free of marks caused by furniture, equipment or staff. • Air vents, relief grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks. • Door tracks and doorjambs are free of grit and other debris. • Polished surfaces are of a uniform lustre.
Hard Floors	<ul style="list-style-type: none"> • The floor is free of dust, grit, litter, marks and spots, water or other liquids. • The floor is free of build-up at the edges and corners or in traffic lanes. • The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. • Inaccessible areas (edges, corners and around furniture) are free of dust, grit,

	<p>lint and spots.</p> <ul style="list-style-type: none"> • Buffed floors are of a uniform lustre. • Appropriate signage and precautions are taken regarding pedestrian safety of newly cleaned or wet floors. • Floor is maintained in accordance with AS/NZ 3661.2 (Slip resistance of Pedestrian surfaces Part 1&2- Reduction of slip hazards)
Concrete & Pavers	<ul style="list-style-type: none"> • After sweeping all areas must be free of dirt, dust leaves and debris. • After spot cleaning, hosing or pressure cleaning concrete & pavers all areas must be free of dust, accumulated dirt, litter, sand and excess water leaving the surfaces clean and reasonably dry
Soft Floors, Matting	<ul style="list-style-type: none"> • The floor is free of dust, grit, litter, marks and spots, water or other liquids. • The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. • Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots. • When carpet extraction shampooing is complete, the carpet must be free of all deep seated dirt, stains and soiling and be left in a reasonably dry condition giving a uniform appearance.
Ducts, Grills and Air Vents Optional. To be Decided before tendering by IAA)	<ul style="list-style-type: none"> • All ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks where reachable. • Diffusers, All ventilation outlets are kept clear and uncluttered following cleaning.
Furnishings and Fixtures	<ul style="list-style-type: none"> • Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillages. • Soft surface furniture is free from stains, soil, film and dust. • Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs. • Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots. • All reachable high surfaces are free from dust and cobwebs. • All vertical and horizontal blinds and are free from stains, dust, cobwebs, lint and spoilage where reachable. • Equipment is free of tapes/plastic, etc., which may compromise cleaning. • Furniture has no odour that is distasteful or unpleasant. • Shelves, bench-tops, cupboards are clean inside and out and free of dust and litter or stains. • Internal plants are free of dust and litter. • Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact. • Fire extinguishers are free of dust, grit, dirt and cobwebs.
Toilets and Bathroom Fixtures	<ul style="list-style-type: none"> • Porcelain and plastic surfaces are free from smudges, smears, body fats, soap build-up and mineral deposits. • Metal surfaces, dispensers, shower screens and mirrors are free from streaks, soil, smudges and soap build-up and oxide deposits. • Wall tiles and wall fixtures (including soap and cream dispensers and towel holders) are free of dust, grit, and smudges/streaks, mould, soap build-up and mineral deposits. • Shower curtains and bath mats are free from stains, smudges, smears, odours, and mould and body fats. • Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits.

	<ul style="list-style-type: none"> • Bathroom fixtures are free from odours that are distasteful or unpleasant. • Polished surfaces are of a uniform luster. • Sanitary disposal unit external surfaces are clean and functional. • Consumable items are in sufficient supply.
General Tidiness	<ul style="list-style-type: none"> • The area appears tidy and uncluttered. • Floor space is clear, only occupied by furniture and fittings designed to sit on the floor. • Furniture is maintained in a fashion that allows for cleaning. • Fire access and exit doors are left clear and unhindered.
Odour Control	<ul style="list-style-type: none"> • The area smells fresh. • There is no odour that is distasteful or unpleasant.

42.8 **Contractor's Responsibility:**

- *To ensure that IAA, Offices, Wash Rooms, etc. are maintained in a neat and tidy state 24X7.*
- *To provide a healthy and hygienic environment for use of various IAA services and facilities.*
- *To ensure that best Health and Safety practices are adhered to by the housekeeping staff so as to prevent any injuries or illness to any person.*
- *The contractor shall ensure that the staff engaged by them doesn't have a criminal background / police case. The Police clearance of each staff should be obtained before applying for the IAA entry passes.*
- *To ensure staff is in proper uniform and well groomed.*
- *The contractor shall ensure that none of the staff is allowed to take the IAA Entry passes from work place after duty hours. It shall be the responsibility of the contractor to issue and collect back PIC's at start and end of shift in order to avoid any misuse of PIC's.*
- *It shall be the responsibility of the contractor to collect back PIC of any staff separating from job and deposit the same to issuing authority.*
- *A training officer should be appointed by the vendor who will ensure training of their staff.*
- *All the employees should be made aware of Safety, Security, and Environment requirements.*
- *In event of any untoward situation such as strikes etc. the vendor needs to have a contingency back up manpower to man essential areas such as washrooms and Public areas.*
- *The contractor shall be responsible and liable for any accident caused to Passengers, staff, stakeholders, IAA property etc.*
- *The Contractor should follow all the applicable environmental legal and other requirements communicated by IAA time to time.*
- *The contractor should follow the requirements given in the IAA policy, Vision & Mission statement and it is the responsibility of the contractor to communicate the same to the employees working for him.*
- *The disposal of Waste (Hazardous & Non-hazardous) generated from the cleaning or any other activities of contractor shall be disposed as per Government Waste Management Procedure.*
- *It is the responsibility of contractor to impart the training to all personnel on the basic environmental awareness and waste management practices at Airport.*
- *Contractor should take effort to reduce the resource consumption like electricity, water, fuel from its activities.*

- Contractor is bound to comply the requirements raised during the environment inspections of its work area and should submit the action taken report to the concerned officer.
- Contractor should take proper steps to prevent the occurrence of Environmental incidents such as any spillages, leakages of the chemicals, storm water drain contamination etc.
- Contractor should report any environmental incident to IAA immediately.
- Proper training to be given to the employees handling the chemicals to avoid any incidents / injuries.
- The Contractor shall appoint Male Janitors on higher side for Public areas in order to carry out heavy works such as shifting / moving of furniture, chairs etc during cleaning.
- IAA reserves the right to interview all contractor managers, shift in-charge, Supervisors and Janitors.

42.9 **Competence Requirements:**

42.9.1 The Contractor shall depute adequately competent and medically fit staff for the job. As a minimum, they should possess the following competence requirements:

Category	Competency	Criteria
Facility Officer / Manager	Age	24 years to 50 years
	Minimum Educational Qualification	Minimum Graduate in Hotel / Hospitality Management/Aviation Industry or equivalent fields.
	Experience	Min 4 yrs. as a Housekeeping Supervisor or Min 2 years as a Facility Manager
	Language	Regional Language, Hindi & English – Proficient
	Skillset	Basic administrative skill, thorough knowledge on Housekeeping Standards & Procedures, Waste Segregation & Management, Cleaning Machinery Operations, & Warehouse
Supervisor / FOE	Age	21 years to 50 years
	Minimum Educational Qualification	Graduate
	Experience	Min 2 yrs. as a Housekeeping Supervisor
	Language	Regional Language & Hindi preferable & English - Proficient
	Skillset	Thorough knowledge on Housekeeping Standards & Procedures,
Store Associate	Age	18 years & above
	Minimum Educational Qualification	12th Standard / Graduate
	Experience	Min 1 years as a storekeeper
	Language	Regional Language & Hindi preferable & English - Mandatory
	Skillset	Thorough knowledge Warehouse Management (Issue, Receipt of Materials, Store Set-up, Updating Stock Registers, Preparation of Consumption Reports, Inventories etc.)
Spl. Task Force / Machine	Age	18 years to 45 years
	Minimum Educational Qualification	SSLC
	Experience	Min 2 years in Housekeeping and Trained in machine handling
	Language	Regional Language, Hindi & English – Preferable

	Skillset	Thorough knowledge on Housekeeping Standards & Procedures, Operation of all types of Cleaning Machineries & Access Equipment
Male & Female Cleaning Force	Age	18 years to 45 years
	Minimum Educational Qualification	Any
	Experience	Trained with 2 years of experience in housekeeping services
	Language	Regional Language, Hindi & English – Preferable
	Skillset	Basic knowledge on Housekeeping Standards & Procedures & Cleaning Machinery Operations
Paramedic	Age	18 years to 45 years
	Minimum Educational Qualification	Degree / Diploma in paramedic
	Experience	Trained with 2 years of experience in paramedic services,.
	Language	Regional Language, Hindi & English – Preferable
	Skillset	Responsible for traveling to emergency medical situations to provide a range of care to patients. Their duties include assessing the patient and their environment, administering procedures like CPR and stabilizing patients for transport to the hospital if needed.

42.9.2 Training Levels

Training - Task Performance Skills

- i. The successful Bidder shall be responsible for carrying out and providing periodic and daily skills training to perform daily tasks. No staff shall be allowed to perform any task unless they are completely trained and competent enough to perform the assigned task.
- ii. In addition to initial training as mentioned above, the successful Bidder shall be responsible to provide refresher training to its employees at minimum 1 day per quarter to each employee and the successful Bidder shall submit the proof for the same.
- iii. The successful Bidder shall provide below mentioned trainings at the time of induction of each employee and all awareness trainings and all expenses shall be borne by the successful Bidder.

S. No	Training Topic	Frequency
1	Personal Grooming & Hygiene / Usage of PPE / Behavioral Training	Quarterly
2	Usage of Cleaning Agents and Dilution ratios	Quarterly
3	Housekeeping Procedures – SOPs & Manuals (Various Class Rooms, Rest Rooms and its timings, Cleaning Floor & Fixtures Cleaning, Cross Contamination & Colour Codes, Deep Cleaning etc.)	Quarterly
4	Machinery Usage, Cleaning of tools & Equipment	Quarterly
5	On Job Training	Monthly
6	Lost & Found Procedure	Quarterly
7	Awareness on Integrated Management Services (QMS, EMS, OHSAS, BCM, EnMS)	Half Yearly

8	Waste Management & Disposal (Collection, Segregation, Transportation, Disposal etc.)	Quarterly
9	Aviation Safety & Security / Fire Safety Training	Yearly

42.10 Monitoring, Measurement & Feedback:

The successful Bidder shall attend to any complaints received in connection with the Maintenance Services immediately. Any failure will attract penalty.

Assessment	Response Timeline
Complaint related to spills & breakages	Not more than 10 minutes turnaround time
Replenishment of Restroom	Not more than 10 minutes turnaround time
Complaint related to Dust Control, lower level glass cleaning	Not more than 20 minutes turnaround time
Office Cleaning Request	Not more than 30 minutes turnaround time

Service Quality Audits

~~42.10.1. External Audits on Airport Service Quality (ASQ):~~

~~IAA may engage external agency to audit and assess the airport service quality (ASQ) and in these audits the Successful Bidder shall be responsible for key performance indicators (KPI) related to this Service and ensure to achieve the target service quality levels. SLAs for the same have been specified in clause 39.~~

42.10.2 Internal Audits on Service Quality Evaluation:

IAA employees or quality audit companies employed by IAA may carry out daily audits / regular audits.

All observations shall be quantified and notified to the successful bidder for corrective actions. The successful Bidder shall take timely corrective actions to ensure all observations are resolved within the stipulated period. The following are the areas where the audit will be carried out.

A. Quality of Work,

1. *Cleaning & Housekeeping*
2. *Machine Operation*
3. *Supervision*

B. Quality of Employee/staff of the Successful Bidder

1. *Skill/Knowledge on work*
2. *Uniform and Appearance*
3. *Personal Hygiene*
4. *Awareness on IAA Standards*
5. *Awareness on Security Requirements*
6. *Behaviour with IAA trainees*

C. Compliance to Work Schedules, Compliance to Work Procedures, Regular Attendance of Workers, Submission of MIS Report on time

1. *Attendance Report for Shift*

2. Assignment Report for Shift
3. Work Completion Report for Shift
4. Weekly Schedules Completion Report
5. Monthly Work Completion Report for Billing

D. Other Miscellaneous Aspects.

Periodic monitoring, checks, inspection, audits, briefings, meetings, etc. carried out by the Contractor and/or IAA on a regular basis using the checklist provided as per Standard Operating procedures in 42.13 and checklist on 42.14. Infractions recorded on these checklists will be penalized as per clause 14.7

IAA shall have the right to terminate the contract if the services provided by the Agency is not found satisfactory after giving 30 days notice. Similarly, the case of foreclosing/ abandoning the contract a written notice of 30 days shall be served by Registered Post or by hand at the respective address notwithstanding the above.

If the contractor is penalized for 10% of his overall monthly work bill over 3 consecutive months as stipulated by conditions in the contract, the contract will be liable to be terminated.

The Agency shall however continue to provide the services as required in the contract for further 90 days or till new tender is awarded, whichever is earlier.

“The decision of Director, IAA shall be final in such cases.”

42.11 Any missing / damaged fittings, fixtures, machines or IAA property will be charged to the contractor on actual / The deductions due to above penalties should not affect minimum wages of staff.

42.12 Agency will install Biometric attendance system for attendance check of their staff from day one. Director, IAA or his authorized representative shall have access to it.

42.13 Standard Operating Procedure

Some SOPs are placed below for guidance. Agency has to study before date of start and finalize the SOP as per site requirements. Any SOP which are not placed under shall also be prepared and get approved. The works shall be carried out strictly as per SOP.

A. Supervisor check list for Guest Toilet

Checking-Regular

Sr. No.	Expected Standards	Yes	No
1.	Toilet disinfected inside out		
2.	Chrome fixtures cleaned and shining		
3.	Counter top cleaned and disinfected		
4.	Cabinet/cupboard front cleaned and well stacked		
5.	Washbasin scrubbed and disinfected		
6.	Floor vacuumed and/ or mopped dry		
7.	Windows cleaned and dry wiped		
8.	Garbage bin emptied and garbage bag place in		

9.	Mirror cleaned		
10.	Urinal and commode scrubbed, cleaned and disinfected		
11.	Soap dispenser cleaned and replenished		
12.	Paper napkin holder cleaned and replenished		
13.	Room freshener sprayed		
14.	Any electrical or civil issues fixed		
15.	Staff member well groomed, well uniformed with name tag		
16.	Staff member acknowledges and greets guests with folded hands saying 'Namaskar' with eye contact and smile		
17.	Staff is able to answer basic questions about the airport (facilities, service & hours of operations etc.)		
18.	Cleaning material and equipments clean and stored invisible to guest		

To be conducted by: Direct Supervisor

To be conducted by: Direct Supervisor			
Sr.No.	Area and activity	Yes	No
1	Check if all blocks, Open area and reception area have been swept and waste removed appropriately.		
2	Check if all Dustbins have been emptied and cleaned.		
3	Check if cleaning, Sweeping & Mopping of floors with Disinfectant cleaner of all the floors including stair cases and all the rooms / halls has been done.		
4	Check if cleaning, sweeping & Mopping of common areas has been done.		
5	Check doors, windows, window glass and grills, window panes, furniture, fixtures, venetian blinds, window edges for cleanliness.		
6	Check if there are any stains, spills, footmarks on floor.		
7	Check if reception area has been swept, mopped and dusted		
8	Check if toilets are clean and dry.		
9	Check working of exhaust fans.		
10	Check stair case cleaning, sweeping & mopping.		
11	Change /check of toilets papers/napkins.		
12	Check if waste papers and any other garbage and blockage and choking from the entire area covered has been removed appropriately.		
13	Check for cleaning of baskets, wastepaper baskets, cobwebs and disposing off all collected refuse at designated site.		
14	Check it cleaning and scrubbing of toilets, wash basins, sanitary fittings, glasses & mirrors and toilets floors has been done.		
15	Check if cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. has been done properly. Check below water level and under rims including areas at hinges and cistern handles. Check if restock of toiletries, including liquid hand soap, Toilet paper, air freshener, and sanitary cubes and Naphthalene balls, toilet papers, tissue papers etc in toilets has been done.		
16	Check if hairs, dust, dirt or any such object are present.		
17	Check if cleaning, sweeping, dusting, mopping, scrubbing of canteen, reception, security rooms, committee room, conference room has been done. Meeting rooms should be checked at regular intervals during the day especially after each meeting).		
18	Check if waste has been removed from office premises.		
19	Check if one Housekeeping personnel is present in front of every toilet.		

B. How to clean a Garbage Bin

Material required for cleaning: Rubber gloves, appropriate shoes, face mask, damp cloth, dry cloth, long handle nylon scrub brush

Cleaning Agents: as specified in 28.3

Operation:

- Wear appropriate shoes, Rubber hand gloves
- Empty the garbage bin
- Mix the Cleaning agent as per the prescribed ratio of manufacturer
- Place the garbage bin in an area that it can get wet
- Wash it with water preferably hose it down
- Apply the cleaning chemical inside and outside
- Don't forget the top and bottom of the bin
- Scrub it with long handled brush/toilet brush thoroughly
- Let the cleaner sit for few minutes
- Rinse with water
- Dry wipe with dry cloth
- Place the garbage bag in it
- Place the bin at desired place

Cleaning of water Cooler

Materials/cleaning agent required for cleaning:

Protective gloves, Lint free rag, a sponge, cleaning cloths, a stiff brush, spray bottle

Cleaning Agents: as specified in 28.3

Operation:

- Disconnect the unit from the electrical outlet
- Collect all the equipments and cleaning agent
- Drain out the excess water from tray
- Scrub clean the tray with nylon scrub and cleaning solution
- Wash with warm water
- Sponge and wipe dry the tray with rag
- Wipe clean and polish all chrome items from watermarks, smears, make them shiny.
- Clean the outer area of the cooler with cleaning solution
- Wipe the area with dry cloth.
- Dust below the cooler and plumbing fixtures.
- Sweep and dry mop below and around the cooler
- Connect the electrical plug in the outlet
- Clean all the equipment, empty all the spray bottles
- Store all the equipment and cleaning agents at designated place

C. Cleaning of drain jail:

Materials required for cleaning: Protective gloves, bucket, Clean wash cloth or hand towel, cleaning cloths, a stiff brush, dry and wet mop

Cleaning Agents: as specified in 28.3

Operation:

- Collect all the equipment's and cleaning agents
- Place the caution sign board at the entrance
- Mix the Cleaning agent as per the prescribed ratio of manufacturer

- Spray small amount of cleaning solution on the drain cores.
- Scrub with Scrubber on top and below of drain cores.
- Wash with clean water.
- Mop the drain cover and remove any trace of water from the drain cores or holes.
- Drain holes not to have signs of dirt building or moping. They are to be left smelling fresh.
- Spray Air freshener
- Take out all equipment and cleaning agents from the washroom
- Take out the caution sign board
- Clean all the equipment, empty all the spray bottles
- Store all the equipment and cleaning agents at the designated place

D. **Cleaning of Glass**

Material required for cleaning: Window washer, Window squeeze, Telescopic rod, Glass cleaning bucket, Glass scrapper, Glass duster, Check duster, Ladder (if required) Measuring jar, Safety Belt, Dry vacuum cleaner

Cleaning Agents: as specified in 28.3

Operation:

- Pre-inspect the glass for stains, breakage and cracks, if any
- If there are breakages and cracks inform the supervisor
- Ensure the glasses are dust free and clean
- Use the extension rod, if required
- Use safety belt for the exterior cleaning of the glass
- Use measuring jar and add chemical
- Mix the Cleaning agent as per the prescribed ratio of manufacturer
- Remove stubborn stains (if any) from the glass using scrapper
- Attach the window washer to the telescopic rod
- Dip the window washer to the telescopic rod
- Squeeze the excess water
- Start cleaning the glass systematically
- Remove the washer from the telescopic rod
- Attach window squeeze
- Start squeezing the water off from the glass
- Clean the squeeze and ledge left over water with check duster
- If any, water stains are remaining on the glass clean it with glass duster
- Repeat 4.4 to 4.12 till the glass cleaning is over
- Check by visual inspection that the glass is sparkling clean
- Collect all equipment and cleaning agents
- Empty the glass cleaning bucket, clean all the equipment
- Store all the equipment and cleaning agent at the designated place

E. **Cleaning of Mirrors:**

Materials required for cleaning: Protective gloves, Clean wash cloth or hand towel, a sponge, cleaning cloths

Cleaning Agents: as specified in 28.3

Operation:

- Collect all the equipments and cleaning agents
- Place the caution sign board at the entrance
- Mix the Cleaning agent as per the prescribed ratio of manufacturer
- Use a damp sponge with water only to wipe the mirror.
- Glass cleaner is not recommended for cleaning mirrors because it may leave wipe marks.
- Dry and polish the mirror with a dry cloth.
- Wipe entire area of glass.
- Check for smudges and re-wipe.
- From a distance check the mirror for stains and marks and leave the mirror spotlessly clean.
- All glass surfaces have to be clean and shiny.
- Spray Air freshener
- Take out all equipment and cleaning agents from the washroom
- Take out the caution sign board
- Clean all the equipment, empty all the spray bottles
- Store all the equipment and cleaning agents at the designated place

F. Cleaning & Sanitizing of toilet commode

Material/ Cleaning agent required for cleaning: Protective gloves, face mask, Clean wash cloth or hand towel, a sponge, cleaning cloths, a stiff brush, dry and wet mop

Cleaning Agents: as specified in 28.3

Operation:

- Collect all the equipments and cleaning agents
- Place the caution sign board at the entrance
- Check all the bathroom and electrical fittings for maintenance, leakage etc
- Align the wringer trolley in such a manner that it is easily accessible
- Wear appropriate shoes, hand gloves and mask.
- Flush the commode
- Mix the Cleaning agent as per the prescribed ratio of manufacturer
- Sprinkle the cleaning solution in a circular motion around and inside top of toilet bowl and leave it for 10 minutes.
- Apply cleaning solution on the walls beside and behind the toilet and under the cupboard area.
- Wipe the outside of the toilet bowl and the walls around the toilet with a damp sponge. (Use this sponge / cloth only to clean the toilet. Mark this sponge with special tag or color coding to identify the same.)
- Wipe the pipes leading to the toilet.
- Wipe the walls under the vanity and the drain pipe.
- Use a toilet bowl brush and scrub the inside of the toilet bowl.
- Clean under the rim and the seats.
- Clean the top of the rim of commode, in and around the hinges, bottom of w/c seat cover.
- Flush the toilet.
- Rinse the brush in the toilet once the cleaning is done.
- Dry entire commode, using clean dry cloth removing all marks.
- Polish the walls and pipes with dry cotton cloth.

- Recheck inside w/c bowl especially, under rim and ensure water is clear.
- Close w/c seat cover.
- Commode should be cleaned on a daily basis.
- Use choke cleaner, if required for the smooth water flow
- Always make sure that the commode is stain free, fresh smelling, dry and the water in the bowl is clear.
- Spray Air freshener
- Take out all equipment and cleaning agents from the washroom
- Take out the caution sign board
- Clean all the equipment, empty all the spray bottles
- Store all the equipment and cleaning agents at designated place

G. Cleaning of washbasin. counter/under counter/ cupboard (vanity)

Materials/cleaning agent required for cleaning:

Protective gloves, Clean wash cloth or hand towel, a sponge, cleaning cloths, a stiff brush, dry and wet mop

Cleaning Agents: as specified in 28.3

Operation:

- Collect all the equipments and cleaning agents
- Place the caution sign board at the entrance
- Make the area cluster free for cleaning
- Move guest toiletries and other supplies when necessary.
- Place a clean wash cloth or hand towel on that spot and keep the guest toiletries on it.
- Move the guest toiletries with the washcloth or towel.
- Mix the Cleaning agent as per the prescribed ratio of manufacturer
- Wipe the light fixture and other bathroom fixtures
- Neatly arrange them once the cleaning is completed
- Wash the wastebasket and washbasin:
- Apply a little cleaning solution in the washbasin.
- Scrub inside the washbasin and the tap fixtures with nylon scrubber.
- Wipe the cupboard and the side shelves with diluted cleaning solution.
- Wash with clean water.
- Wash the wastebasket with sponge, rinse it out in the designated area and dry with a clean cloth.
- Rinse your sponge and cleaning clothes as needed.
- Remove the sink stopper.
- Clean counter surface area
- Spray cleaning solutions on the overflow and, under counter fixtures
- Use a stiff brush to clean overflow holes in the sink as dirt often collects in sink overflow drains.
- Using a sponge to wipe all the surfaces.
- Polish with a dry cloth to prevent water spots.
- Wipe dry with towel the entire vanity area, side shelves and inside the washbasin.
- No watermarks on the chrome features or the counter.
- Dust below the vanity cupboard, wooden shelves and inside the vanity cupboard, which conceals the bottle trap and the plumbing fixtures.

- Sweep and mop below the vanity cupboard, Vanity cupboard has to be spotlessly clean with no spots or marks.
- Clean hand drier
- **Cleaning chrome (Taps and fixtures):**
- All chrome in the bathroom are wiped with a damp cloth, and then polished with a dry rag.
- All chrome items are free of watermarks, smears, to make them shiny. These include the polished taps, soap holder, toilet paper holder, and towel rod.
- All chrome fixtures are cleaned and polished dry showing no smears, dirty marks or fingerprints.
- Take out all equipment and cleaning agents from the washroom
- Take out the caution sign board
- Clean all the equipment, empty all the spray bottles
- Store all the equipment and cleaning agents at designated place

H. **Cleaning of Tiles**

Materials required for cleaning: Protective gloves, Clean wash cloth or hand towel, scrubber, sponge, cleaning cloths

Cleaning Agents: as specified in 28.3

Operation:

- Collect all the equipments and cleaning agents
- Place the caution sign board at the entrance
- Mix the Cleaning agent as per the prescribed ratio of manufacturer
- Apply diluted cleaning solution on to the scrubber and scrub top to bottom ensuring dirt/hair etc are removed from the tiles.
- Scrub clean small area of the tile and grout and then dry with a sponge.
- Wet sponge with water and remove detergent.
- Tiles have to be cleaned daily with diluted Cleaning solution.
- Wipe dry, leaving no foreign object or marks on the tiles.
- Recheck all tiles to ensure no dirt are left on the tiles.
- Care has to be taken around toilet to make sure all tiles are dry.
- Wipe all surfaces area with a dry cloth.
- Spray Air freshener
- Take out all equipment and cleaning agents from the washroom
- Take out the caution sign board
- Clean all the equipment, empty all the spray bottles
- Store all the equipment and cleaning agents at the designated place

I. **Cleaning of Toilet Floor:**

Materials required for cleaning: Protective gloves, Clean wash cloth or hand towel, a sponge, cleaning cloths, a stiff brush, dry and wet mop, dust pan

Cleaning Agents: as specified in 28.3

Operation:

- Collect all the equipments and cleaning agents

- Place the caution sign board at the entrance
- Sweep the floor start at the farthest point into the bathroom and sweep towards the toilet entrance door; sweep debris into a dust pan.
- Mix the Cleaning agent as per the prescribed ratio of manufacturer
- Apply diluted cleaning solution on to floor and scrub from farthest point towards entrance, ensuring dirt/dust are scrubbed from entire floor.
- Clean bathroom floor and grout. Be sure to scrub behind the door, under counter and, behind / around toilet base.
- Floors have to be cleaned regularly with diluted Cleaning solution.
- They have to be mopped wet and wipe dry, leaving no dust on the floor.
- Recheck entire floor to ensure no wipe marks are left on the tiles.
- Care has to be taken around W/C and under washbasin, vanity to make sure all floor is dry.
- Wipe all surfaces again with a dry mop.
- Spray Air freshener
- Take out all equipment and cleaning agents from the washroom
- Take out the caution sign board
- Clean all the equipment, empty all the spray bottles
- Store all the equipment and cleaning agents at designated place

J. Upholstery cleaning and vacuum fabric:

Materials/cleaning agents required for cleaning: Protective gloves, Vacuum cleaner, Clean damp cloth, brush.

Cleaning Agents: as specified in 28.3

Operation:

- Collect all the equipments and cleaning agents
- Mix the Cleaning agent as per the prescribed ratio of manufacturer
- Place the caution sign board at the entrance
- Remove loose cushions and place them on the furniture.
- Stain to remove as per stain removal procedure.
- Wipe spills from vinyl or leather furniture with a damp cloth.
- Wipe the fabric with a clean, damp cloth.
- Brush the upholstery with upholstery brush in one direction.
- Upholstery should be dust and stain free at all given times.
- Vacuum fabric surface
- Vacuum the fabric surface or leather surface with at most care.
- Vacuum visible surfaces.
- Vacuum under cushions and in cracks and crevices.
- Be careful while vacuuming under the folds, buttons and other features that collect crumbs and dust.
- Do not damage the buttons, folds and other delicate works on the upholstery.
- Spray Air freshener
- Take out all equipment and cleaning agents
- Take out the caution sign board
- Clean all the equipment, empty all the spray bottles
- Store all the equipment and cleaning agents at the designated place

K. Up keeping of VIP Lounge

Material required for cleaning: Dry mop, wet mop, plastic dustpan, cobweb brush, soft broom, cloth duster, feather brush, glass cleaner, garbage bin, bucket, newspaper

Cleaning Agents: as specified in 28.3

Operation:

- Empty out the waste paper basket in the room
- Cobweb cleaning when required by cobweb brush
- Mix the Cleaning agent as per the prescribed ratio of manufacturer
- Clean the stains on the wall
- Clean the mirror by glass cleaner with dry cloth duster/ news paper
- Dust all painting, pictures on the wall
- Dust and clean the T.V
- Clean with damp cloth if require
- Clean all artifacts in the room
- Polish all brass items in the room
- Dust clean the sofa & other furniture etc by dry cloth and vacuum cleaner (follow the cleaning SOP)
- Remove dust by dry mop from the floor
- Mop the floor with well squeezed wet mop
- Remove stain if any by damp floor duster
- In case of wall to wall carpet clean with vacuum cleaner and if required shampoo with shampooing machine
- Clean the staircase with dry and wet mop
- Clean the potted plants
- Change the flower decoration daily

Pantry:

- Empty and clean the garbage bin and replace the garbage bag
- Clean the pantry wall with wet mop and cleaning solution
- Clean all sanitary fitting with cleaning solution
- Clean the granite counter top with cleaning solution and clean cotton cloth
- Wipe Clean the cupboards walls and inner shelves with diluted cleaning solution
- Equip the pantry with good quality clean crockery, cutlery and glassware
- Clean and sanitize the pantry fridge
- In case of attached bathroom follow the Cleaning SOP
- Check all electrical and civil items and report to supervisor for any discrepancy
- Spray room freshener
- Check by visual inspection of the lounge
- Collect all equipment and cleaning agents
- Clean all cleaning equipment & material
- Store all the equipment and cleaning agent at the designated place

L. Cleaning & Sanitizing of Urinal

Material/ Cleaning agent required for cleaning: Protective gloves, w/c brush, cleaning cloths, dry and wet mop, measuring jar

Cleaning Agents: as specified in 28.3

Operation:

- Use measuring jar and add chemical and water to fill in the spray bottle
- Flush water
- Mix the Cleaning agent as per the prescribed ratio of manufacturer
- Spray the solution
- Clean with the help of WC brush
- Use chemical for the stubborn stains
- Clean the external part of urinal pot using chemical and check duster
- Replenish the sanitary cubes
- Spray Air freshener
- Take out all equipment and cleaning agents from the washroom
- Take out the caution sign board
- Clean all the equipment, empty all the spray bottles
- Store all the equipment and cleaning agents at designated place

M. How to Clean Dust

Material/ Cleaning agent required for cleaning: Duster(Yellow duster / Glass duster / Check duster), Spray bottles, Paint Brush, Measuring Jar

Cleaning Agents: as specified in 28.3

Operation:

- Select the appropriate duster
- For metal surface use Yellow duster
- For Glass surface use Glass duster
- For other surface use check duster
- Use paint brush for those items which can't be clean by the duster
- Mix the Cleaning agent as per the prescribed ratio of manufacturer
- Use measuring jar and add chemical of water to fill in the spray bottles to make water solution
- Fold the duster
- Spray solution on duster
- Start dusting systematically, clockwise or anti clockwise, from top to bottom, lift each and every item and placing it back in the right position
- Repeat till the complete surface is duster
- Ensure that the surface is clean by visual inspection
- Collect all equipment
- Wash the duster
- Store all the equipment
- Take out the caution sign board
- Clean all the equipment, empty all the spray bottles
- Store all the equipment and cleaning agents

N. Restock, Replenishment of Toilet supplies

Material required: Bathroom amenities, supplies, cloth duster

Operation:

- Bathroom amenities/ supplies have to be replenished daily.
- Empty out the dustbin and wash thoroughly & then sanitize
- Check the paper napkins in the box and replace if empty.
- Remove the protection tab from the tissue box and then pull one tissue and fold in a triangular shape. This will ensure that the other tissues will come out easily when pulled.
- At any given time, a full set of standard supplies has to be available in the toilet.
- Check the hand wash dispenser nozzle for the free flow of hand wash soap
- Not to replenish soap till the time it is not less than half the size.
- List of sample supplies used in bathroom:
- Liquid soap
- Tissue Box
- Paper napkin dispenser
- Toilet Roll
- Replacement of toilet paper in Dispenser:
- Check if there are any rolls that need replacing.
- Remove the empty rolls and put in the dustbin.
- Replace the toilet tissue roll when there is less than one third left.
- Replace them with the new ones.
- Install the roll so that the paper feeds over the top away from the wall.
- Fold the ends of the rolls neatly in triangle shape.
- The toilet roll dispensers have to be one complete roll or half at all times.

O. Standard Check list for Cleaning Staff - Guest Toilet

To be Checked-Regularly

Sr No.	Expected Standards	Yes	No
1.	Light switches of the toilet working properly		
2.	Inner and outer body of door including top, bottom and inner edges are clean and shiny		
3.	Frame including outer edges, upper edges and inner edges are in good condition and free of dust		
4.	Door knobs and locks are in working condition		
5.	Bathroom wall paint and mirror is free of spots or marks		
6.	Hinges and ventilation are neat and clean		
7.	Wall lights including the inside of the shade are free of dust and spots		
8.	A/C vent clean and working		
9.	Exhaust fan clean and working(if any)		
10.	Sockets and plates are clean and firmly fixed to the wall, cover plate and electrical hand blower are free of dust and working		
11.	Faucets are polished having no water marks		
12.	Overflow and inner rim are clean, joints are free of dirt		
13.	Hand basin are properly cleaned , stopper is clean and free of mold or residue		
14.	All toilet supplies and amenities are neatly arranged and in good condition, replenish all items as per the set standard		
15.	All pipes and bathroom tiles are clean and free of dust of other residue		
16.	All chrome fixtures are cleaned and polished duly. Ensure no lime scale and soap build up and no mold on grouting		

17.	Toilet seats, covers and bowls are cleaned with no residue left		
18.	Toilet roll holder is clean and roll neatly placed		
19.	Toilet hand spray jet is clean and working properly		
20.	Bathroom floor is clean and dry and tile/marble shiny		
21.	Cleaning material and equipment clean and stored, invisible to guest		
22.	For all electrical and civil complaints, to be immediately inform the superior official.		

P. Up keeping of VIP Lounge

Material required for cleaning: Dry mop, wet mop, plastic dustpan, cobweb brush, soft broom, cloth duster, feather brush, glass cleaner, garbage bin, bucket, newspaper

Cleaning Agents: as specified in 28.3

Operation:

- Empty out the waste paper basket in the room
- Cobweb cleaning when required by cobweb brush
- Mix the Cleaning agent as per the prescribed ratio of manufacturer
- Clean the stains on the wall
- Clean the mirror by glass cleaner with dry cloth duster/ news paper
- Dust all painting, pictures on the wall
- Dust and clean the T.V
- Clean with damp cloth if require
- Clean all artifacts in the room
- Polish all brass items in the room
- Dust clean the sofa & other furniture etc by dry cloth and vacuum cleaner (follow the cleaning SOP)
- Remove dust by dry mop from the floor
- Mop the floor with well squeezed wet mop
- Remove stain if any by damp floor duster
- In case of wall to wall carpet clean with vacuum cleaner and if required shampoo with shampooing machine
- Clean the staircase with dry and wet mop
- Clean the potted plants
- Change the flower decoration daily

Pantry:

- Empty and clean the garbage bin and replace the garbage bag
- Clean the pantry wall with wet mop and cleaning solution
- Clean all sanitary fitting with cleaning solution
- Clean the granite counter top with cleaning solution and clean cotton cloth
- Wipe Clean the cupboards walls and inner shelves with diluted cleaning solution
- Equip the pantry with good quality clean crockery, cutlery and glassware
- Clean and sanitize the pantry fridge
- In case of attached bathroom follow the Cleaning SOP
- Check all electrical and civil items and report to supervisor for any discrepancy
- Spray room freshener
- Check by visual inspection of the lounge

- Collect all equipment and cleaning agents
- Clean all cleaning equipment & material
- Store all the equipment and cleaning agent at the designated place

42.14 Detailed IAA checklist – Toilet cleaning

Location: _____

Washroom No.: _____

S No.	Theme	Expected Standards	Status (Ok/Not OK)	Infraction units	Remarks
1	Workforce	<i>Staff present for the shift (100% or not)</i>			
		<i>Staff present at the time of inspection</i>			
		<i>Proper staff deployment (Is it <95%?)</i>			
		<i>Staff in full or proper uniform</i>			
2	Toilets / Urinals Infrastructure	<i>All toilets clean and dry</i>			
		<i>Discoloration of toilets not existent</i>			
		<i>Disinfectant used for cleaning</i>			
		<i>Toilet seat covers proper</i>			
		<i>Tissue papers not lying around</i>			
		<i>Clean cubicle door without graffiti</i>			
		<i>WC / EWC Flush working</i>			
		<i>Waterjet in WC/EWC functional</i>			
		<i>Toilet bowl / seat cover is stain free</i>			
		<i>Functional urinals without chokage</i>			
3	Consumables	<i>Hand wash holder present</i>			
		<i>Hand wash holder has soap</i>			
		<i>Hand wash holder not leaking</i>			
		<i>Air freshener machine present</i>			
		<i>Air freshener available in the machine</i>			
		<i>Toilet paper roller present</i>			
		<i>Toilet paper roller has enough paper</i>			
		<i>Toilet paper roller functional</i>			
		<i>Hand tissue container has enough tissues</i>			
		<i>Hand tissue container in proper form</i>			
		<i>Urinal deodorizer blocks present</i>			
		<i>Cleaning material as prescribed in contract</i>			
		<i>Cleaning material available</i>			
		<i>All consumables stock present</i>			
		<i>All consumables stock present at place not visible to passenger</i>			
4	Other Infrastructure	<i>Dustbin present in each cubicle</i>			
		<i>Dustbin present in toilet</i>			
		<i>Cloth hangers present in each cubicle</i>			
		<i>Big sized mirror present in the toilet</i>			
		<i>Door locks are properly working</i>			
		<i>No floor tile broken</i>			
		<i>No wall tile broken</i>			
		<i>No chipping on walls</i>			
		<i>Cleaning equipment present and functional</i>			

5	Cleanliness	<i>No stains on mirror</i>			
		<i>No water logging on the toilet floor</i>			
		<i>No water logging in cubicles</i>			
		<i>No stains on toilet seats</i>			
		<i>Wall paint is proper and no stains on walls</i>			
6	Electronic Fixtures	<i>All urinal Sensors functional</i>			
		<i>All washbasin sensors functional</i>			
		<i>Hand dryer is functional</i>			
		<i>AC and Exhaust are functional</i>			

Sign of Contract Supervisor
Signature of IAA Supervisor

Date: _____

Time: _____

Note :
1 The contract Supervisor / representative should accompany IAA Supervisor while inspection is carried out

- **Obligation of IAA**

IAA's premises i.e. Academic and Hostel blocks are equipped with High end finishes and equipment's. The contractor must visit the premises and observe the finishes / equipment installed therein. All relevant items will be listed during handing over process.

- i) Renovation/additions to the building or repair of electrical fittings & equipment's, air conditioner, plumbing works etc. and replacement of items provided by IAA whenever required. Any damage to capital items due to the negligence of the contractor shall not be under the purview of this provision.
- ii) Payment of Electricity, Water, Conservancy, and Telephone bills, Property Tax and Municipal Tax to the appropriate authorities.
- iii) IAA shall provide
 - a) Approximately 150 sq ft office space in Academic block and hostel each.
 - b) Suitable storage space in Hostel and Academic blocks.
 - c) Hot & Cold-water supply in toilets/ kitchen.
 - d) TV, Cable/DTH services, Telephone/ intercom, Store space.
 - e) One desk top computer with A4 size b/w Laser printer at each reception and one at each office and reception counter (Subsequent replenishment of Printer cartridge and papers to be arranged.by agency).
 - f) All furniture including mattresses, bed covers, bed sheets, pillows with covers, blankets, door mats, floor mats in hostel rooms.
 - g) Hair dryers and soap containers.
 - h) Iron and Iron board.
 - i) Shoe cleaning machines- All equipment in Business center.
 - j) 3 Washing Machines, 1/dryers.
 - k) Gymnasium and Jacuzzi equipment's, Lockers, towels and towel napkins.
 - l) Indoor and outdoor recreational facilities/ infrastructure.
 - m) Necessary documents for obtaining licenses, wherever required.
 - n) A computer with printer/ scanner in library.
 - o) Glass tumblers, water bottle, coffee mugs, tea cups, cutlery, hangers, pen pencils & tray in hostel rooms and class rooms in IAA.

- **Obligation of Contractor**

Housekeeping components:

Following will be provided/ attended/ executed by the contractor

- a) Cleaning and upkeep of all types of floors, walls including wood paneling/ acoustic finishes, ceiling, furniture, toilets, kitchens, dining areas, glazing, blinds, railings, signage, name plates, display boards, classrooms, offices, lobbies, corridors, stores, stairs in entire building of academic and hostel block.
- b) Cleaning and upkeep of all paintings, Murals, electric lights, fans and other exposed items.

- c) Cleaning of all internal and external drainage system.
- d) Curtain wash: every two months or earlier, as required.
- e) Blanket dry cleaning; every two months or earlier, as required.
- f) Bed sheet, pillow covers, towels: washing, ironing every day or after every check-out, as required. The Contractor will also ensure that linen is changed as & when requested by the guest(s)
- g) Daily Hostel Bed making, provide and replenish toiletries
- h) Hostel Room making 'including replenishing drinking water, tea/ coffee bags/ pouches sugar pouches, cookies etc.
- i) Cleaning and managing all indoor and outdoor recreational facilities including Gymnasiums, Swimming Pool, Jacuzzi, Sauna, Badminton Court, Basketball Court, Lawn Tennis Court etc,
- j) Provide fresh towels/ hand towels, water bottles, soap/ shampoo, combs for users at all recreational and sports facilities including Gym, Swimming pool, Jacuzzi etc.
- k) Cleaning and upkeep of all external area in Hostel and Academy complex including basement, terrace, signage, compound wall, visitors/ drivers rest area/ toilets, Guard rooms, gates etc.
- l) All T&P, equipment and consumables for housekeeping. List of Minimum major equipment's is at Annexure "E".
- m) List of minor equipment's is at Annexure "F".
- n) All toiletries in hostel and academic block (as per list at serial number (a) of (Annexure "B")
 - o) Waste Management
 - p) All requisite software.
 - q) Obtaining all mandatory licenses.
 - r) The contractor will ensure that all personnel engaged are medically fit and a medical certificate shall be furnished in the prescribed format attached as Annexure-:"D"
 - s) The contractor shall furnish medical certificate of staff deployed from time to time in fulfilling contractual obligations. On the request of the contractor, IAA may arrange medical examination in respect of the contract personnel to be deployed at his costs. On such examination, if any of the staff of the contractor found medically not suitable for employment under this contract, the contractor shall have to relieve such employee forthwith and provide substitute with the same skills. The contractor shall be responsible for any compensation to such employee.

WASHING /DRY CLEANING:

- a. Washing/cleaning of linen shall be done outside IAA's premises in most hygienic conditions. The representative of IAA may visit the place, address of which will be provided by the contractor in advance, for ensuring hygiene of linen washed/ dry cleaned.
- b. The contractor with mutual consent of IAA shall decide the Standard Operating Procedure (procedure of =leaning), with time schedule, of each item to be washed/cleaned before he commencement of the contract. If time schedule of washing/dry cleaning of any item found inadequate with requirement, the same shall be reviewed and decided with mutual consent of the contractor and IAA.
- C. There are total 72 rooms, four suits with total 132 guest's capacity (when fully occupied) where the newspapers & magazines are to be provided as per item No. 10 on daily basis. Newspapers and magazines will be provided in Academic block and hostel lobbies also. The contract shall ensure that the magazines, so provided for the guest houses shall be the latest ones and to be replaced immediately as soon the

same are available in the market on daily/ weekly/ fortnightly/ monthly basis at his own cost.

Facility Management:

Hostel:

- a. Reception desk management including room allotment with computerized check-in and check-out, invoicing and billing wherever required. The main responsibility of Front Desk/Office is to assign/allot rooms to the guest, ensure maintenance of Hostel, security of guests and their property, room service, proper upkeep of lobby, common area, recreation and sports facilities and surrounding areas and ensuring ultimate guest satisfaction.
- b. Issuing/ maintaining all indoor and outdoor recreational/ sports facilities accessories and maintaining records Obtaining, analyzing and reporting complaint/ suggestion/ feedback
- c. Laundry service management (Washing machines and dryers to be provided by IAA, detergent pouches of quality and brand approved by IAA will be provided by agency)
- d. Emergency and health care management: doctor on call/ Ambulance call/ First Aid.
- e. Minimum items in first aid box should be as per GCC.
- f. Recreation and sports facility management'
- g. Replacement of towels, toilet paper, paper napkins, liquid and bathing soap and other toiletries as per as per item no 2 in all bathrooms shall be performed

Academic Block:

Reception desk (one number of foe) management as per duties assigned by IAA.
Participants registration and issue of Id badges to participants/ faculty (badge holders will be provided by IAA) Class room and auditorium allotment in coordination with IAA, Electronic and Standee/board display management.
printer/ scanner will be provided by IAA.
Business Centre Management.

Room fresheners

Should be sprayed (min twice a day – before 8:30 A.M and 1.00 P.M. in all days) in all classrooms / offices, toilets and common use area of AIAA & Hostel Block after every room making in hostel rooms throughout the year.

Item Rate BoQ

Tender Inviting Authority: DGM COMMERCIAL, IAA

Name of Work: Environmental Support Services (Up-Keeping), Maintenance and Management of Indian Aviation Academy (IAA) & Hostel Block Including Toilets, Scrubbing and Cleaning, Internal / External Walls, Cleaning of Metal Accessories / Surface etc. complete with Manpower, Materials, Machines as required as per scope of work.

Contract No: IAA/HK/2022

Name of the Bidder/ Bidding Firm / Company :	
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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)

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder Rs. P	TOTAL AMOUNT in Rs. P	TOTAL AMOUNT in Words
1	2	4	5	7	8	10
1	Environmental Support Services (Up-keeping) and Maintenance of offices / Ancillary Buildings (excluding toilets) of IAA & Hostel Block including scrubbing and cleaning , Internal / External walls including, cleaning of metal accessories /surfaces etc. complete with labour, materials as required.					
1.01	Academy Basement Area of Academy Basement = 4439.00 per shift Total Area for 3 years = 4439.00 x 365 x 3 = 4860705.00 Sqm	4860705.000	Sqm		0.00	INR Zero Only
1.02	Academy Ground Floor Area of Ground Floor = 4439.00 per shift Total Area for 3 years = 4439.00 x 365 x 3 = 4860705.00 Sqm	4860705.000	Sqm		0.00	INR Zero Only
1.03	Academy First Floor Area of Academy First Floor = 4439.00 per shift Total Area for 3 years = 4439.00 x 365 x 3 = 4860705.00 Sqm	4860705.000	Sqm		0.00	INR Zero Only
1.04	Academy Second Floor Area of Academy Second Floor = 4439.00 per shift Total Area for 3 years = 4439.00 x 365 x 3 = 4860705.00 Sqm	4860705.000	Sqm		0.00	INR Zero Only
1.05	Hostel Ground Floor Area of Hostel Ground Floor = 1509.00 per shift Total Area for 3 years = 1509.00 x 365 x 3 = 1652355 Sqm	1652355.000	Sqm		0.00	INR Zero Only
1.06	Hostel First Floor Area of Hostel First Floor = 1509.00 per shift Total Area for 3 years = 1509.00 x 365 x 3 = 1652355 Sqm	1652355.000	Sqm		0.00	INR Zero Only
1.07	Hostel Second Floor Area of Hostel Second Floor = 1509.00 per shift Total Area for 3 years = 1509.00 x 365 x 3 = 1652355 Sqm	1652355.000	Sqm		0.00	INR Zero Only
2	Mechanized Environmental Support Services and maintenance of Toilet blocks in offices / Ancillary Buildings of IAA & Hostel Block including scrubbing and cleaning of floors, tiles, Counters, Walls, sanitary fixtures & fittings and cleaning of metal accessories etc. Providing toilets papers, soaps, sanitary cubes, freshener sticks (where automatic dispensers are not available) etc. complete with labour & materials as required as per scope of work. Area of Toilets of IAA & Hostel Block = 698.00 per shift. Total Area for 3 years = 698.00 x 365 x 3 = 764310.00 Sqm	764310.000	Sqm		0.00	INR Zero Only

3	Environmental Support Services (Up-keeping of external / internal façade, cladding, glass panes/partitions & false ceiling) of IAA & Hostel Block complete with labour, materials & machines as required as per scope of work. Area of IAA & Hostel Block = 4614.00 per shift Total Area for 3 years = 4614.00 x 12 x 3 = 166104.00 Sqm Considering cleaning frequency of once in a month.	166104.000	Sqm		0.00	INR Zero Only
4	Mechanized Environmental Support Services and maintenance of Chairs, sofas, carpets in IAA & Hostel Block including cleaning/ dusting/ shampooing etc. complete with labour, materials & machines as required. Area = 2206.00 per shift. Total Area for 3 years = 2206.00 x 12 x 3 = 76416.00 Sqm Considering cleaning frequency of once in a month.	79416.000	Sqm		0.00	INR Zero Only
5	Mechanized Environmental Support Services and Maintenance of Paved/ Metalled areas i/c BMA, kerb area, footpaths etc. of IAA & Hostel Block complete with labour, materials & machines as required as per scope of work. Area of IAA & Hostel Block = 6665.00 per shift Total Area for 3 years = 6665.00 x 365 x 3 = 7298175.00 Sqm	7298175.000	Sqm		0.00	INR Zero Only
6	Cleaning of washrooms attached with hostel rooms i/c Providing & Supplying toiletries in the rooms of IAA Hostel Block: (i) Slipper, Hair Comb, Hair Oil, Body Wash, Shampoo, Dental Kit, Shaving Kit, Sanitary pads etc. (ii) Laundry i/c Ironing of linen & bed making. (iii) Tea, Coffee, Sugar, Milk, Biscuits. (Rate to be quoted for per bed per night) Item shall be executed on the requirement basis as per the hostel booking. No. of beds = 132. No. of beds for 3 years = 132 x 365 x 3 = 144540. Considering Average occupancy as 40% = 57816.00	57816.000	Each		0.00	INR Zero Only
7	Providing services of front office executive round the clock (24x7), with minimum 2 years of work experience, executive having diploma in hotel management, for carrying out office front office jobs such as answering the calls, attending the guests, overseeing the front office operations and maintaining the contact list of guests at Hostel of Indian Aviation academy and various other works as per direction and satisfaction of officer-in-charge. Total of three manpower required per month for 3 years i.e. 36 months. Total of manpower = 3 x 36 = 108. Rates to be quoted for each manpower per month.	108.000	Each per mc nth		0.00	INR Zero Only
8	Providing services of front office executive with minimum 2 years of work experience, executive having diploma in hotel management, for carrying out office front office jobs such as answering the calls, attending the guests, overseeing the front office operations and maintaining the contact list of guests at Hostel of Indian Aviation academy and various other works as per direction and satisfaction of officer-in-charge. Total of one manpower required per month for 3 years i.e. 36 months. Total of manpower = 1 x 36 = 36. Rates to be quoted for each manpower per month.	36.000	Each per mc nth		0.00	INR Zero Only
9	Providing services of Paramedic having diploma as per direction and satisfaction of officer-in-charge. Total one paramedic required per month for 3 years i.e. 36 months. Total = 1 x 36 = 36. Rates to be quoted for each manpower per month.	36.000	Each per mc nth		0.00	INR Zero Only

10	Providing services of Supplying News paper & MAGAZINES at IAA & Hostel Block as per direction and satisfaction of officer-in-charge. Total one month for 3 years i.e. 36 months. News Papers - Times of India - English - 1380 x 36 = 49680 Nos. Hindustan Times - English - 300 x 36 = 10800 Nos. Indian Express - English - 300 x 36 = 10800 Nos. Economic Times - English - 300 x 36 = 10800 Nos. Navbharat Times - Hindi - 300 x 36 = 10800 Nos. Dainik Jagran - Hindi - 300 x 36 = 10800 Nos. Magazines - India Today - English - 24 x 36 = 864 Nos. Outlook - English - 24 x 36 = 864 Nos. Readers Digest - English - 6 x 36 = 216 Nos. Sarita - Hindi - 12 x 36 = 432 Nos. Griha Shobha - Hindi - 12 x 36 = 432 Nos. Rates to be quoted for per month. Officer-In-Charge in his/her discretion shall decide to execute the item in full or part thereof. Although, any deviation shall apply for complete one month.	36.000	Per Month		0.00	INR Zero Only
Total in Figures		0.00	INR Zero Only			
Quoted Rate in Words	INR Zero Only					