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भा. प्रौ. सं. धारवाड
I.I.T. DHARWAD

**Tender Document for Annual
Operation, Maintenance, Staffing and
Coaching Contract of Aquatic Sports
Complex at the Permanent Campus of
IIT Dharwad**

Tender No. IITDH/C&S/2026-27/AS-AMC/01

General Information

1. Online Sealed bids are invited on single stage two bid systems under Open Tender Enquiry (OTE) for “**Annual Operation, Comprehensive Maintenance and Cleaning contract of Aquatic Sports Complex at Permanent Campus of IIT Dharwad**”. **Manual/Offline bids shall not be accepted.**
2. Document Download: Tender documents may be downloaded from CPPP Site <https://eprocure.gov.in> and Institute’s website i.e. <https://www.iitdh.ac.in/tenders>.

CRITICAL DATE SHEET

Tender Publishing Date and Time	19 th May 2026
Bid Document Download/Start Date	19 th May 2026
Bid Submission Start Date and Time	19 th May 2026
Bid Submission End Date and Time	6 th June 2026
Pre Bid Meeting Date and Time*	26 th May 2026, 11:30 AM

*Note: The prospective bidder(s) willing to participate in the offline Pre Bid meeting may register by sending email to cs.office@iitdh.ac.in . The **pre-bid meeting will be held in hybrid mode at Administrative Block in Permanent Campus of IIT Dharwad as per the timeline mentioned above.** The pre-bid minutes/ corrigendum/ clarification, if any, will be notified on e-procurement (CPP Portal) and Institute’s website (for reference only). The dates for Pre-Bid meeting shall not be altered/changed except in exceptional circumstances at the sole discretion of IIT Dharwad and the same will be intimated in time to the prospective bidders.

3. Bid Submission:

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

Bidder are advised to follow the instructions “Instructions to Bidder for Online Bid Submission” provided in the Annexure for online submission of bids available at CPPP website: <https://eprocure.gov.in/eprocure/app>. Bid documents may be scanned with 100 dpi with black and white options which helps in reducing size of the scanned document.

4. Not more than one tender shall be submitted by one bidder or bidders having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationships 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 for rejection and their EMD will be forfeited.
5. Bidder who has downloaded the tender from the Institute’s website i.e. www.iitdh.ac.in and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender document

including downloaded 'Financial Offer' template in any manner. In case if the same found tampered/modified in any manner, tender will be rejected and EMD shall be forfeited, and bidder is liable to be banned from doing business with IIT Dharwad.

6. Intending bidders are advised to visit the Institute website i.e. www.iitdh.ac.in and CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any 'Corrigendum, Addendum, Amendment'.

The General Terms and Conditions of the tender are as under:

1. Two Bid System will be followed in this tender. Bidders should take due care to submit online tenders in accordance with requirement in sealed cover/packet available in the online portal, **CPPP website: <https://eprocure.gov.in/eprocure/app>**. The tender documents are to be submitted in two parts, as Technical bid and Financial bid.
2. **The Technical bid should include the following detailed information accompanied by related documents and all the documents should be scanned and submitted in the packet marked as 'Technical bid':**
 - Name of the bidder (As per Registration Certificate), Correspondence address, telephone number and fax number/E-mail id of the bidder shall be filled in Form A.
 - Legal status (Individual, Proprietary firm, Partnership firm, Limited Company or Corporation) of the company along with statutory details (Signed and Stamped Certificate of Incorporation/Company Registration),
 - Copy of PAN and GST Registration No.
 - Work experience certificates
 - Undertaking for non-blacklisting
 - The bidder should submit '**Technical Compliance Report**' as per **Annexure-3** for the quoted services.
 - The tender acceptance letter as per **Annexure-5**

Note: Please do not mention the price in the technical bid. Otherwise, the bid will be outrightly rejected. The 'Financial bid' should include the following detailed information as per (a) and (b) and the financial bid should be scanned and submitted in the packet marked as 'Financial bid':

- a. The financial offer should include the cost of services by considering all the requirements and scope of work. The total cost should be quoted in words as well as figures (typed or printed).
- b. The Financial Offer must be submitted in the prescribed format given in BOQ. If the financial offer is not in the prescribed format, it will be rejected.

The two parts of the online offer should be submitted in two separate sealed packets available in online mode which shall clearly mark as "**Technical bid**" & "**Financial bid**". These two packets must be submitted online on or before the due date in respective packets available in online tender.

The EMD should be submitted within the “Technical bid” packet. **The EMD in physical form should reach the Contracts and Services office before the due date of technical bid opening.**

Quotations should be valid for 180 days from the tender due date.

3. The technical and financial offer should be given for the items in the same order as indicated in the tender document.

4. **All disputes shall be subject to the Dharwad Jurisdiction only.**

5. IIT Dharwad reserves the right to accept/reject any offer in full or in part without assigning any reason thereof. Any offer containing incorrect and incomplete information shall be liable for rejection.

6. Any effort by the bidder to influence IIT Dharwad tender evaluation process, tender comparison or contract/order award decisions may result in the rejection of the tender and forfeiture of their EMD.

7. After the opening of bids, information relating to the examination, clarification, evaluation and comparisons of bids and recommendations concerning the award of contract shall not be disclosed to bidders or other people not officially concerned with such process.

8. The online tender/bid (i.e. technical offer) will be opened first. No separate information shall be given to individual bidders.

- a. Only those financial offers will be opened whose technical offers are found suitable by the expert panel/committee appointed.
- b. In incomparable situations, the committee may negotiate prices with the technically and financially qualified bidder before awarding the offer.
- c. The tender committee reserves the right to select or reject any or all the services mentioned above without assigning any reasons.

9. In case the supplier/bidder requires any elucidation regarding the tender document, they are requested to contact the Contracts and Services office through e-mail, cs.office@iitdh.ac.in.

10. A payment of **Rs. 88,000 (Rupees Eighty-Eight Thousand Only)** towards refundable EMD in the form of DD in the name of Registrar, IIT Dharwad. MSE (Micro and Small Enterprises) who have valid Udyam registration Certificate pertaining to service tendered and verified startups as recognized by the Department for Promotion of Industry and Internal Trade (DPIIT) are Exempted from submitting the EMD, the relevant document to avail exemption is to be submitted in lieu of EMD.

A bidder who solely fulfills each eligibility criteria condition as per the tender terms and conditions and who are having MSE status, can claim EMD exemption. The **EMD of the successful bidder** will be returned without any interest after completion of the successful contract services. The earnest money of **unsuccessful bidders** will be returned to them **without any interest within thirty (30) working days after awarding the offer.**

Pre – Qualification Criteria

1. The bidder should have **minimum experience of three years** in the last 07 years for operation and maintenance /comprehensive maintenance of swimming pool.
2. The bidder must have sound financial capacity and must have achieved **an average annual turnover of Rs. 20 Lakhs for the last three financial years i.e., 2025-26, 2024-25, 2023-24.** Turnover documents duly audited by a CA are to be submitted.
3. The bidder shall have to furnish details of adequately qualified personnel on their payroll. Their qualifications and experience may please be mentioned.
4. The bidder should give an undertaking that they accept all the terms and conditions of this bidding document and undertake to abide by them.

Any deviation in the above-mentioned terms is liable to cause rejection of the tender bid.

Scope of Work

1. The services include thorough cleaning of the pool on regular basis. The water level should be maintained at 60% - 70% of the pool's capacity, considering that most students are beginners and there is no outflow mechanism in place.
2. The services for pools mentioned at para above should be inclusive of maintenance of filtration-plant-related machinery (listed in **Appendix 'A' of Scope of work**) as follows:
 - Maintenance of filtration plant's pumps & Electric motors.
 - Chlorination plants with necessary equipment.
 - Main Electric panel board.
 - Suction sweeper machine with necessary equipment.
 - All valves of Filtration Plants & foot valves.
 - All sizes of PVC pipes of filtration plants

3. The water acceptance parameters as per IS standards as mentioned below need to be maintained:

Ser	Characteristics	Tolerance	Method of Test, Ref to IS
i)	pH Value	7.5 to 8.5	3025 (part 11): 1983
ii)	Total alkalinity (as CaCO ₃), mg/1, Max	50-500	3025 (part 23): 1986
iii)	Aluminum (as Al), mg/1, Max	0.1	31 of IS 3025: 1964
iv)	Total Residual Chlorine, mg/1 At inlet, Max At outlet, Min	0.5 0.2	3025 (part 26): 1986
v)	Oxygen Absorbed in 4 hours at 27degree C, mg/1, Max	1.0	51 of IS 3025: 1964
vi)	Total Dissolved solids, mg/1, Max	1500	3025 (part 16) : 1984
vii)	Chloride (as Cl), mg/1, Max	500	3025 (part 32) : 1988
viii)	Iron, mg/1, Max	0.1	32 of IS 3025: 1964
ix)	Heavy metals (as Pb) , mg/1, Max	0.1	IS 7017: 1973
x)	Colour, Hazen units , Max	10	IS 3025 (part 4): 1983
xi)	Turbidity, NTU, Max	10	IS 3025 (part 10): 1984
xii)	Odour	Odourless	IS 3025 (part 5): 1983
xiii)	Taste	Palatable	IS 3025 (part 8): 1984

4. The work involves appropriate positioning of skilled technician for operation of filter plant and associated activities every day including Sundays & Holidays (365 days) as may be necessary to carry out the work satisfactorily. The tentative pool timings for students and community would be as follows **(the timings may change from time to time as decided by the Institute):** -

A total operational hour of 7 hours in a day (tentative). The institute has right to modify the timings and slots.

- Morning session - 06:00 hrs to 09:00 hrs
- Evening session - 15:00 hrs to 19:00 hrs

5. The minimum manpower is specified below; however, contractor must provide sufficient manpower as deemed necessary by him/her for the maintenance of the Aquatic Sports Complex as per the scope of work, terms and conditions. Accordingly, the contractor can submit his financial bid.

Sl. No	Description of Work / Designation	Number of Persons
1.	Aquatic Sprots Complex Manager/Supervisor/Filtration Plant Operator	1
2.	Lifeguards	2
3.	Cleaners	2
4.	A qualified coach possessing the requisite certifications that clearly specify his qualifications shall be appointed. The coach shall be competent to train students for competitive events.	1

6. All the floating dirt and leaves will have to be removed from the Aquatic Sports Complex pools, filtration plants and pumping stations.
7. Suction sweeper bottom cleaner shall be operated regularly to remove settled dirt from the pool floor for maintaining cleanliness and hygienic condition in Aquatic Sports Complex.
8. **Operations:** The Company shall be responsible for operation of the plant by deploying skilled/semi-skilled/un-skilled manpower as per requirement mentioned above.
9. A monthly visit shall be arranged by the contractor to perform routine O&M inspection if any equipment failure can lead to breakdown of the plant; so as to support the smooth operation of the plant.
10. Frequency of activities as mentioned below should be ensured by the successful bidder: -
11. The contractor shall be responsible for maintaining the cleanliness, hygiene, and overall upkeep of the Aquatic Sports Complex (pool area and pump room). Any damage to the property resulting from improper handling or negligence shall be repaired or replaced at the contractor's expense, in accordance with the institute's terms and conditions.
12. **The contractor shall maintain a register and manage all administrative tasks pertaining to pool users.**

Maintenance Activities

Activity	Frequency	To be Done By
pH/Cl Testing	Daily (twice a day)	Operator
Filtration Start	Daily	Operator
Backwash/Rinse of Filter	Daily	Operator
Vacuum Cleaning	Daily	Helper
Brushing	Daily	Helper
Preparation of Chemical Solution and Dosing	Daily	Operator
Strainer Cleaning	Daily	Helper

Removal of Leaf and Suspended solids from Pool Surface area	Daily	Helper
LOGBOOK Filling	Daily	Operator
Pumps Sound/Vibration	Daily	Operator
Drain Channel Cleaning	Weekly	Helper
Pump Oiling Greasing	Monthly	Sr. Technician
Panel Cleaning, Check Connections.	Monthly	Sr. Technician
Media Open Backwash	Half yearly or As and when require	Sr. Technician
Pumps Overhauling	Yearly	Sr. Technician
Attend Leakages	As and when require	Sr. Technician
Maintenance of the register, recording of student entries, and daily supervision of pool users shall be the responsibility of the contractor.		

Note: Activities mentioned above are indicative only. Detailed maintenance schedule shall be prepared by successful bidder after award of contract which needs to be approved by the Institute.

13. Water level shall be checked in the pool & balancing tank. Filtration plant shall be operated at proper working pressure.
14. The contractor shall maintain the proper log of all tests carried out while ensuring the requisite quality of water in the pools. In addition, day-to-day operation and maintenance with availability of Chlorine and other chemicals shall be recorded in the logbook.
15. Chlorination treatment with other chemical dosing treatment will be administrated as per water parameters. After dosing, the parameters will be rechecked, and record of residual chlorine and pH will be maintained in the logbook and shall be displayed in the display board.
16. Pool scum/ overflow channels and balancing tank will be cleaned as per requirement and to be maintained in the logbook.
17. All Required chemicals like Chlorine, Acid, Soda Ash, Copper sulphate, Alum, etc. shall be managed and supplied by contractor. Olympic pools require different arrangements compared to normal pools, as the water volume is significantly higher. Due to this volume, the impact of any improvement measures is relatively slow; however, once the water quality deteriorates, it worsens rapidly owing to chain reactions. The chemicals required for normal functioning include Chlorine Gas, Chlorine Granules, Chlorine Liquid, Bleaching Powder, Bleaching Liquid, Hydrochloric Acid, Cyanuric Acid, Sodium Metabisulfite, Sodium Bisulfate, Copper Sulphate, and Aluminum Sulphate. In the event of the presence of heavy metals in the water, separate arrangements of chemicals and dedicated tanks shall be required for treatment, and this shall be the responsibility of the Contractor.
18. Cleaning the plant area for excess process water & electro-mechanical equipment etc. shall be

done by the contractor.

19. The contractor must submit a brief weekly report of the maintenance and operation work carried out by him/her. The format of the report will be decided/ worked out in consultation with successful bidder.
20. The contractor must maintain all required registers and logbooks and shall submit them for verification by Gymkhana section/ Authorized representative as and when asked for.
21. IIT Dharwad's authority, in its discretion, will have routine and surprise inspections to any of the units of the Aquatic Sports Complex Pool. The bidder will have to get Aquatic Sports Complex water parameters checked once in a quarter (or as and when asked by the Institute) through an external lab as suggested by the Institute. The Institute will bear the cost of external lab tests.
22. The contractor shall comply with the instructions provided by IIT Dharwad from time to time relating to the performance of the service. The service rendered by Contractor shall be subject to regular review by IIT Dharwad and its decision as to the quality there shall be final and absolute.

INVENTORY

Sr. No.	Full Description	Make	Location	Quantity	Unit
1	FRP Pressure Sand Filter, 2.0 m Dia.	Pentair	Swimming Pool Filter Room	4	Nos.
2	Self-Priming plastic Pumps, 10 HP, 3 Phase	Aqvastar	Swimming Pool Filter Room	5	Nos.
3	S.S. underwater LED Light, 40w/12v	Aqvastar	Swimming Pool	50	Nos.
4	S.S. 316 Ladders	Aqvastar	Swimming Pool	8	Nos.
5	Filter Plant Control Panel	Blue Volt	Swimming Pool Filter Room	1	Nos.
6	Underwater Light Control Panel	Blue Volt	Swimming Pool Filter Room	1	Nos.

DESIGN BRIEF REPORT

Swimming Pool Dimensions	:	50 m x 25 m x 1.50 m to 2.50 m Deep
Total Volume of water	:	2,500 Cu. M. (25,00,000 Ltrs)
Type of Circulation System	:	Overflow Type
Turn Over Period	:	6.25 Hrs.
Design Flow rate	:	500 m ³ /hr.
Filter Required	:	125 m ³ /hr X 4 Nos.
Pumps Required	:	Working: 125 m ³ /hr @ 14 m. Head X 4 Nos.
Filter Bed Depth	:	1.00 m
Maximum working pressure	:	2.5 Kg. /Cm ²
Velocity Through the Filter	:	40 m ³ /hour/m ²
Suction Pipe Velocity	:	1.8 - 2.0 m/sec.
Return Pipe Velocity	:	2.0 - 2.5 m/sec.

Balancing Tank Capacity Required	:	125 m ³ (1,25,000 Ltrs.)
Plant Room Size Required (Min.)	:	12 M X 6.5 M X 3 M Ht.

FILTERED WATER QUALITY

The Swimming Pool water after all the filtration process must confirm to the following Standards:

Parameters & standard for the Quality of Water

Residual Chlorine, ppm	:	0.2 to 0.5
pH	:	7.2 to 7.8
Turbidity Level	:	Les than 1.0 N.T. U
Total Alkalinity, ppm	:	50 to 500

Service Specific Terms and conditions

1. The Bidders are advised to inspect the site (at their own cost) before filling in and submitting the bids to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.
2. **Pre-Bid Meeting:** Pre bid meeting is scheduled at Contracts and Services office Administrative Block at IIT Dharwad. The prospective bidder(s) willing to participate in the pre-bid meeting may register by sending email to cs.office@iitdh.ac.in.
3. The contract will be valid for **one year** extendable to two more years on year-to-year basis upon the willingness of the institute based on the performance of the contractor.
4. The earnest money will be forfeited completely if (i) the bidder withdraws his Tender during the period of Tender validity (ii) The successful bidder shall furnish Performance Bank Guarantee (PBG) for an amount of Rs **2,20,000/-** within 15 days of award of contract failing which the Work Order will be cancelled besides forfeiture of EMD. The return/refund of EMD to the unsuccessful/non responsive bidder(s) will be made within 30 days after the successful award of work. No interest shall be payable on it under any circumstances.
5. Immediately after the award of work, the Service Provider/Contractor will apply to obtain a certificate/license from the office of Labour Commissioner to employ workers at IIT Dharwad for providing comprehensive maintenance & operation services for Aquatic Sports Complex and submit the relevant certificate within one month from the date of award of the work. Extension of period and waiver of this certificate, if required, will be at the sole discretion of IIT Dharwad depending upon the Statutory requirements as per the law applicable.
6. The performance of the service will be the essence of the contract and shall form a central factor, while evaluating the performance from time to time. The Service Provider/ Contractor shall take all possible steps to ensure maintaining its performance as determined by IIT Dharwad from time

to time. If IIT Dharwad notices that personnel of the Service Provider/ Contractor have/have been negligent, careless in rendering the said services, the same shall be communicated immediately to the Service Provider/Contractor who will take corrective steps immediately to avoid recurrence of such incidents and reports to IIT Dharwad

7. The Service Provider/ Contractor shall issue identity cards on its own name and trading style to its employees deployed for rendering the said services, which at IIT Dharwad's option would be subject to verification at any time. The IIT Dharwad may refuse the entry into its premises to any worker of the Service Provider/Contractor for not bearing such an identity card or not being perfectly uniformed as prescribed by IIT Dharwad.
8. The contractor should provide suitable uniforms as approved for their personnel at their own cost, and shall, on their own responsibility, appoint all necessary staff and employees. The Institute shall have no responsibility or any obligation legally or otherwise in respect of the affairs of such staff and employees, including their appointment, conduct, discipline, termination, wages and terms and conditions of work etc. which are the sole obligation of the bidder. The bidder should ensure that staff employed by them should be properly, cleanly and neatly dressed and should be always disciplined and polite to the community (students and staff). They shall furnish fitness certificates issued by the Medical Officer periodically of the employees and their antecedents should be verified by the Police Authorities.
9. The Service Provider/Contractor shall be responsible for obtaining all necessary permissions and registrations required on their part. The Institute shall be responsible for fulfilling all such obligations as may be required from its side.
10. The Service Provider/ Contractor shall abide by the applicable IIT Dharwad rules, guidelines, policies and procedures always during the performance of the services and the regulations issued by the various Government Authorities under whose jurisdiction this agreement will fall, from time to time.
11. The bidder shall comply with all requirements of all applicable laws under Central and Local Tax laws, Service Tax Laws, Labour Laws, Local Authority Laws and shall be responsible for payment of all taxes, fees and other statutory payments which are in force, and which are likely to be in force in future to the respective authorities.
12. The Service Provider/ Contractor shall be responsible for the attendance of his employees at IIT Dharwad. In case of any employee of the Service Provider/Contractor remains absent or granted leave by them, they will send/arrange his/her substitute.
13. The contractor will have to clean the Aquatic Sports Complex and periphery along with filtration room regularly to maintain perfect hygienic condition. The contractor must use all the latest maintenance equipment as necessary for above works.
14. The Service Provider/ Contractor shall at its own expenses make good any loss or damage suffered by the IIT Dharwad as a result of the acts of commission or omission, negligently or otherwise of its employees while providing the said services at any time at the premises of IIT Dharwad or otherwise.
15. The Service Provider/ Contractor shall raise the invoice/bill on first working day of the next month

along with the attendance reports of its staff. such invoices/bills will be paid after acceptance of the invoice/bill, as per terms and conditions of the tender/contract. All payments to the Service Provider/ Contractor shall be made by ECS/NEFT/RTGS/ Cheque subject to deductions, with holding of all applicable, taxes and charges from time to time in force.

16. The Service Provider/Contractor shall maintain all the statutory registers required under labour laws. The Service Provider/ Contractor shall also produce these records on demand by IIT Dharwad. If he fails to do so, his failure will be a breach of the contract and IIT Dharwad may at its discretion cancel the contract without prejudice to any other action under the law and contract. The Service Provider/Contractor shall also be liable for any pecuniary liability and/or penal liability arising on account of any violation by him of the provisions of any Rules & Regulations/ laws/Statute etc.
17. The contractor shall ensure the norms prescribed by the Human Rights Commission, Government of India regarding the Minimum Wages Act and Industrial Dispute Act or any such other legislation are fully observed and the office is kept harmless and indemnified. If there is any non-compliance intimated by the authorised representative of Institute, the contractor must rectify it and indemnify.
18. The penalties towards lapses on the part of the Service Provider/Contractor or his workers on account of inadequate manpower, non-compliance of statutory requirements, non-performance and unsatisfactory services etc. shall be imposed by the IIT Dharwad which will be final and binding on the Service Provider/Contractor.
19. If at any stage, it is revealed that the documents/certificates/testimonials submitted by the Service Provider/ Contractor are forged or have been manipulated, the work order issued to the Service Provider/ Contractor shall be cancelled and Security amount deposited with IIT Dharwad shall be completely forfeited without any claim whatsoever on IIT Dharwad and the Service Provider/Contractor shall be liable for action as appropriate under the relevant laws.
20. Without prejudice to any of the rights or remedies under this contract, if the Service Provider/Contractor dies, IIT Dharwad shall have the option of terminating the contract with a notice period of three months without compensation to the legal or other heirs of the Service Provider/Contractor.
21. The Service Provider/Contractor shall maintain proper records about the attendance of their staff in the prescribed format as given in the Contract Labour (Regulation and Abolition) Act, 1970 along with contract labour (Regulation and Abolition Rules, 1971 and would ensure that minimum required staff strength is maintained.
22. The Service Provider/Contractor will deduct ESI contribution and Provident fund contribution of the employees from the minimum wages of the workers at the rate as applicable from time to time and deposit the same with the appropriate authorities along with Employer's contribution of ESI and PF as per the rate applicable from time to time.
23. The Service Provider/ Contractor will be liable to get the Provident fund refunded from the

Provident Fund Commissioner of the worker, if he is terminated or dies or leaves the job.

24. The contractor shall not employ any child who is aged less than 14 years, as it is prohibited by the Child Labour Prohibition and Regulation Act, 1986. The Hon'ble Supreme Court has given certain guidelines and as per the Guidelines, if employment of child labour is detected on the site of work, the employer i.e. the contractor shall have to deposit applicable amount (as per government norms) in the child labour welfare fund. If the employer refuses to deposit, then action will be taken for contempt of the court of the Supreme Court Judgment and also will be prosecuted by the authority concerned. Because of the breach of any provision of the child labour prohibition and Regulation Act, 1986, by the contractor and for that Institute has to pay any amount, then the Institute shall recover the said amount from the contractor.
25. **The contractor should not sublet the work to any other agencies.**
26. The contractor shall have his own system of supervision and arrangements within the said premises by deployment of suitable staff to the entire satisfaction of the Head of Sports or any officer authorized by him. The contractor shall, however, require furnishing details of such a system for approval by Head of Sports.
27. The contractor employs his own personnel and equipment at his own cost for the purpose of operation and maintenance of Aquatic Sports Complex and filtration room. The contractor shall engage his staff with prior police verification and shall provide a list of such staff along with their permanent address to the Security officer of the Institute along with their photographs.
28. The contractor shall discharge from service any employee who, in the opinion of Institute misconduct himself or is in any way unfit or unsuitable for the said purposes. The decision of the Institute shall be final and binding.
29. The contractor shall at all-time obey the lawful instruction given to him by the authorized representatives of the Institute. Any infringements of any such instruction may render the contractor liable to be penalized.
30. The contractor shall maintain the Aquatic Sports Complex and movable properties like fixtures, and electrical installation etc. in good condition and shall hand over all the articles entrusted to him in good condition at the end of the contract period.
31. Responsibility for Electro-Mechanical and Utility Systems: All electro-mechanical equipment, water lines, supply lines, electricity controls, and related checks shall remain under the responsibility of the Institute. The role of the vendor shall be limited to operating these systems for a defined period. Any major wear and tear or repair of the equipment (pertaining to the infrastructure and equipment provided by the Institute) shall be the responsibility of the Institute, whereas minor repairs shall be carried out by the contractor with prior permission from the Institute.
32. On completion of the contract, the Service Provider /Contractor will submit an indemnity bond on non-judicial stamp paper of requisite amount duly notarized regarding "No Dues" confirmation.
33. In the event of the earlier termination by either parties to the contract or expiry of the contract, the Service Provider/ Contractor shall be obliged to continue providing the services on the same terms

and conditions as provided in the contract, till such time as IIT Dharwad can make any alternative arrangement or IIT Dharwad has agreed in writing to allow the Contractor to discontinue earlier. IIT Dharwad will ensure that all payments due for services rendered by the Service Provider/ Contractor till the expiry or the earlier termination of the agreement shall be paid to the Service Provider/ Contractor within 30 days thereof after the submission of the indemnity bond regarding No Dues.

34. The contract can be terminated by the Institute for unsatisfactory service or breach of any terms of the contract and conditions after giving notice of three months to the contractor. In the event of such termination, the entire Security Deposit amount of the contractor will be forfeited. If the damages due to such termination is beyond the security deposit amount, the contractor will be liable to pay the additional amount. The decision of the Institute shall be final in this regard.
35. The successful bidder must use OEM made spares only, whenever required. In case of major breakdown, OEM-made equipment will only be allowed to replace the existing equipment.
36. No residential accommodation for the contractor's workers shall be provided by the Institute. However, they can stay at the complex at any time for the purpose of maintenance of the complex.
37. CONTRACTOR shall mobilize and deploy the required resources as per the Contract to commence the services at the specified site (s) within a maximum of one month from the date of RC/WO. If the CONTRACTOR fails to mobilize and deploy the required services and / or fails to commence the operations within the period specified above, IIT Dharwad shall have, without prejudice, any other provisions in the contract including the right to terminate the Contract.
38. If the Contractor is unable to commence the operations within the period specified in para above, he/she may request IIT Dharwad for extension of the time with unconditionally agreeing for payment of LD. Upon receipt of such a request, IIT Dharwad may at its discretion, extend the period of mobilization and shall recover from the Contractor, as an ascertained and agreed Liquidated Damages. The parties agree that the ascertained and agreed Liquidated Damage is not a penalty but a genuine estimate of the loss/damage which will be suffered by IIT Dharwad on account of delay/breach on the part of the CONTRACTOR and the said amount will be payable without proof of actual loss or damage caused by such delay/breach.
39. If the contractor fails to comply or violates any of above-mentioned service specific terms and condition, then he may be charged penalty as mentioned in **Appendix A of Service Specific Terms and Conditions**.
40. **Qualified Personnel:** All manpower, including lifeguards and coaches, must be **well-qualified and certified. Their credentials are to be approved by the Institute prior to deployment.**
41. **The following must be followed with strict adherence**
 - The contractor must give the highest priority to user safety to avoid any incidents. The Contractor shall be responsible for safety during swimming pool operations hours, beyond operations hours if any incident shall not be responsibility of the Contractor.
 - The testing kits and regular testing of water should be carried out by the vendor.

42. **Feedback System:** A proper feedback mechanism should be in place for the users to evaluate maintenance and coaching services.
43. **Use Restrictions: No individual shall be permitted to use the aquatic facility in the absence of certified lifeguards. It is the responsibility of the contractor to ensure compliance.**
44. **Extended Use on Demand:** The contractor must be willing to extend facility operations beyond stipulated hours if required by the Institute for special events or programs. In such cases, additional compensation shall be provided on a pro-rata basis.
45. **Right to Modify Rules:** The Institute reserves the right to make minor amendments to the rules, terms, and conditions of the contract, as may be deemed necessary in the interest of the effective utilization and management of the Aquatic Sports Facility for students during the contract period. The contractor shall comply with all directions and instructions issued by the Institute from time to time.
46. The service charges may be increased by up to 5% after completion of the initial one-year contract period for the first extension. A similar increase may be considered for the second extension, subject to committee review every time based on inflation in commodities and materials required for regular maintenance of the swimming pool. The institute has final authority on this.

PENALTIES FOR VIOLATION OF RULES, TERMS AND CONDITIONS

As and when the Institute through its representatives proposes a fine, they will inform the representative of the Contractor, and the fine will be imposed. The Contractor shall be fined for not adhering to the agreed terms as per the following rules: -

1. Each instance of complaint of dirt / foreign object found in the Aquatic Sports Complex operational hours would invite a fine of Rs. 500/- on the Contractor.
2. Absence of lifeguard or staff on any day hampering/ affecting the basic functioning of the Aquatic Sports Complex invite a penalty of Rs 1000/- on the contractor per occasion.
3. In case of any employee of the Service Provider/Contractor remains absent or granted leave by them, they will send/arrange his/her substitute. Otherwise, a penalty of Rs. 1000/- per day per person will be imposed and the penalty so imposed will be deducted from the bill of the Service Provider/Contractor.
4. The Institute will conduct periodic water testing. Any deviation from acceptable quality standards will result in penalties **ranging from ₹5,000 upwards** and may increase up to **100%** if repeated.
5. Each instance of unprofessional behaviour (lack of personal hygiene of staff, misbehavior with community members, chewing and spitting Gutkha/ pan masala, etc.) will lead to a fine of Rs 500/- on contractor.
6. Non availability of logbook or non-maintenance of proper logs would invite a penalty of Rs 1000 on the contractor.
7. Finding guilty of dirty water/ or foreign object in the water thrice within a two-week time would invite a fine of Rs. 1000/- on the Contractor for each incident.
8. **Unspecified Violations:** Any unlisted violation will be evaluated on a **case-to-case basis** and may also result in penalties as deemed appropriate by the Institute.

Annexure 1

PARTICULARS TO BE FILLED BY THE BIDDER

1. Name of the Bidder:
2. Complete Address of the Bidder:
3. Details of Earnest Money Deposit transferred: Yes / No [Please \surd] if Yes,
 - a) Name of the Bank _____
 - b) Amount in (₹) _____
 - c) UTR No. _____
 - d) Date of remittance _____
4. Communication details of the contact person concerned to whom all references shall be made regarding this tender enquiry.
 - a) Full Name:
 - b) Complete Postal Address:
 - c) Telephone No.:
 - d) Fax No.:
 - e) Mobile No.:
 - f) E-mail:
 - g) Website Address:

Annexure 2

Undertaking by the Bidder

1. This is to certify that I on behalf of M/s .before signing this tender have read and fully understood all the terms and conditions of this tender along with clarifications and undertake that M/s will abide by them unconditionally and to the satisfaction of IIT Dharwad

2. M/shave not been blacklisted by Central/ State Governments/ PSUs at any point of time. There have been no criminal proceedings / conviction against the bidder at any point of time.

3. (i) I/We am/are not a relative/blood relation of any key managerial person of IIT Dharwad (ii) We are not a firm in which any key personnel of IIT Dharwad or his/her relative is a partner; (i) I/We am/are not a partner in a firm in which any key managerial person of IIT Dharwad or his/her relative is a partner.

Signature:

Name:

Business Address:

Place:

Date:

Annexure 3

Checklist – Technical Bid Documents			
Sr. No.	Particulars	Documents to be attached wherever applicable (Please '✓')	
		Yes	No
1	Refundable EMD		
2	Valid MSE Certificate(s) as per General Terms and Conditions.		
3	<p>Original/Endorsed documents scanned and submitted as indicated in the tender document</p> <ul style="list-style-type: none"> a) Duly filled and signed Annexure 1 with supporting documentary evidence. b) Legal status (Individual, Proprietary firm, Partnership firm, Limited Company or Corporation) of the company along with statutory details (Signed and Stamped Certificate of Incorporation/Company Registration), c) PAN and GST Registration Certificate. d) Experience certificates as mentioned in the pre-qualification criteria e) ESCIC and EPF registration certificates as applicable f) Turnover certificates for the last three financial years duly certified by the CA g) Annexure 2, Annexure 3, Annexure 4 and Annexure 5 		

Compliance Sheet

Sr. No.	Required Technical Specifications for Comprehensive Maintenance and Operations of Aquatic Sports Complex	Whether Comply (Yes/No)
1	The services include thorough cleaning of the pool	
2	<p>The services for pools mentioned at para 2 above should be inclusive of maintenance of filtration-plant related machinery (listed in Scope of work) as follows:</p> <ul style="list-style-type: none"> • Maintenance of filtration plant's pumps & Electric motors. • Chlorination plants with necessary equipment. • Main Electric panel board. • Suction sweeper machine with necessary equipment. • All valves of Filtration Plants & foot valves. • All sizes of PVC pipes of filtration plants 	
3	The water acceptance parameters as per IS standards as mentioned in the scope of work-Annexure 2	
4	The work involves appropriate positioning of skilled technician for operation of filter plant and associated activities every day including Sundays & Holidays (365 days) as may be necessary to carry out the work satisfactorily.	
5	All the floating dirt and leaves will have to be removed from the Aquatic Sports Complex pools, filtration plants and pumping stations.	
6	Suction sweeper bottom cleaner shall be operated regularly to remove settled dirt from the pool floor for maintaining cleanliness and hygienic condition in Aquatic Sports Complex pool.	
7	Operations: The Company shall be responsible for operation of the plant by deploying skilled manpower as per requirement. Minimum 01 suitable operators for filtration plant and 02 helpers for cleaning pools are considered essential to always ensure functioning of pools. However, the contractor may decide to employ more people as may be necessary to ensure appropriate addressing the scope of work defined here.	

8	The Contractor shall maintain the equipment and machinery of the plant by regular examining and inspection. The company's technical team will guide the manpower to properly maintain and operate all the equipment at the plant; and endeavour to be made to ensure minimize the failure/wear-tear in any of the equipment of the plant.	
9	The contractor shall be responsible to take precautionary measures to avoid development of any abnormalities/ breakdown of equipment, subject to consistency in internal parameters of Equipment.	
10	A monthly visit shall be arranged by the contractor to perform routine O&M inspection if any equipment failure can lead to the breakdown of the plant; to support the smooth operation of the plant.	
11	Frequency of various activities at Sl. No 11 as specified in scope of work- Annexure 2	
12	Water levels shall be checked in the pool & balancing tank. Filtration plants shall be operated at proper working pressure.	
13	The contractor shall maintain the proper log of all tests carried out while ensuring the requisite quality of water in the pools. In addition, day to day operation and maintenance with the availability of Chlorine and other chemicals shall be recorded in the logbook.	

14	Chlorination treatment with other chemical dosing treatment will be administrated as per water parameters. After dosing, the parameters will be rechecked, and the record of residual chlorine and pH will be maintained in the logbook and shall be displayed in the display board.	
15	Pool scum/ overflow channels and balancing tank will be cleaned as per requirement and to be maintained in the logbook.	
16	All Required chemicals like Chlorine, Acid, Soda Ash, Copper sulphate, Alum, etc. shall be managed and supplied by contractor.	
17	Cleaning the plant area for excess process water & Electro-mechanical equipment etc. shall be done by contractor.	
18	The bidder must submit a brief weekly report of the maintenance and operation work executed by him/ her. The format of the report will be decided/ worked out in consultation with successful bidder.	
19	The bidder has to maintain all required registers and logbooks and shall submit them for checking by Head of Sports/ Authorized representative as and when asked for.	
20	IIT Dharwad's authority, in its discretion, will have routine and surprise inspections to any of the units of the Aquatic Sports Complex Pool. The bidder will have to get Aquatic Sports Complex water parameters checked once in a quarter (or as and when asked by the Institute) through an external lab as suggested by Institute. The Institute will bear the cost of external lab tests.	
21	The contractor shall comply with the instructions provided by IIT Dharwad from time to time relating to the performance of the service. The service rendered by Contractor shall be subject to regular review by IIT Dharwad and its decision as to the quality there of shall be final and absolute.	

Tender Acceptance Letter

(On company's letterhead)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Item/Equipment / Work: -

Dear Sir,

I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement, and I / we shall abide hereby by the terms / conditions / clauses contained therein.

The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety including the service specific terms and conditions mentioned. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking/Govt. Autonomous organizations.

I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore can summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

FINANCIAL OFFER

Sr. No	Description of Services	Unit Price in Rs. (per month)	GST (%)	Total Price in Rs.
1.	Operation, Routine/Preventive & Comprehensive maintenance of Aquatic Sports Complex pools and equipment (inventory attach in Appendix 'A' of Scope of Work) as per Terms & Condition including Supply of Consumables per year.			

The brief Scope of Work pertaining to the financial offer is explicitly specified in Annexure-II. Kindly note that the water level is required to be maintained at 60–70% of the total capacity. Bidder is required to take this factor into account and quote as per the format.

Unit price will be applied on a pro rata basis if contract is not concluded from 01st date of the month.

Payment Terms: The monthly payment will be made within 30 days from the date of submission of proper invoice.

Quotation Validity Date: - Minimum 180 Days from the date of opening of tender.

Sign of bidder:

Name of the bidder:.....

Firm's Name:

Note: Financial offer/Price Bid should be submitted separately in prescribed format given in BOQ.