

**KERALA INDUSTRIAL INFRASTRUCTURE DEVELOPMENT CORPORATION(KINFRA)  
(A statutory body of Govt of Kerala)**

KINFRA HOUSE, TC 31/2312, Sasthamangalam, Thiruvananthapuram -695 010

**Tel:** 0471-2726585 | **Fax:** 0471-2724773 | **Email:** kinfraannexe@gmail.com | **Web:** www.kinfra.org



**Notice Inviting Tender (NIT)**

**(KINFRA-6)**

**Tender No** : **KIN/IECC/KKD/HKS/13/2026-27**  
**Name of Work** : **Housekeeping and Cleaning Services at International Exhibition cum Convention Centre, Kakkanad, Kochi**  
**EMD** : **Rs. 50,000/-**  
**Period** : **2 Year**  
**Bid Submission Fee** : **Rs. 2,950/- (including 18 % GST)**



**KERALA INDUSTRIAL INFRASTRUCTURE DEVELOPMENT CORPORATION**  
(A Statutory Body of Govt. of Kerala)  
KINFRA HOUSE, TC NO.31/2312, SASTHAMANGALAM P.O,  
THIRUVANANTHAPURAM

Tender No : **KIN/IECC/KKD/HKS/13/2026-27**

Name of Work : **Housekeeping and Cleaning Services at International Exhibition cum Convention Centre, Kakkanad, Kochi**

Scope of work : **Housekeeping and Cleaning Services at International Exhibition cum Convention Centre, Kakkanad, Kochi for 2 years.**

Locality : **KINFRA International Exhibition cum Convention Centre, Kakkanad, Kochi**

Last date of Submission : **05:00 PM on 09/07/2026**

Name of Bidder : .....

.....

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## Tender Notice 1.0



# **KERALA INDUSTRIAL INFRASTRUCTURE DEVELOPMENT CORPORATION (KINFRA),**

**Thiruvananthapuram, Kerala**

### **e-Tender**

KINFRA invites online tenders from competent & financially sound agencies/firms for the following work:

**Name of work: Housekeeping And Cleaning Services at International Exhibition cum Convention Centre, Kakkanad, Kochi**

<b>Bid Submission Fee</b>	<b>EMD</b>	<b>Last Date</b>
Rs. 2,950/- (including 18 % GST)	Rs. 50,000/-	09/ 07/2026 at 5:00PM

The tender document(s), can be downloaded from the e-Government Procurement (e-GP) website ([www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)). For more details visit the web site [www.kinfra.org](http://www.kinfra.org).

Place: Thiruvananthapuram

Sd/-

Date: 22 /06 /2026

**Managing Director**

## GENERAL GUIDELINES

1. The book of “General Conditions of Contract” is applicable to both types of tenders i.e.” Percentage rate tenders and Item rate tenders”. Accordingly, alternative provisions for conditions Nos. 4, 10 & 12 of the General Rules and Directions are given in this book. The appropriate alternatives will be applicable in specific cases depending on whether this is used for percentage rate tender (KINFRA-7) or item rate tender (KINFRA-8). “General Conditions of Contract” shall be available in downloadable manner from website “[www.kinfra.org](http://www.kinfra.org)”
2. KINFRA-6 abridged from KINFRA-7/8, Schedules A to F, special conditions/specifications and drawings will be issued to intending tenderers only. The standard form will not be issued along with the Tender Documents but the same shall form part of the agreement to be drawn and signed by both parties after acceptance of tender. The standard form shall be available in downloadable manner from website “[www.kinfra.org](http://www.kinfra.org)”
3. The intending bidders will quote their rates in price bid ( BoQ).
4. The proforma for registers and Schedules A to F are only for information and guidance. These are not to be filled in the Standard Form. The Schedules with all blanks, duly filled, shall be separately issued to all intending tenderers. For filling and returning in the manner prescribed. The **Schedule A** can be downloaded from website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)

## Information & Instructions to the Bidders for e-tendering (Forming part of Bid Document)-3.0

Managing Director, KINFRA invites **E- Tender in two cover bid system** for the following work in the prescribed form, from contractors/firms who fulfil the eligibility criteria prescribed in the NIT

Sl No	Tender No	Name of Work & Location	EMD	Period of service	Last date & Time of submission of Tender document, EMD.	Time & Date of opening of Technical Bid
1	2	3	5	6	7	8
1	KIN/ECC/KKD/HKS/13/20 26-27	Housekeeping And Cleaning Services at International Exhibition cum Convention Centre, Kakkanad, Kochi	Rs 50,000/-	2 Year	09/07/2026 at 5:00 pm	13/07/2026 at 02:00 pm

### Instructions

- 1) The intending bidder must read the terms and conditions of Tender carefully. He should only submit his bid if he considers himself eligible and he is in possession of all the documents required.
- 2) Information and Instructions for bidders posted on website shall form part of bid document.
- 3) The tender document(s), may be downloaded free of cost from the e-Government Procurement (e-GP) website ([www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)). No payment is required for downloading the tender documents from the above website however a bid submission fee, as mentioned in this document, is required to be remitted through online payment mechanism for e-procurement system of Govt. of Kerala.
- 4) All bids shall be submitted online on the e-GP website only in the relevant envelope(s)/ cover(s), as per the type of tender. No manual submission of bids shall be entertained for the tenders published through e-GP system under any circumstances.

The e-GP system shall not allow submission of bids online after the stipulated date & time. The bidder is advised to submit the bids well before the stipulated date & time to avoid any kind of network issues, traffic congestion, etc. In order to avoid any system related or other complications during submission bids in the last moment, all bidders are advised to upload their bids/ relevant documents at least 3 hours before the bid submission cut off time. In this regard request for extension of time received through any mode of communication due to failure of submission

during last minute will not be entertained. In this regard, KINFRA shall not be responsible for any kind of such issues faced by bidder.

- 5) Bidders who do not satisfy the eligibility criteria prescribed as per the NIT or do not possess valid & active registration, on the date of bid submission, are strictly advised to refrain themselves from participating in this tender. If such instances are noticed, such bids will be summarily rejected and the EMD will be forfeited. The bidders, who submit their bids for this tender after digitally signing using their Digital Signature Certificate (DSC), accept that they have clearly understood and agreed the terms and conditions including the Form/ Annexures of this tender. Mention of price details at any place other than the designated place, shall disqualify the bid and the bid shall be summarily rejected.
- 6) Tender duly signed using bidder's valid Digital Signature Certificate shall be submitted online on e-GP website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)
- 7) General Conditions of Contract (KINFRA- 7/8) shall be available in downloadable manner from [www.kinfra.org](http://www.kinfra.org) and shall form part of bid document.
- 8) Bidders while filling the price bid shall quote separately for each individual item as per the schedule of quantities (BOQ) for each year. No column should be kept blank and unquoted. If any item is found not quoted, it will be assumed that such item will be operated free of cost for the whole year and no claim shall be made subsequently.
- 9) Pre-Bid Meeting shall be held in the office of **KINFRA International Exhibition cum Convention Centre, Kakkanad at 11 AM on 26.06.2026** to clear the doubts of intending tenderers, if any. The bidders can also attend the pre-bid meeting in online, the link will be shared with them, if they request through email [iecc@kinfra.org](mailto:iecc@kinfra.org). For those who are not able to attend the pre-bid meeting shall send all their queries, if any, in the above mail id on or before **26.06.2026, 10:00AM, (Contact no. 8089253369)**. All Clarifications for the queries of bidders, if any, will be uploaded in e-tender website as addendum

#### **List of Documents to be scanned and uploaded within the period of bid submission:**

##### **Cover 1**

- I. NIT
- II. Registration Certificate of the Company
- III. Details of Net worth
- IV. Details of annual financial turnover during last 3 consecutive financial years ending 31.03.2025.
- V. provisional statement of accounts for the FY 2025-26
- VI. Details of EMD submitted
- VII. Certificate of Registration for GST.
- VIII. Relevant experience certificate
- IX. A declaration from the contractor to the effect that he has not been debarred from tendering by any authority as per 2.6

##### **Cover 2**

- I. BoQ (Price bid)

## e-Government Procurement (e-GP) – Notice Inviting Tender (KINFRA 6)-4.0

Managing Director, KINFRA invites **E- Tender** in **two cover bid system** for the following work in the prescribed form, from contractors/firms who fulfil the eligibility criteria prescribed in the NIT

Sl No	Tender No	Name of work & Location	EMD	Period of service	Last date of submission of Tender documents	Time & Date of opening of Technical Bid
1	2	3	5	6	7	8
1	KIN/IECC/KKD/HKS/13/2026-27	Housekeeping And Cleaning Services at International Exhibition cum Convention Centre, Kakkanad, Kochi	Rs 50,000/-	2 Year	09/07/2026 at 5:00 pm	13/07/2026 at 02:00 pm

### **4.1 Eligibility Criteria**

- a) Must be a registered firm with a minimum of three years of experience in providing professional housekeeping services.
- b) Must have a minimum annual turnover of INR 38 Lakhs in the last three financial years. For the year 2025-26, provisional statement of accounts or certificate from Chartered Accountant (CA) may be submitted.
- c) Should have a net worth of not less than Rs 10 lakhs (Scanned copy of Certificate from Chartered Accountant to be uploaded).
- d) Must have executed at least two similar housekeeping works in the last Five years for large-scale venues such as convention/exhibition centres, hotels, airports, or commercial complexes for an amount not less Rupees 27 Lakhs/-
- e) Should have valid GST registration. Only those bidders having a valid and active GST registration, on the date of bid submission, shall submit bids online on the e-GP website.
- f) A declaration from the contractor to the effect that he has not been debarred from tendering by any authority.

*“I/we hereby declare that I/we have not been Black listed, debarred/suspended by any Central/State Govt Depts/ Central/State Govt PSUs, Autonomous and statutory bodies under State/ Central from participating in any tender during the last three years ending with the bid submission date”.*

**(Scanned copy to be uploaded at the time of submission of bid)**

4.2

1. Before commencing the work and within a week from the date of receipt of the letter of acceptance, the bidder shall make the following:
  - Bio data of personnel proposed to be engaged in each of the required posts as detailed in 6.2.e with their experience documents be submitted duly signed by the bidder.
2. On acceptance of the above by KINFRA, contract will be awarded by KINFRA and after submitting the Performance Guarantee by the Successful Bidder in the manner and form, the successful bidder to whom the contract is awarded shall enter into an Agreement with KINFRA to carry out the work as per various terms and conditions contained in the Letter of award and those contained in the NIT.
3. The period of the work will be **24 Months** from the date of start as defined in schedule 'F' or from the first date of handing over of the site, whichever is later, in accordance with the phasing, if any, indicated in the bid documents.
4. The site for the work is available.
5. The bid document consisting of scope of work, manpower requirement, the set of terms and conditions of the contract to be complied with and other necessary documents except Standard General Conditions of Contract Form can be seen on website [www.etenders.kerala.in](http://www.etenders.kerala.in). General Conditions of Contract (KINFRA- 7/8) shall be available in downloadable manner from [www.kinfra.org](http://www.kinfra.org) and shall form part of bid document.
6. Tender documents and price bid may be downloaded free of cost from the e-GP Web site [www.etenders.kerala.go.in](http://www.etenders.kerala.go.in) . Tender fee of **Rs.2,950/- (18% GST)** shall be remitted through **online payment mechanism for e-procurement system of Govt. of Kerala**.
7. E-tender Documents & Schedules will be available from 22/06/2026 04:00 PM, and tenders can be submitted in the website [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) From 27/06/2026 02:00 PM. The closing date of the e-tender is 09/07/2026 5:00 PM The e-tenders will be opened on 13/07/2026 02:00 PM.
8. The Earnest Money Deposit (EMD) Rs. 50,000/- and Tender Cost Rs. 2,950/- to be remitted online through e-GP site by the bidder.
9.
  - a) **Performance Guarantee :** The successful bidder to whom the work is awarded should furnish Performance Guarantee in the form of Bank Guarantee or Demand draft within 10 days from the date of LOA from a Nationalized scheduled Bank in favor of Managing Director, KINFRA equivalent to 5% of average amount of the value of contract for the first year quoted by the bidder valid for three years plus three months, which shall be returned after successful completion of contract

b) **Additional Performance Guarantee** will be required in all cases where quoted rate falls below 10% of the estimate cost. The 10% standard exemption will be applicable to all estimates quoted below estimate cost. If the rate quoted by the contractor is x% below estimate cost (x lies above 10% upto quoted rate) the additional performance guarantee for an amount equal to (x-10) % of the estimate amount shall be obtained from the contractor. 50% of Additional Performance Guarantee shall be in the form of Treasury Fixed Deposit and rest in the form of Guarantee issued from any Nationalised Bank/Scheduled Bank/ Kerala Financial Corporation or any other forms prescribed in the Kerala PWD Manual. This shall be collected before executing the agreement. The Additional Performance Guarantee will be released at the end of the Contract period. This is subjected to change as per government orders issued from time to time in this respect.

10. The bid submitted shall become invalid if:

- a. The bidder is found ineligible.
- b. The bidder does not upload all the documents as stipulated in the bid document.

11. The competent authority on behalf of Managing Director, KINFRA does not bind itself to accept the lowest or any other bid and reserves to itself the authority to reject any or all the bids received without the assignment of any reason. All bids in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the bidders shall be summarily rejected.

12. Canvassing whether directly or indirectly, in connection with bidders is strictly prohibited and the bids submitted by the contractors who resort to canvassing will be liable for rejection.

13. The competent authority on behalf of Managing Director, KINFRA reserves to himself the right of accepting the whole or any part of the bid and the bidders shall be bound to perform the same at the rate quoted.

14. The contractor shall not be permitted to bid for works if he/she is the near relative of an officer of KINFRA posted as Project Officer or Finance Officer.

15. No Engineer of Gazetted Rank or other Gazetted Officer employed in Engineering or Administrative duties in an Engineering Department of the Government of Kerala is allowed to work as a contractor for a period of one year after his retirement from Government service, without the prior permission of the Government of Kerala in writing. This contract is liable to be cancelled if either the contractor or any of his employees is found any time to be such a person who had not obtained the permission of the Government of Kerala as aforesaid before submission of the bid or engagement in the contractor's service.

16. ***The bid for the works shall remain open for acceptance for a period of 90 days from the date of opening of bids in case of single bid system.*** If any bidder withdraws his bid before the said period or issue of work order, whichever is earlier, or makes any modifications in the terms and conditions of the bid which are not acceptable to KINFRA, then KINFRA shall, without prejudice to any other right or remedy, be at liberty to forfeit 50% of the said earnest money as aforesaid. Further the bidders shall not be allowed to participate in the rebidding process of the work.
17. This notice inviting Bid shall form a part of the contract document. The successful bidders/contractor, on acceptance of his bid by the Accepting Authority shall within 15 days from the stipulated date of start of the work, sign the contract consisting of:-
- a) The Notice Inviting Bid, all the documents including additional conditions, specifications and drawings, if any, forming part of the bid as uploaded at the time of invitation of bid and the rates quoted online at the time of submission of bid and acceptance thereof together with any correspondence leading thereto.
  - b) Standard KINFRA Form 7/8 or other standard KINFRA Form as applicable

**KINFRA-7/8**

**KERALA INDUSTRIAL INFRASTRUCTURE DEVELOPMENT CORPORATION**  
**Percentage Rate Tender/Item Rate Tender & Contract for Works-5.0**

(A) Tender for the work of :-

**Housekeeping and Cleaning Services at International Exhibition cum Convention Centre, Kakkanad, Kochi for a period of 2 years.**

(i) To be submitted/ uploaded by.....hours on.....to...../ upload at [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)

**e-TENDER**

I/We have read and examined the notice inviting tender, Specifications applicable, General Rules and Directions, Conditions of Contract, clauses of contract, Special conditions, Schedule of Rate & 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 KINFRA within the time specified in Schedule 'F' viz., schedule of quantities and in accordance in all respect with the specifications, and instructions in writing referred to in Rule-1 of General Rules and Directions and in Clause 11 of the Conditions of contract and with such materials as are provided for, by, and in respect of accordance with, such conditions so far as applicable.

We agree to keep the tender open for 90 days from the due date of its opening and not to make any modification in its terms and conditions.

A sum of Rs.50,000.00 has been deposited in prescribed manner as Earnest Money Deposit (EMD). If I/We, fail to furnish the prescribed performance guarantee within prescribed period, I/We agree that KINFRA 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 KINFRA shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the said performance guarantee absolutely. The said Performance Guarantee shall be a guarantee to execute all the works referred to in the tender documents upon the terms and conditions contained or referred to those in excess of that limit at the rates to be determined in accordance with the provision contained in Clause 12.2 and 12.3 of the tender form.

Further, I/We agree that in case of forfeiture of Earnest Money or Performance Guarantee as aforesaid, I/We shall be debarred for participation in the re-tendering process of the work.

I/We undertake and confirm that eligible similar work(s) has/have not been got executed through another contractor on back to back basis. Further that, if such a violation comes to the notice of KINFRA, then I/We shall be debarred for tendering in KINFRA in future forever. Also, if such a violation comes to the notice of Department before date of start of work, the Engineer-in-Charge shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Guarantee.

I/We hereby declare that I/We shall treat the tender documents drawings 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 authorized to communicate the same or use the information in any manner prejudicial to the safety of the State.

Date:

Witness:

Address:

Signature of Contractor

Postal Address:

Occupation:

**Certificate of near relatives**

**DECLARATION**

(To be submitted by the Contractor regarding near relatives working in KINFRA as per clause 14 of KINFRA-6)

“I.....s/o

Shri.....Resident of.....

.....hereby certify that none of my relative(s) as defined in clause 16 of KINFRA-6 is/are employed in concerned Department of KINFRA.

In case at any stage, it is found that the information gives by me is false/incorrect, KINFRA shall have the absolute right to take any action as deemed fit without any prior information to me.”

**Signature of Contractor**

## Proforma Of Schedules

*(Operative Schedules to be supplied separately to each intending tenderer)*

### SCHEDULE 'A'

Schedule of quantities (as per BOQ)

### SCHEDULE 'B'

Schedule of materials to be issued to the contractor.

Nil

### SCHEDULE 'C'

Tools and plants to be hired to the contractor.

Nil

### SCHEDULE 'D'

Extra schedule for specific requirements/document for the work, if any.

Nil

### SCHEDULE 'E'

Reference to **General Conditions of contract** uploaded in [www.kinfra.org](http://www.kinfra.org)

Name of work: **Housekeeping and Cleaning Services at International Exhibition cum Convention Centre, Kakkanad, Kochi for a period of 2 years.**

- (i) Earnest money: **Rs. 50,000/-** (to be returned after receiving performance guarantee)
- (ii) Performance Guarantee: **5% of Total Contract Value in the manner detailed in the tender document.**

### SCHEDULE 'F'

Office inviting tender	<b>Managing Director, KINFRA</b>
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**Definitions:**

2(ix)	Accepting Authority	Managing Director, KINFRA
2(x)	Department	KINFRA HI- TECH Park, Kalamassery

<b>KINFRA 7/8 Clause 1</b>	<b>General Rules and directions applicable</b>	
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i)	Time allowed for submission of Performance Guarantee from the date of issue of work order	<b>4 weeks</b>
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ii)	Maximum allowable extension with late fee @ 0.1% per day of Performance Guarantee amount beyond the period provided in (i) above	<b>NA</b>
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<b>Clause 1A,2,2A,3A</b>	Whether Clause shall be applicable	<b>No</b>
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<b>Clause 3,4,8A,9A,10, 10D,11,13,14,15,1 6,18 and sub clauses,19,19A,19 B,19E,19K,19L,20 ,21,22,23,24,25,26, 27,28,29,31,33,34, 36,37,38,39,40,41, 42,44,45</b>	Whether Clause Shall be applicable		
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<b>Clause [6,6A,7,8,8B,9,10 A,10B,10 C,12 and sub clause,17,19C,19 D,19F,19G,19H,1 9J,30,32,35,43]</b>	Whether Clause Applicable	<b>No</b>	
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## Additional Conditions & Technical Specifications- 6.0

### 6.1 INTRODUCTION

The Kerala Industrial Infrastructure Development Corporation (KINFRA) International Exhibition-cum-Convention Centre has been envisaged at Kakkanad, Kochi for industrial promotion and related activities on behalf of the Government of Kerala. The project is planned as a destination for public meetings, conventions, exhibitions, industrial promotions, handicraft trade fairs, conferences, biennales, expos etc. It will also support start-up enterprises to showcase their innovations by developing an exhibition centre with permanent set-up standards. Also, it will help entrepreneurs and service providers in the industrial, agricultural, small and medium sector to display their products and find new markets for their products by organizing various exhibitions and service facilities. Facilities and Amenities The centre, strategically located near the KINFRA Electronic Manufacturing Cluster, offers state-of-the-art facilities and amenities to facilitate trade, networking, and collaboration. A Convention Centre of 51,840 sq.ft. and an Exhibition Centre of 54,435 sq.ft., both built to international standards. The center is situated on 15 acres of land, with 5 acres reserved for future development.

The key features include:

#### **Exhibition Hall:**

- A 54,435 Sq. ft Exhibition Centre in International Standards comprising six fully covered and air-conditioned modules of 4500 sq ft. each .
- Each module can accommodate 25-30 exhibition stalls, with total stalls up to 180 nos.
- Additional facilities: Common locker facility, name tagging rooms and a store room in every module.
- Speciality stalls: Apart from the above, 26 permanent stalls are available.
- Security and Surveillance: Fully secured entry and exit points with modern security features and 24 x 7 all-round camera surveillance.
- Logistics: Despatch bays for trailer to bring in heavy equipment in each module.
- Open space: A Central open space for landscaping and conducting open stage programs.

#### **Convention Hall –**

Built up area - 51840 sq ft  
Grant Hall – Capacity: 650 persons  
Dining Hall – Capacity: 300 persons  
Meeting Room – Capacity: 100 persons  
Conference Room – Capacity: 23 persons  
VIP Lounge  
Business Lounge  
VIP Lobby  
4 Guest Rooms  
Parking: Abundant Parking Space.

## 6.2 Scope of Services to be Offered by the Operating Agency at IECC

The selected agency shall be responsible for providing **comprehensive cleaning, housekeeping, waste management, and pest control services** at the **International Exhibition cum Convention Centre (IECC)**, comprising two major functional zones — the **Convention Centre** and the **Exhibition Centre**. The scope of services shall be structured based on the operational status of the premises: **Operational Days** (event/function days) and **Non-Operational Days**.

**The agency shall provide the services on all days of the month including working days, weekends and holidays. Manpower deployment shall be scheduled based on the event calendar and operational requirements, On non - event days agency staff shall be assigned to general housekeeping shift as informed by KINFRA.**

### MINIMUM FREQUENCY OF CLEANING

#### A. SCOPE OF WORK DURING NON-OPERATIONAL DAYS

Sl. No.	Activity	Method	Frequency
	<b>In the Convention Centre</b>		
1	Lobby, Entrances, Passages, and the Manager's room- In the Convention Centre	Scrubbing / sweeping/ Vacuuming	Once a day
2	All other zones — including the grand hall, grand hall furniture, conference hall, VIP lounge, business lounge, VIP guest rooms, green room, dining area, kitchen, pantry, meeting hall, toilets/ washrooms, high level ceilings, beams, light fixtures, air vents, and other elevated surfaces and other miscellaneous rooms- In the Convention Centre,	Scrubbing / sweeping/ Vacuuming	Once in a Week
	<b>In the Exhibition Centre</b>		
3	the entrance, internal passages, and plaza area high level ceilings, beams, light fixtures, air vents, and other elevated surfaces	Scrubbing / sweeping/ Vacuuming	Once a day
4	Stall A and Stall B	Scrubbing / sweeping/ Vacuuming	Twice a Week

5	Six Exhibition Modules	Scrubbing / sweeping/ Vacuuming	Once in a Week
6	Yard Area including Drain area	Sweeping/Daily removal of paper waste, plastic,from the yard, ensuring the premises is clean and tidy	Daily/Once in a Week
7	Floor /carpet cleaning	Scrubbing / sweeping/ Vacuuming	Once a day
8	Door and door handle cleaning	Wet and dry wiping	Once a day
9	Garbage collection and disposal	Manual	As and when required
10	Glass and Glass partition cleaning	Wet and Dry wiping	Once a day
11	Fire extinguishers cleaning	Wet and Dry wiping	Weekly
6.	Chairs/Conference Hall No.7	Dry, Vacuuming and cleaning.	Weekly
7.	Glasses	Wet and Dry wiping	Weekly
8.	Cobwebs and doormats	Removal of cow webs & cleaning of door mats.	As and when required
9.	Removal of garbage	At specified location as directed by Engineer in charge.	Daily
10.	Electrical switches	Dry cleaning	Weekly
11.	Terrace cleaning	Cleaning	Monthly
12.	Wall cleaning	Manual	As and when required.
13.	Cable duct	Manual	

## B. SCOPE OF WORK DURING OPERATIONAL DAYS

On operational days—i.e., when events, exhibitions, or conventions are scheduled—an **on-demand event-based housekeeping team**, in addition to the regular daily staff, shall be deployed in **multiple shifts** to ensure uninterrupted cleanliness and hygiene throughout the premises.

After the conclusion of the event, a **post-event cleaning** operation shall be carried out. This includes complete **sweeping, waste collection and segregation, toilet disinfection, floor wiping, and restoration of all public-facing areas** to a usable state

Sl. No.	Activity	Method	Frequency
	<b>In the Convention Centre</b>		
1	Lobby, Entrances, Passages, and the Manager's room- In the Convention Centre	Scrubbing / sweeping/ Vacuuming	<ul style="list-style-type: none"> <li>• Deep cleaning, conducted either in the early morning or the previous night,</li> <li>• Every one hour or as and when required</li> </ul>
2	All other zones — including the grand hall, conference hall, VIP lounge, business lounge, VIP guest rooms, green room, dining area, kitchen, pantry, meeting hall, toilets/ washrooms and other miscellaneous rooms- In the Convention Centre	Scrubbing / sweeping/ Vacuuming	<ul style="list-style-type: none"> <li>• Deep cleaning, conducted either in the early morning or the previous night,</li> <li>• Every one hour or as and when required</li> </ul>
	<b>In the Exhibition Centre</b>		
3	the entrance, internal passages, and plaza area	Scrubbing / sweeping/ Vacuuming	Every one hour or as and when required
4	Stall A and Stall B	Scrubbing / sweeping/ Vacuuming	Every one hour or as and when required
5	Six Exhibition Modules	Scrubbing / sweeping/ Vacuuming	Every one hour or as and when required
6	Yard Area including Drain area	Scrubbing / sweeping/ Vacuuming	Every one hour or as and when required
1.	Carpeted floor cleaning in Stalls	By dry vacuum cleaning & dry brushing	One hour before opening of the fair and after close of the fair.
2.	Carpeted passage	By dry vacuum cleaning and dry brushing	Every one hour
3.	Picking up of waste material from Stalls and passage	Manual	Every one hour or as and when required.

4.	Cleaning of entrance and Exit Gate	By Vacuum cleaning and Dry brushing	Every one hour
5.	Removal of garbage	At specified location directed by Engineer in charge.	Daily
6.	Chairs and tables and sofas etc.	Dry vacuuming and dusting	Daily
7.	Cleaning of Gallery space between wall and stalls	Wet and Dry wiping	Daily

### C. SCOPE OF CLEANING TOILETS

Sl.No.	Activity	Method	Frequency
1.	Floor cleaning	Scrubbing, drying	Once a day
2.	Side wall cleaning	High pressure jet & wiping	Once a day
3.	Door and door handle cleaning	Wet & dry wiping	Once a day
4.	Wash-basin and surrounding area cleaning	High pressure jet & vacuuming	Every 4 hour
5.	External tap cleaning	Dry wiping	Every 4 hr
6.	Mirror cleaning	Damp wiping	Every 4 hr
7.	Commodes cleaning	HP Jet & wiping	Every 4 hr
8.	Urinals cleaning	Manual	Every 4 hr
9.	Hand drier machine cleaning	Wiping and vacuuming	Every 4 hr
10.	Dustbins clearance	Manual	Every 4 hr

#### D. SCOPE FOR YARD AREA CLEANING

Sl. No.	Activity	Method	Frequency
1.	Entrance & Exit gates cleaning (tiles, red stone, CC pavements)	Sweeping	Four or more times a day and as and when required
2.	Entrance of Exit Gates scrubbing(tiles, red stone, CC pavements)	Auto scrubber dryer	Once a day and as and when required.
3.	Entrance & Exit Gate cleaning (tiles, Redstone, CC pavements)	High pressure washing	Once a day and as and when required.
4.	Road & path cleaning	Mechanized sweeping	Once a day and as and when required.
5.	Roads and Path cleaning	Manually	Four times a day or as and when required.
6.	Road washing	High pressure washing	Once a week and as and when required.
7.	Garbage collection and disposal	Manual	Daily
8.	KERB Stone or Divider cleaning	Scraping & wiping	Once a day and as and when required.
9.	Roof area	Manual	Once a day and as and when required
10.	Terrace	Manual	Once a week and as and when required.

## E. Manpower qualifications

SINo	Description	Required minimum qualification / experience
1	<b>Working Supervisor</b>	Graduate or Diploma in Hotel Management / Facility Management / Housekeeping from a recognized institute. Minimum 1 year of supervisory experience in commercial housekeeping
2	<b>Cleaning Staff –</b>	SSLC (10th Standard) pass. Minimum 1 year of experience in professional cleaning in any institutional, hospitality, or commercial facility.
3	<b>Room Service</b>	Plus Two (12th Standard) or Diploma in Hotel Management / Housekeeping. Minimum 1 year of experience in housekeeping or room servicing in a hotel or equivalent environment.
4	<b>Service staff</b>	Plus Two (12th Standard) or Diploma in Hotel Management / Housekeeping. Minimum 1 year of experience in servicing in a hotel or equivalent environment.

The following list of **Equipment, Machinery, Cleaning materials / Consumables** shall be **provided and maintained by the selected operating agency** at the International Exhibition cum Convention Centre (IECC). All items must be in working condition, adequately stocked, and of approved quality and standards, and must be made available on-site at all times. The agency shall also be responsible for periodic replenishment, preventive maintenance, and timely replacement of any damaged or worn-out items to ensure uninterrupted service delivery. Only the purchase of **chemicals** shall be **under the scope of KINFRA**.

### Machines Required

Wet and dry vaccum cleaner
Scrubber and Dryer machine
High Pressure Jet
Scissor lift
Commercial Vaccum cleaner
Est machinery cost

### Cleaning Equipment & Accessories

Mop (Wet & dry)
Telescopic Pole – 10 m (1 no), 4 m (2 nos)
·Ladder – 12 ft (1 no), 6 ft (1 no)

·Mop Set – Dry Mops (70 cm and 45 cm)
·Microfiber Cloths (all colours)
·Caddy Basket – Red, Blue, Green
·Lobby Dustpan
·Floor Wiper – 35 cm & 75 cm
·Floor Scraper
·Gum Remover Blade & Liquid
·Glass Scraper
·Toilet Brush
·Wash basin Brush
·Hand Brushes – Soft and Hard
·Table & Glass Squeegees
·Applicator and T-Bar – Big and Small with Squeegee
·Dish Wash Gel and Scrubber
·Dust Pans
·Spray Gun, Measurement Jar, Funnel, Chemical Bottles
·Check Cloths
·Scrubbing Brushes
·PPE – Gloves & Masks
·Dirty Linen Basket
·Flatbed Small Trolley
·Garbage Bags
·Signages – “Cleaning in Progress”, “Wet Floor”
·Window squeezer
·Eze Mop
·Flat Mop
·Cob web stick

·Scratch brunch - Long
·Toilet wiper
·Eze Mop refill
·Indoor broom
·Wet Mop refill
·Urinal screen
·Urinal cubes
·Roll tissue
·Fold tissue
·Black 18*18 GW
·Black Jumbo 36*48 GW

The quantities of the above mentioned cleaning materials required for the scope of work shall be estimated by the agency after visiting the site. The quantity may vary depending on the event flow. All the equipment, machinery, cleaning materials and consumables provided by the agency shall conform to the prevailing market standards and approved quality specifications.

## 6.4 Terms & Conditions

**6.4.1** The International Exhibition cum Convention Centre (IECC) will be assigned to the Operating Agency for providing housekeeping and cleaning services. No external additions, alterations, or modifications to the existing infrastructure, facilities, or equipment shall be made without the prior written consent of the KINFRA. Any additional equipment required for housekeeping services (such as vacuum cleaners, high-pressure jet washers, etc.) shall be procured and maintained at the Operating Agency’s own cost with prior consent from the KINFRA.

**6.4.2** The Operating Agency shall maintain the cleanliness, hygiene, and sanitation of the entire facility, including exhibition halls, convention areas, common spaces, restrooms, and external premises, in good and tenable condition. The Operating Agency shall compensate the KINFRA for any damages caused to property due to negligence. Standard cleaning and maintenance practices shall be adopted to prevent undue deterioration of surfaces, fixtures, and equipment beyond normal wear and tear.

**6.4.3** The operating agency should provide housekeeping service on all working days. On event days, service should be provided irrespective of holidays.

The Operating Agency shall ensure availability of additional housekeeping and cleaning services during event days, including exhibitions, conventions, and any other scheduled activities. The housekeeping schedule shall be flexible and based on the demand and usage of the facility.

**6.4.4** The Operating Agency shall establish a systematic waste management process, including

segregation, collection, disposal, and recycling as per environmental and municipal regulations. The Operating Agency shall ensure that no littering occurs within the premises and that all waste is handled in an environmentally responsible manner.

- 6.4.5** All waste ( related to the event,) generated during and after the event shall be removed by the event organizer. The housekeeping agency shall oversee and coordinate with the event team regards of the waste disposal process. Any subsequent waste disposal and management activities after the event shall be the responsibility of the housekeeping agency.
- 6.4.6** The Operating Agency shall adhere to industry-standard hygiene practices. Proper safety measures shall be followed to ensure the well-being of cleaning personnel and visitors.
- 6.4.7** The Operating Agency shall maintain detailed records of cleaning schedules, inventory of cleaning materials, and daily reports on housekeeping activities. These records shall be made available to the KINFRA for periodic inspection.
- 6.4.8** The housekeeping and cleaning activities shall comply with all statutory regulations, including environmental, health, and safety norms. The Operating Agency shall obtain and maintain any required licenses and permits and indemnify the KINFRA against any claims arising due to non-compliance.
- 6.4.9** The Operating Agency shall ensure that cleaning materials, tools, and equipment are stored securely within the designated storage areas and not left unattended in public spaces.
- 6.4.10** KINFRA shall not be liable for any loss/damage/theft/robbery of any personal belongings, equipments/materials or machineries of the personnel of the operating agency.
- 6.4.11** The Operating Agency shall not sublet, lease, assign, or transfer the housekeeping services to any other agency without written authorization from the KINFRA. The Operating Agency shall also not pledge or encumber any property, equipment, or material under its custody.
- 6.4.12** The Operating Agency shall employ and manage its own workforce for providing housekeeping and cleaning services. KINFRA shall not be liable for any claims related to such employees.
- 6.4.13** The employees engaged by the Operating Agency shall be governed by all relevant labor laws, including the Minimum Wages Act, Payment of Wages Act, Employees Provident Fund Act, ESI Act, and other applicable laws. The Operating Agency shall be responsible for compliance with all such laws and shall indemnify KINFRA from any claims arising out of employment issues.
- 6.4.14** The Operating Agency shall ensure that its employees maintain professionalism and courteous behavior towards visitors, event organizers, and employees of KINFRA. In case of any complaints, the Operating Agency shall take immediate action, including the removal of erring employees from the premises upon notice from KINFRA.
- 6.4.15** All employees of the Operating Agency shall wear designated uniforms and display ID cards while on duty within the IECC premises.
- 6.4.16** The Operating Agency shall register its workforce under the Employees Provident Fund Act and the Employees State Insurance Act and ensure timely contributions as per applicable regulations.
- 6.4.17** KINFRA shall not be liable for any legal violations committed by the Operating Agency, and

the Operating Agency shall indemnify KINFRA against all claims or penalties arising from such violations.

- 6.4.18** All statutory levies, taxes, and regulatory fees related to the housekeeping and cleaning services shall be borne by the Operating Agency.
- 6.4.19** The Operating Agency shall be responsible for all expenses incurred in the housekeeping and cleaning services, including the procurement of cleaning supplies, chemicals, consumables and equipment as per the standard approved materials by KINFRA
- 6.4.20** The cleaning materials should includes but not limited to: Brooms, Cobweb sticks, Dusters, Mop sticks, Buckets, Mugs, Urinal pad, Cleaning Powder , Toilet Cleaning Brush, Cleaning/Dusting Cloth, Water Wipers, Dust Bins, Garbage Bins, Scrubbing Pads, Glass Cleaner, etc. to all staff employed and engaged by the Operating Agency for housekeeping work as per the requirement.
- 6.4.21** The Operating Agency shall have no ownership rights over the premises or facilities provided for housekeeping and cleaning services and shall not claim compensation for any modifications or additions made at its expense.
- 6.4.22** The Operating Agency shall obtain and maintain all required licenses, permissions, and statutory clearances for the duration of the contract and ensure compliance with all regulatory requirements.
- 6.4.23** The Operating Agency shall maintain insurance coverage for any cleaning equipment, materials, and personnel against fire, theft, damage, and liability. The insurance policy shall be taken in the name of the Operating Agency, and a copy shall be submitted to the KINFRA.
- 6.4.24** The Operating Agency shall keep the entire premises, including parking area , yard, ceilings, louvers, floors, walls, furniture, and fittings, in a clean and sanitary condition at all times. Regular deep cleaning schedules shall be followed.
- 6.4.25** KINFRA reserves the right to inspect the premises and services at any time to ensure compliance with quality and hygiene standards. The Operating Agency shall address any deficiencies promptly.
- 6.4.26** The contract may be terminated by either party with a **one-month notice** for any violations of the agreement.
- 6.4.27** The Operating Agency shall adhere to all rules and regulations prescribed by KINFRA for facility management and cleaning services. Any changes in these regulations shall be communicated and implemented accordingly.
- 6.4.28** In the event of failure to comply with the terms of the contract, KINFRA shall have the right to take legal action, including recovery under the applicable laws.
- 6.4.29** Upon termination or expiration of the contract, the Operating Agency shall vacate the premises and facilities in good condition. Any damages or unauthorized modifications shall be rectified at the cost of the Operating Agency.
- 6.4.30** Any disputes arising under this agreement shall be subject to the jurisdiction of the courts in **Thiruvananthapuram.**

## GENERAL GUIDELINES FOR E-Tendering 7.0

Prospective bidders willing to participate in this tender shall necessarily register themselves with e-procurement portal ([www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in)). The tender timeline is available in the critical date section of this tender published in [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in).

### A). Online Bidder registration process:

Bidders should have a Class II or above Digital Signature Certificate (DSC) to be procured from any Registration Authorities (RA) under the Certifying Agency of India. Details of RAs will be available on [www.cca.gov.in](http://www.cca.gov.in). Once, the DSC is obtained, bidders have to register on [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) website for participating in this tender. Website registration is a one-time process without any registration fees. However, bidders have to procure DSC at their own cost.

Bidders may contact e-Procurement support desk of Kerala State IT Mission over telephone at 0471- 2577088, 2577188, 2577388 or 0484 – 2336006, 2332262 - through email: [etendershelp@kerala.gov.in](mailto:etendershelp@kerala.gov.in) for assistance in this regard.

### B). Online Tender Process:

The tender process shall consist of the following stages:

- i. **Downloading of tender document:** Tender document will be available for free download on [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in). However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document.
- ii. **Pre-bid meeting:** As per NIT
- iii. **Publishing of Corrigendum:** All corrigenda shall be published on [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) and shall not be available elsewhere.
- iv. **Bid submission:** Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in).
- v. **Opening of Technical Bid and Financial Bid:** The technical bid will be opened at same time mentioned in Information & instruction to the bidders.
- vi. Time of opening of financial bids of pre-qualified bidders will be intimate later.

### C). Tender Document Fees and Earnest Money Deposit (EMD)

The Bidder shall pay a tender document fees and Earnest Money Deposit. The Bid security is required to protect the Contractor against risk of Bidder's conduct, which would warrant the forfeiture of security.

**Online Payment modes:** All online payments specified in the tender document shall be made through Multi Option Payment System (MOPS) as per the requirement.

**Steps for making tender payments in e-tender system via SBI MOPS gateway (SBI AND NON SBI ACCOUNT HOLDERS)**

<b>Step 1</b>	:-	Click “ <b>Pay Online</b> ” when you reach the payment page while Online Bid Submission.
<b>Step 2</b>	:-	Click “ <b>Confirm to Pay</b> ” to proceed with the payment gateway.
<b>Step 3</b>	:-	Verify that the Tender fee and EMD shown are correct, as per tender document. Then, select the payment option <b>SBI MOPS</b> and Submit. <i>Note: In case of any mismatch in tender payments, with reference to tender documents, please contact TIA for clarifications.</i>
<b>Step 4</b>	:-	Check and Follow the <b>Terms and Conditions</b> , and then <b>Submit</b> .
<b>Step 5</b>	:-	Bidders may choose their respective bank for accessing Internet Banking Facility

**a) SBI**

- i. Bidders with SBI account may click SBI option to proceed to its Net Banking Page.
- ii. Bidders may enter SBI Net banking user ID and Password and Click on Login to proceed.
- iii. Please ensure that your account has sufficient balance, before proceeding further. After checking the same, Click Confirm button, to transfer payment. After account debit, MOPS gateway will automatically re-direct to the e-Procurement System, with the Success transaction.
- iv. You will receive bank response immediately by verifying the payment status, whether Success or not. In case, payment was debited from account and further, Payment Failure is shown, immediately contact the e-Procurement helpdesk, for resolution, before tender closing time.

Click Next to go to Bid Preparation details.

- v. Please ensure that the Pay Online option is not shown after successful payment, for confirmation. From here, you may proceed with Encrypt and Upload to upload tender documents, and further submission process.

**b) OTHER BANKS :**

- i. Bidders with other bank account may click Other Banks option to proceed to SBI

Net Banking Page. You may select the appropriate Bank from selection page. As an example, we are proceeding with ICICI Bank in the provided dropdown box of All Banks.

- ii. After selecting ICICI Retail Banking, Click Make Payment Button to proceed to its internet banking page. Further steps may depend on the Bank Procedure.
- iii. After, successful payment, system will direct you to payment confirmation page.
- iv. You will receive bank response immediately by verifying the payment status, whether Success or not. In case, payment was debited from account and further, Payment Failure is shown, immediately contact the e-Procurement helpdesk, for resolution, before tender closing time.

Click Next to go to Bid Preparation details.

- v. Please ensure that the Pay Online option is not shown after successful payment, for confirmation. From here, you may proceed with Encrypt and Upload to upload tender documents, and further submission process

**SUBMISSION PROCESS:**

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their bid online on [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) along with online payment of tender document fees and EMD.

For page by page instructions on bid submission process, please visit [www.etenders.kerala.gov.in](http://www.etenders.kerala.gov.in) and click “Bidders Manual Kit” link on the home page.

**It is necessary to click on “Freeze bid” link/ icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.**

## OTHER INSTRUCTIONS TO BIDDERS-8.0

1. All other relevant forms shall be in the format prescribed in CPWD Manual.
2. For any details : KINFRA HiTech Park,  
Kalamassery, Kochi, Kerala 683503  
Phone: 0484 2541650 / 8089253369
3. All bidders are instructed to visit the site to familiarize with the scope of work before submitting the bid
4. Important Dates

Bid submission start date	-	02:00 PM on 27 /06/2026
Last Date of submission	-	05:00 PM on 09 /07/2026
Technical Bid Opening	-	02:00 PM on 13 /07/2026

## **BID EVALUATION CRITERIA**

The evaluation will be based on a total of 100 marks, distributed as follows:

*Technical Bid*            70%

*Financial Bid*            30%

The bidder obtaining the **highest score (S)**, calculated as per the formula below, will be selected as the successful bidder.

$$S = (T \times 0.70) + (F \times 0.30)$$

Where:

T = Technical Score (out of 100)

F = Normalized Financial Score (out of 100)

## **TECHNICAL BID EVALUATION MATRIX**

Maximum Score for Part-I of Technical Bid Evaluation: : 100 Marks

Minimum marks required for qualifying in the Part-I (Technical Bid Evaluation) : 30 Marks

1. Technical bid of the bidder will be evaluated on the basis of the information duly supported by the documents submitted and on the basis of the following evaluation matrix.
2. During the Technical evaluation, each bidder will be assigned marks, out of total of 100 marks, as per the criteria below: -

<b>A .Number of Years in Operations as on 31.05.2026</b>	<b>Max 15 Marks</b>
5 years to 10 years	5
More than 10 years to 15 years	10
More than 15 years	15

<b>B. Average Annual Turnover for the last 3 years as on 31.05.2026</b>	<b>Max 10 Marks</b>
40 lakhs crores to 50 lakhs	5
More than 50 lakhs to 1 crores	7

More than 1 crores	10
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<b>C.Working Experience in last 3 years</b>	<b>Max 20 Marks</b>
Executed 3+ similar work in Convention/ airports/hotels/exhibition centre etc for 5 year	20
Executed upto 3 similar work in Convention/ airports/hotels etc for 5 year	10

<b>D.Value of Single Largest Service Completed in Last 3 Years</b>	<b>Max 15 Marks</b>
More than 30 lakhs to 50 Lakhs	5
More than 50 Lakhs to 75 lakhs	10
More than 75 lakhs	15

<b>E.Skilled Manpower on Payroll</b>	<b>Max 10 Marks</b>
Upto 150	5
More than 150	10

<b>F.Quality Related Marks</b>	<b>Max 5 Marks</b>
ISO/ International certificate	5
Other Accreditation Certificate	3

<b>G.Performance Certificates from the Similar works</b>	<b>Max 20 Marks</b>
If Outstanding performance Certificate from 3 or more 3	20

Principle Employer have been Issued and submitted for project above Rs.40 Lakhs	
If Excellent Performance submitted from Employers for project above Rs.40 Lakh	10
If Very good/ Good Performance Certificate submitted From at least 2 employers for project above Rs.40 lakhs	5

<b>H.Constitution of Firm</b>	<b>Max 5 Marks</b>
Public Ltd	5
Private Ltd./LLP	4
Partnership	3
Others	2

TOTAL (F)	100
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3. Information required from point number (A) to (H) above should be supported with certified/attested copies of the relevant documents confirming compliance of Technical bid evaluation criteria by the tenderer for evaluation.

4. Out of the various bidders achieving minimum 30 Qualifying marks in the Technical Bid Evaluation above shall be shortlisted for participating in the Financial Bid.

### **Financial Bid Evaluation**

The lowest quoted price among all technically qualified bidders shall be treated as L1, and assigned a Financial Score (F) of 100.

For all other bidders, the Financial Score shall be calculated as:

$$F = (L1 / Fi) \times 100$$

Where:

Fi = Price quoted by the i th bidder

F = Normalized financial score of ith bidder

### **Final Ranking**

The final score (S) will be calculated as:

$$S = (T \times 0.70) + (F \times 0.30)$$

### **Tie-Breaking Criteria**

In case of a tie in the final composite score:

1. The bidder with the higher Technical Score shall be preferred.
2. If still tied, the bidder with higher experience in similar works shall be considered.

We have read and understood the above mentioned selection criteria and shall abide by the same

**Signature of the Contractor with Seal**