



**STATE INSTITUTE FOR RURAL DEVELOPMENT &
PANCHAYATI RAJ**

Panchayati Raj & Drinking Water Department, Govt. of Odisha
UNIT-VIII, BHUBANESWAR



REQUEST FOR PROPOSAL

No. 1639/SIRD&PR;

Dated: 03.08.2024

Request for proposal (RFP) are invited from the interested Bidder/s relating to 'SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE FACILITY MANAGEMENT SERVICES (CFMS)' as per the ToR at SIRD&PR, Bhubaneswar. Details of ToR has been uploaded in the office website panchayat.odisha.gov.in.

Interested agency may visit the office website as mentioned above for downloading the details of ToR. Further, addendum / corrigendum / cancellation if any in this context can be seen in the office website only. The tender documents should reach addressing the Director, SIRD&PR, Unit-VIII, Gopabandhu Nagar, Bhubaneswar-751012 with the requisite documents through Registered Post / Speed Post / Courier Service within the scheduled date and time mentioned below:-

Last date of receipt of Bid: 20.08.2024 - up to 05: 30 P.M.

Date & Time of Opening of

Technical Bid: 21.08.2024 – at 11: 30 A.M.

Sd/-
DIRECTOR



REQUEST FOR PROPOSAL

**SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE FACILITY
MANAGEMENT SERVICES AT STATE INSTITUTE FOR RURAL DEVELOPMENT &
PANCHAYATI RAJ (SIRD&PR), ODISHA, BHUBANESWAR.**

**STATE INSTITUTE FOR RURAL DEVELOPMENT & PANCHAYATI RAJ
GOVERNMENT OF ODISHA
UNIT-VIII, GOPABANDHU NAGAR, ODISHA, BHUBANESWAR-751012**



Disclaimer & Confidentiality

This Request for Proposal (RFP) Document has been prepared by the State Institute for Rural Development & Panchayati Raj (SIRD&PR), Unit-VIII, Gopabandhu Nagar, Odisha, Bhubaneswar-751012 (herein referred to as **CLIENT**) solely for the purpose of providing information to potential bidders. It is provided on a confidential basis and is not to be distributed or reproduced in whole or in part without the prior written consent of the Client.

The information contained in this RFP document (the "**RFP**") or subsequently provided to Bidder (s) whether verbally or in documentary or any other form by or on behalf of Client or any of their employees or advisors, is provided to Bidder (s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by "**CLIENT**" to prospective Bidder/s. The purpose of this RFP is to provide interested bidders with information that may be useful to them in preparing their proposal i.e. Eligibility/Technical Proposal, Documents and Financial Proposal (the "Bid") pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by "**CLIENT**" or their advisors in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. It is intended to be used as a guide only and does not constitute advice, including without limitation, investment or any other type of advice. This RFP may not be appropriate for all persons, and it is not possible for "**CLIENT**", its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP including annexures/attachments/ amendments and obtain independent advice from appropriate sources. "**CLIENT**" and its advisors assume that any person who reads or uses this document is capable of evaluating the merits and risks of any investment or other decision with respect to a financial/property transaction, operation, its suitability and its financial, taxation, accounting and legal implications without any reliance on this document.

Information provided in this RFP to the Bidder/s is on a wide range of matters, some of which depend upon interpretation. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

This document may contain information prepared by third parties. Figures, calculations and other information contained in this document that has been provided to "**CLIENT**" by third parties have not been independently verified by "**CLIENT**". Any projections or analyses represent best estimates only and may be based on assumptions, which, while reasonable, may not be correct. Past performance of any property or market information, if any, described in this document is not a reliable indication of future performance of such property. Bidders should not rely on any information contained in this document as a statement or representation of fact and must make their own enquiries to verify and satisfy themselves of all aspects of such information, including without limitation, any income, fee/rentals, dimensions, areas, zoning and permits. While the information in this document has been prepared in good faith and with due care, no representations or warranties are made (express or implied) as to the accuracy, currency, completeness, suitability or otherwise of such information. "**CLIENT**", its advisors, officers, employees, subcontractors and agents shall not be liable (except to the extent that liability under statute or by operation of law cannot be



excluded) to any person for any loss, liability, damage or expense arising directly or indirectly from or connected in any way with any use of or reliance on such information.

"**CLIENT**" accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. "**CLIENT**", its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder or Bidders under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way during the Bidding Process.

"**CLIENT**" also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

"**CLIENT**" may in its absolute discretion at any time, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. "**CLIENT**" may also withdraw or cancel the RFP at any time without assigning any reasons thereof.

"**CLIENT**" reserves the right, without any obligation or liability, to accept or reject any or all applications, at any stage of the selection process, to cancel or modify the process or any part thereof, or to vary any or all the terms and conditions at any time, without assigning any reason whatsoever.

The issue of this RFP does not imply that "**CLIENT**" is bound to select service provider or to appoint the successful service provider, as the case may be. "**CLIENT**" reserves the right to reject all or any of the Bidder/s or Bids without assigning any reason whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by "**CLIENT**" or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and "**CLIENT**" shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.




TABLE OF CONTENTS

Sl. No.	Content	Page No.
1.	<u>Disclaimer and Confidentiality</u>	2-3
2.	<u>Notice Inviting Tender (NIT)</u>	5-6
3.	<u>Bidder Data Sheet</u>	7- 9
4.	Section: 1- <u>Instructions to Bidders</u>	10 - 29
5.	Section: 2 - <u>Key Clauses of Service Agreement</u>	30-39
6.	Section: 3 – <u>Schedule of Requirements</u>	39-40
7.	Section: 4 – <u>Specifications and Allied Technical Details</u>	40
8.	Section: 5 – <u>Technical Proposal</u>	40-72
9.	Section: 6 – <u>Financial Proposal</u>	73-75
10.	Section: 7 – <u>Draft Contract</u>	76-82






**STATE INSTITUTE FOR RURAL DEVELOPMENT &
PANCHAYATI RAJ (SIRD&PR)**
UNIT-VIII, GOPABANDHUNAGAR, ODISHA, BHUBANESWAR-751012
e-mail ID: sirdodisha@nic.in Tel. 0674-2562453



Invitation for Bids

Letter No- 1640 / SIRD&PR; Date: - 03.08.2024

State Institute for Rural Development & Panchayati Raj (SIRD&PR), Unit-VIII, Gopabandhu Nagar, Odisha, Bhubaneswar-751012 ("**CLIENT**"), invites sealed proposal from the interested Bidder/s for '**SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE FACILITY MANAGEMENT SERVICES (CFMS)**' at State Institute for Rural Development & Panchayati Raj (SIRD&PR), Unit-VIII, Gopabandhu Nagar, Odisha, Bhubaneswar-751012.

A. Indicative Scope :

The Broad Scope of services required through this RFP, shall be inter alia as indicated briefed below:

- Operation & Maintenance of all Electrical, Mechanical & I.T. equipments, which includes. HVAC, Air conditioning & Fire services.
- Housekeeping services for Hostel.
- Sweeping, Cleaning & Sanitation services for Administrative, Library & SPRC Building.
- Maintenance of Lawn & Garden.
- Water Management, Plumbing & Sewerage system.
- Waste Management.

A. **Contract Period : 03 years**

B. **Bid Processing Fee (INR): 10,000/-**

C. **Earnest Money Deposit (INR): Rs. 10,00,000/-**

The RFP document can be downloaded from office website on or after the date of publication of advertisement in local dailies. To clarify the queries of the Bidder/s, a pre- bid meeting is scheduled to be held on **14.08.2024 at 11:00 A.M.** in the Conference Hall at SIRD&PR. Duly completed proposal along with other prerequisites documents in support of eligibility criteria and the required information as per formats should be submitted through **Registered Post / Speed Post / Courier** and must reach the SIRD&PR by **05:30 PM** on **20.08.2024** as specified in the critical date sheet below. For details, please refer the RFP Documents.

B. Critical Date Sheet:

1.	RFP Issue Date	07.08.2024
2.	Last Date & Time for Submission of Pre-Bid queries through email	12.08.2024 (Upto 05:30 P.M.)



[Signature]

3.	Pre-Bid Meeting Date & Time	14.08.2024 (At 11:00 A.M.)
4.	Upload of Pre-Bid Clarification Date & Time	16.08.2024 (By 05:30 P.M.)
5.	Last Date & Time of Submission of Bid	20.08.2024 (Upto 05:30 P.M.)
6.	Technical Bid Opening Date & Time	21.08.2024 (At 11:30 A.M.)
7.	Financial Bid Opening Date & Time	To be intimated only technical qualified bidder

D. Contact Person: Sri Jyotirmaya Kar.

- Accounts Officer, SIRD&PR
- Contact No. - 8328823360

Sd/-
DIRECTOR

Memo No. **1641 (2)** /SIRD&PR; Dated, **03.08.2024**

Copy forwarded to the Additional Secretary to Government (e-Governance), Panchayati Raj & Drinking Water Department, Odisha, Bhubaneswar / Additional Secretary to Government (Capacity Building), Panchayati Raj & Drinking Water Department, Odisha, Bhubaneswar for information with a request to get the Invitation for Bids (IFB) (soft copy sent through e-mail) uploaded in the website as well as affixed in the Department Notice Board for wide circulation. Since, the date of receipt of proposals starts from the date of publication of advertisement in local dailies is 06.08.2024.

Sd/-
DIRECTOR

Memo No. **1642** /SIRD&PR; Dated, **03.08.2024**

Copy along with soft copy of the advertisement forwarded to the concerned dealing official, Computer Section, SIRD&PR, Bhubaneswar for information & further follow-up action.

Sd/-
DIRECTOR

Memo No. **1643** /SIRD&PR; Dated, **03.08.2024**

Copy to the concerned dealing branch for information and instructed to get a hard copy of the Bids (IFB) affixed in the office notice board of SIRD&PR, Bhubaneswar immediately for wide circulation.

Sd/-
DIRECTOR




BIDDER DATA SHEET

Sl. No.	DESCRIPTION	
1.	Title of Request for Proposal (RFP)	Selection of agency or providing comprehensive facility management services at (SIRD & PR) Buildings, Bhubaneswar.
2.	Broad scope of services	The Broad Scope of services required under through this RFP shall be inter alia as briefed below: - Operation and Maintenance of all Electrical, Mechanical & I.T. equipments, which includes. HVAC, Air conditioning & Fire services. - Housekeeping services for Hostel. - Sweeping, Cleaning & Sanitation services for Administrative Building, Library & SPRC Building. - Maintenance of Lawn & Garden. - Water Management, Plumbing & Sewerage system. - Co-ordination with other service provides. - Reporting & Complaint management.
3.	Contract Period	The Contract shall be for a period of 03 years or 36 Months.
4.	Method of Selection	Quality & Cost Based Selection (QCBS)
5.	Bid Processing Fee	Rs. 10,000/- (Ten Thousand Only) in shape of Demand Draft
6.	Submission of Proposal	Bidder/s shall be required to submit their Proposal through Registered Post / Speed Post / Courier as per instructions in the RFP Document on or before the end date and time for proposal submission i.e.to the following address: THE DIRECTOR, SIRD&PR, UNIT-VIII, GOPABANDHU NAGAR, BHUBANESWAR-751012 <i>The Client will not be responsible for any postal delay / any consequences in receiving of the proposal. Any bid received after the deadline of submission, will be out-rightly rejected.</i>
7.	Issue of RFP	On or after the date of publication of the advertisement in local dailies.
8.	Downloading of RFP Documents	Bidders can download the complete RFP Document from the office website – panchayat.odisha.gov.in




9.	Pre-Bid Meeting	Date: Time: Venue: SID&PR Contact Person: SRI. JYOTIRMAYA KAR Designation: ACCOUNTS OFFICER Contact Number: 8328823360 Bidders may confirm their participation in the pre-bid meeting by sending their queries in respect to the RFP Document as per the prescribed format to the email sirdodisha@nic.in / sirdorissa@gmail.com by the deadline as specified in the RFP Document.
10.	Last date and time of sending queries	Date: Time:
11.	Client's response to queries	Date: Response to all the queries shall be uploaded on the website- panchayat.odisha.gov.in without reference to the name of the bidder.
12.	Last date and time of Submission of Bid (Bid Due Date)	Date: Time: <i>Bidders are requested to refer Clause 1.4 for details.</i>
13.	Date of opening of Technical Bid	Date: Time: The Technical Bids shall be opened in presence of the authorized representatives of the bidder who wish to be present at the venue at that time. <i>Bidders are requested to refer Clause 1.6</i>
14.	Date of opening of Financial Proposal	Date: to be communicated later. Time: <i>Financial Bids of technically qualified bidders will only be opened in presence of the authorized representatives and evaluated. Bidders quoting lowest financial bid for the first-year i. e L1 among technically qualified bidders shall be identified as selected bidder.</i> <i>Bidders are requested to refer Clause 1.6</i>
15.	Letter of Award (LoA) to selected Bidder	Within 7 days from the date of finalization subject to recommendation of the committee.



16.	Site Visit	Bidders are advised to prepare and submit their respective proposals only after visiting the site & validating project information. Prospective bidders may make a visit to the site for necessary assessment for the purpose of bid preparation. The site visit will be facilitated by the Client for a period of 10 (Ten) days from the date of publication / uploading the advertisement for the prospective bidders (on prior request). The details of the authorized person, who is to be contacted, provide guidance for facilitating for the purpose are given below: Name – SNEHASIS PANDA Designation: State Programme Manager, SIRD&PR, Bhubaneswar Contact No – 8908547257
17.	Scope of work, Obligations of Agency and Client for the assignment:	As detailed in Schedule of Requirements (Section 3 and FormT8)
18.	Selection process	As detailed in clause 1.3.1
19.	Earnest Money Deposit (EMD)	Bidder must submit an EMD of Rs. 10,00,000/- in Indian Rupees in the form of Demand Draft. <i>Bidders are requested to refer clause 1.12</i>
20.	Performance Security / Performance Bank Guarantee.	Selected bidder must submit Performance Security / Performance Bank Guarantee of the amount equivalent to 10 % of the yearly Contract Value. <i>Bidders are requested to refer Clause 1.11 for details</i>
21.	Validity of Proposal	Proposals must remain valid for Ninety (90) days after the submission date. <i>Bidders are requested to refer Clause 1.14 for details</i>
22.	Language (s) of the submitted proposals:	English (Proposals submitted in languages other than English will not be considered as valid)
23.	Bidder to state financial proposal in the national currency:	Indian Rupees (INR)
24.	Taxes	As per Clause No 1.2.9
25.	Selection Criteria for Pre-Qualification (eligibility)	<i>Bidders are requested to refer Clause 1.2.4 for detail</i>
26.	Evaluation Criteria for Technical Proposal	<i>Bidders are requested to refer Clause 1.7.1</i>
27.	Annual Comprehensive Facility Management Cost.	Lowest financial bid for the first year quoted by the bidder. Payments for the Annual Comprehensive Facility Management Cost shall be made by the Client on equal monthly installments basis during contract period. Annual enhancement of cost will be applicable as per clause 1.10.3 of this RFP.



28.	Signing of Service Agreement (SA)	Within 15 (Fifteen) days from the date of issue of LOA subject to submission of Performance Security / PBG.
29.	Mobilization Period & Commencement of Service:	15 days from the signing of Service Agreement (SA)

Section-1 : Instruction to bidders

1. Project Introduction

Project Specification	
Description	(SIRD&PR) (Approximately)
Total Super built-up Area	30000 sq mt.
Total Carpet Area	18240 sq mt.
Common Area	10500 sq mt.
Basement Parking	-
Structural Glazing	515 sq mt.
Aluminum Composite Panel	-
Aluminum Windows	-
Drinking Water Sump (Capacity)	-
Over Head Tank for drinking water (Capacity)	-
Fire Hydrant Sump (Capacity)	-
Raw Water Sump	-
Treated Water Sump	-
STP treated Water Sump	-
Over Head Tank for firefighting (Capacity)	-
Number of Toilets:-	95 Nos. having Non-glazed ceramic tiles floor & Wall with P.H. fittings & fixtures.
Toilets	
Other Ancillary Building Areas if any	360 sq mtr
Pump House with details of Machineries.	Diesel Engine Kirloskar (90 HP), Hydrant Pump (ABB-100 HP) / Sprinkler Pump (ABB-100 HP) / Jockey Pump (ABB-12.5 HP).
Substation yard Area	1 MVA Transformer (2 Nos.) Isolator Panel (1 No)
Front Lawn & Plantation	2000 Sqm
Lawn Area with planter Boxes	-
A/C split 1.5 Ton.	125 Nos.
I.T. Equipments	Different specified LED T.V (38 Nos), Computers (60 Nos.), Laptops (4 Nos), Printers (30 Nos), Scanner (1 No.) & Xerox Machine (2 Nos.) etc. (Approximately)
Water purifier cum-cooler	Different specified machineries (4 Nos.).
Any other relevant information in respect of the project location	-



[Handwritten signature]

Note: (i) Area variation is $\pm 10\%$. (ii) Bidders are requested for site visit before preparation and submission of their Bid.

1.2 General

1.2.1 Scope of Tender

SIRD&PR (hereinafter referred to as "**Client**") invites sealed bids from the eligible bidders for providing comprehensive facility management services at SIRD&PR, Bhubaneswar.

1.2.1.2 The successful bidder will be expected to provide the comprehensive facility management services for the intended period specified in the Bidder Data Sheet. Please refer **Form T- 6** for scope of work for the proposed services.

1.2.1.3 The successful bidder shall become Facility Management Service Provider (FMS) on completion of contract signing formalities.

1.2.1.4 The bidders are required to familiarize themselves with the site conditions as well as surroundings and take them into account while preparing their proposals.

1.2.2 Client

1.2.2.1 For the purpose of this RFP, Client shall mean The Director, SIRD&PR for proposed service.

1.2.3 Reporting Officer

1.2.3.1 Name: Dr. SUBRAT KUMAR MISHRA
Designation: DEPUTY DIRECTOR, SIRD&PR, Bhubaneswar
Mob-9937309601

1.2.4 Eligibility Criteria

The bidder should meet the following eligibility requirements to qualify for participation in the bidding process:

Criteria	Description	Required Supporting Document
Technical Criteria		
A.	The bidder should be registered under appropriate Client; - Indian Companies Act 2013 - Indian Partnership Act 1932 - The Societies Registration Act 1860. - Limited Liability Partnership Act 2008.	Copy of Certificates of Incorporation / Registration issued by the competent authority.
B.	The bidder must have executed Comprehensive Operation, Maintenance and Multi facility Mechanized Services for Central Government / State Government / PSUs / Convention Centre/ Commercial Complexes / Multiplexes / Luxury Hotels/ Resorts / Institutional Campus / Corporate House /	Copies of supporting work order / work completion certificate issued by respective authorities as applicable along with duly filled information sheet as per <u>Form T4</u> .



Handwritten signature

	Hospitals etc.in India during last Three financial years as on Date 31.03.2024 of value specified herein in the relevant area as per the scope of the work. One project with minimum 2,50,000 Sq. ft. Built-up areas and not less than the contract value of Rs.2,00,00,000/- (Per year).	
C.	The Bidder shall have at least 5 (Five) years of experience in providing Facility Management Services in State or Central Government organizations / PSUs / IT sector, Business centers and Malls not less than 2,50,000 Sqft.	Self-attested copies of Relevant A. Contracts or Work Orders or Agreement containing the scope of service services, the value of the contract. B. Completion certificate from their clients/employers. (In case of any on-going contract, then certificate shall clearly the value of the work executed till the time.
D.	The Bidder should have a minimum strength of 1,000 workers under its payroll.	• Copy of latest Electronic Challan Cum Return of EPF to be enclosed. • Bidder shall submit the summary sheet of ECR / Payment confirmation receipt.
E.	Bidder should be registered with the Income Tax, Goods & Services Tax and also registered under the Labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation.	Copies of PAN, GSTIN, IT Returns for the last 3 (Three) financial years, Labour Registration, EPF Registration Certificate, ESI Registration Certificate to be submitted along with the technical proposal.
F.	Bidder must not be under any declaration of Ineligibility by any Client and should not be blacklisted with any of the government projects as on date of proposal.	Undertaking as per Form T5 on stamp paper of appropriate value in shape of affidavit from the Notary regarding his eligibility and non-blacklisting needs to be furnished.
G.	The registered Office / branch office of the Service Provider must be located within the jurisdictional area of Odisha.	Valid address proof of the office (Copy of the Land Line Telephone Bill / Electricity Bill / GSTIN of the Office Premise) or Affidavit to the effect to establish an office in Odisha before signing the agreement, if awarded.
H.	Quality Standards / Certifications for the Service	ISO 9001: 2008 (relating to Facility Management services) & ISO 14001: 2008 Certifications.
Financial Capability Criteria		



I.	Bidder should have the average financial turnover of not less than Rs. 5,00,00,000/- (Rupees Five crore) and should have a positive net worth for last three financial years ending 31.03.2024 for providing similar type of service as per the scope of work.	Duly certified copy from the auditor / chartered accountant has to be provided along with Profit and loss and Balance sheet certifying Organizations turnover during last three financial years ending FY 2023-24 as per Form T2 (part B) of Section 5.
J.	Must have its own bank account in any scheduled bank situated in Odisha/ India.	Copy of the pass book along with self-attested Bank Account Statement for the last one-month period needs to be furnished.
K.	Must not have any pending judicial proceedings for any criminal offence against the proprietor / Director / Persons to be deployed by the Service Provider	An undertaking to this effect must be submitted on the bidder letter head.

NB :

- Similar works** means undertaken Comprehensive Facility Management Services including operation and maintenance services, housekeeping, security services, horticulture, waste management etc.
- Eligible **Projects** for the purpose of evaluation shall mean following projects: Similar works executed for Central Government/State Government / PSUs / Convention Centre / Commercial Complexes/ Multiplexes / Luxury Hotels / Resorts / Institutional Campus / Corporate House / Hospitals etc.

1.2.5 Technical Evaluation / Evaluation Parameter

1.2.5.1 Only those Applicants who meet the eligibility criteria specified in bidder data sheet sl.no 5 & 19 shall qualify for evaluation. Applications of Firms / Agencies who do not meet these criteria shall be rejected.

1.2.5.2 Applicants should satisfy basic criteria of experience, turnover and other qualifying criteria mentioned in eligibility criteria to be declared qualified for the next round as per clause

1.2.5.3. The financial offers of unsuccessful applicants will not be opened online.

1.2.5.3 Proposal Score Distribution.

The Evaluation of the proposal will be based on maximum score / marks of 70 in the following categories: -

Sl. No	Criteria	Basis of evaluation	Max marks	Supporting documents
1	The Bidder should have certification of ISO 9001: 2015 (relating to Facility Management services) & ISO 14001: 2015 Certifications OHSAS 45001-2015 for Occupational Health & Safety system have an advantage	Certificate copies submitted for ISO 9001, ISO 14001 & OHSAS certifications -10 marks For ISO 9001 & ISO 14001 certifications-5 marks.	10 marks	Certificate copies should be submitted and it should be validated till date of publication of RFP



2	Bidder should have the average financial turnover of not less than Rs. 5,00,00,000/- (Rupees Five crore) and should have a positive net worth for last Three financial years ending 31.03.2024 for providing similar type of service as per the scope of work.	Average annual turnover 5 crore- 10 marks More than 5 crore & up to 10 crore - 20 marks	20 marks	Extracts from audited balance sheet and profit & loss statement certified by Chartered Accountant
3	The Bidder shall have at least 5 (Five) years of experience in providing Facility Management Services in State or Central Government organizations / PSUs / IT sector, Business centers & Malls not less than 2,50,000 Sqft. If the bidder having experience handling the above work of super built up area more than 3,00,000 Sqft. will have advantage. High rise: The building height should be at least 25 m.	Experience for 5 years -15 Marks. Experience more than 5 years -20 Marks. Experience equal to or more than 3 years & less than 5 Years -10 Marks Experience of the above said work having super built up area more than 3,00,000 Sqft.- 5 Marks OR Copies of experience certificates / credentials issued by Private Organizations for which Services provided Experience equal to or more than 10 years -10 Marks. Experience equal to / more than 3 years & less than 10 Years -5 Marks Copies of Experience	20 marks	Work order + experience certificate issued by Govt. / semi-govt. / PSU or Private organizations. The signed authority not less than Executive engineer or equivalent in Government organizations or authorized representative from Private organizations.



A handwritten signature in black ink, consisting of stylized letters and a long horizontal stroke.

		certificates issued by Private organizations of the above said work having super built-up area more than 3,00,000 Sqft.-5 marks		
4	The Bidder should have a minimum strength of 1,000 workers under its payroll	ECR of EPF and Payment Confirmation TRAN for 1,000 workers - 05 Mark Does not have 1,000 worker – Zero Mark	05 marks	Lease agreement / GSTIN of the property under name of the bidder.
5	Technical Presentation	1) Approach methodology conceptual implementation framework proposed by vendor; 2) Completeness & responsiveness; 3) Learning from issues & challenges faced in similar work.	15 marks	

The bidders will be asked to apprise before a High-Level Committee (to be notified) about their work program modalities & approach methodology towards the job, on the schedule date & time (to be intimated to the qualified bidders only by post / e-mail).

The Technical presentation as per clause shall be done before a High-Level Committee headed by the Authority. The presentation will award marks out of 15 (fifteen). The results of technical presentation would be conveyed to the participated bidders.

The bidders having Proposal Score / Marks equal to /more than 49 (Forty-Nine) (Out of 70) from the proposal score clause _ will be declared as qualified for the Price / Financial Bid (subject to the technical proposal score of maximum best three bidders shall be considered for financial bid opening).

1.2.5.4 The Director, AUTHORITY reserves the right to accept / reject any Request for Proposal without assigning any reasons whatsoever. His decision is final and binding on all the parties.

1.2.5.5 A Technical Proposal may not be considered for evaluation in any of the following cases:

- The Technical proposal is not accompanied with required amount.
- The Technical proposal includes details of costs of the services.

1.2.5.6 The date of opening of Financial Bid will be intimated by AUTHORITY, after evaluation of the Technical Bid which will be done by the committee formed for this purpose.



1.2.5.7 After the technical evaluation is completed, AUTHORITY shall notify the Applicants whose Proposals did not meet the minimum qualifying technical mark or whose Technical Proposals were considered non-responsive to the requirements, indicating that their Financial Proposals will remain unopened after completion of the selection process. AUTHORITY shall simultaneously notify, to the Applicants who are technically qualified indicating the date, time, and location for opening of Financial Proposals (Applicant's attendance at the opening of Financial Proposals is optional).

1.2.5.8 The date of opening of the financial proposal will be intimated by AUTHORITY to the technically qualified bidders.

1.2.5.9 The financial bid will be opened on the notified date and time in the presence of the bidders or their authorized representative who wish to be present.

1.2.5.10 Evaluation

The bids which would meet the minimum conditions of eligibility specified in the eligibility criteria will be evaluated in two stages

- i. Technical Proposal and
- ii. Financial Proposal.

1.2.5.11 Technical Proposal Evaluation

1.2.5.12 Proposals of those Bidders meeting the minimum eligibility conditions laid down in previous section shall be considered for further evaluation of their Technical Proposal. Based on the credentials provided, technical committee will evaluate the work experience as at below.

1.2.5.13 Proposal Score Distribution: Evaluation will be on

- i) Technical proposal score as per table in 1.2.5.3
- iii) Financial Proposal – 30 Marks.

Based on the technical proposal score the maximum best three (3) bidders shall be considered for financial bid opening.

1.2.5.14 Financial Proposal:

Opening & evaluation of Financial Proposals

Financial Proposal of those 3 (three) top bidders short listed by the Technical Evaluation Committee shall be opened and evaluated in presence of the bidders. Financial proposals shall be calculated in the following manner.

The lowest financial will be given a Financial Score of 30. The financial score of other proposals will be computed as follows.

$$FSI = 30 \times FL1/F1$$

FSI- Marks obtaining by the bidder under consideration.

F1= Financial Proposal in % (percentage) by the bidder under consideration.

FLI- Financial Proposal in % (percentage) by the lowest bidder.

1.2.5.15 Combined Scoring:



The firm getting highest combined score (Technical Score + Financial Score) will be identified as the preferred bidder and work will be awarded to the firm.

1.2.5.16 It is responsibility of the Bidder to furnish all the supporting evidence towards the eligibility. AUTHORITY reserves the right to cancel the Bid in absence of supporting documents.

1.2.5.17 AUTHORITY reserves the right to verify the claims made by the Bidder and to carry out the capacity assessment of the bidder and Authority evaluation committee decision shall be final in this regard.

1.2.6 Proposal Preparation Cost

1.2.6.1 The bidder shall be responsible for bearing all the costs and expenses associated with the preparation of its proposal and participate in the bidding process. Client shall not be responsible, or in any way liable for such costs/expenses, regardless of the conduct or outcome of the bidding process.

1.2.7 Project Inspection and Site Visit

1.2.7.1 The Bidder, at his own responsibility and risk can visit, and examine the location of the site and its surroundings, and obtain all information that may be necessary for preparing the proposal. The costs of visiting the site shall be borne by the Bidder. Client shall not be liable for such costs, regardless of the outcome of the bidding process.

1.2.8 Only One Proposal

1.2.8.1 Each bidder will submit only one proposal. Alternative bid is not allowed. Consortium / Joint venture of any form is not allowed under this bidding process

1.2.9 Taxes

1.2.9.1 The financial proposal /bid shall be exclusive of applicable Goods & Services Tax (GST).

1.2.9.2 As a condition, precedent for reimbursement of the GST, the FMS shall provide a valid GSTIN and raise **GST compliant Tax Invoice** to the Client.

1.2.9.3 The financial liability on account of any other applicable taxes, as may be applicable on the amounts received by the FMS from Client shall be solely borne by the FMS. The FMS alone shall be responsible in all respects for the payment of all taxes including Income Tax etc. in a timely manner and filing the returns in respect thereof as per the applicable laws. Client shall not bear any responsibility in this regard.

1.2.9.4 However, towards compliance with the applicable Tax laws, Client shall deduct TDS as applicable from the payments to be made by Client to FMS and a certificate shall be made available to the FMS in support of the evidence.

1.3 Bidding Instructions

1.3.1 Brief Description of Bidding Process



1.3.1.1 The proposal/bid against the RFP would be completed through single stage two envelope systems:

A. Request for Proposal (RFP) –

RFP comprises of following two parts as briefed below:

a. Part 1: Technical Proposal

- The Technical Proposal of bidders will be evaluated for compliance with the eligibility criteria and further technical evaluation as defined in the RFP. The bidders fulfilling the eligibility criteria and technical evaluation conditions shall be considered as technically qualified. These technically qualified bidders would only be considered for Financial Proposal evaluation.
- Bidders are requested to refer Clause 1.3.6 & 1.7.1

b. Part 2: Financial Proposal

- Financial Proposal of technically qualified bidders (based on technical proposal and technical evaluation as indicated above) will only be opened and evaluated.
- Bidders quoting Lowest Bid Value i.e. **L1** for first year of service among technically qualified bidders shall be selected as successful bidder.
- Bidders are requested to refer Clauses 1.3.7 & 1.7.2

B. Proposal validity shall be as per duration specified in Clause 1.14

1.3.1.2 During the Bidding Process, the bidder will be requested to submit their Proposals pursuant to this RFP in accordance with the terms set forth in this RFP, all the Volumes, Appendices and Addenda thereof issued by "**CLIENT**" as part of this Bidding Process (collectively the "Bidding Documents"), as modified, altered, amended and clarified from time to time by Client. All Proposals shall be prepared and submitted in accordance with such terms. There should not be any overwriting allowed in the Financial Bid.

1.3.1.3 Client reserves the right to reject the proposal which does not meet the requirement of the selection process. Any further extension of the proposal validity period shall be with the consent of the bidder. Further details of the process to be followed during the Bidding Process and the terms thereof are spelt out in this RFP.

1.3.2 Special Instructions for Preparation of Proposal

i. Language: - The proposal and supporting documents shall be in English language unless otherwise specified. Proposals submitted in languages other than English will be rejected.

ii. Currency: - Bidders shall express the price of their Financial Proposal in India Rupees (INR) only.

iii. All Bidders are required to submit their proposal in accordance with the guidelines set forth in this RFP. In order to promote consistency among proposals and minimize potential misunderstandings regarding interpretation of proposals by Client, the format in which bidders have to specify the fundamental aspects of their Proposal have been outlined in this RFP.



iv. The technical proposal shall contain no interlineations or overwriting, except as necessary to correct errors made by Bidder/s. Any such corrections, interlineations or overwriting must be initialed by the authorized representative of the bidder. There should not be any overwriting in the financial bid. Client's decisions in this regard will be final.

v. In preparing their Proposal, bidders are expected to examine in detail all the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal. While preparing the Technical Proposal, Bidders must give particular attention to the following:

- The bidder must physically visit the project location to have a clear understanding of the proposed facilities and the nature of services required, financial and technical implications.
- While making the proposal, the bidder must ensure that they provide all the information as sought by Tender Inviting Authority, failing which the proposal shall be considered as non-responsive.
- Detail working of the lump sum price must be submitted along with the Financial Proposal.
- The Bidder shall also submit, along with their Proposal, a copy of this RFP bearing the initials of the Authorized Signatory of the Bidder and stamp of the entity thereof on each page of these documents i.e. RFP. This shall indicate that the Bidder agrees to abide by all terms & conditions specified in the RFP.

vi. It shall be deemed that prior to the submission of the Proposal, the Bidder has:

a) made a complete and careful examination of terms and conditions / requirements, and other information as set forth in this RFP document;

b) received all such relevant information as it has been requested from Client; and c) made a complete and careful examination of the various aspects of the Project.

vii. No change in or supplementary information to a Proposal shall be accepted after the Proposal Due Date. However, Client reserves the right to seek additional information from the Bidders, if found necessary, during the course of evaluation of the Proposal. In case of non-submission, incomplete submission or delayed submission of such additional information or clarifications sought by Client, the Proposal would be evaluated solely on the basis of available information.

viii. Client shall not be liable for any mistake or error or neglect by Bidder in respect of the above.

ix. Client reserves the right to reject any or all proposals without assigning any reason whatsoever.

x. Client also reserves the right to terminate the Bidding Process at its discretion under intimation to the Bidders submitting the Proposals, without assigning any reasons for the same.

xi. Client reserves the right to verify any or all information furnished by the Bidder.



xii. Notwithstanding anything stated in this RFP, if any claim made or information provided by the Bidder in the Proposal or any information provided by the Bidder in response to any subsequent query by Client, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection.

xiii. The Bidder shall be responsible for all costs associated with the preparation of the Proposal. Client shall not be responsible in any way for such costs, regardless of the conduct or outcome of the Bidding Process.

1.3.3 Submission of queries

Any queries or request for additional information concerning this RFP shall be submitted by email within the timeline as provided in the Bidder Data Sheet, to the designated authority as provided here under:

Contact Person: Sri Jyotirmaya Kar, Accounts Officer, SIRD&PR, Odisha, Bhubaneswar

Contact Number: 8328823360

Email for communication: _____

The email subject / communication shall clearly bear the following identification / title:

"Queries / Request for Clarification: Selection of Agency for Comprehensive facility Management Services (CFMS) at SIRD&PR, Bhubaneswar."

The Bidder shall mention the name of firm and contact details of their representative on the envelope/email while sending queries:

The queries should necessarily be submitted in the following format: -

RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification

Any requests for clarifications after the bid submission date shall not be entertained.

1.3.4 Clarification and Amendment of RFP document

On the basis of the inputs provided by Bidders during Pre-bid meeting and any further discussions with any/all interested parties, which Client may hold at its own discretion; Client may amend the RFP document. The clarifications to the list of queries along with addendums if any, will be uploaded in the office website as mentioned in the Bidder Data Sheet of this RFP in the form of Pre-Bid Clarification. Each such clarification shall be the part of the RFP document.

At any time prior to the deadline for submission of bid, Client may, for any reason, whether at its own initiative or in response to clarifications requested by one or more of the interested parties, modify the RFP document by way of issuance of an "Addendum".

1.3.5 Bidder/s submission in support of Eligibility



Bidder shall submit the signed checklist for eligibility criteria as per **Form-T2** along with requisite documents as indicated in the clause 1.2.4 (Eligibility Criteria)

1.3.6 Submission for Technical Proposal

Bidders are required to submit Technical Proposal as per the prescribed format as provided in Section-4 of the RFP Document. Submission of wrong form of technical proposal will result in the rejection of the bid. The Technical Proposal shall provide the information indicated in the following para using the attached Standard Forms as per Section 5.

The following Forms needs to be submitted along with the technical proposal:

Forms No.	Format Details
FORM-T1	Covering Letter
FORM-T2	A: Bidder's Organization B: Financial Capacity of the Bidder
FORM-T3	Power of Attorney
FORM-T4	Past Experience in Similar Sector
FORM-T5	Undertaking
FORM-T6	Scope of the Work
FORM-T7	Commitment for proposed Equipment and Materials
FORM-T8	Proposed manpower deployment plan and standard operating procedure.
FORM-T9	Quality control mechanism
FORM T10	Anti-Collusion Certificate

1.3.7 Submission for Financial Proposal

- i. The Financial Proposal shall be prepared using the attached Standard Forms as per (Section 6).

Forms No.	Enclosures to Financial Proposal
FORM F1:	Financial Proposal Submission Form
FORM F2:	Financial Bid
FORM F3:	Detail Break Up of Financial Offer

- ii. The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

- iii. All information provided should be legible, and wherever the information is given in figures, the same should also be mentioned in words. In case of conflict between amounts stated in figures and words, the lower amount will be taken as correct, whether the same has been provided in figures or in words.

- iv. The financial proposal shall be in the form of lump-sum amount (in the form of Annual Comprehensive Facility Management Cost quoted in INR for First Year) and shall be exclusive



of any taxes/GST that may be applicable. Detail break-up of the lump-sum amount must also be worked out and to be submitted along with the financial proposal.

1.4. Preparation and Submission of Bids

1.4.1 Preparation of Bids

a) Bidders should take into account all clarifications/corrigendum/ addendums to the RFP document published before preparation and submission of their proposals.

b) Bidders should go through the RFP Document carefully to understand the requirements to be submitted as part of the bid. Please note the number of covers/packets in which the bids have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

1.4.2 Submission of Bids

The bids shall be submitted through **SPEED POST / REGISTERED POST / COURIER SERVICE** under two cover system i.e., viz., Technical Proposal (Cover-I) and Financial Proposal (Cover-II). All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The proposals submitted except the above shall not be considered and will be out rightly rejected. No correspondence will be entertained in this matter.

1) Cover – I (Technical Proposal):

- Bid Processing Fee and EMD as applicable.
- The documents as specified in clause 1.3.6 of this RFP are to be self-attested and furnished by the Bidder (i.e. checklist and **Form T1 to T10**).
- Signed copy of the RFP.
- All required documents.

2) Cover – II (Financial Bid) (Check list):

- The formats as specified in clause 1.3.7 of this RFP are to be self-attested and to be furnished by the Bidder.

1.5 Modifications/ Withdrawal of Proposals

No proposal can be modified by the bidder subsequent to the closing date and time of proposal submission due date. In the event of withdrawal of the proposal by bidder, the EMD will be forfeited by "CLIENT".

1.6 Opening of Proposal

Client reserves the right to reject any Proposal not submitted on time and which does not contain the information / documents as set out in this RFP.

Stage 1: Opening of Cover 1 (Technical Proposal)



The documents in Cover I submitted by respective bidders will be opened on the date and time stipulated in the "Bidder Data Sheet", processed & scrutinized to determine Non-Responsive Proposals. Prior to evaluation of Proposals, Client will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive only if the Proposal:

- is received by the proposal due date pursuant to point 12 of the Bidder Data Sheet
- is submitted pursuant to Clause 1.3
- is accompanied by the Power of Attorney as specified in Form T3, as applicable.
- accompanied by Bid Processing Fee and EMD as applicable
- contains all the information as requested in the RFP;
- all pages of the Proposal are signed by Authorized representative of Bidder.
- contains information in the forms specified in this RFP; and fulfills the conditions of eligibility,
- Proposal validity is as prescribed in the RFP,
- Technical proposal does not contain any financial information
- Client reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification or withdrawal shall be entertained by Client in respect of such Proposals.

Client would subsequently examine and evaluate Proposals in accordance with the selection process specified at Clause 1.7.1 and the criteria & bid evaluation parameters as set out in Clause 1.2.4 and 1.2.5 of this RFP.

Stage 2 : Opening of Cover 2 (Financial Proposal)

After the technical evaluation, Client would prepare a list of technically qualified Bidder/s in terms of Clause 1.7.2 for opening of their Financial Proposals within the stipulated date. Client will not entertain any query or clarification from Bidder/s who fail to qualify at any stage of Selection Process.

The financial evaluation would be carried out in terms of Clause 1.7.2.

1.7 Evaluation of Proposal

1.7.1 Technical Evaluation

The Technical Proposal of bidders will be opened in presence of the authorized representative of the bidders and evaluated for compliance with the qualification criteria as defined in clause 1.2.5 of the RFP. The technically qualified bidders as per clause 1.2.5 would only be considered for submission of Financial Proposal evaluation.

1.7.2 Financial Evaluation and Selection of Bidder

Financial Proposal of technically qualified bidders (as indicated in clause 1.7.1) will only be opened and evaluated. Bidders quoting lowest Financial Quote i.e. **L1** for Year 1 (as per Form T2), among technically qualified bidders shall be identified as "**Selected Bidder**".

1.8 Award of Work

After selection, a Letter of Award ("LOA") shall be issued, in duplicate, by the Client to the Selected Bidder and the Selected Bidder shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof, which may also



be extended through email in addition to offline mode of acceptance of communication to avoid delay. In the event the duplicate copy of the LOA duly signed by the Selected Bidder is not received by the stipulated date, the Client may, unless it consents to extension of time for submission thereof, the appropriate EMD of such Bidder as mutually agreed genuine pre-estimated loss and damage suffered by the Client on account of failure of the Selected Bidder to acknowledge the LOA, and the next eligible Bidder may be considered.

1.9 Execution of Service Agreement

After acknowledgement of the LOA as aforesaid by the Selected Bidder, it shall execute the Service Agreement (SA) within the period prescribed in "Bidder Data Sheet". The Selected Bidder shall not be entitled to seek any deviation in the Service Agreement. The Selected Bidder shall submit Performance Bank Guarantee before signing of Service Agreement.

1.10 Implementation Process and Contract Period

The date on which the Service Agreement will be signed between "CLIENT" and Selected Bidder will be identified as the 'Commencement Date';

1.10.1 Mobilization Period

The Agency will be granted 15 calendar days from the date of signing the Service Agreement to mobilize the resources as per the requirements stated in this RFP. The date on which the mobilization period gets completed will be identified as the 'Effective Date';

The Client may request to mobilize part team on priority (if need be) during mobilization period, FMS shall extend required assistance to the Client if such request is raised.

1.10.2 Contract Period

The Contract Period shall start from the 'Effective Date' as defined above, and shall be valid for a period of 03 years or 36 Months (annually renewable). The FMS shall provide a consolidated list of equipment's procured by the FMS and update the Client on annual basis for records.

1.10.3 Payment Terms and Enhancement

- i. The payment for the entire Annual Comprehensive Facility Management Cost will be done on equal monthly installments basis during contract period.
- ii. No Overall cost enhancement annually shall be applicable
- iii. Increase in minimum wages/ statutory wages payables to workers, such increase shall be considered by the SIRD&PR authority time to time.

1.11 Performance Security

1.11.1 Within 10 days of receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Client a Performance Security [to cover the amount of liquidated damages and/or the compensation of the breach of contract] in any of the forms given below for an amount equivalent to 10% of the Annual Contract Value as per the stipulation. Performance



Security shall be submitted in the form of Bank Guarantee from any scheduled commercial bank in favour of "Director, SIRD&PR, Bhubaneswar". Failure of the successful Bidder to comply with the requirements of Sub-clause 1.11.1 shall constitute sufficient grounds for cancellation of the award and forfeiture of the EMD.

1.11.2 The performance security submitted shall **be valid for a period of 3 Years & 3 months from the date of effectiveness of the contract. The authenticity of the PBG will be get properly verified by the Client from the local branch of the issuing bank prior to execution of the contract.**

1.11.3 It is expressly understood and agreed that the performance security is intended to secure the performance of entire Service Agreement. It is also expressly understood and agreed that the performance security is not to be construed to cover all the damages detailed / stipulated in various clauses in the Contract document.

1.11.4 Should the contract period, for whatever reason be extended, the Bidder, shall at his own cost, get the validity period of Bank Guarantee in respect of performance security furnished by him extended and shall furnish the extended / revised Bank Guarantee to the Client before the expiry date of the Bank Guarantee originally furnished.

1.11.5 Appropriation of Performance Security

Performance Security submitted by the FMS shall be forfeited if the FMS fails to commence operations as per the requirements of this RFP.

In the event the FMS fails to perform any or all its obligations under the Service Agreement and damages are imposed for such failure, the Client shall have right to appropriate such amount as damages from the Performance Security submitted by the FMS.

Upon occurrence of a FMS Default or failure to meet any condition as per the Service Agreement, the Client shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to encash and appropriate the relevant amounts from the Performance Security as Damages for such FMS Default or failure to meet any Condition Precedent. Upon such appropriation from the Performance Security, the FMS shall, within 30 (thirty) days thereof, replenish, in case of partial appropriation, to its original value, and in case of appropriation of the entire Performance Security provide a fresh Performance Security, as the case may be, failing which the Client shall be entitled to terminate this Agreement.

Upon replenishment or furnishing of a fresh Performance Security as aforesaid, the FMS shall be entitled to an additional Cure Period of 30 (thirty) days for remedying the FMS Default or to meet any Condition Precedent, and in the event of the FMS not curing its default or meeting such Condition Precedent within such Cure Period, the Client shall be entitled to encash and appropriate such Performance Security as Damages, and to terminate this Agreement.

1.11.6 Release of Performance Security

Performance Security submitted, will be returned to the Agency subject to the Client's right to receive or recover amounts, if any, due without any interest within 90 days after completion of Contract.

1.12 Bid Security/EMD



1.12.1 Proposal should necessarily be accompanied by an Earnest Money Deposit for an amount of Rs. 10,00,000/- (Rupees Ten Lakhs) through Demand Draft in favour of "The Director, SIRD&PR, Bhubaneswar". EMD shall remain valid for a period of Ninety days from the date of opening of the bid.

1.12.2 Bidder should prepare the EMD as per the instructions specified in the RFP document.

1.12.3 The EMD in the form of Demand Draft shall be sealed in an envelope super scribed Earnest Money Deposit (EMD) for "[Selection of Agency for providing Comprehensive Facility Management Services at SIRD&PR Building, Bhubaneswar]".

1.12.4 EMD should be enclosed along with Technical Bid. Tenders without EMD are liable to be rejected.

1.12.5 EMD of successful bidder shall be retained by the Client till Performance Security Deposit is furnished by the bidder. **EMD of unsuccessful Bidder/s will be returned within 30 days from the date of award of contract.**

1.12.6 The EMD shall be forfeited by Client in the following events:

- a) If Proposal is withdrawn during the validity period or any extension agreed by the bidder thereof.
- b) if a Bidder submits a Non-Responsive Proposal or if any information or document furnished by the bidder turns out to be misleading or untrue in any material respect;
- c) If the Proposal is varied or modified in a manner not acceptable to Client after opening of proposal during the validity period or any extension thereof.
- d) If the bidder tries to influence the Client during the the evaluation process.
- e) In the case of Selected Bidder, fails within the specified time limit -
 - to accept the LoA; and / or
 - to sign the Service Agreement; and / or
 - to furnish the Performance Security; and
 - in case the Selected Bidder, having signed the Service Agreement, commits any breach thereof prior to furnishing the Performance Security.

1.13 Power of Attorney

1.13.1 The Bidder should submit a Power of Attorney in the format specified at **Form T3** of Section 5 authorizing the signatory of the Proposal to commit the Bidder.

1.14 Proposal Validity



1.14.1 The Bidder Data Sheet Sl. No 21 indicates that the proposal will remain valid for a period of 90 days after the submission date. During this period, bidders shall ensure the availability of professional staff nominated in the Proposal and also the financial proposal shall remain unchanged. Client will make its best effort to complete the selection process within this period. If required, the Client may request the bidders to extend the validity period of their proposals. Bidders who do not agree, have the right to refuse to extend the validity of their Proposals; under such circumstance Client shall not consider such proposal for further evaluation.

1.14.2 Bidders are requested to refer "Bidder Data Sheet" for applicable duration of validity.

1.15 Conflict of Interest

1.15.1 Bidders, and any of their affiliates, shall be considered to have a conflict of interest and shall not be eligible for selection as Facility Management Company (FMS) under any of the circumstances set forth below:

- a. **Conflicting Assignment / job:** A bidder or any of its affiliates shall not be hired for any Assignment / job that, by its nature, may be in conflict with this Assignment / job of the bidder to be executed for the same Employer.
- b. **Conflicting Relationships:** A bidder that has a business or family relationship with a member of the Client / Ministry's staff who is directly or indirectly involved in any part of
 - i. the preparation of the Terms of Reference of the Assignment / job.
 - ii. the selection process for such Assignment / job, or
 - iii. supervision of the Contract, may not be awarded a Contract, until and unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Client.

1.15.2 Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the bidder or the termination of its Contract.

1.16 Corrupt or Fraudulent Practices

1.16.1 Client desires to observe a high standard of ethics during the procurement and execution of Draft Service Agreement. In pursuance of this Clause, the Client:

a) will not accept a proposal for award if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt fraudulent practices on competing for the RFP in question, and will declare a bidder ineligible.

b) if it, at any time determines that the bidder has engaged in corrupt or fraudulent practices, for this RFP or in the past for the purpose of this provision, the Client defined the terms set forth as follows:

"Corrupt Practices" means the offering, giving, receiving and soliciting of anything of value to influence the action of an official in the procurement process or in Service Agreement execution; and

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a Service Agreement and includes collusive practices among



Bidders (prior to or after Proposal submission designed to establish Proposal prices at artificial, non-competitive levels and to deprive the Client of the benefits of free and open competition

1.17 Prohibition against collusion amongst bidder(s)

1.17.1 Each Bidder shall warrant by its Proposal that the contents of its Proposal have been arrived at independently. Any Proposal which has been arrived at, through connivance or collusion or pooling amongst two or more interested parties for the purpose of restricting competition shall be deemed to be invalid and the concerned Bidder(s) shall lose its/their Earnest Money, at Client's sole discretion. ***The format for Anti- Collusion Certificate has been provided in Form T-10 under Section 4 of the RFP document.***

1.18 Confidentiality

1.18.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The effort by bidder to seek confidential information related to the process may result in the rejection of its Proposal.

1.19 Interpretation of Documents:

- i. Client will have the sole discretion in relation to:
 - a. the interpretation of this RFP document, the Proposals and any documents provided in support of the Proposals; and
 - b. all decisions relating to the evaluation of Proposals.

Client will have no obligation to explain or justify its interpretation of this RFP document, the Proposal (s) or their supporting / related documents / information or to justify the evaluation process or selection of the Selected Bidder.

- ii. In the event of conflicts of any sort among the Information and Instructions to Bidder and the Service Agreement, the documents shall be given the following priority:

- a. Service Agreement
- b. Information and Instructions to Bidder.

- iii. Client reserves the right to use and interpret the Proposal documents, data etc. it receives from the Bidder(s) in its absolute discretion.

Section – 2: Key clauses of Service Agreement

2.1 Sub-contracting

2.1.1 The selected service provider is not allowed to sub-contact any portion of work to any entity under this contract.

2.2 Other contractors

2.2.1 The facility management service provider (FMS) shall cooperate and share the service areas with other contractors, Occupants, Operators, Public authorities associated with the Client as and when required.



2.2.2 The facility Management service provider shall be as referred to in the contract, also provide facilities and services for them as described in the schedule. The Client's representative may modify the schedule of other contractors and shall notify the FMS of any such modification.

2.3 Materials, Machinery & Equipment

2.3.1 The FMS shall arrange and supply at his own cost all material, machinery, equipment, plant, tools, appliances, implements, ladder, cordage, tackle, scaffoldings, water and power supply and temporary works requisite or proper for effective execution of the work, whether original, altered or substituted and whether included in the specification or other documents forming part of the Contract or referred to these conditions or not all which may be necessary for the purpose of satisfying or complying with the requirements of the Client as to any matter which under these conditions he is entitled to be satisfied or which he is entitled to require together with the carriage therefore to and from the work.

2.3.2 The FMS shall bear all the costs including transportation, loading, unloading, stacking storage, safe custody against the damage due to sun, rain, dampness, fire, theft etc.

2.3.3 All the material brought to the site shall be duly accounted for by the contractor and got insured against loss due to any reason what so ever. Proof regarding this supported by the copies of the requisite document shall be regularly submitted to the Representative appointed by the Client. The Client may summon the complete record of the procurement of materials from the service provider at any time if needed. At site, the material shall be accounted in a manner prescribed by Client in writing.

2.3.4 The material procured by the service provider shall be strictly according to the specification of that material conforming to ISI standard or any other approving Client as applicable.

2.3.5 Storage of the material should be as per approved norm. No damaged or inferior material will be kept at site of work for more than thirty days from the date of orders of Engineer in Charge / any officer authorized by the Client to remove the material.

2.4 Labour

2.4.1 The FMS shall, make his own arrangements for the engagement of all staff and labour, local or other, and for their payment, housing, feeding and transport.

2.4.2 The FMS shall, if required by the Client, deliver to the Client a return in detail, in such form and at such intervals as the authorized officer of Client may prescribe, showing the staff and the number of the several classes of labour from time to time employed by the Contractor on the site and such other information as the Engineer / any officer authorized by the Client may require.

2.5 Compliance with Labour Regulations

2.5.1 During continuance of the contract, the FMS shall abide at all times by the all the existing labour enactments and rules made there under, regulations, notifications and bye laws of the State or Central Government or local Client and any other labour law (including rules), regulations, bye laws that may be passed or notification that may be issued under any labour law in future either by the State or the Central Government or the local Client.



2.5.2 The FMS shall keep the Client indemnified in case any action is taken by the Client on account of contravention of any of the provisions of any act or rules made there under, regulations, or notifications including amendments. If the Client is caused to pay or reimburse, such amounts as may be necessary to cause or observe or for non- observance of the provisions stipulated in the notifications / bye laws / Acts / Rules / regulations including amendments If any on the part of the contractor, the Client shall have the right to deduct any money due to FMS, including his amount of performance security. The Client shall also have right to recover from the Service Provider any sum required or estimated to be required for making good the loss or damage suffered by the Client.

2.5.3 The employees of the FMS in no case shall be treated as the employees of the Client at any point of time.

2.6 INSURANCE

2.6.1 The FMS shall provide employees insurance cover from the Start Date to the end of the Maintenance Period for the following events which are due to the Contractor's risk:

a. Personal injury or death.

2.6.2 Alterations to the terms of employees insurance shall not be made without the approval of the Client.

2.7 SAFETY

2.7.1 The FMS shall be responsible for maintaining the safety of all activities on the site.

2.7.2 In respect of all labour directly or indirectly employed in the work for the performance of the FMS's part of this contract, the FMS shall at his own expense arrange for the safety provisions as per Safety Code framed from time to time and shall at his own expense provide for all facilities in connection therewith.

2.7.3 FMS is responsible for co-ordination and management of delivery of services from AMC vendors / suppliers / contractors, therefore for ensuring safety compliance by them, FMS is required to monitor the delivery of service and report client in case of non-compliance of safety requirements immediately.

2.8 LIQUIDATED DAMAGES

2.8.1 The FMS shall pay liquidated damages to the Client at the defined rates. The total amount of liquidated damages shall not exceed the amount defined in the Contract. The Client may deduct liquidated damages from payments due to the FMS. Payment of liquidated damages does not affect the FMS's.

2.8.2 In case of continued default or repetitive non-performance at regular intervals, Client may go on enhancing the levy of liquidated damages, each time limited to 1 % of contract price per month of further default subject to maximum limit of 10 %.

2.9 COST OF REPAIRS



2.9.1 Loss of damage to the Works or Materials to be incorporated in the Works between the Start Date and the end of the duration of Contract shall be remedied by the FMS at FMS's cost if the loss or damage arises from the FMS's acts or omissions or damage to main FMS's work.

2.10 MANUALS & REGISTERS

2.10.1 The FMS shall provide updated asset register recording the actual condition of the assets at the time of takeover and at the end of the contract period.

2.10.2 If the FMS does not submit the asset register at the end of the contract period or they do not receive the Client's approval, the Client reserves the right to withhold the final bill payable to the FMS.

2.11 FORCE MAJEURE

Force Majeure Event: Force Majeure Event shall mean any event or circumstance or a combination occurring in India set out hereunder, which affect or prevent the Party claiming Force Majeure ("Affected Party") from performing its obligations:

(A) NON-POLITICAL EVENTS

- (a) Acts of God or natural disasters beyond the reasonable control of the Affected Party which could not reasonably have been expected to occur, including but not limited to storm, cyclone, typhoon, hurricane, flood, landslide, drought, lightning, earthquakes, volcanic eruption, fire or exceptionally adverse weather conditions affecting the implementation of the Project.
- (b) Radioactive contamination, ionizing radiation
- (c) Epidemic, famine.
- (d) An act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, military action, nuclear blast.
- (e) Strikes or boycotts or industrial action or any public agitation of any kind;
- (f) Any event or circumstances of a nature analogous to any of the foregoing.

(B) POLITICAL EVENT

- (a) Change in Law, other than any Tax laws, rules and regulations, to which the provisions of Change in Law as per the Service Agreement cannot be applied;
- (b) Expropriation or compulsory acquisition by any Competent Client of the Project or part thereof or any material assets or rights of the FMS; provided the same has not resulted from an act or default of the FMS or such person;

The FMS shall not be liable for any penalty for delay or for failure to perform the contract for reasons of force majeure such as acts of god, acts of the public enemy, acts of Govt., Fires, floods, epidemics, Quarantine restrictions, strikes, Freight Embargo and provided that the supplier shall within Ten (10) days from the beginning of delay on such account notify the



purchaser in writing of the cause of delay. The Client shall verify the facts and grant such extension, if facts justify.

2.12 TERMINATION

2.12.1 The authorized officer on behalf of the Client may terminate the Contract if the other party causes a fundamental breach of the Contract. For this purpose, **60 days' notice** in writing shall be served by either party on the other party clearly mentioning the particular grounds of Breach of Contract with a copy to the Employer.

2.12.2 Fundamental breaches of Contract include, but shall not be limited to the following:

a) BREACH OF CONTRACT BY FMS

- i. The FMS stops work for 30 days when no stoppage of work is shown on the current programme and the stoppage has not been certified by the authorized officer of the Client as per the provision of the requirement and scope of the study;
- ii. The FMS is made bankrupt or goes into liquidation other than for a reconstruction or amalgamation.
- iii. The authorized representative of the Client gives Notice that failure to correct a particular Defect is a fundamental breach of Contract and the FMS fails to correct it within a reasonable period of time determined by the authorized representative of the Client;
- iv. the FMS does not maintain a Performance Security which is required;
- v. the FMS has delayed the completion of works by the number of days for which the maximum amount of liquidated damages can be paid as defined in the Contract data;
- vi. If the FMS, in the judgment of the Client has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- vii. In case the FMS is a partnership firm or any other such legal entity having more than one constituent, the FMS shall not change its legal constitution in any manner during the subsistence of contract. The shareholding, percentage/extent of partnership or other interest of the original constituents of the FMS shall not be diluted or varied during the subsistence of Contract.
- viii. The FMS shall not engage the services of any Sub-FMS for the purposes of discharging entire obligation under the Contract without approval of the Client.
- ix. If the FMS, having been given a notice in writing by the Client, fails to rectify, reconstruct or replace any defective work or continues the execution of work in an inefficient, improper, un workman like manner or not in accordance with sound engineering practices or without complying with the directions and requirements within a period of 15 days of the issue of said notice.
- x. If the FMS commits any acts of defaults with respect to conditions of contract.

b) BREACH OF CONTRACT BY CLIENT



- i. The authorized representative of the Client instructs the FMS to delay the progress of works or to temporarily stop the work and the instruction is not withdrawn within a continuous period of 30 days.
- ii. The Client is made bankrupt or goes into liquidation other than for a reconstruction or amalgamation.
- iii. A payment certified by the authorized representative of the Client is not paid by the Client to the FMS within 60 days of the date of certification by the Authorized representative of the Client.

2.12.3 If the Contract is terminated the FMS shall stop work immediately, make the Site secure and hand over all the assets of the Client under its control and leave the Site as per the provision of the contract.

2.12.4 After the termination of the contract under this clause, the Client shall be at liberty to get the balance work executed through some other contractual agency or through departmental means or to abandon the balance work altogether or to modify the design and scope of the work in any manner. The FMS shall have no claim against the Client in this regard.

2.12.5 The FMS shall not be liable for any penalty for delay or for failure to perform the contract for reasons of force majeure such as acts of god, acts of the public enemy, acts of Govt., Fires, floods, epidemics, Quarantine restrictions, strikes, Freight Embargo and provided that the supplier shall within 10 (Ten) days from the beginning of delay on such account notify the purchaser in writing of the cause of delay. The Client shall verify the facts and grant such extension, if circumstance justify.

2.13 PAYMENT UPON TERMINATION

2.13.1 If the Contract is terminated because of a fundamental breach of Contract by the FMS, the authorized representative of the Client shall issue a certificate for the value of the work done less advance payments received up to the date of the issue of the certificate, less other recoveries due in terms of the contract, less taxes due to be deducted at source as per applicable law and less the percentage to apply to the work not completed as indicated in the Contract Data. Additional Liquidated Damages shall not apply. If the total amount due to the Client exceeds any payment due to the FMS the difference shall be a debt payable to the Client.

2.13.2 If the Contract is terminated because of a fundamental breach of Contract by the Client, the Client shall issue a certificate for the value of the work done. This work value shall take into account the cost of balance material brought by the FMS and available at site, the reasonable cost of removal of Equipment, repatriation of the FMS's personnel employed solely on the Works, and the FMS's costs of protecting and securing the works and less advance payment received upto to the date of the certificate, less other recoveries due in terms of the contract and less the taxes due to be deducted at source as per applicable law.

2.13.3 No Compensation for Alteration in or Restriction in Works

2.13.4 If at any time , after the commencement of the work the Government, for any reason whatsoever, does not require the whole Project / Work or part thereof to be carried out, the authorized representative of the Client shall give notice in writing of the fact to the FMS, who



shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which he might have derived from the execution of the work in full, but which he did not derive in consequence of the full amount of work not having been carried out, neither shall he have any claim for compensation by reasons of any alteration having been made in the original specifications, drawings, designs and instructions, which shall involve any curtailment of the work originally contemplated.

2.14 OBLIGATIONS OF FACILITY MANAGEMENT CONTRACTOR

2.14.1 GENERAL

A. STANDARD OF PERFORMANCE

The FMS shall perform the services and carry out their obligations hereunder with all due diligence, efficiency and economy in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The FMS shall at all the times support and safeguard the Client's legitimate interest in any dealings with the other parties.

B. LAW GOVERNING SERVICES

The FMS shall perform the Services in accordance with the Applicable Law and shall take all practicable steps to ensure that the personnel of FMS, comply with the Applicable Law. The Client shall notify FMS in writing of the relevant local customs, and the FMS after such notification, respect such customs.

C. Conflict of Interest

The FMS shall hold the Client's interest paramount, without any consideration for future works, and strictly avoid conflict with other assignments or their own corporate interests.

a. FMS not to benefit from commissions discounts, etc.

i. The payment of the FMS pursuant to clause 1.10.3, hereof shall constitute the FMS's only payment in connection with this Contract and, the FMS shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the FMS shall use its best efforts to ensure that Personnel involved shall not receive any such additional payment.

ii. Furthermore, the FMS shall comply with the CLIENT's applicable procurement guidelines for procurement of goods, works or services.

b. FMS and affiliates not to be otherwise interested in Project

The FMS agrees that, during the term of this Contract and after its termination, the FMS and any entity affiliated with FMS, shall be disqualified from providing goods, works or services resulting from or directly related to the FMS for the implementation of the project.

c. Prohibition of conflicting activities



The FMS shall not engage, and shall cause their Personnel not to engage, either directly or indirectly, in any business or and their professional activities which would conflict with the activities assigned to them under this Contract.

D. Confidentiality

Except with the prior written consent of the Client, the FMS and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the FMS and the Personnel make public the recommendations formulated in the course of or as a result of the Services.

E. Liability of the FMS

Subject to additional provisions, if any, set forth in the Contract, the entire and collective liability of the selected FMS arising out of or relating to this agreement will be to the extent of the agreed final total fee as quoted by the FMS. FMS's actions requiring Client's prior approval

The FMS shall obtain Client's prior approval in writing before taking any of the following actions.

- a. Any change or addition to the Personnel listed as key professionals under the Scope of Work.
- b. Any change in equipment/material in respect of make, quality or other criteria, which the FMS furnished.

2.15 Obligation of the Client

2.15.1 Assistance and exemptions

Client shall assist the FMS and his staff for getting necessary statutory permissions, approvals (if any) as may be required under the law for their stay at project site and for providing Services as per Scope of Work. Such assistance shall not be considered as Client's obligation.

2.15.2 Access to Land

Client warrants that FMS shall have, free of charge unimpeded access to all land at Project Facility in respect of which access is required for the performance of the Services. The Client will be responsible for any damage to such land or property thereon resulting from such access and will indemnify FMS and each Personnel in respect of liability for any such damage, unless such damage is caused by default or negligence of FMS or Personnel or any affiliate of them.

2.15.3 Change in Applicable Law related to taxes and duties

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost incurred by FMS in performing the Services, then the remuneration and reimbursable expenses as otherwise payable to the FMS



under this Contract shall be increased or decreased accordingly by agreement between the parties hereto.

2.15.4 SERVICES, FACILITIES & PROPERTY OF CLIENT.

Client shall make available to the FMS and the Personnel, for the purpose of the Services and free of any charge, the services, facilities and property described in the Scope of Work, Form-T8.

2.15.5 PAYMENT

The certificate on the satisfactory performance of the service by FMS shall be issued by an Officer authorized by the Client and in consideration of the services performed by the FMS under this Contract. The Client shall make to the FMS such payments and in such a manner as is provided in the Agreement. The payment will be made by the Client directly to the Bank Account of the FMS towards the service performed for the concerned period. The FMS is liable to pay the remunerations & other statutory dues of its deployed manpower / beneficiaries in their respective bank account and submit the duly certified transaction statement to the Client for necessary records

2.15.6 Office Space

Client will only provide the office space. However, furniture, hardware and software infrastructure and any other infrastructure required shall be arranged by FMS.

2.15.7 Miscellaneous Cost

Miscellaneous Cost like AMC of equipment's, Insurance (project related), Utility Bills, and Liaising Fee etc. will be paid by the Client. FMS shall assist and facilitate in selection of vendors/suppliers for the rendering the services.

2.15.8 Basic Utilities

Basic Utilities like Water and Power Supply will be provided by the Client to FMS, however the infrastructure required for use of water and power supply shall be the responsibility of FMS.

2.15.9 Statutory and regulatory compliances

Procurement or renewal of statutory and regulatory compliances related to Client's assets shall be done by the Client. Client may seek advice from FMS for such procurement or renewals.

2.16 Extension/Renewal of Contract

2.16.1 The extension or renewal of the contract in terms of increase in duration of contract or addition in scope of work, if required by the Client may be considered taking into account the performance of the FMS. However, Client is not bound to consider any such extensions.

2.16.2 The extension or renewal of the contract shall be as per the terms as approved by the Client.

2.17 Definitions



Terms which are defined herein may not necessarily have been defined in the conditions of Contract but keep their defined meanings. Capital initials are used to identify defined terms:

- i. **"Client"** means the Director, SIRD&PR ("CLIENT") with whom the Selected Bidder signs the Agreement for the Services as per Scope of the Work.
- ii. **"Affiliate"** means any corporation, firm, or other entity that directly or indirectly is controlled by or is under common control of another firm.
- iii. **"Assignment"** means the work that the FMS shall perform pursuant to the Service Agreement.
- iv. **"AMC"** means Annual Maintenance Contract.
- v. **"CAM"** Common Area Maintenance
- vi. **"Capital Asset"** are core assets installed by the Client limited to Air Conditioning Chillers, Cooling Tower, AHUs, FCUs, HVAC Main Panels and Starter Panels, Generators, Transformers, HT< Panels, UPS, Fire Alarm Panel, BMS Controller, CCTV system, Lifts, Escalators, Pumps (Fire, Water, Sewage and Air Conditioning), Solar Panel System, STP, RWH system and Retractable Seating.
- vii. **"Commencement Date"** means the date on which the Service Agreement will be signed between Client and Selected Bidder;
- viii. **"Contract Period"** is the period granted for undertaking Facility Management Services in the Project Facility, commencing from the Effective Date for the duration as defined in RFP;
- ix. **"Effective Date"** means date as defined in the RFP.
- x. **"Facility Management Service provider (FMS)"** means the selected entity who has completed the agreement signing formalities with the Client for Comprehensive Facility Management Services at <Insert Name of the Location> in accordance with the terms & conditions of the Service Agreement.
- xi. **"Facility Management Services"** means the providing comprehensive facility management services as per scope of work defined in Form T6.
- xii. **"Mobilisation Period"** means period as defined in the RFP.
- xiii. **"Project Facility"** or **"Project Facility Area"** or **"Facility Area"** means the premises as defined in the RFP.
- xiv. **"Request for Proposal" / "RFP"** means Request for Proposal for selection of agency for providing 'Comprehensive Facility Management Services <Insert Location> including all related attachment(s), amendment(s) and corrigendum(s).
- xv. **"Service Agreement"** or **"Contract"** or **"SA"** means agreement signed between Client and Selected Bidder. (key clauses of Draft Service Agreement are mentioned in Section 2 of RFP)
- xvi. **"Selected Bidder"** shall be as defined in clause 1.7.2 of RFP.

Section – 3: Schedule of Requirements.



3.1 About the facility

The office building (SIRD&PR) is located Gopabandhu Nagar, Unit-VIII, Bhubaneswar, Odisha. It is surrounded by various important Govt. Office buildings and Mission Shakti Bazar Complex. The building and its premises bounded by compound wall for an area of 12.0 acres.

3.2 Facility Area

3.2.1 The Facility Area where services of FMS are required shall include all areas with-in boundary of the office premises including but not limited to all built-up areas, landscape and open spaces. Refer Section-I for details of various spaces. This document does not intend to limit or exclude any item in the scope of work that is to be covered for delivering the Facility Management Services timely and successfully.

3.3 Purpose

3.3.1 SIRD&PR invites sealed proposals from all eligible bidder / service provider for providing comprehensive facility management services within SIRD&PR Buildings, unit-VIII, Gopabandhu Nagar, Bhubaneswar.

The broad scope of services required as below;

- a. Operation and Maintenance of all Electrical, Mechanical & I.T. equipments, which includes. HVAC, Air conditioning & Fire services.
- b. Housekeeping services for Hostel.
- c. Sweeping, Cleaning & Sanitation services for Administrative Building, Library & SPRC Building.
- d. Maintenance of Lawn & Garden.
- e. Water Management, Plumbing & Sewerage system.
- f. Co-ordination with other service provides.
- g. Reporting & Complaint management.
- h. Any other left out work relates to Sweeping, Cleaning & Sanitation services of the Client shall also be attended.

Please refer **Form T6** for detailed scope of work and **Annexure III** for Specification and Location of Assets.

Section 4: Specifications and Allied Technical Details.

Please refer **Annexure-III** for details

Section 5: Technical Proposal

- i. Bidders need to submit all required information with supporting documents as per **Form T1 to T10** and as per instructions provided in this RFP.
- ii. If necessary, additional sheets can be added by the Bidder.
- iii. Each page of technical and qualification information shall be duly signed by the Bidder or his authorized representative.
- iv. Cost incurred by Bidder(s) in making this offer, in providing clarifications or attending discussions, conferences, or site visits shall not be reimbursed by the Client.



- v. Incomplete bids shall be summarily rejected.
- vi. The language for submission of application shall be English.
- vii. The enclosed forms should be filled in completely and all questions should be answered. If any particular query is not relevant, it should be replied as 'not applicable'.
- viii. Financial data, Project / Work costs, value of works, etc. should be given in Indian Rupee only.
- ix. If the bid is made by a firm in partnership, it shall be signed by all the partners of the firm along with their full names and current addresses, or by a partner holding the power of attorney for the firm for signing the application. In such a case a certified copy of the power of attorney should accompany the application. A certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany the application.
- x. If the bid is made by a limited company or a limited corporation, it shall be signed by a duly authorized person holding the power of attorney for signing the application, in which case a certified copy of the power of attorney should accompany the application. Such limited company or corporation will be required to furnish satisfactory evidence of its existence before the contract is awarded. The information furnished must be sufficient to show that the bidder is capable in all respects to successfully complete the envisaged work.



FORM-T1: COVERING LETTER*(On the Bidder's Letter Head)*

[Location, Date]

To

The Director
State Institute for Rural Development & Panchayati Raj (SIRD&PR),
Unit-VIII, Gopabandhu Nagar, Odisha, Bhubaneswar-751012.

Sub: Selection of Agency for Providing Comprehensive Facility Management
Services at SIRD&PR, Bhubaneswar.

Dear Sir,

With reference to your Request for Proposal dated I have examined all relevant documents and understood their contents; hereby submit our Technical and Financial Proposal for **Comprehensive Facility Management Services**.

1. All information provided in the Proposal and in the Appendices is true and correct and all documents accompanying such Proposal are true copies of their respective originals. This statement is made for the express purpose of appointment as the Contractor for the aforesaid Assignment.

2. I shall make available to the Client any additional information it may deem necessary or require for supplementing or authenticating of the Proposal.

3. I acknowledge the right of the Client to reject our proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

4. I certify that in the last Three years, we or any of our Associates have neither failed to perform on any contract as evident by imposition of penalty by an arbitral or judicial Client or a judicial pronouncement or arbitration award against the Bidder nor been expelled from any project or contract by any public Client nor have had any contract terminated by any public Client for breach on our part.

5. I declare that:

a. I have examined and have no reservations to the RFP Documents, including any Addendum issued by the Client;

b. I do not have any conflict of interest in accordance with the prescriptions in the RFP Document;

c. I have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Client or any other public sector enterprise or any Government, Central or State; and



d. I hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

6. I agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall I / we have any claim or right of whatsoever nature if the Assignment is not awarded to me/us or our proposal is not opened or rejected.

7. I agree to keep this offer valid for 90 (Ninety Days) days from the Proposal Due Date specified in the RFP Document.

8. In the event of my firm being selected as the Service Provider, I agree to enter into an Agreement in accordance with the form which shall be provided by Client. We agree not to seek any changes in the aforesaid form and agree to abide by the same.

9. I agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I / we submit this Proposal under and in accordance with the terms and conditions of the RFP Document.

Yours sincerely,

Authorized Signature

[In full and initials]: _____

Name and Title of Signatory:
Name of Firm: Address:



FORM-T2 : INFORMATION ABOUT THE BIDDER**A. BIDDER'S ORGANISATION****1. Title of Project:**

2. State the Status of the Bidder's Organization namely Public Limited Company / Private Limited Company / Partnership Firm / Proprietary Firm, etc.

3. State the following:

- a) Name of Company or Firm:
- b) Country of incorporation:
- c) Registered address:
- d) Year of Incorporation:
- e) Year of commencement of business:
- f) Principal place of business:
- g) GSTIN:
- h) PAN:
- i) Brief description about the Organization including details of its main lines of business:

4. Details of authorized signatory of the Bidder:

- a) Name:
- b) Designation:
- c) Company:
- d) Address:
- e) Phone No.:
- f) e-mail address:

5. Details of individual (s) who will serve as the point of contact / communication for CLIENT within the Company

- a) Name:
- b) Designation:
- c) Address:




d) Telephone No.

e) E-mail address:

6. Bidders shall enclose copies of the valid EPF, ESI certificates.

7. Checklist of Eligibility refer to 1.2.4 Eligibility Criteria

8. Checklist of Technical Forms

Forms No.	Title	Submitted (Yes/No)
FORM-T1	COVERING LETTER	
FORM-T2	INFORMATION ABOUT THE BIDDER	
	FINANCIAL CAPACITY OF THE BIDDER	
FORM-T3	POWER OF ATTORNEY	
FORM-T4	PAST EXPERIENCE OF THE BIDDER	
FORM-T5	UNDERTAKING	
FORM-T6	SCOPE OF WORK	
FORM-T7	COMMITMENT FOR PROPOSED EQUIPMENT/S AND MATERIALS	
FORM-T8	PROPOSED MANPOWER DEPLOYMENT PLAN AND STANDARD OPERATING PROCEDURE	
FORM T9	QUALITY CONTROL MECHANISM	
FORM T10	ANTI COLLUSION CERTIFICATE	

I understand that in case we do not submit required information in given formats along with the supporting documents, Client may treat our proposal as non-responsive.

Authorized Signature

[In full and initials]: _

Name and Designation of Signatory:

Name of the Bidder:




B. FINANCIAL CAPACITY OF BIDDER

Bidders are required to provide the information about the annual turnover from the similar service during the last 3 years as per the following prescribed format:

[To be provided on the Bidder Letter Head]

<Name of Bidder>

S. No.	Period (Last 3 FYs)	Financial Turnover from the similar service in INR	Average Turnover from the similar service in INR
1.			
2.			
3.			

FINANCIAL CAPACITY OF BIDDER

Authorized Signature

[In full and initials]: _

Name and Designation of Signatory:

Name of the Bidder:

FORM-T3: POWER OF ATTORNEY

(On a Stamp Paper of relevant value)

POWER OF ATTORNEY FOR AUTHORISED SIGNATORY

Know all men by these presents, we (name and address of the registered office) do hereby constitute, appoint and authorize Mr. / Ms. _____ (name & address of residence) who is presently employed with us and holding the position of _____ as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for **[Name of the Service]**

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Executant

Signature of Attorney

(Name, Title and Address of the Attorney) Attested

Executant

Notes:

1. To be executed by the sole Bidder.



2. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant (s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

3. Also, where required, the executants(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power here under on behalf of the Bidder.

4. In case the Proposal is signed by an authorized Director of the Bidder, a certified copy of the appropriate resolution / document conveying such Client may be enclosed in lieu of the Power of Attorney.

FORM-T4: PAST EXPERIENCE OF THE BIDDER

Name of Bidder

Details of the similar assignments undertaken / completed during the last Three years:

Sl. No.	Name of Project	Name of Client with address and contact numbers	Date of Award of Contract	Date of completion of assignment (for both completed and ongoing projects)	Period of Service	Total area of the Location		Contract Value (in INR)	Description of services provided
						Super Built-up area in sq. ft.	Total Area (Sq ft)		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	

N.B.: Copies of the Work Orders / Completion Certificates from the respective authorities needs to be furnished by the Bidder along with the technical proposal as proof of evidence.

Authorized Signature

[In full and initials]: _

Name and Designation of Signatory:

Name of the Bidder:



FORM-T5: UNDERTAKING

[On the Stamp Paper of appropriate value in shape of affidavit from the Notary regarding Ineligibility of the Bidder and non-blacklisting]

I / we, hereby undertake that, our company has not been blacklisted / debarred by any of the Central / State Government Ministry / Department/ Office or by any Public Sector Undertaking (PSUs) and I/we are not blacklisted by any authority during the recent past.

Yours sincerely,

Authorized Signature

[In full and initials]: _

Name and Designation of the Signatory:

Name of the Bidder and Address:



FORM-T6: SCOPE OF WORK FOR THE FACILITY

A1 Broad Description of Facility Management

A1.1. This scope of work essentially indicates Operations & Maintenance services pertaining to upkeep & smooth working of the entire premises including equipment's, building services, infrastructure, fixtures, accessories, utilities, services, and furniture in the Facility as per the satisfaction of client / end user.

A1.2. Operation & Maintenance for the equipment / artifacts etc. will be carried out as per benchmarked maintenance practices / OEM (Original Equipment Manufacturer) manuals / O & M Manuals of the equipment.

A1.3. The scope of work broadly includes the operation, maintenance and management of general building operations as described in this contract for the Project Facility. The FMS will be directly responsible for ensuring operational service levels and that the performance is met as per terms and conditions defined in this document. Facility Management Contractor (FMS) will be directly reporting to the officer authorized by the Client. The FMS shall deploy the adequate manpower and equipment as per the requirement

A1.4. This document describes the work to be carried out under the Facility Management Services for and draws attention to certain associated items that are to be completed. This document does not intend to limit or exclude any item in the scope of work that is to be covered for delivering the Facility Management Services timely and successfully.

A1.5. The Broad Scope of services required as below;

- a. Operation and Maintenance of all Electrical, Mechanical & I.T. equipments, which includes. HVAC, Air conditioning & Fire services.
- b. Housekeeping services for Hostel.
- c. Sweeping, Cleaning & Sanitation services for Administrative Building, Library & SPRC Building.
- d. Maintenance of Lawn & Garden.
- e. Water Management, Plumbing & Sewerage system.
- f. Co-ordination with other service provides.
- g. Reporting & Complaint management.
- h. Any other left out work relates to Sweeping, Cleaning & Sanitation services of the Client shall also be attended.

A2 Facility Management Services

A2.1. The scope of work for facility management services is broadly divided into following categories:

- a. **Operation:**
 - i. Day to day unhindered running of the entire facility as per the satisfaction of the client / end user.
 - ii. Preservation of machinery, building and services in good operating condition.
 - iii. Daily / periodic maintenance (inspection, oiling and re-tightening, replenishments) to retain the healthy condition of equipment and prevent failure through the prevention of deterioration, periodic inspection or equipment condition diagnosis etc. as deemed fit by FMS.



- iv. Procure and store adequate stock of consumables, material, machinery and equipment's etc. for unhindered daily operations of the facility at its own cost.
- v. Day to day repairs required in the entire complex under the maintenance of FMS

b. Maintenance

i. Breakdown Maintenance is defined as

The maintenance performed on equipment that has broken down and is unusable. It is based on a breakdown maintenance trigger. If breakdown occurs due to defects including manufacturing defects or defect due to faulty erection or any defective work or material, it would be covered under defect liability period or equipment warranty period as may be applicable.

ii. Preventive Maintenance is defined as

The planned maintenance which is performed while the equipment is still working so as to reduce unexpected breakdown. This maintenance is scheduled based on time (monthly, quarterly, annually) or usage triggers. Activities in Preventive Maintenance are usually performed based on guidelines from equipment suppliers / manufactures and as per the O&M manuals provided by the Contractor or as deemed fit by FMS.

c. Management

- i. Co-ordination with Contractors for rectification of defects falling under DLP.
- ii. Co-ordination with Vendors / Suppliers / Manufacturers for preventive maintenance.
- iii. Supervise, administer and certify works of Vendors / Suppliers / AMC agencies for rectification of breakdowns (covered under breakdown maintenance / AMC) and for operations.
- iv. Co-ordination by the Client (with SIRD&PR Officials) for conducting drills (earthquake, fire etc.) as per the statutory requirements or as per law of land.

However, the services as defined above is not limited to or exclude any item in the scope of work that is to be covered for preserving the project and delivering the services as per the satisfaction of the client / end user. The FMS shall maintain the service levels and also maintain minimum manpower as per scope in Form T-8.

A3 Scope of Work

Unless it is explicitly restricted, the scope of work under the Contract for Facility Management Contractor for providing facility management services including operation and maintenance of facilities constructed by the Client as implementation agency is as below:

I. Maintenance Services.

The FMS shall be responsible for breakdown maintenance as defined above at A2b (i). The FMS for preventive maintenance shall coordinate, administer and certify works of Vendors, Suppliers and AMC service providers for rendering the services as per the terms and conditions stipulated in this document.

i. The FMS shall be liable to perform / undertake following services:

- i. Preserving the project, its equipment's and assets as per the satisfaction of the client
- ii. Day to day repairs/service of the facilities
- iii. AMC / Warranty of all equipment's such as AC, DG set, UPS etc. procured by the Client from time to time.
- a. For all other equipment's in the project for which AMC shall be required, as deemed necessary by the FMS, the same shall be procured by the FMS at their own cost for preservation of all project equipment's.



- iv. Keep the Inventory of all spares and consumables required for the unhindered operation and maintenance of the facility and update on weekly basis.
- v. Prepare list of probable spare parts, Electrical and Mechanical items, plumbing, AC spares including Chillers, split units etc. and DG spares and will coordinate and supervise for availability of these spares for items under AMC.
- vi. deleted
- vii. In project facility area, replacement of required plumbing and sanitary works (including fixtures), light fixtures, chokes, capacitor, switch, regulator starters, ballasts etc. for common area and service, service rooms, sub-station and external lights including the landscaping.
- viii. Operation of all equipment in the project facility, including their minor repairs and replenishment such as electric lights, LED bulbs etc. as mentioned at vii.
- ix. Providing and replacing Connectors, contactors, lugs, Belts, Bearings, Grease, Cotton Waste, Silica Gel, CTC and other similar minor items, PVC / GI couplings, bends, fuse and other similar minor items,
- x. Repair & rewinding of AC, Ventilation Fans, Pumps, Motors geyser, Oil heater etc., (After Defect Liability Period / Warranty Period).
- xi. Daily operation of all electrical power system- incoming and outgoing and minor maintenance and replacing fuse, tube lights, bulbs, minor wiring etc.
- xii. Ensure availability of Specialized Tools / Tackles required for operation and maintenance.

II. Operation Services

The operation services under the scope of work are subdivided into two categories namely

- i. Operation of Equipment and Fixtures.
- ii. Housekeeping.

II (1) Operation of Equipment and Fixtures.

- i. The FMS shall ensure day to day unhindered running of the entire facility as per the satisfaction of the client / end user.
- ii. FMS shall ensure that all complains are attended and rectified within the time specified as per the service level as required in this RFP.
- iii. The FMS shall ensure operation and upkeep of all equipment's (Electrical, Mechanical, AC, AV, IT etc.) in accordance with Operation and maintenance manuals provided by Supplier / Vendor / Manufacturers and ensuring safety of equipment and personal using it.
- iv. The FMS shall ensure that day to day basis works such as removing blockage of drainage pipes, manholes, restoration of water supply, repairs to faulty switches, watering of plants, lawn mowing, hedge cutting, sweeping of leaf falls etc. are attended under day-to-day service facilities.
- v. The FMS will ensure that all filters, belts, fasteners, fixtures, lubricants, and other routine items are installed and are working properly.
- vi. The FMS shall operate all equipment's, fittings and fixtures (electrical / mechanical / plumbing etc.) on regular basis and ensure the smooth functioning of the area such as operation of pumps for filling water to tanks as per the requirement.
- vii. The FMS shall carry out daily, weekly, quarterly, half-yearly and yearly checks as per the O&M Manual for smooth operation and functioning of the area.

II. (2). Housekeeping Services



II (2.1) Cleaning Services

The FMS shall

- i. Perform routine cleaning of the internal and external areas to meet the required service standard.
- ii. Cleanliness of all common spaces and space inside the location within Project Facility.
- iii. Perform cleaning and upkeep of exhibits and artifacts, IT & AV equipment's in the project facility as per the directions in Manuals / as per directions of representative of Client.
- iv. Perform periodic cleaning of glass facades, structure at entrance plaza, external claddings etc. at all heights (internally and externally)
- v. Additional housekeeping services as and when required by Client.
- vi. Deploy equipment's for cleaning and shall be responsible for maintaining these at all time. All costs for purchase/repair/spares/ maintenance etc. for these equipment's will be borne by FMS.
- vii. Responsible for the safekeeping of these equipment's at the project facility and shall not be taken out these equipment's any time during the term of contract other than for repairs. In case such repairs take more than a week, FMS shall arrange to provide alternate equipment for the Project Facility.
- viii. Adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to the property at Project Facility as soon as they become aware of such defects in the course of their duties under this Contract.
- ix. Dusting / cleaning of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, fittings and glass pans etc. to remove debris, stains, cobwebs and marks.
- x. Stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust, debris, stains and marks.
- xi. Polishing / vacuum cleaning / cleaning of floors, carpets, carpet tiles, mats and mat wells and ensure the same must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals.
- xii. Clean all water tanks and disinfects specially before start of rainy season and as instructed by Client.
- xiii. Regular cleaning of storm water drain, manholes, sewage lines etc. for removal of any blockages.
- xiv. Entrances, service areas, parking areas, paving, paths, roads, grounds amphitheaters, courtyard sand, lawns at the entrance, outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.
- xv. Server Room, Control Room etc. must be free from dust, static electricity and be left clinically clean. (to be done in presence of the officials concerned).
- xvi. Sticky substances like chewing gum shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover.
- xvii. Care is to be exercised when staff/visitors are still on the premises. Wet floors should be sign- posted. Trailing cables and open sockets should be made safe.
- xviii. All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering.
- xix. Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent



II (2.2) Cleaning of Toilets

- i. All sanitary ware including sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected.
- ii. Floors should be cleaned to the same standard as other building floors. In addition, there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.
- iii. Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.
- iv. All toilets should be kept fully stocked with supplies and should be made available at all times.
- v. Dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry and free from dust, marks and smears.

II (2.3) Waste Management

- i. Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times.
- ii. FMS shall collect the garbage from the garbage collection point and segregate the waste and shall ensure proper disposal of waste as per the standards and directions provided by Competent Client.
- iii. deleted.
- iv. FMS shall be responsible for arranging the transport and in consultation with Client, shall identify the area / frequency for garbage disposal. Proper waste disposal system shall be adopted and collection points shall be defined.
- v. Renovation Debris is to be stored at designated space at designated area
- vi. The FMS undertaking the renovation work would remove the debris when it amasses to a volume equivalent to a tempo load.

II. (2.4) Pest Control

The FMS shall be responsible for ensuring the disinfectants, insecticides and pesticides used for rendering the services shall be safe, having low toxic levels, duly approved by WHO and Central Insecticide Board.

i. Disinfestations Treatment

Pest Covered: Ants, cockroaches, silverfish, spiders, ticks, bugs, crickets, termites etc.

The FMS shall take the following control measures:

- a. Intensive / extensive spray with oil / water-based chemicals.
- b. Frequency: Fortnightly as per client schedule and need base

ii. Rodent Control

Pest Covered: Domestic / Field Rodents.

The FMS shall take the following control measures

- a. Baiting with anti – coagulant rodenticide / asphyxiates type chemicals
- b. Trapping with lures
- c. Eliminating rats / mice with glue traps
- d. Frequency: Monthly as per client's schedule and need base.



iii. Fly Control

The FMS shall take the following control measures:

- a. Sanitation
- b. Chemical control
- c. Frequency: Monthly as per client schedule and need base
- d. Sanitation
- e. Chemical control
- f. Frequency: Monthly as per client schedule and need base

iv. Mosquito Control

The treatment will be carried out all over the premises and surrounding areas inside and outside. The FMS shall take the following control measures:

- a. Residual Spot Spraying
- b. Fogging Operations
- c. Mist Blowing
- d. Frequency: Weekly as per client schedule and need base

II (2.5) Help Desk

deleted

II (2.7) Garden & Lawn Maintenance

The FMS shall be responsible for ensuring proper maintenance and upkeep of all horticulture works. Adequate equipment shall be maintained by FMS including grass cutting machine and other tools required for maintenance of horticulture areas. FMS shall grow seasonal plants and seasonal flowers as deemed fit by the Client to maintain the horticulture / landscape as per the satisfaction of client/ end user. FMS shall make required arrangements and proper use of required insecticides, Pesticides, Fertilizers, Manures etc.

The broad scope of work will be as follows:

The Agency has to perform the following activities:

- a. Daily watering
- b. Weed removing
- c. Trimming and pruning
- d. Soil mulching
- e. Lawn mowing
- f. Hedges and Shrubs cutting etc.
- g. Cleaning Garden areas
- h. Applying fertilizer or compost manure / vermi culture manure alternate month or as and when required.
- i. Applying pesticides and fungicide alternate month or as and when required.
- j. Maintenance of vermi compost pits
- k. Disposal of dry / fallen leaves.
- l. Seed collection and sowing.
- m. Raising of Nursery.
- n. Preparation and maintenance of Planting Materials.
- o. Operation of Tools, Machinery as required for the Garden.
- p. General maintenance of existing plants, Tools implements etc.

II (2.8). Stand by DG, DG sets Associated panel boards & HSD Storage Facilities. As & when required.



II (2.9). AC, Air conditioning & its accessories.

- Thoroughly wipe with an appropriate detergent and cloth and keep also free from dust, also wipe area surrounding the Air vent.
- Follow-up for the AMC of Air-condition equipments with appropriate agency & coordination with AMC agency for trouble free operation.
- Air conditioning system under O& M to start and stop as per requirement or schedules that will be given to you by the SIRD & PR.
- Unhealthy systems, abnormalities in performance or malfunctioning if any will be reported/rectified within a reasonable time period and help support OEM engineer for rectification work if required.
- Supervisor shall generate daily weekly and monthly reports covering the energy consumption, daily service requests, faults attended, routine and break down maintenance.
- Regular visual inspection of all mechanical drives.
- Check all the air-conditioning equipment for any sign of external leaks, check and prevent leaks immediately.
- Prepare log sheets for routine maintenance as per O&M manuals of all equipment and ensure that the instruction of O&M manual are strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage.
- Prepare inventory of spares and ensure that critical spares are always available.

To ensure that all meters are in working condition and all equipment is working according to the design parameters given in O&M Manual.

V. Control of Fire Hazards: Fire Services: -**III. Management Services**

The FMS shall be responsible for integrated facility management of the Facility Area and managing the following aspects for ensuring proper operation and maintenance of the facilities in the premises:

- Provide required assistance to the Client during transition period of handover – takeover of the Project Facility from the Main Contractor including but not limited to providing assistance in snagging, de-snagging, testing and commissioning of equipment's etc.
- Take ownership of all the services as described in scope of work and will work as an independent Unit.
- Co-ordination with all the stakeholders of the Client, Contractors, Consultants and other agencies.
- Maintain a record of all the Equipment/ assets at facility, keep record of the Vendors details, keep track of the dates of AMC/Warranty validity and inform the Client when the validity is within 2 months of completion and also co-ordinate with vendors for extension of services on behalf of Client.

The FMS shall report to a Officer appointed by Client for the management services as and when required.

IV. Complaint management

FMS shall create complaint kiosk with designated senior official of FMS managing the same with adequate infrastructure for time bound complaint management. FMS shall develop for facilitating complaint raising by end-users where an acknowledgement number shall be issued to the complainant and enabling easy monitoring by the Client.



The following are defined SLA times for responding and closure of complaints by FMS and based on standards these present guidelines and may be changed by Client from time to time.

Description of Complaints	Service required	Report	Complaint Closure time
For Minor Defects	Replacement without any replacement by FMS.	Immediately	01 Hrs
For Major Defects			
Item available locally	Rectification / Replacement by external agencies (Main Contractor / Interior Contractor / Vendors / Manufacturer / Supplier	Immediately	72 Hrs.
Item available domestically		24hrs	1 Week

To the extent possible, FMS shall make ensure that Vendor/ Manufacturer performs their obligations as per Contract. Even after FMS making all the efforts, Vendor / manufacturer fails to perform its obligations, the FMS shall notify the Client and ask for necessary action.

Table: Service Level Agreement (Operations)

A. Daily services:

(First round of shift should be completed before 8:00 AM every day)

Sl. No	Service Level Requirement	Min Requirement	Non-Compliance Limit	Penalty Rate (INR)
1	outine housekeeping (inc. cleaning services as per the scope of work) of all the premises in the project facility (excluding licensed spaces).	2 Times / Day	1 Day	500 / Day
2	leaning of public area Toilets as per defined scope of work	4 Times / Day	1 Day	500/ Day
3	leaning of dustbins / waste bins and disposing the same up to the main container or garbage collection point.	1 Times / Day	Compulsory	1000 / Day
4	ollecting of garbage from the garbage collection point. Thereafter, segregation of waste & disposing off the same outside the premises as per applicable guidelines / rules of the local Client. should be completed before 8:30 AM every day.	Once / Day	Compulsory	1000 / Day
5	Cleaning of Grease Chambers	As & when required	1 Day	1000 / Day
6	Dusting / cleaning in the project facility (Rooms excluding licensed spaces) of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors,	1 Times / Day Once / Day	1 Day	500 / Day



	door frames, fittings and glass pans, AV equipment, workstations along with computers and their accessories like printers, monitors, keyboards, fax machine and photocopiers etc, telephone instrument etc.			
7	Cleaning of windows from inside & outside in office, passages and corridors and all glass facade outside all around the building on ground floor.	Once / Day	Compulsory	1000 / Day
8	Sweeping, wet mopping, dusting of stairs (including terrace & ground to basements), External Stairs, Exhibits & Artifacts, Drive way and compound area.	Once / Day	Compulsory	1000 / Day
9	Cleaning and upkeep of all parking, service, basement and maintenance area	Once / Day	1 day	1000 / Day

B. Hospitality Services for Guest House / Dormitories:

Laundry services

Sl. No	Service Level Requirement	Min Requirement	Non-Compliance Limit	Penalty Rate (INR)
1	Routine cleaning of laundry martials like bed sheet, pillow cover, blanket and window screen as per the scope of work) in the project facility	2 Times/month	1 Day	500/ Day

C. Regular Maintenance Services

Sl. No.	Service Level Requirement	Minimum Requirement	Non-Compliance Limit	Penalty Rate (INR)
1	Cleaning of external surface Including glass façade, external building surface, structure at entrance plaza at all heights.	As per requirement	1 Day	500/Day
2	Shampoo Cleaning of all carpets, sofas, chairs.	As per Manufacturer recommended methods and intervals	1 Day	500/Day
3	Cleaning and disinfection of all water tanks.	Quarterly	1 Day	10,000/Day
UG TANKS & WATER SUPPLY (As per scope of work)				
1	Cleaning of walls, slab, raft from inside and removal of algae, waste particles.	Once a Month	2 Day	1000/Day



[Handwritten signature]

SW DRAIN AND SEWAGE SYSTEM

1	Cleaning of bed properly including removing of mud, soil etc.	1 Time /Month	1 Day	10,000 / Day
---	---	---------------	-------	--------------

PEST CONTROL

1	Disinfestations treatment	1 Time / Fortnightly	1 Day	10,000/ Day
---	---------------------------	-------------------------	-------	-------------

D- OTHERS

1	Repair and maintenance of sanitary fixtures, lavatories	On alternate days	Compulsory	300 / Day
2	Removal and replacement of damaged sanitary fixtures and lavatories if required.	Immediate	Compulsory	As per twice the market rate of damaged / Theft fixture or 2000 / Day whichever is higher.
3	Electric fixtures maintenance or replacement if found theft or damaged to be by non-social elements all completed as per direction of Officer in charge nominated by the Client.	Immediate	Compulsory	As per twice the market rate of damaged / Theft fixture or 2000 / Day whichever is higher.
4	Cleaning of all lamps, street light poles, railing lamps, foot lights, bollards lamps, fans, tube lights, CFL's, etc	On alternate days	4 Days	300 / Day
5	Removal of damaged CFLs/LEDs and fixtures if required.	Immediate	Compulsory	As per twice the market rate of damaged / Theft fixture or 2000 / Day whichever is higher.
6	Regular maintenance of switch boards, sockets, plug points, MCCB's, MCB's and all main and sub panels including replacement of all fixtures if found theft or damaged.	On alternate days	1 week	300 / Day
7	Regular maintenance of plumbing fixtures.	On alternate days	1 week	700 / Day

PUMP ROOM

1.	Regular maintenance of water pumps with all connections and attachments, damaged part should be repaired or replaced at that time immediately.	In alternate days	1 Day	As per twice the market rate of damaged / Theft fixture or 15000 / Day
----	--	-------------------	-------	--



Signature

				whichever is higher.
DRINKING WATER				
1.	Regular cleaning, maintenance of water cooler and purifier (RO) as per the need. Repairing work if not in working condition.	Cleaning 1 Time / Day Maintenance as per the need	1 Day	400 / Day per each RO
GARDENING AND LAWN MAINTENANCE WORK				
1.	De-weeding work for lawn areas with required equipment including all cutting, trimming, making good in levels.	Daily	Compulsory	2000 / Day
2.	Making kyaries, mulching for trees, shrubs & ground covers at kyaries, mixing of manure for trees and required.	Daily or Twice Daily	Compulsory	5000 / Day
3.	Manual watering	Whenever Required	Compulsory	1000 / Day
4.	Replacement of damaged grass, trees and shrubs.	Whenever Required (to be done immediately)	Compulsory	1000 / Day
5.	Anti-termite treatment for damages leaves and branches.	Whenever Required (to be done immediately)	Compulsory	1000 / Day

V. Reporting

The FMS shall establish a system for reporting. The FMS shall submit the following reports within the stipulated time to the Authorized Officer of the Client:

- Initial Review Report;
- Monthly Reports;
- Deployment Report; and
- Attendance Reports
- Statutory compliance intimation report
- FMS shall submit the Performa and format and the same shall be approved by Authorized Officer.
- Statutory compliance intimation report:** FMS shall maintain a log/ tracking sheet of all statutory or regulatory compliances including their renewal dates. FMS shall monitor and intimate the Client minimum 30 days in advance before expiry of any such statutory or regulatory compliances.
- Any other reports / compliance certificates as needed from time to time

VI. Parking Management

Proper Parking management must be ensured in a smooth manner.

Vii. Water Management, Plumbing & Sewerage System



- Thoroughly clean all overhead and underground water storage tanks periodically.
- Water management, operational records, inflow and outflow control.
- Regular checking and repairs of all sanitary fixtures and supply lines.
- Checkup of all valves, taps, floats and other plumbing and sanitary fittings free from leakage.
- To operate & maintain the STP
- Follow up for AMC of the STP or any other accessories.

A5 MANPOWER

A5.1 The FMS shall have the following minimum manpower to efficiently and effectively manage at the project location:

Supervisor (High Skilled)	1
Receptionist (Skilled)	4
Housekeeper (Unskilled) (Including Room Boy, Sweeper & Attendant)	30
Gardener (Semi Skilled)	5
TOTAL	40

A5.2 Above is the minimum manpower requirement by the Client:

- FMS shall provide the above minimum manpower to efficiently and effectively manage the facility. However, FMS shall be responsible to maintain the service levels as required and shall be liable to deploy additional manpower as per the requirement to fulfill the scope of work for the FMS services at its own cost.
- Manpower related to following services are also required to be deployed for 24 X 7 shift.
 - Technical Services requiring following technician: Electrician, Plumber, Control room supervisor and any other personnel required for smooth functioning of the project.
 - housekeeping manpower
- The impact of additional requirement of manpower shall be taken into account by the bidder.
- The total no. of manpower deployed should not be less than the minimum manpower specified in the table.
- The tentative duration of working hours / operational hours of memorial will be 8 hours, subject to finalization of timings by the client to be conveyed at the time of signing of agreement.
- Police verification of the manpower deployed by the FMS contractor should be complete and client can ask to share the information with them any time, if required.
 - State minimum wages will be applicable for manpower deployment.
 - Disbursing Client will verify a specific percent (at least 2 %) about the status of deposit of EPF and ESI information of the deployed manpower every month on random basis.***

A6 Deduction for Non-Performance



Subject to the terms and conditions mentioned in the Contract, any deficiency by the FMS in the performance of its delivery obligations, shall render him liable to any or all of the following penalties

Description	Expected for upkeep	Minimum Obligation	Deduction recovery to be affected in the monthly bill
Shortfall in deployment of minimum manpower described in the agreement	100 %	100 %	3 % of the monthly bill
Shortfall in deployment of minimum machinery / tools described in the agreement	100 %	100 %	3 % of the monthly bill
Minor Defects as per the prescribed standard	100 %	98 %	1 % of the monthly bill
Major defects as per the prescribed standard	100 %	95 %	2 % of the monthly bill
Housekeeping works as per Agreement	100 %	95 %	1 % of the monthly bill

In case of repetitive instances of non-performance regularly, the Client may take necessary action for termination of Contract and forfeiture of Performance Security / Performance Bank Guarantee after issuing a maximum of 2 months' notice.

FORM-T 7: COMMITMENT FOR PROPOSED EQUIPMENTS AND MATERIALS

1. List of Proposed Equipments:

SL. No.	Equipment	Requirement	Specification	Capacity	Present Condition	Remarks
1	2	3	4	5	6	7

2. Proposed list of Materials / Consumables to be used

SL. No.	Name of consumable proposed (with details and make)		Utilization		
	Consumable	Make / Brand	Per day	Per week	Per month

Note:

1. All the equipment and consumables are considered in costing for financial bid needs to be reported here.



2. The CLEINT shall procure Diesel / Lubricants / Oils to be used for any kind of machinery installed at the facility like in substation, DG set and other equipment and for the same, logbooks/ consumption details etc. data shall be prepared/maintained by the bidder. The bidder should submit requisition all related consumables like toiletries, spares, fasteners / fixtures required for monthly approx. requirement on 25th of every month for the succeeding month to the client.

Yours sincerely,

Authorized Signature
[In full and initials]

Name and Designation of the Signatory:
Name of the Bidder and Address:



**FORM-T 8 : PROPOSED MANPOWER DEPLOYMENT PLAN & STANDARD
OPERATING PROCEDURE FOR THE REQUIRED SERVICE**

[In this format the bidder shall submit their proposed work plan and standard operating procedure for the required services within 3 -4 pages]

Yours sincerely,

Authorized Signature
[In full and initials]

Name and Designation of the Signatory:
Name of the Bidder and Address:



FORM-T 9: QUALITY CONTROL MECHANISM

[In this format, the bidder shall provide a brief write up on the proposed quality control mechanism for the required services within 1-2 pages]

Authorized Signature
[In full and initials]

Name and Designation of the Signatory:
Name of the Bidder and Address:



FORM-T 10: ANTI COLLUSION CERTIFICATE*(on letterhead of Bidder)*

1. We certify that this Proposal is made in good faith and that we have not fixed or adjusted the amount of the Proposal by, or under, or in accordance with any agreement or arrangement with any other person. We also certify that we have not and we undertake that we will not, before the award of any contract for the work:

(i) (a) Communicate to any person other than the Client /or person duly authorized by it in that behalf the amount or approximate amount of the Proposal or Proposed Proposal, except where the disclosure, in confidence, of the approximate amount of the Proposal was necessary to obtain premium quotations required for the preparation of the Proposal

(b) Enter into any agreement or arrangement with any person that they shall refrain from bidding, they shall withdraw any Proposal once offered or vary the amount of any Proposal to be submitted.

(ii) Pay, give or offer to pay or give any sum of money or other valuable Considerations directly or indirectly to any person for doing or having done or having caused to be done in relation to any other Proposal or proposed Proposal for the work, any act or thing of the sort described at (i) (a) or (i) (b) above.

2. We further certify that the principles described in paragraphs 1 (i) and (ii) above have been or will be, brought to the attention of all sub-contractors, suppliers and associated companies providing services or material connected with the Proposal and any contract entered into with such sub-contractors, suppliers, or associated companies will be made on the basis of compliance with the above principles by all parties.

3. We are not part of any "Anti-competitive practice" such as collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of The Competition Act, 2002 as amended from time to time, between two or more bidders, with or without the knowledge of the Procuring Entity (Client), that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels,

4. In this certificate, the word "person" includes any persons or anybody or association, corporate or unincorporated; "any agreement or arrangement" includes any transaction, formal or informal and whether legally binding or not; and "the work" means the work in relation to which this Proposal is made.

Dated this..... Days of.....2024

Name of the Bidder

Signature of the designated person.....

Name of the designated person.....

Date of receipt of RFP




Annexure I: Indicative list of Key Plant & Equipment to be deployed by the FMS**1. Engineering Tools**

Sl. No.	Name of Tools	Sl. No.	Name of Tools
1	Megger (0-500volts)	2	Gloves (Electrical) (HT/ LT.)
3	Multi-Meter (digital) – Texas Instruments/Fluke	4	Grease gun (heavy Duty)
5	Tong tester/Clamp Meter (Digital)	6	Chisel Small & Big (heavy duty)
7	Thermometer Digital	8	Safety Goggles
9	Air Blower (Hot)	10	Nose Pliers 9"
11	Punching Tools (set 3mm to 24 mm)	12	Tool Box metallic
13	Crimping Tools	14	Parrot Wrench 10"
15	Crimping Tool for Electrical	16	Safety helmet
17	Electric Drill M/C	18	Safety belt (with complete specifications)
19	Torch with cells	20	Cartridge fuses puller (HT / LT.)
21	Pliers	22	Measuring tape - 5 mtrs
23	Screw Driver Set	24	Pipe wrench 18"
25	Screw Driver Set	26	Bearing Puller
27	Screw Driver 8"/12"	28	Digital Anemometer
29	Pipe Wrench 12"/10"/8" (set 1 of each)	30	Water Testing Kit
31	Line Tester	32	Digital LUX Meter
33	D-Spanner Set	34	Db meter for noise level monitoring
35	Ring Spanner Set	36	IR GUN
37	Screw wrench	38	Torque spanner
39	Box Spanner Set	40	Ear Muffler
41	Bench Wise 6"	42	SAW
43	Hacksaw Frame	44	All Electrical /Carpentry / Plumbing works related Tools
45	Tool Bag	46	Hammer 1/2 lbs., 1 lbs, 11/2 lbs



2. House Keeping Tools / Equipment

Sl. No.	Name of Tools
1.	Commercial vacuum cleaner
2.	High pressure jet cleaning machine
3.	Floor scrubber / polishing machine
4.	Motorized Grass cutter

Note: The lists shown are not exhaustive lists and the bidder if required, may add based on their assessment of work in FORM T8.

Annexure II: List of Consumables to be used

1. List of Consumables

The tentative list of the consumables to be used at facility is as below. However, the exhaustive list of consumables is to be provided by the FMS in his proposal. The FMS shall use consumables of the reputed brands as per the requirement and direction of the Client. The tentative list of consumables are as follows:

Sl. No.	Name of the items	Brand No.	Approximate quantity
1	Cleaning powder	Vim ultra	
2	White phenyl	Cleanzo	
3	Liquid soap (hand wash)	Dettol	
4	Sanitary cube (400gm / packet)	Homacol	
5	Naphthalene balls	Premium quality	
6	Floor duster	Premium quality	
7	White duster	Premium quality	
8	Yellow duster	Premium quality	
9	Phool jhadu	Sagar / Premium quality	
10	Coconut jhadu	Premium quality	
11	Glass cleaner (500/bottle)	Colin	
12	Disinfectant toilet cleaner	Harpic / Domex	
13	Toilet roll	Wintex/ Premium quality	
14	Air freshener for toilet	Odonil	
15	Scotch brite	Premium quality	
16	Garbage bag-small	Premium quality	
17	Garbage bag-big	Premium quality	
18	Detergent powder	Fena	
19	Brasso (big bottle)	Premium quality	
20	Wiper	Premium quality	
21	Toilet brush	Premium quality	
22	Nylon hand brush	Premium quality	
23	Dust collecting pan	Premium quality	



24	Bleaching powder	-----	
25	Hand gloves	Premium quality	
26	Choke remover	-----	
27	Dry mop	Premium quality	
28	Fur brush	Premium quality	
29	Cockroach repellent	Baygon/Hit	
30	Room freshener	Air wick / Premium quality	
31	Bucket (for use by staff for floor cleaning)	Premium quality	
32	Toilet soap (around 10 gm)	Medimix / mysore sandal / Premium quality	
33	Floor Cleaner	Taski R7	
34	Fena	Detergent Powder	

NB: An indicative list of consumables to be used in providing the Services. The bidder needs to submit separate bill of consumption technical spare and housekeeping consumables considered for payment on a monthly basis.

Annexure III: List of machines to be provided by the Agency / contractor round the clock.

Sl No.	Equipment	Required Nos.
1	Single disc scrubbing machine with buffing pad	As per requirement
2	Wet and dry vacuum cleaner	As per requirement
3	Ladder Small & Large	As per requirement
4	Glass cleaning wiper	As per requirement
5	Any other equipment	As per requirement

N.B. The materials on arrival at SIRD&PR in each month must be presented before any authorized officer before those are stored by the sanitary supervisor.

**Authorized Signature
[In full and initials]**

Name and Designation of Signatory:

Name of the Bidder:

Address:



Section 6 : Financial Proposal
Form F1: Financial Proposal Submission Form

(On the letterhead of the Bidder)

[Location, Date]

To

The Director
 State Institute for Rural Development & Panchayati Raj (SIRD&PR), Unit-VIII,
 Gopabandhu Nagar, Odisha, Bhubaneswar-751012.

Sub: Selection of Agency for Providing Comprehensive Facility Management
 Services at SIRD&PR, Bhubaneswar.

Dear Sir,

I / We, the undersigned, is pleased to provide our financial offer for **providing Comprehensive Facility Management Services at [Insert Location]**, in accordance to your Request for Proposal No. Dated, and our Technical Proposal.

Having gone through the RFP and having fully understood the scope of work for the captioned assignment as set out in the RFP; we are pleased to quote the following lump sum fees (exclusive of applicable taxes) for the proposed service for the 1st year as:

In Figures	
In Words	

Note:

1. GST will be paid as per prevailing applicable rates.
2. All payments to the service provider will be subjected to deduction of taxes at source as per applicable laws.

Our Financial Bid shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Bid.

I / We understand you are not bound to accept any Bid you receive.

Yours sincerely,

Authorized Signature
 [In full and initials]

Name and Designation of Signatory:
Name of Bidder:
Complete Address:




Form F2: Financial Bid

Sl. No.	Item	Description	Unit	Financial Bid (INR) for first year of the contract
1.	Comprehensive Facility Management Services at State Institute for Rural Development and Panchayati Raj (SIRD&PR), Bhubaneswar.	Services to be provided as per the defined scope and terms and conditions of the RFP.	Lump sum	
2.	Goods & Services Tax (GST) as applicable from time to time subject to the Government norm.			
TOTAL (1 + 2)				

Note: 1. Financial bid would mean Annual Comprehensive Facility Management Cost for 1st year (as provided by the bidder in Sl. No: 1 in the above table) payable to Facility Management Service Provider (FMS). Conditional price bid will be outrightly rejected.

2. FMS would not be paid any other costs apart from above service.

3. This RFP is for providing comprehensive facility management services as per the Service Level Requirements. The manpower indicated by the Client in this RFP is minimum required manpower, however the bidder is expected to evaluate cost of all services, manpower, overheads, equipment (except fuel) and consumables etc. required for providing the services as per the scope of work defined in the RFP and provide a lump-sum quote in the financial bid.

4. Bidder will be shortlisted as per criteria mentioned in Clause 1.7.1. Bidder shall read the conditions very carefully. The financial bids would be ranked/ compared as per the quoted amount exclusive of GST.

Authorized Signature

[In full and initials]

Name and Designation of Signatory:

Name of the Bidder:

Address:



Form F3: Detail Break Up for the Financial Offer

Sl. No.	Description of Item	Qty. (No.)	Unit Price (Per Month (In INR))	Total Price (Per Month (In INR))	Total cost (Per Annum) (In INR)
1	Remuneration of Manpower (Including all statutory dues & service charges. GST as applicable from time to time will be made payment separately. (Details of breakup to be attached in separate sheet)				
A	Supervisor (High Skilled)	1			
B	Receptionist (Skilled)	4			
C	Housekeeper (Unskilled)	30			
D	Gardener (Semi Skilled)	5			
2	Façade Cleaning	As per physical status.			
3	Pest Control	As per physical status.			
4	Garbage Collection, Segregation & Disposal	Lump sum			
5	Technical Tools (Hire Charges)	Lump sum			
6	Housekeeping Machine hiring charges.	Lump sum			
7	AMC of Split AC units 1.5 ton	125			
8	AMC of LED T.V (38 Nos), Computers (60 Nos.), Laptops (4 Nos), Printers (30 Nos), Scanner (1 No.) & Xerox Machine (2 Nos.), Water purifier cum-cooler (4 Nos)	139			
9	Other Expenses (Pl. Specify)				
Total Yearly Cost (Rs.)					
In Words					

Authorized Signature

[In full and initials]


Name and Designation of Signatory:**Name of the Bidder:****Address:**

Section -7 Draft Contract

CONTRACT
[NAME OF THE SERVICE]
BETWEEN

[CLIENT]

AND

[COMPREHENSIVE FACILITY MANAGEMENT SERVICE PROVIDER]

Dt. _____

[On Stamp Paper]

FORM OF AGREEMENT

This **CONTRACT** is made on the _____ between, _____ (hereinafter called as the "**Client**") which expression shall where the context so requires or admits shall also include its successors or assigns of the **one part**

AND

_____, registered under _____ with its principal place of business at _____ (hereinafter called the "Comprehensive Facilities Management Service Provider") of the 2nd Part represented by _____, which expression where the context so requires or admits shall also include its successors or assigns of the **other part**

WHEREAS

_____ (the Principal) issued RFP vide Letter No. _____ Dated _____ to the Comprehensive Facilities Management Service Provider for execution of [Name of the Service] and the Comprehensive Facilities Management Service Provider offered its willingness to execute the work as per terms and condition of agreement vide it's Letter No. _____ Dated _____

AND

WHEREAS above stated offer and willingness conveyed under Letter dated _____ by the Comprehensive Facilities Management Service Provider has been duly accepted by the client vide its Letter No. _____ dated _____ for execution and completion of facility related services subject to the fulfilment of the terms and conditions.

NOW, THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. **Scope of Work:**

The Comprehensive Facilities Management Service Provider shall engage efficient and experienced personnel to render the required service of [Name of the Service and Location] as described in **Annexure-A**.

2. **Agreement Period:**

This Agreement shall remain valid for a period of 3 years effective from the _____ to _____ (both days inclusive).



[Handwritten signature]

3. **Contract Value:**

a) The total contract value is..... (in words) only per year for the period of contract except GST as applicable from time to time, which will be made payment separately, pertaining to the [Name of the Service] as per the approved scope of work at Annexure-A. The list of equipment to be used to render the service is at Annexure-B. In case of increase in minimum wages of labour by Government of Odisha, the basic differential cost of minimum wages for Unskilled, semi-skilled, skilled and high skilled labour together with ancillary implication like EPF, ESI etc., will be paid extra by the authority.

b) No other terms and conditions put forth by Comprehensive Facilities Management Service Provider shall be considered for accepted during the contract period. However, the above terms of payment against the claimed bills shall be subject to deduction of Non-performance as per Clause 2.14.1 along with A 5.1 stipulations of the RFP and the client is not bound to make the monthly bill within the stipulated deadline of payment on claimed monthly bill.

4. **Terms of Payment:**

a. [Name of the Department / Heads of Department / Other Office] will make payment on the basis of monthly bills furnished' by the Comprehensive Facilities Management Service Provider duly certified by Designated Officer for the purpose by first week of subsequent month for the services rendered for the previous month and payments will be made by the Client within 10 days from the date of submission of bills. However, the above payment shall be subject to deduction of No-performance as per the prevailing conditions of the RFP and the Client is not bound to make the monthly bill within the stipulated deadline of payment on claimed monthly bill.

b. **Security Deposit:**

The Comprehensive Facilities Management Service Provider shall have to deposit an amount of @ 10 % of the Annual contract value in shape of Performance Bank Guarantee in favour of SIRD&PR, Bhubaneswar. This will be treated as Security Deposit and shall be refunded after successful completion of the contract. It shall not carry any interest.

5. **Schedule for the Service:**

The schedule for the service will be provided by the Comprehensive Facilities Management Service Provider as per the agreed terms and conditions between the parties. The Comprehensive Facilities Management Service Provider shall deploy number of personnel for carrying out the services as described in **Annexure-C**.

6. **Authorized Representative:**

- a. Any notice or intimation by either party to the other pursuant to this Agreement shall be signed by an Authorized Representative of the party giving such notice.
- b. The Comprehensive Facilities Management Service Provider shall carry out instructions and act upon any guidelines issued in pursuance of the Agreement, if and only if they are given / signed by an Authorized Representative of Client, whose names will be intimated by the said Client.



7. **Risk & Responsibility:**

- a. The Comprehensive Facilities Management Service Provider shall without limiting to its obligations and responsibilities will ensure and keep insured its personnel so deployed at <location> Building against all liabilities for death and injury whatsoever on account of any accident in the course of performing the Operation & Maintenance services. The client will not be responsible and be held liable for any such death injury or accident 'to the employees' and any other personnel deployed by the Comprehensive Facilities Management Service Provider. In the event the client is made liable to pay any damage or compensation in respect of such employees the Comprehensive Facilities Management Service Provider shall reimburse such damages or compensation on demand.
- b. The Comprehensive Facilities Management Service Provider shall comply all the provisions of prevailing Labour Laws during execution of work. The personnel deployed shall be morally good and physically healthy to carry out the assignments to the satisfaction of the client.
- c. The Comprehensive Facilities Management Service Provider shall provide qualified uniformed staff to perform the services. The employees of Comprehensive Facilities Management Service Provider entering the premises of the client shall have proper uniform & badges for Identification and shall display identity proof on their person in course of duty hour.
- d. The Comprehensive Facilities Management Service Provider shall conduct periodic general medical check-up of its employees at its own cost. In the event of any of the staff is found to be suffering from any communicable disease, such employee(s) shall be replaced immediately providing substitute(s) immediately.
- e. The Comprehensive Facilities Management Service Provider shall deploy its authorized representatives and adequate supervisors to be present at the place of work during working hours to ensure satisfactory services under this Agreement. It shall further exercise due and adequate control over such personnel and ensure that appropriate instructions/ directions are issued to them in the course of the performance of the tasks under this Agreement.
- f. The Comprehensive Facilities Management Service Provider shall ensure that its employees, while carrying out their obligations under the Agreement observe all required standards of cleanliness, decency and decorum, safety and general discipline and such other instructions or guidelines as may be issued by the authorized representative of the client.
- g. "Right man to for Right Job" shall be followed to avoid accident at workplace. It shall be the duty of the Facility Management and Supervisor of the Comprehensive Facilities Management Service Provider to get the critical job done by the employees professionally and technically competent enough to perform the said particular task.
- h. The Service Provider should install a Biometric system with computer assisted information capturing modalities as well as manual entry of the information the attendance of its personnel deployed at the location and the report should be verified by the authorized officer from time to time.




8. **Statutory Compliances:**

- a. The Comprehensive Facilities Management Service Provider shall be responsible for compliance and coverage of its employees under all necessary statutory obligations under various statutes applicable such as Employees State Insurance (ESI), Provident Fund (PF), Workman Compensation Act, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, etc. the Comprehensive Facilities Management Service Provider shall maintain proper records & documents and produce them to the authorized representative of the client as and when required, in proof of compliance of all the relevant and connected laws enacted by the Central & State Govt. etc.
- b. The Comprehensive Facilities Management Service Provider shall obtain all requisite license, permissions, certificates, registrations, etc. to render the required service from all competent Client and shall furnish as and when demanded.
- c. The Comprehensive Facilities Management Service Provider shall alone be responsible for the payments of wages and all other statutory payments / legal dues to its employees deployed under this agreement. The payment / consideration contemplated as per Clause-3 of this Agreement shall be released by the client only upon the Comprehensive Facilities Management Service Provider producing online PF & ESI deposits of the payment receipt for the preceding month. Without such a document, no bill shall be passed.
- d. The Comprehensive Facilities Management Service Provider shall provide First Aid facilities at the work place according to applicable laws.
- e. In the event of the Comprehensive Facilities Management Service Provider failing to comply with any of the provision of the statutes applicable to it resulting the principal incurring any expenditure thereafter including facing litigation, the Comprehensive Facilities Management Service Provider shall indemnify such expenditure and other damages, losses as may be estimated by the client. The client may take appropriate action to recover the same from the Comprehensive Facilities Management Service Provider, from 'its pending bills. If it does not suffice, the balance shall be recovered under ordinary common law through civil court.

9. **Liability and Indemnity:**

The Comprehensive Facilities Management Service Provider shall be responsible and liable for and shall indemnify the client and keep [Insert Name of the Location], safe and harmless at all time against:

- a. any and all claims, liabilities, damages, losses, costs, charges. expenses, proceedings & actions of any nature whatsoever made or instituted against or caused to be suffered by the client directly or indirectly by reasons of.
- I. any wrongful, incorrect, dishonest, criminals, fraudulent or negligent work default, failure, bad faith, disregard of its duties and obligation, act or omission by the Comprehensive Facilities Management Service Provider or its facility staff.
- II. any theft robbery, fraud, or other wrongful action or omission by the firm and /or any of its facility staff



10. Limitation of Liability:

In any case the liability of the service provider shall not exceed one month accepted price excluding GST per occurrence.

11. Sub-Contracting:

The Comprehensive Facilities Management Service Provider shall itself perform its obligations under this agreement and shall not assign or transfer or sub-contract any of its rights and obligations under this agreement to any third party without the prior written permission from competent Client in case of emergency requirements.

12. Loss/ Theft / Damage:

The Comprehensive Facilities Management Service Provider shall responsible for any and all losses, theft, damages caused to any equipment installations in the premises, fittings and fixtures, goods there in and any other properties belongs to the client because of any act of negligence, commission or omission of its employees while discharging their duties.

13. Exclusion of Consequential Loss:

The Comprehensive Facilities Management Service Provider will not be liable for any consequential loss that may arise out of the performance of this Agreement.

14. Breach of Agreement, Penalty & Termination of Agreement:**a. Breach of Agreement:**

In case of breach of Agreement or default by the Comprehensive Facilities Management Service Provider, the client shall have a right of lien and first charge over all the properties of the Comprehensive Facilities Management Service Provider lying in the premises in addition to other remedies like forfeiture of security deposit, legal action for recovery of money with liberty to the client to terminate the agreement.

b. Penalty:

- i. The in case of mishap due to wrong operation or manual error, which results in disruption of services, the total cost of down time, along with equipment repair cost shall be borne by the Comprehensive Facilities Management Service Provider.
- ii. A quality check procedure will be developed by the client, against each service and feedback from the designated officer will be obtained for assessment of performance of the service rendered by the Comprehensive Facilities Management Service Provider.
- iii. Where there is non-performance/unsatisfactory/sub-standard performance of its obligation in the part of the Comprehensive Facilities Management Service Provider, the client shall give a written notice of the default and or omission or commission and the Comprehensive Facilities Management Service Provider shall submit its response within 7 (seven) days from the date of issue of such notice.
- iv. If the response/explanation is not found satisfactory or inadequate or partly satisfactory, the client shall have the right to deduct the following amount from the monthly bill of the Comprehensive Facilities Management Service Provider for non-performance/ unsatisfactory/ sub-standard performance of any part of services to be rendered operation as agreed between the parties.

c. Termination of Agreement:

Where in spite of these efforts, there is continuance of non-performance or improper performance of obligation, the client shall have the right to terminate the contract at any point of time with forfeiture of Security Deposit. Similarly,



the Comprehensive Facilities Management Service Provider shall have right to terminate the contract in case the client fails to pay the admissible dues stipulated under clause-4 here of on more than 3 occasions in a calendar year.

15. Force Majeure:

Neither party shall be responsible for any damage caused by natural calamities like flood, earthquake, cyclone or any other Act of God, explosion, fire & riot etc. The later Three events, whether occurred or not, shall be decided by the client and such decision cannot be questioned in any court of law.

16. Post Termination Responsibility of the Comprehensive Facilities Management Service Provider:

Upon termination of this agreement, the Comprehensive Facilities Management Service Provider shall immediately deliver all the documents and any / all data, plant, machineries & equipments held by it and which are in possession / custody / control of its facility staff to the client. The Comprehensive Facilities Management Service Provider shall also forthwith remove all its facility staff together with its machines / equipment whatsoever from the premises of the client under intimation of the designated Client.

17. Jurisdiction:

The court situated in the State of Odisha shall have jurisdiction to decide any disputes or litigations between the parties hereto.

18. The following documents attached hereto shall be deemed to be form an integral part of this Contract:

Annexure- A : Scope of Work

Annexure- B : List of Equipment to be utilized for the purpose

Annexure- C : List of Manpower to be deployed at the project location

Annexure- D : Payment Term

Signature of Authorized Representative

(Client)

(Comprehensive Facilities Management Service Provider)

Witnesses:

On behalf of Client

- 1.
- 2.

