

REQUEST FOR PROPOSAL (RFP)

For

**SELECTION OF AGENCY FOR PROVIDING
COMPREHENSIVE FACILITY MANAGEMENT
SERVICES**

at

Integrated Textile Office Complex (ITOC)

in

Indian Institute of Handloom Technology (IIHT) Campus,

Varanasi



November 2019

O/o Development Commissioner for Handlooms,

MINISTRY OF TEXTILES

UDYOG BHAWAN

NEW DELHI – 110 011

**WEBSITES: <https://eprocure.gov.in/eprocure/app>, www.handlooms.nic.in and
<https://gem.gov.in/>**

Disclaimer and Confidentiality

This document has been prepared by IIHT, Varanasi (“Authority”) on behalf of Development Commissioner for Handlooms, Ministry of Textiles, Govt. of India solely for the purpose of providing information to potential Applicants. 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 IIHT, Varanasi.

The information contained in this Request for Proposal document (the “RFP”) or subsequently provided to Applicant(s)/Bidder(s), whether verbally or in documentary or any other form by or on behalf of IIHT or any of their employees or advisors, is provided to Applicant(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 IIHT to prospective Applicants. The purpose of this RFP is to provide interested parties with information that may be useful to the main 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 IIHT or their advisors in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant 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 IIHT, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads rouses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Applicant 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 annexure/attachments/amendments and obtaining dependent advice from appropriate sources. IIHT 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 Applicants is on a wide range of matters, some of which depend upon interpretation of law. 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 IIHT by third parties have not been independently verified by IIHT. 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 .At all times ,IIHT acts as an Authority only. Except where otherwise provided, all references to fee, rent, income or price are Tax/GST exclusive. Users should not rely on any information contained in this document as a statement or representation off act 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. IIHT, 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.

IIHT accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. IIHT, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Applicant under any law, statute, rules or regulations or tort, principles of restitution or un just 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.

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

IIHT 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.

IIHT may also withdraw or cancel the RFP at any time without assigning any reasons thereof.

IIHT 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 IIHT is bound to select Applicant or to appoint the Successful Applicant, as the case may be. IIHT reserves the right to reject all or any of the Applicants or Bids without assigning any reason whatsoever.

The Applicant 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 IIHT or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Applicant and IIHT shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Applicant in preparation for submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

TABLE OF CONTENTS

Disclaimer and Confidentiality 2

Notice Inviting Tender(NIT)..... 8-9

Term Sheet 10-14

Section – 1: Instruction to bidders 15

 1.1 Project Introduction 15

 1.2 General..... 15

1.2.1 Scope of Tender.....15

1.2.2 Authority.....16

1.2.3 Reporting Authority.....16

1.2.4 Eligibility Criteria16

1.2.5 Technical Evaluation17

1.2.6 Proposal Preparation Cost18

1.2.7 Project Inspection and Site Visit18

1.2.8 Only One Proposal.....18

1.2.9 Taxes.....18

 1.3 Bidding Instructions..... 19

1.3.1 Brief Description of Bidding Process19

1.3.2 Special Instructions for Preparation of Proposal19

1.3.3 Submission of queries.....20

1.3.4 Clarification and Amendment of RFP document.....21

1.3.5 Applicants submission for Eligibility Criteria21

1.3.6 Applicants submission for Technical Proposal.....21

1.3.7 Applicants submission for Financial Proposal.....22

 1.4 Instructions to Bidders for Online Bidding..... 22

1.4.1 Registration.....22

1.4.2 Searching for Tender Document22

1.4.3 Preparation of Bids for online submission23

1.4.4 Submission of Bids.....23

1.4.5 Assistance to Bidders.....24

 1.5 Modifications/Substitution/Withdrawal of Proposals 24

 1.6 Opening of Proposal 25

 1.7 Evaluation of Proposal 25

1.7.1 Technical Evaluation25

1.7.2 Financial Evaluation and Selection of Bidder.....25

 1.8 Award of Work 26

 1.9 Execution of Service Agreement 26

1.10	Implementation Process and Contract Period	26
1.10.1	Mobilization Period	26
1.10.2	Contract Period	26
1.10.3	Payment Terms and Escalation.....	26
1.11	Performance Security.....	27-28
1.12	Bid Security/EMD	28
1.13	Power of Attorney.....	29
1.14	Proposal Validity	29
1.15	Conflict of Interest.....	29
1.16	Corrupt or Fraudulent Practices	29
1.17	Prohibition against collusion amongst bidder(s).....	30
1.18	Confidentiality	30
1.19	Interpretation of Documents:	30
Section – 2: Key clauses of Service Agreement		30
2.1	Sub-contracting.....	31
2.2	Other contractors.....	31
2.3	Materials, Machinery& Equipment	31
2.4	Labour.....	31
2.5	Compliance with Labour Regulations	32
2.6	Insurance.....	32
2.7	Safety	33
2.8	Liquidated Damages	33
2.9	Cost of Repairs.....	33
2.10	Manuals & Registers.....	33
2.11	Force majeure	34
2.12	Termination.....	34
2.13	Payment upon Termination.....	35
2.14	Deduction for Non Performance	36
2.15	Obligations of Facility Management Contractor	37
2.16	Obligation of The Authority.....	38-39
2.17	Extension/Renewal of Contract	40
2.18	Definitions	40
Section – 3: Schedule of Requirements.		41
3.1	About the facility	41
3.2	Facility Area	42
3.3	Purpose.....	42
Section – 4: Specifications and allied Technical Details.		43

Section 5: Technical Proposal	43
FORM-T1: LETTER OF APPLICATION	44-46
FORM-T2: INFORMATION ABOUT THE BIDDER	47-50
FORM-T3: POWER OF ATTORNEY	51
FORM-T4: ELIGIBLE ASSIGNMENTS OF BIDDER	52
FORM-T5: EXPERIENCE OF SIMILAR WORKS	53
FORM-T6: EXISTING COMMITMENTS	54
FORM-T7: UNDERTAKING	55
FORM-T8: SCOPE OF WORK FOR THE FACILITY	56-73
FORM-T9: EQUIPMENT AVAILABILITY/ACCESS COMMITMENT & MATERIALS / CONSUMABLES TO BE USED	74
FORM-T10: WORK PLAN	75
FORM-T11: BRIEF ON QUALITY CONTROL MECHANISM	75
FORM-T12: ANTI COLLUSION CERTIFICATE	76
Annexure I: List of Key Plant & Equipment to be Deployed on Contract Work	77-78
Annexure II: List of Consumables to be used	79-80
Section 6: Financial Proposal	80
Form F1: Financial Proposal Submission Form	81
Annexure III: Details of Project Assets	82

Notice Inviting Tender (NIT)

Indian Institute of Handloom Technology (IIHT), Varanasi, an implementing agency for Integrated Textile Office Complex (ITOC) building at IIHT Campus, Varanasi, appointed by Ministry of Textiles, Government of India, invites tenders from all interested applicants for **'SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE FACILITY MANAGEMENT SERVICES'** at Integrated Textile Office Complex (ITOC) in IIHT Campus, Varanasi' on behalf of Ministry of Textiles, Government of India.

Indicative Scope:

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

1. Operation and Maintenance of all equipment's and E&M services,
2. Housekeeping and Sanitation services,
3. Security Services,
4. Horticulture and plantation,
5. Pest control,

Contract Period: 05 years

Bid Security/ Earnest Money Deposit (INR): Rs. 1,00,000/- (Rupees one lakh only)

The Applicants are requested to submit EMD (Bid Security) of the said RFP published on 13th November 2019 at address mentioned in the RFP Term Sheet clearly indicating the reference number and bidder information as per instructions for EMD.

Eligibility:

The bidders should meet the following minimum eligibility criteria:

A. Technical Eligibility Criteria:

- a. Bidder shall necessarily be a legally valid entity registered under the Companies Act 1956/2013 or Proprietorship, Partnership Firm with minimum 3 years of experience in providing similar services;
- b. Bidder should have undertaken similar work for a period of minimum one year on atleast one individual eligible project with minimum built up area of 20,000 sqm in last 5 years upto last day of the month preceding to the one in which applications are invited.
- c. Bidder should be registered with the Income Tax, Goods and Services Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation.
- d. Bidder must not be under any declaration of ineligibility by any authority and should not be blacklisted with any of the government project as on date of proposal.

B. Financial Capability Criteria:

- a. Bidder should have achieved Minimum Annual Average financial turnover of not less than Rs. 1,00,00,000 (Rupees one crore only) for last three financial years, ending 31st March of the previous financial year (i.e. 2015-16, 2016-17 & 2017-18).
- b. Bidder, should have a positive networth during the previous three financial years (i.e 2015-16, 2016-17 & 2017-18).
- c. Bidder should be financially solvent for a sum not less than INR 1.0 crore.

Meaning of similar/ eligible projects shall be as defined in clause 1.2.4 of this RFP. Eligibility to be supported by documents as per clause 1.2.4.

Instructions:

- i. The detailed Request for Proposal document can be downloaded from <https://eprocure.gov.in/eprocure/app>, www.handlooms.nic.in and <https://gem.gov.in/> from RFP document Download Start Date and Time indicated in the Critical Date Sheet till opening of bids.
- ii. To clarify the queries and take suggestions of the applicants, a pre- bid meeting is scheduled on date and time specified in Critical Date Sheet at office of **Development Commissioner (Handlooms), Ministry of Textiles, Udyog Bhavan, New Delhi -110011.**
- iii. Duly completed proposal along with other prerequisites/ documents in support of eligibility criteria etc. and information as per formats given in RFP **must be submitted online** latest by date and time as specified in the critical date sheet below. For details please refer the RFP documents.
- iv. Bids shall be submitted online only at CPPP website : <https://eprocure.gov.in/eprocure/app>. Bidders are advised to follow the instructions provided in the “Instructions to the Bidders for the e-submission of the bids online through the Central Public Procurement Portal for re-Procurement a <https://eprocure.gov.in/eprocure/app> and in the Clause 1.4. Bid documents may be scanned with 100dpi with black and white option which helps in reducing size of the scanned document.
- v. Bidders shall not tamper/modify the tender form including downloaded financial bid format in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with Office of Development Commissioner for Handlooms and IIHT, Varanasi.
- vi. Intending tenderers are advised to visit CPPP site <https://eprocure.gov.in/eprocure/app>, Authority’s website www.handlooms.nic.in regularly till closing date of submission of tender for any corrigendum / addendum/amendment.

Critical Date Sheet:

1	Published Date	18.11.2019
2	RFP document Download Start Date and Time	18.11.2019 at 1800 hrs (06:00 PM)
3	Last date and time of sending queries	25.11.2019 at 1430 hrs (02:30 PM)
4	Pre Bid Meeting Date and Time	26.11.2019 at 1430 hrs (02:30 PM)
5	Authority’s response to queries	27.11.2019 at 1730 hrs (05:30 PM)
6	Proposal Submission Start Date and Time	29.11.2019 at 1800 hrs (06:00 PM)
7	Proposal Submission (Online) End Date and Time	09.12.2019 at 1400 hrs (03:00 PM)
8	Technical Proposal Opening Date and Time	10.12.2019 at 1400 hrs (03:00 PM)

Contact:

Additional Development Commissioner for Handlooms, Ministry of Textiles, Room No-57, Udyog Bhawan, New Delhi

E-mail: sksingh1.ofb@ofb.gov.in Ph: 011-23062402

Term Sheet

S. N.	DESCRIPTION	
1.	Title of Request for Proposal (RFP)	Selection of agency for providing comprehensive facility management services
2.	Broad scope of services	<p>The Broad Scope of services required under through this RFP, shall be inter alia as briefed below:</p> <ol style="list-style-type: none"> 1. Operation & Maintenance of all equipment's and E&M services, 2. Housekeeping and Sanitation services, 3. Security Services including monitoring through CCTV, 4. Horticulture and Plantation, 5. Pest control,
3.	Contract Period	Five (05) years.
4.	Name of the Client (Authority)	Indian Institute of Handloom Technology, Chowkaghat, Varanasi.
5.	Cost of Proposal document	Not Applicable
6.	Submission of Proposal	Applicants shall be required to submit their Proposal online as per instructions in this RFP before expiry of Proposal Submission (Online) End Date and Time as indicated in the Critical Date Sheet.
		<p>Original Demand Draft/Banker's Cheque /bank's acknowledgement slip for DD/BANKER'S CHEQUE towards payment of EMD online as per instructions in this RFP shall be submitted at below mentioned address before expiry of Proposal Submission (Online) End Date and Time as indicated in the Critical Date Sheet, post submission of scanned copy of the same online as per instructions in this RFP:</p> <p>The Additional Development Commissioner for Handlooms, O/o D.C (Handlooms), Ministry of Textiles, Udyog Bhawan, New Delhi – 110 011. Telephone: 011-2306 2402</p> <p><i>Bidders are requested to refer Section 1 for details and instructions.</i></p>
7.	Publishing of RFP	As per Critical Date Sheet

8.	Downloading of RFP Documents	From RFP document Download Start Date and Time indicated in the Critical Date Sheet till opening of bid Bidders can download the RFP document from https://eprocure.gov.in/eprocure/app and www.handlooms.nic.in
9.	Pre Bib Meeting	Date and Time as per Critical Date Sheet Venue: Office of Development Commissioner (Handlooms), Ministry of Textiles, Udyog Bhawan, New Delhi – 110066 Contact Person: Shri Santosh Kumar Singh, Additional Development Commissioner for Handlooms, Contact Number:011-2306 2402 <i>Bidders may confirm their participation in the pre-bid meeting by sending email to sksingh1.ofb@ofb.gov.in</i>
10.	Last date and time of sending queries	<i>Please note that Authority will not accept any queries raised beyond date and time indicated in the Critical Date Sheet</i>
11.	Authority's response to queries	Date: As per Critical Date Sheet Response to all the queries shall be uploaded on https://eprocure.gov.in/eprocure/app and www.handlooms.nic.in
12.	Last date and time of Submission of Online Proposal (Proposal Due Date)	Date and Time: as per Critical Date Sheet <i>Bidders are requested to refer Clause 1.4 for details and instructions.</i>

13.	Date of opening of Technical Proposal	<p>Date and Time: as per Critical Date Sheet</p> <p>Technical proposal submitted online shall be opened (decrypted) at by Tender Opener at the Office of the Development Commissioner for Handlooms, Udyog Bhawan, New Delhi -110 011.</p> <p>Interested applicants who have submitted their proposal for this RFP may attend the opening (decryption) of Technical proposals.</p> <p><i>Bidders are requested to refer Clause 1.6 for details and instructions.</i></p>
14.	Date of opening of Financial Proposal	<p>Date: to be communicated later</p> <p>Time: to be communicated later</p> <p>Financial Proposal of technically qualified bidders will only be opened and evaluated.</p> <p>Bidders quoting lowest financial bid for the first Year i.e. L1 among technically qualified bidders shall be identified as selected bidder.</p> <p><i>Bidders are requested to refer Clause 1.6 and Clause 1.7</i></p>
15.	Letter of Award (LoA) to selected Bidder	Date: to be communicated later
16.	Site Visit	Bidders are advised to submit their respective Proposals only after visiting the site and validating project information.
17.	Scope of work, Obligations of Agency and Authority, for the assignment:	As detailed in Schedule of Requirements (Section 3 and Form T8)
18.	Selection process	As detailed in clause 1.3
19.	Implementation Process	<p>The date on which the Service Agreement will be signed between Authority and Selected Bidder will be identified as the 'Commencement Date';</p> <p>The Agency will be granted a 30 calendar days from the date of signing the Service Agreement to mobilize the project team as per the requirements stated in this RFP. The date on which the mobilization period gets completed (i.e. 30th calendar day from commencement date) will be identified as the 'Effective Date';</p> <p>The Contract Period shall start from the 'Effective Date' as defined above, and shall be valid for a period of 05 years.</p> <p><i>Bidders are requested to refer clause 1.8</i></p>

20.	Security Deposit/ Earnest Money Deposit (EMD) requested:	<p>Bidder must submit a Security Deposit / EMD of Rs. 1,00,000/- (Rupees one lakh only) in Indian Rupees.</p> <p>Proposal should necessarily be accompanied by an Earnest Money Deposit for an amount of Rs. 1,00,000/- (Rupees one lakh only) through Account Payee Demand Draft/Banker's Cheque.</p> <p>EMD shall remain valid for a period of forty-five days beyond the final proposal/bid validity period.</p> <p>Account Payee Demand Draft/Banker's Cheque shall be in the name of "Indian Institute of Handloom Technology" payable at all bank branches.</p> <p><i>Bidders are requested to refer clause 1.12</i></p>
21.	Performance Security requested (applicable to Selected Bidder)	<p>Selected Bidder must submit Performance Security of the amount equivalent to 10% of the Contract Value (i.e. sum total of Annual Comprehensive Facility Management Cost payable to FMC for entire Contract Period).</p> <p><i>Bidders are requested to refer Clause 1.11. for details and instructions.</i></p>
22.	Name(s), address(es), and telephone numbers of the official(s):	<p>Mr. Santosh Kumar Singh</p> <p>Additional Development Commissioner for Handlooms, Ministry of Textiles, Room No – 57, Udyog Bhawan, New Delhi 110011</p> <p>Contact Number: 011-23062402</p>
23.	Name and Address where queries/correspondence concerning this Request for Proposal is to be sent.	<p>Additional Development Commissioner for Handlooms, Ministry of Textiles, Room No – 57, Udyog Bhawan, New Delhi 110011</p> <p>Contact Number: 011-23062402 E-mail: sk Singh1.ofb@ofb.gov.in and iihtvns@gmail.com <i>Bidders are instructed to send all email communications to the above mentioned addresses only.</i></p>
24.	Submission of Proposal	Proposals shall be submitted online only at CPPP website: https://eprocure.gov.in/eprocure/app
25.	Validity of Proposal	Proposals must remain valid for one hundred eighty (180) days after the submission date, <i>Bidders are requested to refer Clause 1.14 for details and instructions.</i>
26.	Language(s) of the submitted proposals:	English
27.	Bidder to state financial proposal in the national currency:	Indian Rupees (INR)

28.	Taxes	As per Clause no 1.2.9
29.	Selection Criteria for Pre-Qualification (eligibility)	<i>Bidders are requested to refer Clause 1.2.4 & 1.3.6 for details and instructions.</i>
30.	Evaluation Criteria for Technical Proposal	<i>Bidders are requested to refer Clause 1.7.1</i>
31.	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 Authority on equal monthly instalments basis during contract period. Annual escalation in cost will be applicable as per clause 1.10.3 of this RFP.
32.	Signing of Service Agreement (SA)	Within ten (10) days from issue of LOA
33.	Commencement of Agreement:	30 days from the signing of Service Agreement (SA)
34.	Completion of Mobilization Period:	30 days from the signing of Service Agreement (SA)
35.	Submission of all Statutory documents	Within 90 days from signing of SA
36.	Clauses on fraud and corruption in SA:	<i>Bidders are requested to refer Clause 1.16</i>
37.	Termination of Agreement	<i>Bidders are requested to refer Clause 2.12</i>

Section – 1: Instruction to bidders

1.1 Project Introduction

Integrated Textile Office Complex building was set up in the Indian Institute of Handloom Technology campus, Chowkaghat, Varanasi to house all offices in Varanasi under the Ministry of Textiles (MoT), which work for the welfare of weavers. Co-location of offices of various allied agencies under MoT will provide a common platform to all stakeholders, including weavers, exporters and marketing agencies. This will enable them to better reap the benefits of Government schemes and with less effort, resulting in saving of time and money. This will thereby contribute to higher productivity, income and better livelihoods for weavers. The ITOC building has G+3 structure with the total covered area of 10,501.00 sq mtrs & it houses IIHT, NIFT and common facilities viz., Auditorium, Board Room and Guest Room etc of which total total functional area is 5479.68 Sqm after excluding circulation areas, staircases, terraces, washrooms etc.



Integrated Textile Office Complex building (ITOC), IIHT Campus, Varanasi

1.2 General

1.2.1 Scope of Tender

1.2.1.1 Indian Institute of Handloom Technology (IIHT) (hereinafter referred to as “The Authority”) invites bids on behalf of Ministry of Textiles, Government of India (“MoT”) for providing Comprehensive Facility Management Services at ITOC building, IIHT Campus, Chowkaghat, Varanasi.

1.2.1.2 The successful Bidder will be expected to provide the comprehensive facility management services for the intended period specified in the Term Sheet. Please refer Form T-8 for scope of work and

Annexure III for details of various spaces.

1.2.1.3 The successful bidder shall become Facility Management Contractor (FMC) or Facility Management Agency (FMA) upon completion of contract signing formalities.

1.2.1.4 The Bidders are required to familiarize themselves with the local and site conditions and take them into account while preparing their proposals.

1.2.2 Authority

1.2.2.1 For the purpose of this RFP, Authority shall mean IIHT, an implementation agency for ITOC building, IIHT Campus, Chowkaghat, Varanasi, appointed by Ministry of Textiles, Government of India.

1.2.3 Reporting Authority

1.2.3.1 Office of Development Commissioner (Handlooms) / any other officer Authorized by Development Commissioner (Handicrafts), Ministry of Textiles.

1.2.4 Eligibility Criteria

The bidders shall meet the following minimum eligibility requirements through supporting documentation to qualify for participation in the bidding process:

Criteria	Description	Required Supporting Document
Technical Criteria		
A.	Bidder shall necessarily be a legally valid entity registered under the Companies Act 1956/2013 or Proprietorship, Partnership Firm with minimum 3 years of experience in providing similar services;	Attested copy of Certificates of Incorporation issued by the respective registrar of firms/ companies or applicable registration certificate in case of Proprietorship/ Partnership Firm and also submit a copy of MoA and AoA highlighting business in similar services. All supporting documents must be duly signed by Authorized representative of Applicant.
B.	Bidder should have undertaken similar work for a period of minimum one year on at least one individual eligible project with minimum built up area of 20,000 sqm. in last 5 years upto last day of the month preceding to the one in which applications are invited.	Attested copy of supporting work order, completion certificate as applicable, duly signed by Authorized representative of Applicant, alongwith duly filled Data Sheet as per Form T4 of Section 5 Certified from Statutory Auditor/ Chartered Accountant.
C.	Bidder should be registered with the Income Tax, Goods and Services Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation.	Attested copies of PAN Registration, GST Registration, Labour Registration, EPFO Registration, ESIC Registration to be submitted along with Form T2. All supporting documents must be duly signed by Authorized representative of Applicant.
D.	Bidder must not be under any declaration of ineligibility by any authority and should not be blacklisted with any of the government project as on date of proposal.	Undertaking as per Form T7 Undertaking needs to be provided in organizations letter head of bidder duly signed by Authorized representative of Applicant

Financial Capability Criteria

E.	Bidder should have achieved Minimum Annual Average financial turnover of not less than Rs. 1,00,00,000 (Rupees one crore only) for last three financial years, ending 31st March of the previous financial year (i.e. 2015-16, 2016-17 & 2017-18) from similar works as per this RFP.	Duly attested certificate from the statutory auditor/ chartered accountant has to be provided certifying Organizations turnover during last three financial years (2015-16, 2016-17 & 2017-18) as per Form T2 (part B) of Section 5.
F.	Bidder, should have a positive net worth during the previous three financial years (i.e. 2015-16, 2016-17 & 2017-18).	Duly attested certificate from the statutory auditor/ chartered accountant has to be provided certifying Organizations profits during last three financial years (2015-16, 2016-17 & 2017-18) as per Form T2 (part B) of Section 5.
G.	Bidder should be financially solvent for a sum not less than INR 1.0 crore.	Certificate from any nationalized/ scheduled bank in India.

i. **Similar works** means successfully providing Comprehensive Facility Management Services including operation and maintenance services, house keeping of building and open area, security services for the complex etc.

ii. **Eligible Projects** for the purpose of evaluation shall mean following projects:

Similar works executed for Convention Centre/ Commercial Complexes /Multiplexes / Luxury Hotels/ Resorts/ Institutional Campus/ / Hospital/ Museum / Memorial/ Government or PSU offices among other projects of similar nature.

In case of the bidder being a member of the joint venture / Sub Contractor for Eligible Projects, the bidder should have received 26% or more in the total project fees.

1.2.5 Technical Evaluation

The eligible bidders would be further evaluated for short listing based on following technical score weightages:

SN	Criteria	Weightage	
	Sub-Criteria	Sub-Criteria	Criteria Total
1	Past experience of the Applicant		75
1a	Experience of applicant (in number of years):		30
		i) 3 years upto 5 years	20
		ii) More than 5 years upto 10 years	25
		iii) More than 10 years	30
1b	Undertaken Operation & Maintenance for minimum one year on an individual project with minimum built up area of 20,000 sqm		15
		i) Upto 1 project	10
		ii) 2 or more projects	15

1c	Undertaken Housekeeping for minimum one year on an individual project with minimum built up area of 20,000 sqm		15
		i) Upto 1 project	10
		ii) 2 or more projects	15
1d	Undertaken Security for minimum one year on an individual project with minimum built up area of 20,000 sqm		15
		i) Upto 1 project	10
		ii) 2 or more projects	15
2	Overall financial strength of the firm: Annual Average financial turnover in last three financial years, ending 31st March of the previous financial years (i.e. 2016-17, 2017-18 & 2018-19):		25
		i) More than INR 1 Crore upto INR 3 Crore	10
		ii) More than INR 3 Crore upto INR 5 Crore	20
		iii) More than INR 5 Crore	25

Qualifying marks shall be 75 marks. Bidders who score 75 or more marks shall be considered as Technically Qualified Bidder for further evaluation. Financial bids of only Technically Qualified Bidders would be opened.

1.2.6 Proposal Preparation Cost

1.2.6.1 Each interested party shall be responsible for bearing all the costs and expenses associated with the preparation of its proposal and its participation in the bidding process. Authority 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 the Bidder's own responsibility and risk can visit, and examine the Project 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. Authority 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. If a bidder submits or participates in more than one proposal, all such proposals shall be disqualified.

1.2.9 Taxes

1.2.9.1 GST, as applicable on services provided under Annual Comprehensive Facility Management Cost and any reimbursable expenses born by FMC is to be rendered by the FMC and shall be reimbursed by Authority to the FMC.

1.2.9.2 As a condition, precedent for reimbursement of the GST, the FMC shall provide a valid GST registration number issued by the concerned Statutory Authority.

1.2.9.3 The financial liability on account of any other applicable taxes, as may be applicable on the amounts received by the FMC from Authority or any procurement done by the FMC shall be solely borne

by the FMC. The FMC 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.

1.2.9.4 However, towards compliance with the applicable Tax laws, Authority shall deduct applicable taxes from the payments to be made by Authority to FMC and FMC shall not object to the same.

1.3 Bidding Instructions

1.3.1 Brief Description of Bidding Process

1.3.1.1 This RFP is published **for FMC services at** Integrated Textile Office Complex (ITOC) in IIHT Campus, Varanasi' on behalf of Ministry of Textiles, Government of India.

1.3.1.2 The bidding under this RFP would be completed through a single stage two envelop system:

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, by the committee appointed for the purpose, 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 in Part 2) will only be opened and evaluated.
- Bidders quoting Lowest Bid value i.e **L1** for Year 1 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

1.3.1.3 During the Bidding Process, the applicants (the "Bidders" or "Applicants") 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 IIHT as part of this Bidding Process (collectively the "Bidding Documents"), as modified, altered, amended and clarified from time to time by Authority. All Proposals shall be prepared and submitted in accordance with such terms.

1.3.1.4 Authority reserves the right to reject the Proposal which does not meet this requirement. Any further extension of the Proposal Validity Period shall be with the consent of the Bidders. 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.
- 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 Authority, the format in which Bidders have to specify the fundamental aspects of their Proposal have been outlined in this RFP under Section 5 and 6.

- iv. The original proposal shall contain no interlineations or overwriting, except as necessary to correct errors made by applicants themselves. Any such corrections, interlineations or overwriting must be initialed by the person(s) who had signed the proposal. Authority's decision 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 premises 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 he provides all the information as sought by Authority, failing which the proposal shall be considered as non-responsive.
- vi. It shall be deemed that prior to the submission of the Proposal, the Applicant 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 Authority; 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, Authority 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 Authority, the Proposal would be evaluated solely on the basis of available information.
- viii. Authority shall not be liable for any mistake or error or neglect by Applicant in respect of the above.
- ix. Authority reserves the right to reject any or all of the Proposals without assigning any reason whatsoever.
- x. Authority also reserves the right to withdraw the Bidding Process at its discretion under intimation to the Bidders submitting the Proposals, without assigning any reasons for the same.
- xi. Authority reserves the right to vet and verify any or all information submitted 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 Authority, 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. Authority 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 in writing

or by e-mail within the time frame provided, to the officer designated as described below:

Additional Development Commissioner for Handlooms,

Ministry of Textiles, Room – 57, Udyog Bhawan, New Delhi

Contact Person: Mr. Santosh Kumar Singh (ADC(HL))

Contact Number: 011-23062402

Email for communication: sksingh1.ofb@ofb.gov.in and iihtvns@gmail.com

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

**"Queries / request for additional information: Request for Proposal for
Selection of agency for providing Comprehensive Facility Management Services at
Integrated Textile Office Complex (ITOC) in IIHT Campus, Chowkaghat,
Varanasi, Uttar Pradesh"**

The applicant shall mention the name of firm and contact details of their representative on the envelop / email while sending queries.

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 Authority may hold at its own discretion; Authority may amend the RFP document. Such amendments shall be intimated in writing by Authority which will qualify as an "Addendum"/"Corrigendum".

At any time prior to the deadline for submission of Proposals, Authority 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" /"Corrigendum".

The Addendums/Corrigendum will be uploaded on the websites as mentioned in the Term Sheet of this RFP in the form of corrigendum. Each such Addendum shall become part of the RFP document.

1.3.5 Applicants submission for Eligibility Criteria

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

1.3.6 Applicants submission for Technical Proposal

Bidders are required to submit a Technical Proposal (TP) in forms provided in Section-4 of the RFP.

Submission of wrong type of Technical Proposal will result in the Proposal being deemed non-responsive. The Technical Proposal shall provide the information indicated in the following paras using the attached Standard Forms as per Section 5.

Scanned duly signed copies of following documents required for Technical Proposal shall be uploaded as specified in clause 1.4

Forms no.	Enclosures to Technical Proposal
FORM-T1	Letter of Application
FORM-T2	A: Information about the bidder
	B: Financial capacity certificate
FORM-T3	Power of Attorney
FORM-T4	Eligible Assignments
FORM-T5	Experience of Similar Works
FORM-T6	Existing Commitments
FORM-T7	Undertaking
FORM-T8	Scope of work for the FMC

FORM-T9	Equipment availability/ access commitment & materials / consumables to be used
FORM-T10	Work Plan
FORM T11	Brief on quality control mechanism
FORM T12	Anti-Collusion Certificate

1.3.7 Applicants submission for Financial Proposal

Financial Proposal in the form of Bill of Quantity (BoQ) uploaded on portal to be furnished by the bidder.

1.4 Instructions to Bidders for Online Bidding

The Bidder shall submit their proposal only on Central Public Procurement Portal (on-line) at <https://eprocure.gov.in/eprocure/app>. Detailed instructions to bidders for on-line proposal submission are given below.

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

1.4.1 Registration

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

1.4.2 Searching for Tender Document

- a) There are various search options built in the CPP eProcurement Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- b) Once the bidder selects the tender, they may download the required documents/ tender schedules. These tenders can be moved to the respective ‘MyTenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS/ e- mail in case there is any corrigendum issued to the tender document.
- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

1.4.3 Preparation of Bids for online submission

- a) Bidders should take into account any corrigendum/addendum to the tender document published before submitting their bids.
- b) Bidders should go through the tender advertisement/NIT, RFP and Bid Document carefully to understand the documents required 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.
- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and generally, they can be in PDF/XLS/RAR/ DWF/JPG/ other system supported formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing the size of the scanned document. Bidder shall ensure that the scanned copies are legible. Authority reserves the right to reject the bid in case submitted documents are not legible.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidder can use “My Space/Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “MySpace” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

1.4.4 Submission of Bids

The bids shall be submitted online in two covers viz., Technical Proposal / Eligibility Evaluation and Financial Proposal. **All the pages of bid being submitted must be duly signed by Authorized representative of the bidder and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.** The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

1) Cover – I Technical Proposal:

- The documents as specified in clause 1.3.6 of this RFP are to be duly signed by bidder’s Authorized representative and furnished by the Bidder (i.e. checklist and Form T1 to T12).
- Signed copy of RFP.
- Scanned copy of document as a proof for payment of EMD.

2) Cover – II Financial Bid :

Financial Proposal in the form of Bill of Quantity (BoQ) uploaded on portal to be furnished by the bidder.

- a) Bidder should log into the site well in advance for bid submission so as to ensure that the bid is uploaded in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The Bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document. **Each page of the bid shall be serially numbered and Table of Content shall indicate page reference for headings & forms.**
- c) Bidder has to select the payment option as “offline” to pay the tender fee/ EMD as applicable and enter details of the instrument.

- d) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the blue colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- f) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive RFP- For Appointing Survey Agency fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- i) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

1.4.5 Assistance to Bidders

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.

1.5 Modifications/Substitution/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 the Authority.

1.6 Opening of Proposal

Authority 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 online by respective bidders will be opened (decrypted) on the date and time stipulated in the "Critical Date Sheet", processed & scrutinized to determine Non-Responsive Proposals.

Proposals for which a notice of withdrawal has been submitted shall not be opened.

Prior to evaluation of Proposals, authority 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 Term Sheet
- Is submitted pursuant to Clause 1.3
- Is accompanied by the Power of Attorney as specified in Form T3, as applicable.
- Accompanied by EMD as per clause 1.12
- Contains all the information as requested in the RFP;
- All pages of the Proposal are signed by Authorized representative of Applicant,
- Contains information in the forms specified in this RFP along with supporting documents; and fulfills the conditions of Pre-Qualification /Eligibility Criteria,
- Proposal validity is as prescribed in the RFP,
- Technical proposal does not contain any material information on financial bid,

Authority reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification; substitution or withdrawal shall be entertained by Authority in respect of such Proposals.

Authority would subsequently examine and evaluate Proposals in accordance with the Selection Process specified at Clause 1.7.1 and the criteria 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, Authority would prepare a list of qualified Applicants in terms of Clause 1.7.2 for opening of their Financial Proposals.

Authority will not entertain any query or clarification from Applicants who fail to qualify at any stage of Selection Process.

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

If Applicant quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.

1.7 Evaluation of Proposal

1.7.1 Technical Evaluation

The Technical Proposal of bidders will be evaluated for compliance with the eligibility and qualification criteria as defined in clause 1.2.4 and clause 1.2.5 of the RFP. Only those bidders who fulfill the minimum eligibility criteria and qualifying criteria as per clause 1.2.4 and clause 1.2.5 respectively shall be identified as Technically Qualified Bidders and would be considered for Financial Proposal evaluation.

The EMD of bidders who do not qualify the technical evaluation shall be returned to respective unsuccessful bidders.

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”**.

If bidder quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered. The Authority reserves the right to accept/reject any bid including the lowest bid received

and/or annual the bidding process.

1.8 Award of Work

After selection, a Letter of Award (the “LOA”) shall be issued, by the Authority 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. In the event the duplicate copy of the LOA duly signed by the Selected Bidder is not received by the stipulated date, the Authority may, unless it consents to extension of time for submission thereof, appropriate the Bid Security/EMD of such Bidder as mutually agreed genuine pre-estimated loss and damage suffered by the Authority on account of failure of the Selected Applicant to acknowledge the LOA, and the next eligible Applicant 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 “Term Sheet” or as amended in LOA. The Selected Bidder shall not be entitled to seek any deviation in the Service Agreement.

The Selected Bidder shall submit Performance Security as per clause 1.11 before signing of Service Agreement.

1.10 Implementation Process and Contract Period

The date on which the Service Agreement will be signed between IIHT and Selected Bidder will be identified as the ‘Commencement Date’;

1.10.1 Mobilisation Period

The Agency will be granted a 30 calendar days from the date of signing the Service Agreement to mobilize the project team 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 Authority may request to mobilize part team on priority (if need be) during mobilization period, FMC shall extend required assistance to the Authority 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 **05 years (i.e. 60 Months)**.

The FMC shall provide a consolidated list of equipment’s procured by the FMC and update the Authority on annual basis for records. This list shall not include Park Stock and consumables.

1.10.3 Payment Terms and Escalation

- i. The payment for the entire Annual Comprehensive Facility Management Cost will be done on equal monthly instalments basis during contract period.
- ii. Overall cost escalation of 5% per annum shall be applicable on last paid Annual Comprehensive Facility Management Cost. Following example is for clarity:-

Year from agreement date	Annual Escalation factor
1 st Year	No escalation
2 nd Year	5% escalation on Annual Comprehensive Facility Management Cost paid in 1 st Year
3 rd Year	5% escalation on Annual Comprehensive Facility Management Cost paid in 2 nd Year

4 th Year	5% escalation on Annual Comprehensive Facility Management Cost paid in 3 rd Year
5 th Year	5% escalation on Annual Comprehensive Facility Management Cost paid in 4 th Year

- iii. However, if after taking into account the changes/ increase in minimum wages/ statutory payables to workers, such increase may be considered (even if, with that increased contract value will escalate more than the overall limit of 5% per annum on the initial value of contract), at the sole discretion of the Authority.
- iv. However, such increase will be limited to the man power or wage component only and without such increasing on the other components of the contract, at the discretion of the Authority, with same/ existing rates/level on all items, except wages.
- v. All reporting requirement and copy of the routine maintenance works to be submitted along with the Bills. Performance of the FMC shall be monitored by the Authority appointed officials.
- vi. Reimbursable costs, where applicable as per the terms of RFP/Service Agreement, would be paid to FMC on production and approval of bills on actual basis.
- vii. Authority would Endeavour to make due payment to FMC within 30 days of receipt of invoice/bill from FMC as per the terms of RFP and Service Agreement.
- viii. Payment of GST would be as per clause 1.2.9.

1.11 Performance Security

1.11.1 Within 10 days, or within period as amended Letter of Acceptance (LoA), of receipt of the LoA, the Selected Bidder shall deliver to the Authority 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 Contract Price as stipulated in the conditions of contract:

Performance Security shall be submitted in the form of Bank Guarantee in the format acceptable to the Authority or in the form of payment through DD/Bankers Cheque.

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 Bid Security.

1.11.2 The performance security shall be submitted for entire Contract Period and shall be valid for six months after the scheduled completion date.

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 Bank Guarantee to the Authority before the expiry date of the Bank Guarantee originally furnished.

1.11.5 Appropriation of Performance Security

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

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

Upon occurrence of a FMC Default or failure to meet any condition as per the Service Agreement, the Authority 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 FMC Default or failure to meet any Condition Precedent. Upon such appropriation from the Performance Security, the FMC 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 Authority shall be entitled to terminate this Agreement.

Upon replenishment or furnishing of a fresh Performance Security as aforesaid, the FMC shall be entitled to an additional Cure Period of 30 (thirty) days for remedying the FMC Default or to meet any Condition Precedent, and in the event of the FMC not curing its default or meeting such Condition Precedent within such Cure Period, the Authority 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 Authority's right to receive or recover amounts, if any, due without any interest 30 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.1,00,000/-** (Indian Rupees one lakh only) through Account Payee Demand Draft/Banker's Cheque. EMD shall remain valid for a period of forty-five days beyond the final proposal/bid validity period.

1.12.2 Exemption of EMD will only be given to MSME/NSIC registered bidders. Such bidder shall submit valid supporting certificate as per instructions in this RFP for submission of EMD.

1.12.3 Bidder should prepare and submit the EMD as per the instructions specified in the tender document.

1.12.4 The EMD in the form of Demand Draft / Bankers check, shall be sealed in an envelope superscribed Earnest Money Deposit (EMD) for "Proposal for Comprehensive Facility Management of ITOC Building, IIHT Campus, Varanasi" and submitted at the address mentioned in the point number 6 of term sheet before the end date and time indicated for the same.

1.12.5 Tenders without EMD are liable to be rejected.

1.12.6 EMD of successful Applicant shall be retained by the Authority till Performance Security Deposit is submitted by the successful Applicant. EMD of unsuccessful Applicants will be returned after expiry of the final proposal/bid validity and latest on or before the 30th day after the award of the contract.

1.12.7 The EMD shall be forfeited by Authority 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 Applicant 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 Authority after opening of Proposal during the validity period or any extension thereof.
- d) If the bidder tries to influence the evaluation process.

- e) in the case of Selected Bidder, if it 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 Applicant should submit a Power of Attorney in the format specified at Form T3 of Section 5 authorizing Applicant's representative as signatory of the Proposal to commit the Applicant.

1.14 Proposal Validity

1.14.1 The Term Sheet point 25 indicates how long Bidders' Proposals must remain valid 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. Authority will make its best effort to complete the selection process within this period. Should the need arise Authority 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 Authority shall not consider such proposal for further evaluation.

1.14.2 Bidders are requested to refer "Term 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 (FMC) 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 Authority/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 Authority.

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

- 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 Authority 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 Authority 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 have 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 Authority's sole discretion. The format for Anti-Collusion Certificate has been provided in Form 10 of 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. Authority 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 in relation to the evaluation of Proposals.

Authority 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. Authority 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 FMC may sub-contact any portion of work, however a prior intimation (at least 10 working days in advance of appointment) of the list of sub-contractors and their respective scope of work shall be intimated to the Authority in writing. The Authority reserves the right to disapprove any subcontractor in case any national security issues. FMC shall abide with the decision taken by the Authority. Sub-contracting does not alter the facility management contractor's Obligations and

responsibilities under the contract. The FMC shall not engage the services of any Sub-FMC for the purposes of discharging entire obligation under the Contract without approval of the Authority.

- 2.1.2 FMC shall ensure that sub-contractor possesses adequate experience in related services (at least 3-year experience in case of Security Services), has applicable licenses such as PSARA license etc., is registered with GST/EPF/ESI authorities etc. and is not under any declaration of ineligibility by any authority and should not be blacklisted with any of the government projects as on date of appointment.

2.2 Other contractors

- 2.2.1 The facility management contractor (FMC) shall cooperate and share the site with other contractors, Occupants, Operators, Public Authorities, utilities and the engineer between the dates given in the schedule of other contractors.

- 2.2.2 The facility Management contractor shall as referred to in the contract data, also provide facilities and services for them as described in the schedule. The employer's representative / chief general manager may modify the schedule of other contractors and shall notify the FMC of any such modification.

2.3 Materials, Machinery & Equipment

- 2.3.1 The FMC shall arrange and supply at his own cost all material, machinery, equipment, plant, tools, appliances, implements, ladder, cordage, tackle, scaffoldings, 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 Authority 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 FMC shall bear all the taxes 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 Authority. The Authority may summon the complete record of the procurement of materials from the contractor at any time if needed. At site, the material shall be accounted in a manner acceptable to the Authority.

- 2.3.4 The material procured by the contractor shall be strictly according to the specification of that material conforming to ISI standard or any other approving authority 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 seven days from the date of orders of Engineer in Charge to remove the material.

2.4 Labour

- 2.4.1 The FMC 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 FMC shall, if required by the Authority, deliver to the Authority are turn in detail, in such form and at such intervals as the authorized officer of Authority 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 may require.

2.4.3 Residential accommodation for Labour and manpower shall not be provided at the Project Facility. FMC shall be solely responsible of such requirement, if any, at it's own cost.

2.5 Compliance with Labour Regulations

2.5.1 During continuance of the contract, the Contractor and his sub-contractors shall abide at all times by the all existing labour enactments and rules made there under, regulations, notifications and bye laws of the State or Central Government or local authority and any other labour law (including rules), regulations, byelaws 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 authority.

2.5.2 The Contractor shall keep the Employer indemnified in case any action is taken against the Employer by the competent authority on account of contravention of any of the provisions of any act or rules made there under, regulations, or notifications including amendments. If the Employer 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 Engineer/Employer shall have the right to deduct any money due to FMC, the Engineer/Employer shall have the right to deduct any money due to the FMC including his amount of performance security. The Employer/Engineer shall also have right to recover from the Contractor any sum required or estimated to be required for making good the loss or damage suffered by the Employer.

2.5.3 The employees of the FMC and the Sub-Contractor in no case shall be treated as the employees of the Employer at any point of time.

2.6 Insurance to be taken out by the FMC

2.6.1 2.6.1 The FMC shall be responsible to take out and maintain, and shall cause any subcontractor to take out and maintain, at its (or the FMC's, as the case may be) own cost but on terms and conditions approved by the Authority, insurance against the risks for the complete contract period, andforthecoverage'sinaccordancewithgoodindustrypractice.TheAuthorityshallnotbeliable towards any insurance claims by or against the second party and or its sub-Contractors or employees of both of them.

2.6.2 Indemnity and Insurance

a. The FMC shall take out and maintain adequate indemnity insurance and insurance against claims by third parties resulting from acts performed in carrying out the Services.

b. Authority undertakes no responsibility in respect of life, health, accident, travel or any other insurance coverage for the personnel or for the dependents of any such personnel.

c. The FMC shall indemnify at all times, the Authority from and against any and all claims, liabilities, obligations, losses, damages, penalties, actions, judgment, suits, proceedings,

demands, costs, expenses and disbursements of whatsoever nature that may be imposed on, incurred by or asserted against the Authority during or in connection with the services by reason of:

(i) infringement or alleged infringement by the FMC of any patent or other protected right; or

(ii) Plagiarism or alleged plagiarism by the FMC.

d. The FMC shall indemnify, protect and defend, at FMC's own expense, Authority, its agents, employees and advisers from and against any and all actions, claims, losses or damages arising out of FMC's failure to exercise the skill and care required under this agreement, provided, however that FMC is notified of such actions, claims, losses or damages not later than twelve months after conclusion of the contract or services; and provided further that the ceiling on FMC's liability shall be limited to the Contract value approved by the Authority except that such ceiling shall not apply to actions, claims, losses or damages caused by FMC's gross negligence or reckless conduct;

e. In addition to any liability the FMC may have under this agreement the FMC shall, at its own cost and expense, upon request of Authority, re-perform the Services in the event of FMC's failure to exercise the skill and care.

f. The FMC shall have no liability whatsoever for actions, claims, losses or damages occasioned by (i) Authority's overriding a decision or recommendation of FMC or requiring FMC to implement a decision or recommendation with which FMC does not agree; or (ii) the improper execution of FMC's instructions by agents, employees or independent contractors of Authority.

2.7 Safety

2.7.1 The FMC 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 FMC's part of this contract, the FMC 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 FMC is responsible for co-ordination and management of delivery of services from AMC vendors/suppliers/contractors, therefore for ensuring safety compliance by them, FMC 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 FMC shall pay liquidated damages to the Authority at the defined rates. The total amount of liquidated damages shall not exceed the amount defined in the Contract Data. The Authority may deduct liquidated damages from payments due to the FMC. Payment of liquidated damages does not affect the FMC's.

2.8.2 In case of continued default or repetitive non-performance at regular intervals, Authority may go on enhancing the levy of liquidated damages, each time limited to 1% of the amount of contract per month of further default subject to maximum limit as defined in the Contract Data.

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 FMC at FMC's cost if the loss or damage arises from the FMC's acts or omissions or damage to main FMC's work.

2.10 Manuals & Registers

2.10.1 The FMC 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 FMC does not submit the asset register at the end of the contract period or they do not receive the Authority's approval, the Authority reserves the right to withhold the final bill payable to the FMC.

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 Authority of the Project or part thereof or any material assets or rights of the FMC; provided the same has not resulted from an act or default of the FMC or such person;

Above are only key events of Force majeure and Authority may appropriately add /modify terms in draft Service Agreement.

2.12 Termination

2.12.1 The authorized officer on behalf of the Authority may terminate the Contract if the other party causes a fundamental breach of the Contract. For this purpose, 90 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 FMC
 - i. the FMC stops work for 30 days when no stoppage of work is shown on the current programme and the stoppage has not been authorized by the authorized officer of the Authority;
 - ii. the FMC is made bankrupt or goes into liquidation other than for a reconstruction or amalgamation.
 - iii. the authorized representative of the Authority gives Notice that failure to correct a particular Defect is a fundamental breach of Contract and the FMC fails to correct it within a reasonable period of time determined by the authorized representative of the Authority;
 - iv. the FMC does not maintain a Performance Security which is required;
 - v. the FMC 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 FMC, in the judgment of the Authority has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- vii. In case the FMC is a partnership firm or any other such legal entity having more than one constituent, the FMC 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 FMC shall not be diluted or varied during the subsistence of Contract.
- viii. The FMC shall not engage the services of any Sub-FMC for the purposes of discharging entire obligation under the Contract without approval of the Authority.
- ix. If the FMC, having been given a notice in writing by the Authority, 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 FMC commits any acts of defaults with respect to conditions of contract.

b) Breach of contract by Authority

- i. the authorized representative of the Authority instructs the FMC 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 Authority is made bankrupt or goes into liquidation other than for a reconstruction or amalgamation.
- iii. A payment certified by the authorized representative of the Authority is not paid by the Authority to the FMC within 60 days of the date of certification by the Authorized representative of the Authority.

2.12.3 If the Contract is terminated the FMC shall stop work immediately, make the Site safe and secure and leave the Site as soon as reasonably possible.

2.12.4 After the termination of the contract under this clause, the Authority 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 FMC shall have no claim against the Employer in this regard.

2.13 Payment upon Termination

2.13.1 If the Contract is terminated because of a fundamental breach of Contract by the FMC, the authorized representative of the Authority shall issue a certificate for the value of the work done less advance payments received upto 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 Authority exceeds any payment due to the FMC the difference shall be a debt payable to the Authority.

2.13.2 If the Contract is terminated because of a fundamental breach of Contract by the Authority, the Authority 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 FMC and available at site, the reasonable cost of removal of Equipment, repatriation of the FMC's personnel employed solely on the Works, and the FMC's costs of protecting and securing the works and less advance payment received upto 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 Authority shall give notice in writing of the fact to the FMC , 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 inconsequence 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 Deduction for Non Performance

2.14.1 Subject to the terms and conditions mentioned in the Contract, any deficiency by the FMC 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
Power – Substation / DG set	100%	98%	1% of the monthly bill
UPS	100%	99.95%	0.5% of the monthly bill
HVAC systems for entire complex	100%	99.5%	2% of the monthly bill
ACBs / Panels/ Cables	100%	Critical ACBs: 100% Non critical: 99.5%	1% of the monthly bill
Fire Hydrant system & Sprinkler system	100%	100%	2% of the monthly bill
Control Room / BMS	100%	98%	2% of the monthly bill
CCTV/Projectors/ Audio Video Equipment's	100%	98%	1% of the monthly bill
Shortfall in deployment of minimum manpower described in the agreement	100%	100%	2% 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 defined in Form T 9, Table 4	100%	98%	1% of the monthly bill

Major defects as defined in Form T 9, Table 4	100%	95%	2% of the monthly bill
Housekeeping works as per Agreement	100%	95%	1% of the monthly bill

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

2.15 Obligations of Facility Management Contractor

2.15.1 General

A. Standard of Performance

The FMC 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 FMC shall at all the times support and safeguard the Authority's legitimate interest in any dealings with the other parties.

B. Law Governing Services

The FMC shall perform the Services in accordance with the Applicable Law and shall take all practicable steps to ensure that the personnel of FMC, comply with the Applicable Law.

C. Conflict of Interest

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

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

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

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

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

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

c. Prohibition of conflicting activities

The FMC 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 Authority, the FMC 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 FMC and the Personnel make public there commendations formulated in the course of or as a result of the Services.

E. Liability of the FMC

Subject to additional provisions, if any, set forth in the Contract, the entire and collective liability of the selected FMC arising out of or relating to this agreement will be to the extent of the agreed final total fee as quoted by the FMC.

The liability of the FMC shall be as per the scope of work defined in Form – T8.

F. FMC's actions requiring Authority's prior approval

The FMC shall obtain Authority's prior approval in writing before taking any of the following actions

- a. Any change to the minimum manpower under the Scope of Work, Form –T8
- b. Any change in equipment / material /consumable in respect of make, quality or other criteria, which the FMC furnished in Annexure I, Annexure II and Form –T9.

2.15.2 Handover of Project Facility back to the Authority

- A. On completion of contract period or termination, the FMC shall peacefully handover the Project Facility to the Authority in same condition as it was handed over to FMC by the Authority
- B. FMC shall provide one time basic trailing to the subsequent facility management team appointed by the Authority
- C. FMC shall prepare and submit all documents required for hand-over mainly consisting of updated asset register, health check report of all equipment's, no claim certificate, warranty certificates, AMCs, DLP details among other key deliverables and reports for Authority's approval
- D. The FMC shall provide updated asset register recording the actual condition of the assets at the end of the contract period or upon termination, duly tallied with original 'Asset List' provided at the time of handover of Project Facility to the FMC.
- E. Final payment will only be released to FMC post Authority's approval on all the documents submitted for hand-over by the FMC to the Authority taking into account the above points.

2.16 Obligation of The Authority

2.16.1 Assistance and exemptions

Authority shall assist the FMC 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 defined in Form– T8. Such assistance shall not be considered as Authority's obligation.

2.16.2 Access to Land

Authority warrants that FMC 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 Authority will be responsible for any damage to such land or property thereon resulting from such access and will indemnify FMC and each Personnel in respect of liability for any such damage, unless such damage is caused by default or negligence of FMC or Personnel or any affiliate of them.

2.16.3 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 FMC in performing the Services, then the remuneration and reimbursable expenses as otherwise payable to the FMC under this Contract shall be increased or decreased accordingly by agreement between the parties hereto.

2.16.4 Services, facilities and property of AUTHORITY

Authority shall make available to the FMC 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.

2.16.5 Payment

In consideration of the Services performed by the FMC under this Contract, the Authority shall make to the FMC such payments and in such a manner as is provided in the Agreement.

2.16.6 Office Space

Authority will provide office space equivalent to approx.320sq.ft in the Project Facility. However, furniture, hardware and software infrastructure and any other infrastructure required shall be arranged by FMC. In case FMC requires additional space within the Project Facility, they may propose and seek approval of the Authority for the same. FMC shall bear all costs associated with the setting-up of their office space.

2.16.7 Miscellaneous Cost

Miscellaneous Cost like AMC only of equipment's listed in Form-T8 point A4Ii(c) of the RFP, Insurance (Project related), Utility Bills, Liaising Fee etc. will be paid by the Authority. FMC shall assist and facilitate in selection of venders/suppliers for the rendering the services.

2.16.8 Basic Utilities

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

2.16.9 Statutory and regulatory compliances

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

2.16.10 Handing over to FMC and basic training

Once on-board, the Authority shall initiate the handing over process with support from existing PMSP. The Authority, PMSP and FMC shall jointly sign the final asset list for the Project Facility. The signed asset list shall be documented for all future references. Existing PMSP shall be providing one-time basic training to the Facility Management team once FMC team is onboard.

2.17 Extension/Renewal of Contract

2.17.1 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 Authority may be considered taking into account the performance of the FMC. However, Authority is not bound to consider any such extensions.

2.17.2 The extension or renewal of the contract shall be as per the terms as approved by the Authority.

2.18 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. **“Authority”** means the INDIAN INSTITUTE OF HANDLOOM TECHNOLOGY Ltd. (IIHT) with whom the Selected Bidder signs the Agreement for the Services as per Terms of Reference.
- ii. **“Annual Comprehensive Facility Management Cost”** shall mean all-inclusive annual cost for providing scope of services as per this RFP
- iii. **“Affiliate”** means any corporation, firm, or other entity that directly or indirectly is controlled by or is under common control of another firm.
- iv. **“Assignment”** means the work that the FMC shall perform pursuant to the Service Agreement.
- v. **“Asset List”** list of all equipment’s, installations, furniture, fixtures, movable and immovable property belonging to the ‘Project Facility’ jointly signed by Authority, PMSP and FMC.
- vi. **“AMC”** means Annual Maintenance Contract.
- vii. **“CAM”** Common Area Maintenance
- viii. **“Capital Asset”** are core assets installed by the Authority 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.
- ix. **“Commencement Date”** means the date on which the Service Agreement will be signed between Authority and Selected Bidder;
- x. **“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 Clause 1.10.2 of RFP.
- xi. **“Contract Price”** means sum total of Annual Comprehensive Facility Management Cost for entire Contract Period.
- xii. **“Effective Date”** means date as defined in clause granted a 1.10.1 of RFP.
- xiii. **“Facility Management Contractor”/ “FMC”/ “Facility Management Agency” / “FMA” / “Agency”** means the selected entity who has completed the agreement signing formalities with the Authority for Comprehensive Facility Management Services in Integrated Textile Office Complex Building in IIHT Campus, Chowkaghat, Varanasi Uttar Pradesh in accordance with the terms & conditions of the Service Agreement.
- xiv. **“Facility Management Services”** means the providing comprehensive facility management services as per scope of work defined in Form T8.
- xv. **“Mobilisation Period”** means period as defined in clause granted a 1.10.1 of RFP.

- xvi. "**Project Facility**" or "**Project Facility Area**" or "**Facility Area**" means the premises as defined in From T8 of RFP.
- xvii. "**Request for Proposal**"/"**RFP**" means Request for Proposal for selection of agency for providing 'Comprehensive Facility Management Services in "Integrated Textile Office Complex Building, IIHT, Campus, Chowkaghat, Varanasi" including all related attachment(s), amendment(s) and corrigendum(s).
- xviii. "**Service Agreement**" or "**Contract**" or "**SA**" means agreement signed between Authority and Selected Bidder. (key clauses of Draft Service Agreement are mentioned in Section 2 of RFP)
- xix. "**Selected Bidder**" shall be as defined in clause 1.7.2 of RFP.

Section – 3: Schedule of Requirements.

3.1 About the facility

- 3.1.1 Integrated Textile Office Complex is set up in the Indian Institute of Handloom Technology campus, Chowkaghat, Varanasi to house all offices in Varanasi under the Ministry of Textiles (MoT), which work for the welfare of weavers in the same campus. Co-location of offices of various allied agencies under MoT will provide a common platform to all stakeholders, including weavers, exporters and marketing agencies. This will enable them to better reap the benefits of Government schemes and with less effort, resulting in saving of time and money. This will thereby contribute to higher productivity, income and better livelihoods for weavers. The ITOC building has G+3 structure with the total covered area of 10,501.00 sq mtrs & it houses IIHT, NIFT and common facilities viz., Auditorium, Board Room and Guest Room etc. the other offices CSB, NHDC, WSC, PLSC and TC are situated surrounding the building in IIHT, Campus.
- 3.1.2 The facilities offered at ITOC building are equipped with power backup, fire protection and lifts for ease of movement on all levels and CCTV systems for safety and security. Supporting infrastructure includes Solar Panels, HT Panels, Pump room, surface parking facilities.



IIHT Campus showing ITOC Building

3.2 Facility Area

3.2.1 The Facility Area where services of FMC are required shall include all areas with-in boundary of IIHT Campus including but not limited to all built-up areas, basements, landscape and open spaces. Refer Annexure-III 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. Bidders shall refer Form T8 for further details on Project Facility Area.

3.3 Purpose

3.3.1 INDIAN INSTITUTE OF HANDLOOM TECHNOLOGY (IIHT) (“the Authority”), an implementing agency for “Integrated Textile Office Complex” building, IIHT Campus, Chowkaghat, Varanasi appointed by Ministry of Textiles, Government of India (“Ministry”), invites online proposals from all interested Bidders/Agencies for providing comprehensive facility management services within the Project Facility at Varanasi, Uttar Pradesh. The Broad Scope of services required as below;

- a. Operation and Maintenance of all equipment’s and E&M services
- b. Housekeeping and Sanitation services
- c. Security Services
- d. Horticulture & Plantation
- e. Pest control

Please refer **Form T8** for detailed scope of work and **Annexure III** for asset details.

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 T12 and as per instructions provided in this RFP.
- ii. If necessary, additional sheets can be added to the schedules. Such attachments should be clearly marked as follows: `Attachment 1 to Form T (1-2), Attachment 2 to Form T (2-5) etc.
- iii. Each page of technical and qualification information shall be duly signed by the Bidder or his authorized representative. All pages shall be serially numbered with referencing the Table of Content. All pages of the proposal document including any scanned copies of original documents shall be legible.
- iv. Costs incurred by Bidder(s) in making this offer, in providing clarifications or attending discussions, conferences, or site visits shall not be reimbursed by the Authority.
- 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. For Works carried out abroad for which figures may be in other international currency following guidelines to be followed:-
 - *For the purposes of technical evaluation of Bidders, 1 US\$ = INR. 70 shall be considered as the applicable currency conversion rate. In case of any other currency, the same shall first be converted to US\$ as on the date 60 (sixty) days prior to the Proposal Due Date, and the amount so derived in US\$ shall be converted into INR at the aforesaid rate. The conversion rate of such currencies shall be the daily representative exchange rates published by the International Monetary Fund for the relevant date.*
- 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: LETTER OF APPLICATION

(Note: On the letterhead paper of the Bidder including full postal address, telephone no., fax no., telex no. and cable address.)

[Location, Date]

To,

**Addl DC (H),
O/o DC Handlooms**

Sub: Selection of Agency for Providing Comprehensive Facility Management Services in Integrated Textile Office Complex (ITOC) building, IIHT Campus, Chowkaghat, Varanasi.

Dear Sir,

With reference to your Request for Proposal dated _____, I/we [*Name of Individual Bidder*], having examined all relevant documents and understood their contents, hereby submits our Technical and Financial Proposal for **Selection of Agency for Providing Comprehensive Facility Management Services in Integrated Textile Office Complex (ITOC) building, IIHT Campus, Chowkaghat, Varanasi.**

1. We state that our proposal is unconditional and unqualified.
2. 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.
3. I/We shall make available to the Authority any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
4. I/We acknowledge the right of the Authority to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. I/We certify that in the last three years, we or any of our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
6. I/We declare that:
 - a. I/We have examined and have no reservations to the RFP Documents, including any Addendum issued by the Authority;
 - b. I/We do not have any conflict of interest in accordance with the prescriptions in the RFP Document;

- c. I/We 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 Authority or any other public sector enterprise or any government, Central or State; and
- d. I/We 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.
7. I/We understand that you may cancel the Public Procurement Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the Contractor, without incurring any liability to the Bidder in accordance with the RFP document.
8. I/We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority, which would cast a doubt on our ability to undertake the Assignment or which relates to a grave offence that outrages the moral sense of the community.
9. I/We declare that we are/we are not a Member of any Consortium/JV applying for Selection as Contractor.
10. I/We declare that, we shall not engage the services of any Sub-FMC for the purposes of discharging entire obligation under the Contract without approval of the Authority.
11. I/We declare that no part of work is sub contracted to any other agency/firm/company etc. [In case of Sub-contracting, we will share following details with roles and responsibilities of Sub-contractors in brief].

Details of Sub-Contractors:

Sub-Contractor1 :

Sub-Contractor2 :

12. I/We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.
13. I/We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our Employer or any of our Directors/Managers/employees.
14. I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority [and/ or the Ministry of Textiles] in connection with the selection of Contractor or in connection with the Public Procurement Process itself in respect of the above mentioned Project.
15. I/We 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.
16. I/We agree to keep this offer valid for 180 (One hundred and Eighty Days) days from the Proposal Due Date specified in the RFP.

17. A Power of Attorney in favour of the authorized representative to sign and submit this Proposal and documents is attached herewith.
18. In the event of my/our firm/ consortium being selected as the Contractor, I/we 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.
19. I/We have studied this RFP and all other documents associated with this RFP carefully and also surveyed the Project site. We understand that except to the extent as expressly set forth in the RFP, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or concerning or relating to the Public Procurement Process including the award of works.
20. The Financial Proposal is being submitted in a separate cover. This Technical Proposal read with the Financial Proposal shall constitute the Application which shall be binding onus.
21. I/We 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 of the RFP Document.
22. I/We are furnishing following copies of original documents as attachment to this letter:
 - a. the principal place of business
 - b. The place of incorporation (for Bidders who are corporations) or the place of registration and the nationality of the owners (for Bidders who are partnerships or Sole Proprietorship firms).

Yours sincerely,

Authorized Signature [In full and initials]:_____

Name and Title of Authorized Representative:

Name of Firm:

Address:

FORM-T2: INFORMATION ABOUT THE BIDDER

A. BIDDER'S ORGANISATION

1. Title of Project:

Selection of Agency for Providing Comprehensive Facility Management Services at **Integrated Textile Office Complex (ITOC) in IIHT Campus, Chowkaghat, Varanasi.**

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) GST Registration Number:
- h) PAN Number:
- i) Brief description of the Company including details of its main lines of business:

4. Details of authorized representative of the Bidder:

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

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

- a) Name:
- b) Designation:
- c) Address:
- d) Telephone No.
- e) E-mail address:
- f) Fax No.

6. Bidders shall enclose copy of EPF, ESI and Labor License;
7. Does the Bidder's firm/company (or any sub-contractor) combine functions as an Engineer or advisor along with the functions as a contractor and / or manufacturer? **Yes/No**

If Yes, does the bidder agree to limit the Bidder's role only to that of a Facility Management Contractor to the Authority and to disqualify themselves, their associates / affiliates, subsidiaries and / or parent organization subsequently from the work on this project in any other capacity? **Yes /No**

8. Checklist of Eligibility

Criteria	Description	Required Supporting Document	Submitted (Yes/No)
Technical Criteria			
A.	Bidder shall necessarily be a legally valid entity registered under the Companies Act 1956/2013 or Proprietorship, Partnership Firm with minimum 3 years of experience in providing similar services;	Attested copy of Certificates of Incorporation issued by the respective registrar of firms/companies or applicable registration certificate in case of Proprietorship/ Partnership Firm and also submit a copy of MoA and AoA highlighting business in similar services. All supporting documents must be duly signed by Authorized representative of Applicant.	
B.	Bidder should have undertaken similar work for minimum one year on at least one eligible project with minimum built up area of 20,000 sqm in last 5 years upto last day of the month preceding to the one in which applications are invited.	Attested copy of supporting work order, completion certificate as applicable, duly signed by Authorized representative of Applicant, along with duly filled Data Sheet as per Form T4 of Section 5 Certified from Statutory Auditor/ Chartered Accountant.	
C.	Bidder should be registered with the Income Tax, Goods and Services Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation.	Attested copies of PAN Registration, GST Registration, Labour Registration, EPFO Registration, ESIC Registration to be submitted along with Form T2. All supporting documents must be duly signed by Authorized representative of Applicant.	
D.	Bidder must not be under any declaration of ineligibility by any authority and should not be blacklisted with any of the government project as on date of proposal.	Undertaking as per Form T7 Undertaking needs to be provided in organizations letter head of bidder duly signed by Authorized representative of Applicant	
Financial Capability Criteria			

E.	Bidder should have achieved Minimum Annual Average financial turnover of not less than Rs. 1,00,00,000 (Rupees one crores only) for last three financial years, ending 31st March of the previous financial year (ie 2015-16, 2016-17 & 2017-18).	Duly attested certificate from the statutory auditor/ chartered accountant has to be provided certifying Organizations turnover during last three financial years (2015-16, 2016-17 & 2017-18) as per Form T2 (part B) of Section 5.	
F.	Bidder, should have a positive net worth during the previous three financial years (i.e 2015-16, 2016-17 & 2017-18).	Duly attested certificate from the statutory auditor/ chartered accountant has to be provided certifying Organizations profits during last three financial years (2015-16, 2016-17 & 2017-18) as per Form T2 (part B) of Section5.	
G.	Bidder should be financially solvent for a sum not less than INR 1.00 crore.	Certificate from any nationalized/ scheduled bank in India.	

9. Check list of Technical forms

Forms no.	Title	Submitted (Yes/No)
FORM-T1	LETTER OF APPLICATION	
FORM-T2	INFORMATION ABOUT THE BIDDER	
	FINANCIAL CAPACITY CERTIFICATE (Duly Certified by Auditor/CA)	
FORM-T3	POWER OF ATTORNEY	
FORM-T4	ELIGIBLE ASSIGNMENTS	
FORM-T5	EXPERIENCE OF SIMILAR WORKS	
FORM-T6	EXISTING COMMITMENTS	
FORM-T7	UNDERTAKING	
FORM-T8	SCOPE OF WORK FOR THE FACILITY	
FORM-T9	EQUIPMENT AVAILABILITY/ ACCESS COMMITMENT & MATERIALS / CONSUMABLES TO BE USED	
FORM-T10	WORK PLAN	
FORM T11	BRIEF ON QUALITY CONTROL MECHANISM	
FORM T12	ANTI COLLUSION CERTIFICATE	

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

Authorized Signature [In full and initials]: _____

Name and Title of Authorized Representative:

Name of Applicant Firm:

B. FINANCIAL CAPABILITIES OF APPLICANT

Applicant is required to get the information required in this form, duly certified by Statutory Auditor or Chartered Accountant. The information supplied shall be the annual turnover of the Applicant, in terms of the amounts billed to clients for each year for work in progress or completed along with net worth of Applicant in respective financial year.

Name of Applicant

FINANCIAL CAPACITY OF APPLICANT

S. No.	Financial Year	Turnover	Net Worth
(1)	(2)	(3)	(4)
1.	2015 - 2016		
2.	2016 – 2017		
3.	2017 – 2018		

Certificate from the Statutory Auditor / Chartered Accountant

- This is to certify that (name of the Applicant) has received the payments shown in column 3 above against the respective years on account of providing Facility Management Services including operation and maintenance services, housekeeping of building and open area, security services for the complex, horticulture, waste management etc. and has net worth as shown in column 4 above.

Note: *In case of any other currency, the same shall first be converted to US\$ as on the date 60(sixty) days prior to the Proposal Due Date, and the amounts derived in US\$ shall be converted into INR considering 1 US\$ = INR.70.*

In case the Applicant does not have a statutory auditor, it shall provide the certificate from its Chartered Accountant that ordinarily audits the annual accounts of the Applicant.

FORM-T3: POWER OF ATTORNEY

(On a Stamp Paper of relevant value)

POWER OF ATTORNEY FOR AUTHORISED REPRESENTATIVE

Know all men by these presents, we _____ (name and address of the registered office) do hereby constitute, appoint and authorize Mr./Ms. _____ (name and 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 **Selection of Agency for Providing Comprehensive Facility Management Services in “Integrated Textile Office Complex Building, IIHT Campus, Chowkaghat, Varanasi.**

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

FORM-T4: ELIGIBLE ASSIGNMENTS OF BIDDER

Name of Bidder

S. No	Name of Project	Name of Client with address and contact numbers	Date of Award of eligible assignment as per clause 1.2.4	Date of completion of assignment (for both completed and ongoing projects)	Period of O&M provided for the Project	Total area of the Project		Total cost of work (in INR Crores)	Description of services provided
						Built Up area (Super area) in sq. ft.	Area of site (acres)		
(1)	(2)	(3)	(4)	(5)	(6)	(7)		(8)	(9)

#The Bidder should provide details of only those projects undertaken by the Bidder directly or where the Bidder has more than 26% stake in the total fee received incase executed in partnership/ joint venture/ consortium.

Certificate from the Statutory Auditor/ Chartered Accountant

This is to certify that the information contained in Column 7 and 8 above is correct as per the accounts of the Bidder and/or the clients.

Name of the audit firm:

Seal of the audit firm Date:

(Signature, name and designation of the authorized signatory)

In case the Bidder does not have a statutory auditor, it shall provide the certificate from its Chartered Accountant that ordinarily audits the annual accounts of the Bidder.

Note: The Bidder may attach separate sheets to provide brief particulars of other relevant experience of the Bidder.

FORM-T5: EXPERIENCE OF SIMILAR WORKS

Name of Bidder

A. Details of Projects Undertaken for Operation & Maintenance with minimum built up area of 20,000 sqm in an individual project

S. No	Name of Project	Name of Client with address and contact numbers	Date of Award of assignment	Date of completion of assignment (for both completed and ongoing projects)	Period of Service	Total area of the Project		Total cost of work (in INR Crores)	Description of services provided
						Built Up area (Super area) in sq. ft.	Area of site (acres)		
(1)	(2)	(3)	(4)	(5)	(6)	(7)		(8)	(9)

B. Details of Projects Undertaken for Housekeeping with minimum built up area of 20,000 sqm in an individual project

S. No	Name of Project	Name of Client with address and contact numbers	Date of Award of assignment	Date of completion of assignment (for both completed and ongoing projects)	Period of Service	Total area of the Project		Total cost of work (in INR Crores)	Description of services provided
						Built Up area (Super area) in sq. ft.	Area of site (acres)		
(1)	(2)	(3)	(4)	(5)	(6)	(7)		(8)	(9)

C. Details of Projects Undertaken for providing Security Services with minimum built up area of 20,000 sqm in an individual project

S. No	Name of Project	Name of Client with address and contact numbers	Date of Award of assignment	Date of completion of assignment (for both completed and ongoing projects)	Period of Service	Total area of the Project		Total cost of work (in INR Crores)	Description of services provided
						Built Up area (Super area) in sq. ft.	Area of site (acres)		
(1)	(2)	(3)	(4)	(5)	(6)	(7)		(8)	(9)

FORM-T6: EXISTING COMMITMENTS

Current Contract commitments / works in progress

Name of the Bidder:

Bidders should provide information on their current commitments on all contracts that have been awarded, for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

S. No.	Name of the contract, Location and Nature of the work	Percentage and amount of participation of firm in the Project/Work	Percentage and amount sub-contracted by the firm	Name and Address of Client (including Tel./ Fax, Email no.)	Contract value	Length of the Project/ Work	Stipulated date of completion	Value of outstanding work	Estimated completion date
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
1									
2									
3etc									

FORM-T7: UNDERTAKING

Undertaking

We hereby undertake that:

We are not blacklisted with any of the government project,

We are not under any declaration of ineligibility by any authority,

We will comply with and assist during the disaster management protocol,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Authorized Representative: Name of Firm: Address:

FORM-T8: SCOPE OF WORK FOR THE FACILITY

About the facility

Integrated Textile Office Complex (ITOC) at IIHT, Campus, Varanasi has been constructed for housing offices of Ministry of Textiles under a single roof. The ITOC building has G+3 structure with the total covered area of 10,501.00 sq mtrs & it houses IIHT, NIFT and common facilities viz., Auditorium, Board Room and Guest Room etc. Total functional area is 5479.68 Sqm after excluding circulation areas, staircases, terraces, washroom etc.

The facilities offered at ITOC building are equipped with power backup, fire protection and lifts for ease of movement on all levels and CCTV systems for safety and security. Supporting infrastructure includes Solar Panels, HT Panels, Pump room & surface parking facilities.

Additional CCTV cameras will be installed at identified spots for complete security monitoring purpose.



Please refer Annexure III for details of various spaces.

A1 Facility Area

A1.1. The Facility Area where services of FMC are required shall include all areas within boundary of ITOC building includes buildings, equipments, exhibits, artifacts etc. owned by the Authority/Ministry of Textiles, Govt. of India, including but not limited to all built-up areas, basements, landscape and open spaces. Refer Annexure III for details of various spaces.

A1.2. 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. However, there are certain functions including operation and maintenance which are already covered in the existing contracts of Main Contractor/Project Management Service Provider (PMSP) including Interior Contractor/Operator

for Museum. FMC shall coordinate with existing contractors for works related to all services under scope of work of this RFP. Following tables broadly identifies respective scope of services under FMC and existing service providers for respective areas as indicated below:

a) Inside ITOC building :

Existing Service Provider (O&M Agency for ITOC)	FMC
<p>a. Operation and Maintenance of equipment installed by O&M Agency for such as projectors, AV equipment, as indicated in Annexure VI</p> <p>b. Substation – 2x1000KVA outdoor type transformer, Indian Institute of Handloom Technology, Chowkaghat, Varanasi Panel, LT Panel, APFC Panel</p> <p>c. 2x100KVA UPS set with battery bank, DG Set (500KVA with AMF Panel),</p> <p>d. Water pump sets - 2.</p> <p>e. Lift 2x2.</p> <p>f. Fire fighting, Fire Alarm System and Wet Riser System</p> <p>g. 50 nos. Split AC</p> <p>h. Audio/Video equipments in auditorium, Boardroom, Seminar Hall and Class rooms</p> <p>i. Drinking Water RO filter systems,</p> <p>Note: the Contract Period with existing service provider (CPWD) is till March, 2020</p>	<p>a. Operation and Maintenance of core service equipment's(excluding equipment installed by O&M Agency for ITOC as indicated in Annexure VI)</p> <p>b. Housekeeping and Sanitation services of the entire premises</p> <p>c. Security Services & maintenance of CCTV cameras and monitoring</p> <p>d. Horticulture & Plantation</p> <p>e. Pest control</p>

The FMC team shall not enter the Auditorium without prior approval from the Authority.

A1.3.Licensed spaces

Spaces like Cafeteria etc. are being Licensed to various entities. Upkeep, housekeeping, waste management, internal safety of goods and materials, minor repairs and replacement of fixtures of internal areas of these Licensed spaces shall be the responsibility of individual Licensees. FMC shall also coordinate with these Licensees for any assistance required.

Inside Licensed spaces, only repair and maintenance of common services of Project Facility like HVAC, fire-fighting, etc. shall be in the scope of FMC.

A1.4. FMC shall also do housekeeping and routine cleaning of internal areas of Govt. offices inside Project Facility.

A1.5.Events in the project facility

As per rough estimate of the Authority, around 20 days per year has been anticipated for organizing various promotional and private events at the Project Facility including events organized by the Authority, its representative organization and VIP visits.

The FMC shall ensure proper upkeep of the project facility including toilets etc. during such events and coordinate with event organizer for any assistance required within the scope of FMC.

A2 Broad Description of Facility Management

- A2.1. 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.
- A2.2. Operation & Maintenance for the equipment etc. will be carried out as per benchmarked maintenance practices / OEM (Original Equipment Manufacturer) manuals / O&M Manuals provided by the Contractor/Project Management Service Provider (PMSP).
- A2.3. 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 FMC 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 (FMC) will be directly reporting to the officer authorised by the Authority. The FMC shall deploy the adequate manpower, tools and equipment's, consumables etc. over and above the minimum requirements mentioned in this RFP.
- A2.4. This document describes the work to be carried out under the Facility Management Services for Integrated Textile Office Complex building at IIHT Campus, Chowkaghat, Varanasi 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.
- A2.5. The Broad Scope of services required as below;
- (a) Operation and Maintenance of all equipment's and E&M services
 - (b) Housekeeping and Sanitation services of the entire premises
 - (c) Security Services including installation & maintenance of CCTV cameras and monitoring
 - (d) Horticulture & Plantation
 - (e) Pest control

Please refer Annexure III for details of various spaces.

A3 Brief About Facility Management Services

A3.1. The scope of work for facility management services is broadly divided into following categories:

a. **Operation:**

Operation includes:

- 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 FMC.
- iv. Procure and store adequate stock of fuel, 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 FMC.

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 break down maintenance trigger. If break down

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/PMSP or as deemed fit by FMC.

However, FMC scope of work includes Breakdown Maintenance, co-ordination and managing Vendors / Suppliers / Manufactures for performing preventive maintenance as per the O&M Manuals provided by the Contractor /PMSP / Supplier / Vendor / Manufacturers.

c. **Management**

Management includes

- i. Co-ordination with Contractors/PMSP for rectification of defects falling under DLP.
- ii. Co-ordination with Vendors / Suppliers / Manufacturers for preventive maintenance.
- iii. Supervise, administer and certify works of Main Contractors/PMSP/ Vendors / Suppliers / Manufacturers / AMC agencies for rectification of breakdowns (covered under breakdown maintenance/AMC) and for operations.
- iv. Printed comprehensive logbook as per certified standards and procedures, containing tables for daily record of all critical schedules, temperatures, pressures, humidity, power consumption, starting, stopping times of various equipment's, daily record of unusual observations.
- v. MIS Reporting for overall management of services.
- vi. Co-ordination for conducting drills (earthquake, fire etc.) as per the statutory requirements or as per law of the 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 FMC shall maintain the service levels as defined in this RFP and also provide adequate manpower, tools & equipment's, consumables etc. over and above the minimum requirements indicated in this RFP. As the guidelines provided in the RFP are non-exhaustive, FMC shall also adhere to the guidelines available in CPWD manuals.

A4 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 Authority as implementation agency on behalf of Ministry of Textiles, Govt. of India is as below:

I. Maintenance Services.

- The FMC shall be responsible for breakdown and preventive maintenance as defined in Clause A3.1
- b. The FMC for preventive maintenance shall coordinate, administer and certify works of Main

Contractor/PMSP, Interiors Contractor, Vendors, Suppliers and Manufacturers, AMC service providers for rendering the services as per the terms and conditions stipulated in this document.

- i. The FMC shall be liable to perform / undertake followings services:
 - a. Preserving the project, its equipment's and assets as per the satisfaction of the client
 - b. Day to day repairs/service of the facilities
 - c. AMC of below equipment's shall be procured by the Authority directly
 - i. D.G Set
 - ii. Lifts
 - iii. Automatic Fire Alarm System
 - iv. Fire Fighting and Wet riser system
 - v. LV / CCTV /Networking
 - vi. Split ACs
 - vii. Projector & Audio Visual equipments

Outline of AMC scope for each of the above listed equipment is attached as part of "Annexure V"

For all other equipment's in the project facility for which AMC shall be required, as deemed necessary by the FMC, the same shall be procured by the FMC at their own cost for preservation of all project equipment's. FMC shall be responsible for all remaining scope required for operation and maintenance of equipment's installed in project facility on its own cost.

Responsibility of operations of equipment installed in Project Facility rests solely with FMC. Authority is only facilitating the remuneration of AMC charges of equipment's listed under point 'c' above. FMC shall also adhere to the responsibilities as specified in clause A3.1.c.iii above.

- d. Keep the Inventory of all spares and consumables required for the unhindered operation and maintenance of the facility and update on weekly basis.
- e. 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.
- f. Annual Building Survey and prepare program for Repairs and submit action plan.
- g. In project facility area, replacement of required plumbing and sanitary works (including fixtures), light fixtures, chokes, starters, ballasts for common area and service, service rooms, sub-station and external lights including the landscaping, amphitheaters/OAT,
- h. Operation of all equipments in the project facility, including their minor repairs and replenishment.
- i. 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,
- j. Repair & rewinding of AHU, Ventilation Fans, Pumps, Motors etc.,(in case not covered by Defect Liability Period / Warranty Period).

- k. Computer stationary, CD's floppies, audio cassettes as required for BMS / LV Systems, Front desk, Reception desk,
- l. Ensure availability of Specialized Tools/Tackles such as Chain Pulleys, Telescopic Ladder, portable Hoists (Tractel Machine), Sludge Pumps, OTDR, Welding Generators etc., required for operation and maintenance of the entire project facility as per the scope of work defined in this RFP.
- m. Extended Warranty: Extended warranty beyond the DLP period is as provided below,
 - i. Solar collector Warranty-10 years.
 - ii. Solar power system warranty-25 years.
 - iii. UTP cable-25 years.
 - iv. CAT-6 cable -25 years
 - v. Water proofing-10 years

FMC shall refer to individual warranty documents for details. As per clause A4 III. (1) To the extent possible, FMC shall ensure that Vendor/Manufacturer performs their obligations as per Contract. Even after FMC making all the efforts, Vendor / manufacturer fails to perform its obligations, the FMC shall notify the Authority and ask for necessary action.

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

- viii. The FMC shall be responsible for operating and maintaining the Building Management System (BMS) in a fully functional, fully enabled manner. The FMC shall ensure the BMS is operating the building components in the most efficient, cost effective manner. Servers and PCs running the BMS software shall be kept up-to-date with regard to security patches and anti-virus software.
- ix. The FMC shall operate and maintain the complete Access Control system, CCTV System, PA system and any other system as installed in the entire project facility.
- x. The FMC shall monitor and maintain the ambient room parameters (temperature, humidity, noise level, required light levels etc.) for different components/areas/exhibits/artifacts as specified in the O&M manual / Authority /CPWD guidelines carefully, at all times throughout the Contract period. Any damage done to the exhibits/ artifacts / equipment's due to non-maintenance of required ambient room parameters will be the responsibility of FMC and shall make good the damaged exhibit / artifacts / equipment's at his own cost.

II. (2). Housekeeping

(2.1) Cleaning Services

The FMC shall

- i. Perform routine cleaning as per the required service levels of the internal and external areas to meet the satisfaction level of the Authority/ end-user of the project facility.
- ii. Maintain cleanliness as per the required service levels of all common spaces and space inside Convention Hall, Green Rooms, VIP Room, Exhibition spaces, Guest rooms and Dormitories, Kiosk spaces for artisans at Crafts Bazaar, Govt. offices, Museum and meeting rooms within Project Facility to meet the satisfaction level of the Authority/ end-user of the project facility.
- iii. Perform cleaning and upkeep of exhibits and artifacts, IT & AV equipment's in the project facility (other than those inside Museum) as per the directions in Manuals / Authority /CPWD guidelines as per directions of representative of Authority.
- 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 Authority.
- 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 FMC.
- vii. Responsible for the safekeeping of these equipment's at the project facility and shall not take out these equipment's any time during the term of contract other than for repairs. In case such repairs take more than a week, FMC 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, furniture, 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 and furniture are to be cleaned by the manufactures recommended methods at recommended intervals.
- xii. Clean all water tanks and disinfects specially before start of rainy season and as instructed by Authority.
- 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 amphit heaters, 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. All service areas such as Server Room, Control Room etc. must be free from dust, static electricity and be left clinically clean
- 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
- xx. Refer Annexure I and Annexure II for approved list of equipment and consumables.

II.(2.2) Cleaning of Toilets

- i. Perform routine cleaning as per the required service levels of toilet to meet the satisfaction level of the Authority/ end-user of the project facility.
- ii. 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.
- iii. 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.
- iv. Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.
- v. All toilets should be kept fully stocked with supplies and should be made available at all times.
- vi. 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.
- vii. Refer Annexure I and Annexure II for approved list of equipment and consumables.

II.(2.3) Horticulture & Plantation

- i. De-weeding work for lawn areas with required equipment including all cutting, trimming, making good in levels
- ii. Making kyaries, mulching for plants, shrubs & ground covers at kyaries, mixing of manure for plants and grassing if required.

- iii. Maintaining flower/plant pots, Manual watering.
- iv. Replacement of damaged grass, plants and shrubs.
- v. Anti-termite treatment

II.(2.4) Pest Control

The FMC 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 FMC 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 FMC shall take the following control measures:

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

iii. Fly Control

The FMC 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 FMC shall take the following control measures:

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

Table: Service Level Agreement (Operations)

A. Daily services: (First shift should be completed before 8:30 Am everyday)

S. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Routine housekeeping (inc. cleaning services as per the scope of work) of all the premises. Please refer point 7 below separately.	2 Times/ Day	1 Day	500 / Day
2	During events /VIP visits (inc. sweeping, wet mopping, dusting etc.) of all the premises in connected amenities where the event/exhibition is organized.	4 Times/ Day	1 Day	500 / Day
3	Cleaning of Toilets as per defined scope of work	4 Times/ Day	1 Day	500 / Day
4	Cleaning of dustbins / waste bins and disposing the same up to the main container or garbage collection point.	2 Times / Day	Compulsory	1000 / Day
5	Collecting 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 central government or local authority. Should be completed before 8:30 Am every day.	Once / Day	Compulsory	10,000 / Day
6	Dusting / cleaning in the project facility (excluding licensed spaces) of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, 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, pedestal fans.	2 Times/ Day	1 Day	1,000 / Day
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	1 Day	1,000 / Day
8	Sweeping, wet mopping, dusting of stairs (including terrace & ground to basements), External Stairs, Exhibits & Artifacts, Drive way and compound area.	Once / Day	1 Day	1,000 / Day
9	Cleaning and Upkeep of all parking, service and maintenance areas and basements	Once / Day	1 Day	1,000 / Day

B. Regular Maintenance services

S. 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.	Once a Month	1 Day	500 / Day
2	Shampoo Cleaning of all Carpets, Sofas, Chairs/ fabric and upholstered surfaces	As per Manufacturer recommended methods and intervals.	Compulsory	500 / Day
3	Cleaning and disinfection of all water tanks	Once a Month	1 Day	10,000/ Day

UG TANK & WATER SUPPLY (as per scope of work)

S. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Cleaning of walls, slab, raft from inside and removal of algae, waste particles.	Once a Month	2 Days	1000 / Day
2	Maintenance of submersible pumps.	Once / 15 Days	3 Days	20000 / 15 Days
3	Painting and erection of MS Ladder or replacement if required and if found theft or damaged	Once a Month	Compulsory	As Per twice the Market Rate of Damaged / Theft Fixture Or 2000 / Day whichever is higher
4	Chemical treatment of water for purification.	In Alternate Days	4 Days	500 / Day
5	Maintenance of manhole covers including replacement if found damaged or theft.	Once / 15 Days	Compulsory	As Per twice the Market Rate of Damaged / Theft Fixture Or 2000 / Day whichever is higher

SW DRAIN AND SEWAGE SYSTEM				
S. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Cleaning of bed properly including removing of mud, soil etc.	1 Time / Week	1 Day	10,000 / Day
2	Regular maintenance of drain covers including replacement if found damaged.	1 Time / Week	1 Day	10,000 / Day
PEST CONTROL				
S. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Disinfestations Treatment	1 Time / Fortnightly	1 Day	10,000 / Day
2	Rodent Control	1 Time / Fortnightly	1 Day	10,000 /On repeated non-compliance.
3	Fly Control	1 Time / Fortnightly	1 Day	10,000 / On repeated non-compliance.
4	Mosquito Control	1 Time / Fortnightly	1 Day	10,000 /On repeated non-compliance.

C. Others

S. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Repair and maintenance of sanitary fixtures, lavatories etc.	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 by non-social elements all complete as per direction of engineer in charge.	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, foot lights, bollards lamps, fans, tube lights, CFL's, Mexican hanger lamps etc.	On Alternate Days	4 Days	300/ Day

5	Removal of damaged lights 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

Specific

S. No.	Service Level Requirement	Schedule / Timing	Non Compliance Limit	Penalty Rate (INR)
--------	---------------------------	-------------------	----------------------	--------------------

PUMP ROOM

1	Regular maintenance of VFD pump for irrigation with all connections and attachments, damaged part should be repaired or replace at that time immediately.	In Alternate Days	1 Day	As Per twice the Market Rate of Damaged / Theft Fixture Or 15,000 / Day whichever is higher
---	---	-------------------	-------	---

DRINKING WATER

1	Regular cleaning, maintenance of water cooler and purifier. Repairing work if not in working condition.	1 Time / Day	1 Day	40,000 / Day
2	Painting inside outside as per approved paint on railings and outer concrete face	1 Time / 6 Months	1 Month	10,000 / 15 Days

HORTICULTURE WORK

1	De-weeding work for lawn areas with required equipment including all cutting, trimming, making good in levels.	Daily	Compulsory	20,000 / Day
2	Making kyaries, mulching for trees, shrubs & ground covers at kyaries, mixing of manure for trees and grassing if required.	Daily or Twice Daily	Compulsory	50,000 / Day
3	Maintaining flower/plant pots, Manual watering.	Whenever Required	Compulsory	1,000 / Day
4	Replacement of damaged grass, trees and shrubs.	Whenever Required (to be done immediately)	Compulsory	1,000 / Day
5	Anti-termite treatment	Whenever Required (to be done immediately)	Compulsory	1,000 / Day

S. No.	Service Level Requirement	Schedule / Timing	Non Compliance Limit	Penalty Rate (INR)
AUDITORIUM				
1	Dusting of each and every chair.	1 Time / Day	1 Day	1,000 / Day
2	Cleaning of auditorium and stage by wet-mopping, dry mopping and dusting.	1 Time / Day	1 Day	500 / Day
3	Washing the chair covers & changing	1 Time / 1 Month	1 Month	17000 / 15 Days

III.(2.) Reporting

The FMC shall establish an MIS system for reporting. MIS shall be reported on monthly basis. The FMC shall submit the following reports within the stipulated time to the Authorized Officer of the Authority:

- a. Initial Review Report;
- b. Monthly Reports;
- c. Deployment Report; and
- d. Attendance Reports
- e. Statutory compliance intimation report

The MIS report shall cover the following aspects:

- a. Consumption and stock of consumables
- b. Compliance of preventive maintenance plan
- c. Resource deployment report (manpower, equipment)
- d. Expense report (committed and invoice amounts)
- e. Energy consumption – by utility, by premise
- f. Status of periodic activities as described under scope of work for Operation, Maintenance.
- g. Facility Inspection: The FMC shall conduct regular comprehensive facility inspection and perform any additional ones that will maintain / enhance the appearance, operation, and safety aspects of all the facility as approved by Authority. The FMC shall indicate frequency of inspection covering all premises.
- h. Highlight Critical Issues / Problems with recommended solutions which should contain the technical recommendations / alternatives, cost, time schedules, etc.
- i. Prepare a foot fall report for the visitors.
- j. Customer Feedback Analysis
- k. Report on Audits/ drills etc.
- l. Complaint Management reporting.
- m. MIS on procurement, statutory payments & on any other invoices processed by Authority.
- n. Any other reports as needed from time to time.
- o. IT assets, stationaries and operating cost required to prepare report is in the scope of FMC
- p. FMC has the option to use / implement any software for managing the Facility.
- q. FMC shall submit the Performa and format and the same shall be approved by Authorized Officer.
- r. **Statutory compliance intimation report:** FMC shall maintain a log/tracking sheet of all statutory or regulatory compliances such as environment clearances, all NOC's, etc including their renewal dates. FMC shall monitor and intimate the Authority minimum 30 days in advance before expiry of any such statutory or regulatory compliances.

- s. Any other reports / compliance certificates as needed from time to time.

III. Security Services with CCTV monitoring.

Security of Project Facility is in FMC scope. The activities and responsibilities of FMC are:

- a. To provide security services for the protection of life and property against theft, pilferage, fire etc.,
- b. Ensure safety and security of men and material,
- c. Guiding visitors to desired locations/ concerned officials/occupants,
- d. Regulating entry of unwanted visitors/salesmen and maintenance of visitor's register,
- e. Checking of gate passes and to regulate the entry and exit of vehicles/materials,
- f. Prevent entry of stray animals like cow, dogs etc.,
- g. Round the clock patrolling of the Project Facility,
- h. Frisking shall be limited to the entrance and exit of Museum,
- i. Hand held metal detectors should be provided by the Security Agency to Security Guards for checking and frisking of visitors as well as their carry bags, only at Frisking points,
- j. Agency shall maintain records of inwards and outwards movement of men, materials and vehicles, etc. with proper check as per instructions given from time to time by Authority,
- k. Effective involvement during the crisis management like fire accidents and bomb threats and during periodical drills. Liaison with appropriate agencies in case of emergencies/Disaster & be well equipped with their update contact numbers,
- l. Visitor's management in common areas, during events & exhibitions, and during other special occasions,
- m. Having effective control on movement of materials in /out,
- n. Physical guarding of entry / exit points,
- o. Patrolling and guarding various common areas and surroundings to ensure adequate safety and security,
- p. Assisting the occupants during the emergency evacuation of the building,
- q. Rescue operation of passengers stranded in the lifts,
- r. Complete disaster management in case of emergencies/disasters,
- s. Providing of adequate security as per the requirement,
- t. Lodging of complaints/FIRs in case of emergency/disaster on intimation,
- u. FMC shall provide and adopt a Biometric Attendance System for all the manpower provided by the FMC or its Sub-Contractors on FMC's own cost, for attendance management and reporting. Provision of daily monitoring right shall be provided to the Authority.
- v. FMC shall provide at his own cost (i) proper clean uniform and badges and (ii) photo identity cards as per laid down rules for Private Security Agencies.
- w. FMC shall have his own Establishment/Setup/Mechanism, etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
- x. FMC shall get guards and supervisors screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed. Authority will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty.
- y. FMC shall bear all the expenses incurred on the following items i.e. required security devices, metal detectors, searching mirror, Walky-Talky, provision of torches and cells, lathis/ ballams and other equipment to security staff, stationary for writing duty charts and registers at security check points and records keeping as per requirements.

A5 MANPOWER

A5.1 The FMC shall have the following minimum manpower to efficiently and effectively manage the facility constructed at “Integrated Textile Office Complex (ITOC) building at IIHT Campus, Chowkaghat, Varanasi” project:

A) OPERATION AND MAINTENANCE		
<u>Civil Maintenance</u>		
SN	Description	Qty
1	Mason	1
2	Carpenter/ Fitter	1
3	Sewer-man	1
4	Plumber	1
5	Multi-purpose / Beldar	2
<u>Electrical Maintenance</u>		
SN	Description	Qty
1	Supervisor	1
2	Electrician /Wireman	2
3	Helper / Khallasi	2
<u>Operation & Maintenance of Specialized E&M Equipments</u>		
SN	Description	Qty
	<i>In-charge</i>	
1	Station Manager (at-least Graduate, Computer literate and having 10 years Experience in Maintenance & Operation of a Govt. Office Complex) common for all services	1
	<i>Operation of Fire Fighting, Fire Alarm, Public Address Systems (24 x 7 Hour basis)</i>	
2	Fire Supervisor (Passed out from any National Fire Training Institute)	1
3	Fire Alarm Technician	1
4	Fire Pump Operator	1
	<i>Operation of Electric Substation (2x1000 KVA) and DG Sets (1*500 KVA + 1*15 KVA) for 24 X 7 hour basis</i>	
5	Operator	3
	<i>Operation of BMS system and CCTV on 24 x 7 hour basis</i>	
6	Operator	1
	<i>Operation of Lifts (2+2 = 4 NOS. Lifts)</i>	
7	Lift Operator	1
	<i>Operation of 150W X50 Solar Power Plant</i>	
8	Plant Operator	1
	Helper / Khallasi	1
	<i>Operation of Bore-well / water pumps</i>	
9	Pump Operator	1
	<i>IT & EPABX Services</i>	
10	IT Engineer (Minimum Btech with 3 year relevant experience)	1
	EPABX Technician	1
B) HOUSEKEEPING		
1	Supervisor (General & Housekeeping work)	1
2	Housekeepers	10

C) HORTICULTURE WORKS		
1	Gardner / Mali	1
2	Helper for Mali	1
D) AUDIO VIDEO OPERATION AND VIDEO CONFERENCING		
SN	Description	Qty
	Operation of Audio-Video equipment at Convention/Projector Room/OATs/meeting rooms	
1	Audio-Video Operator	1
E) SECURITY SERVICES		
SN	Description	Qty
	Providing Security Services (24 x 7 Hour basis)	
1	Security Officer (Retired from CISF of at-least SI Rank or equal)	1
2	Security Supervisor (Skilled)	1
3	Gunman (Skilled)	3
4	Security Guard (Semiskilled)	6

A5.2 Above mentioned manpower in clause A5.1 is the minimum manpower requirement by the Authority, and is the cumulative minimum manpower of the entire 24 hrs per day:

- i. FMC shall provide the above minimum manpower to efficiently and effectively manage the facility constructed at ITOC building, IIHT Campus, Chowkaghat, Varanasi. However, FMC 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 FMC services at its own cost.
- ii. Manpower related to following services are also required to be deployed for 24X7 shift.
 - a. Technical Services requiring following technician: Electrician, Plumber, Control room supervisor, BMS supervisor, Fire mechanic, Security personnel and any other personnel required for smooth functioning of the project.
 - b. Housekeeping and front desk required at Dormitories and Guest House
- iii. The impact of additional requirement of manpower for reliever, nightshift, leaves and off-days shall be taken into account by the bidder in financial bid. For any other manpower including FMC's administrative works or support staff, FMC shall arrange the same on its own cost.
- iv. Distribution of man power in designated shifts is to be decided by FMC.
- v. The tentative duration of working hours/operational hours of museum will be 8 hours, subject to finalization of timings by the client to be conveyed at the time of signing of agreement.
- vi. Police verification of the manpower deployed by the FMC contractor should be complete and client can ask to share the information with the many time, if required.
- vii. The project facility is developed by Ministry of Textiles, Govt. of India (which is Central Govt.), hence minimum wages applicable under works related to such project under all appropriate labour related laws of India, as amended from time to time, shall be applicable.

A5.3 For additional manpower requirement on temporary basis, shall be as per Form F4. FMC would provide such temporary manpower on receiving separate work order from Authority for the same.

A6 Other Inclusions & Exclusions of the Services

A6.1 Other Inclusions

- i. Reimbursable costs
 - a. FMC shall procure Diesel required for the project. A log book shall be maintained by the FMC. The entries shall be verified from the Authorized representative on daily basis. FMC shall submit invoices as per actual for reimbursement on monthly basis along with submission of supporting documents.
- ii. FMC shall maintain adequate stock of all consumables required for unhindered operations of

the facility as per the satisfaction of the client, at their own cost.

- iii. Administrative support will be provided by FMC for all insurance claims,
- iv. Annual Testing Fee / Rectification charges etc.. Annual testing for all years of contract period (including first year) shall be in the scope of FMC. (except where the same is already covered under scope of other service providers like PMSP, Museum Operator etc. for Project Facility)
- v. Advance intimation and advise in renewal of all statutory licenses/NOC's/approvals/clearances. For this, statutory fee required if any shall be paid by Authority.

A6.2 Exclusions

- i. PMSP (NBCC Ltd.), shall deploy skilled workers from contractors for regular inspection and rectification of defects which may be developed during one year from date of handing over i.e. 2019,
- ii. Annual Maintenance Contract (AMC) of equipment's installed by the Authority, as per list provided in clause A4.I.
- iii. Capital Equipment's Replacement/Major Repair (Beyond Rs.30,000/-each item of work) only for items not covered in AMC procured by the Authority.
- iv. Spares procurement of Capital Equipment. FMC team will recommend the list, once the FM contract finalized,
“Capital Asset / Equipment’s” are core assets installed by the Authority 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.
- v. Improvement of Refurbishments like Periodical Painting etc.,
- vi. Statutory Payment to Govt. Bodies,
- vii. Goods & Services Tax as applicable.
- viii. Insurance for Building, Fire, Equipment's (other than Preventive & Breakdown Maintenance) & Third party Insurance excluding FMC Personnel, their Equipment's & their Deployed Manpower and due to negligence attributed to FMC during Operation & Maintenance or otherwise processing. Necessary guidance and documentation will be carried out by FMC.

**FORM-T9: EQUIPMENT AVAILABILITY/ACCESS COMMITMENT & MATERIALS /
CONSUMABLES TO BE USED**

1. List of equipment:

Sr. No.	Item of equipment	Requirement	Availability Proposals				Remarks (From whom to be purchased)
		No.	Capacity	Owned/ leased/to be procured	Nos./ capacity	Age/ condition	
		(2)	(3)	(4)	(5)	(6)	
	a. Substation – outdoor type transformer, Indian Institute of Handloom Technology, Chowkaghat, Varanasi Panel, LT Panel, APFC Panel	2	1000KVA			New	
	b. UPS set with battery bank,	2	100KVA			New	
	c. DG Set (with AMF Panel)	1+1	500KVA + 15KVA			New + Old	
	d. Water pump sets	2				New	
	e. Lift	4				New	
	f. Fire fighting, Fire Alarm System and Wet riser system	1				New	
	g. Split AC Audio / Video equipments in auditorium, Boardroom	50 nos.				New	
	h. Audio / Video Equipments in Auditorium, Boardroom & Seminar Hall	03 nos.				New	
	i. Projector and Smart LED TVs in Class Rooms	7 Projector & 5 Smart LED TVs				New	
	(j) Drinking water, RO Filter	03				New + old	
	(k) Water cooler	01				old	

2. List of Materials / Consumables to be used

Sr. No.	Name of consumable proposed (with details and make)		Consumable to be used		
	Consumable	Make / Brand	Per day	Per week	Per month

Note:

1. All the equipment considered in costing for financial bid needs to be reported here.
2. The Bidder shall procure Diesel / CNG / LPG / Lubricants / Oils to be used in / for any kind of machinery installed at the facility like in substation, DG set and other equipment and the same shall be paid as per actual on production of bills/consumption details etc. by AUTHORITY.
3. The Bidder shall procure all related consumables like toiletries, spares, fasteners/fixtures required (if any), housekeeping consumables etc. and the cost of the same shall be borne by the Bidder.

FORM-T10: WORK PLAN

Applicant shall submit their work plan and standard operating systems for the required services

FORM-T11: BRIEF ON QUALITY CONTROL MECHANISM

Applicant shall give brief on quality control mechanism for the required services

FORM-T12: ANTI COLLUSION CERTIFICATE

Anti-Collusion Certificate

(on letterhead of Applicant)

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 Authority /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 (Authority), 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.....2019.

Name of the Bidder.

Bidder.....

Signature of the designated person.....

Name of the designated person.....

Date of receipt of RFP documents.....

Annexure I: Tentative List of Key Plant & Equipment to be Deployed by FMC

The tentative list of tools to be deployed is given below and cost towards this shall be deemed to be included in the quoted rate. This list is indicative and not exhaustive, contractor shall deploy all kind of tools and machinery required for satisfactory execution of contract, even if the tools and machinery is not listed in the below mentioned list.

1. Engineering Tools

Sr. No.	Name of Tools	Sr. 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	Rechargeable Torch Light	20	Cartridge fuses puller (HT / LT.)
21	Pliers	22	Measuring tape - 5 mtrs
23	Screw Spanner	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	Pipe cutter, Tube cutter, Tube press plier
43	Hacksaw Frame	44	All major types of Electrical/HVAC/Carpentry / Plumbing works related Tools
45	First aid box	46	Hammer 1/2 lbs., 1 lbs, 1 1/2 lbs
47	Shim Cutter	48	Bosch drilling machine – 1/2inch
49	All required PPE's	50	Brazing and Flaring tool
51	Gardening tools such as Cultivator, Draw Hoe, Dutch Hoe, Garden Fork, Rake, Spade, Sprayers (Pressure) etc.	52	All major masonry tools such as trowel, hammer, blocking chisel, power saw, levels, nylon or dacroline, steel square, chalk line, mixing tools etc.

53	All major types of carpentry tools such as measuring tapes, folding ruler, pocket tapes, different types of squares, cutting tools, fastening tools, drilling tools etc.	54	Any other items not prescribed
----	--	----	--------------------------------

2. House Keeping Tools /Equipments

Sr. No.	Name of Tools
1	Commercial vacuum cleaner (Wet and Dry)
2	Wet & Dry Vacuum Cleaner with Carpet/ Upholstery Shampooing Machine
3	High pressure jet cleaning machine
4	Puzzy machine to clean chairs and sofas
5	Single Disc Floor scrubber / polishing machine
6	Walk Behind Sweeper / Ride'On Sweeper
7	Wringer Mop Trolley
8	Motorized Grass cutter
9	Road sweeping machine
10	Telescoping ladder
11	Equipment for cleaning facades of building higher than 15 m (non-accessible in nature)
12	Auto Scrubber
13	Dustbins (of all sizes as per requirement), Plastic bins for basements/PARKING 120 ltrs, Dust Pan with Brooms, Dust Control Mop, Cobweb Brush, Kentucky Mop
14	Service Trolley and Platform Trolley
15	Q-Managers
16	Multi Purpose Trolley (for transferring the garbage)
17	SIGNAGES cleaning in progress/wet floor
18	Any other items not prescribed

Note:

The lists shown are not exhaustive lists and the bidder if required may add based on their assessment of work in FORM T9.

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 FMC in his submission in the format provided in Form T9.

The FMC shall use the Godrej / Johnson / Taski / Hindustan Unilever / Manufacturing Brand approved by Authority, for the listed consumables. The FMC can also suggest the other brand with equivalent or higher quality and shall get it approved from Authority. The successful Bidder shall ensure that all products are biodegradable and eco-friendly in accordance with Environmental Protection Act.

Consumables for Housekeeping and Sanitation

- i. All purpose and hard surface cleaner (to be used for housekeeping /cleaning)
- ii. Bathroom cleaner & sanitizer
- iii. Toilet / urinal bowl cleaner
- iv. Dettol Antiseptic
- v. R1 (Bathroom Cleaner)
- vi. R2 (Glass Cleaner/Colin)
- vii. R4 (Furniture Cleaner)
- viii. R6 (Toilet Cleaner)
- ix. D-7 (Stainless Steel Polish)
- x. Fabric detergent for industry purpose (for fabrics)
- xi. Spray Bottles
- xii. Furniture wood polish
- xiii. Naphthalene Balls
- xiv. Sodium Hypo chlorite
- xv. Brasso
- xvi. Furniture, wood and metal Polish
- xvii. Bleaching Powder
- xviii. Hit/ Baygon/ Mortein Spray

The minimum quantity of consumables for housekeeping and sanitation shall be calculated as per below table:

Parameters	Kind of Flooring	Purpose	Minimum Dosage	Area covered by 1 liter of conc solution (in sq.ft)
Toilets	Vitrified Tiles	Bathroom sanitizer	20 ml/ litre	20,000
Outer Corridor, Atirums, Lobby Area & Lift lobby, Escalator Lobby	Vitrified Tiles, Marble, Granite	Hard surface cleaner	20 ml/ litre	20,000
Glass front railing and display windows	Glass	Glass cleaner	20 ml/ litre	1,00,000
Toilets	No. of WC's, commode(ceramic) / Deep cleaning	Deep Cleaning	Ready to use	40 No's

Consumables to be available all times at all respective locations:

- i. Room Spray(Premium)
- ii. Auto Spray- Air Refresher
- iii. Urinal Cubes
- iv. Hand Wash Liquid (Ph 7 \pm 0.5)
- v. Toilet Roll Paper
- vi. Tissue Box – premier for cabin use
- vii. Hand Towel-Tissue Paper (With dispenser)
- viii. Garbage Bags (\geq 40microns)
- ix. Binliners
- x. Odonil

Section 6: Financial Proposal

Form F1: Financial Proposal Submission Form

(On the letterhead of the Bidder)

[Location, Date]

Office of Development Commissioner (Handlooms),
Ministry of Textiles,
Udyog Bhawan,
New Delhi – 110 011.

Sub: Providing Comprehensive Facility Management Services for “Integrated Textile Office Complex building” at IIHT Campus, Chowkaghat, Varanasi”.

Dear Sir,

We, the undersigned, are pleased to provide our offer for Providing Comprehensive Facility Management Services for “Integrated Textile Office Complex building at IIHT, Campus, Chowkaghat, Varanasi, in accordance with your Request for Proposal dated and our Technical Proposal.

Our Financial Proposal is mentioned in BOQ for Annual Comprehensive Facility Management Cost for first year of contract and is exclusive of Goods & Services Tax (GST) as payable under the law.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from negotiations, up to expiration of the validity period of the Proposal, i.e. 180 days from the date of submission of the Proposal.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Authorized representative:

Name of Firm:

Address:

Annexure III: Details of Project Assets

Integrated Textile Office Complex building in the Indian Institute of Handloom Technology campus, Chowkaghat, Varanasi, under the Ministry of Textiles (MoT), which work for the welfare of weavers. The ITOC building has G+3 structure with the total covered area of 10,501.00 sq mtrs & it houses IIHT, NIFT and common facilities viz., Auditorium, Board Room and Guest Room etc.

It has 10 Classrooms, 10 Laboratories including Computer lab & Library cum Reading Rooms and Administrative sections, Stores and Exam cell.

Sr. No.	Item of equipment	Requirement	Availability Proposals				Remarks (From whom to be purchased)
		No.	Capacity	Owned/ leased/to be procured	Nos./ capacity	Age/ condition	
	(1)	(2)	(3)	(4)	(5)	(6)	(7)
	a. Substation – outdoor type transformer, HT Panel, LT Panel, APFC Panel	2	1000KVA			New	
	(b) UPS set with Battery Bank,	2	100KVA			New	
	(c) DG Set (with AMF Panel)	1+1	500KVA + 15KVA			New + Old	
	(d) Water pump sets	2				New	
	(e) Lift	4				New	
	(f) Fire Fighting, Fire Alarm System and Wet riser system	1				New	
	(g) Split AC	50 nos.				New	
	(h) Audio / Video Equipments in Auditorium, Boardroom & Seminar Hall	3 Nos.				New	
	(i) Projector and Smart LED TVs in Class Rooms	7 Projector & 5 Smart LED TVs				New	
	(j) Drinking water, RO Filter	03				New + old	
	(k) Water cooler	01				old	
	(j) CCTV	8+40(likely to be installed by authority)				8 old +New	