

**NOTICE INVITING TENDER FOR PROVISION OF FACILITY MANAGEMENT SERVICE AT
PERMANENT CAMPUS OF THE INSTITUTE AT OKHLA, NEW DELHI**

Tender's Name- . **Facility Management Services**

Tender Fee – Rs 1500 /-(Rupees One thousand Five hundred only)

All tender related queries may be addressed to tender@iiitd.ac.in

Schedule for invitation of tender:

1	Bid Submission end date (Last date and time) for receipt of bids	20/06/2012 at 1500hrs
2	Bid Opening Date and time	20/06/2012 at 1600hrs

1. On behalf of the Director, IIIT-D, Tenders are invited from established, reputed and experienced agencies for providing **Facility Management Services** in Indraprastha Institute of Information Technology Okhla New Delhi – 110070 strictly as per Terms and Conditions of the Contract notified in the tender document available on the official IIIT-D website www.iiitd.ac.in.
2. The bidder must read the prescribed terms & conditions and accept the same to proceed further to submit the bids.
3. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise, the bid will be summarily rejected.
4. Bidder must unconditionally accept all terms and conditions stipulated in the original/downloaded tender document and submit/upload the entire signed and stamped document.
5. All documents submitted should be self-attested with seal of the bidder.
8. In case the date of opening of tenders is declared a holiday for unexpected reasons, the tenders shall be opened same time on the next working day.
9. All pages of the bid including all enclosures should be numbered (except printed leaflets/catalogue) and must be duly filled in, signed and stamped by the bidder or his authorized representative. Offers received without signature and seal on all pages are liable to be rejected.

I. IMPORTANT INSTRUCTIONS TO BE NOTED CAREFULLY BY THE BIDDER/ AGENCY(S):

(a)	Institute	The Director, IIIT-D, New Delhi
(b)	Name of Services required	Providing of Facility Management Services in Indraprastha Institute of Information Technology, Okhla Industrial Area, Ph-3, New Delhi – 110070
(c)	Date for start of full service	Within Fifteen (15) days of the Award of Contract, complete service as per scope of work.
(d)	Tender Cost	Rs 1500 /-(Rupees One thousand Five hundred only) in the form of a demand draft/ pay order in favor of IIIT-Delhi which is non refundable.
(e)	Bid Security (EMD)	Rs 4,50,000/- (Rupees Four Lac Fifty Thousand only)
(f)	Performance Security	@5% of the value of work award

II. PROCEDURE FOR SUBMITTING TENDERS

- a) The following documents along-with supporting documents, may be submitted in Original form so as to reach the Office of the PCEO (Engineering), IIIT-D, Okhla Ind. Area, PH-3, New Delhi, before the last date and time of the closing of the bid and time indicated in the Tender :-
- i. Covering letter indicating the index / list of enclosures.
 - ii. Tender document fee/ receipt.
 - iii. Additional information of the Bidding Agency duly signed by the bidder or authorized representative of the bidder as per the Performa and format given in **Annexure-I**
 - iv. Bid Security (EMD) in original along with declaration in **Annexure II**
 - v. Original/downloaded tender document duly filled in, signed and stamped by the Bidder or his authorized representative and duly witnessed with name address & contact number of witness.
 - vi. Declaration as per **Annexure-III** along with attested Copies of Income Tax Return for the last three years, PAN ., Service Tax and/ or VAT Registration Certificate of the bidder/ Agency
 - vii. Undertaking at least 5 years of Experience in the field of Facility Management Services shall be given in – **Annexure-IV**

- viii. Undertaking to accept Terms and Conditions of the Tender document and to comply with them as per **Annexure- V** on Non-Judicial stamp paper of Rs. 50/- duly notarized and signed by the Bidder/ Agency or authorized representative of the Bidder/ Agency.
- ix. **Annexure VI:** List of present clients with whom annual billing for similar services shall not be less than 01 Crore PA in each case.
- x. Proof of successful execution of work along-with certified copies of the Award of Work/Agreement executed for providing of identical/similar Services in last five years.(as given in **Annexure IV & VI**)
- xi. Solvency certificate from banker(s) for the value not less than Rs. 25 lac.
- xii. **Annexure VII:** Undertaking to provide manpower as per the desired category, qualification, experience & and terms and conditions.
- xiii. Technical bid Para IV of this tender document however it must be noted that the no price should be indicated in the technical bid or PQB evaluation.
- xiv. Each page of the tender should be numbered and signed by the Bidder/ Agency with the seal of the firm.
- xv. **Annexure VIII:** Scope of work
- xvi. **Annexure IX:** List of Equipments
- xvii. **Annexure X:** Area Details
- xviii. **Annexure XI:** Service Level Agreement
- xix. **Annexure XII:** Total Manpower Required

III. Pre-Qualification Bid (Annexure XIII)

- I. Following documents are required to be sent to the address mentioned in the stipulated time. The bid criteria as mentioned in table must be fulfilled and supported by relevant document as indicated below.

No.	Eligibility Bid Criteria	Document
1	Annexure I	Properly filled and duly signed and stamped.
2	Bid Security(EMD) of Rs 4,50,000.00 only	DD/Pay Order/Banker's Cheque. FDR/Bank guarantee in favor of "IIIT-Delhi" payable at Delhi, along with properly filled, signed and stamped Annexure II
3	Annexure III	Copy of IT return and acknowledgment of the Income Tax Department for the financial years 2008-09, 2009-10, 2010-11 and photocopy of PAN card Annexure III

4	Undertaking by Bidder/ Agency as mentioned in Annexure I	On official letter head of Bidder/ Agency, duly signed and stamped by Bidder/ Agency..
5	Undertaking by Bidder/ Agency as mentioned in Annexure V	On non-judicial stamp paper of Rs.50/-, duly notarized and signed and stamped by Bidder/ Agency .
6	Financial Standing Certificate of Rs. 25 Lac from a scheduled bank	Signed certificate from Bank manager/authorized official
7	List of Major Institutes	List of at least two major clients with annual contract value for not less than Rs. One Crore PA each Institute. (Annexure VI)
8	License under Private Facility Management Services .	Only those who hold valid registration with the Labour Department shall be eligible to bid in response to NIT and if found successful the workmen shall need to get registered with the labour department. Photocopy of license duly signed and stamped by Bidder/ Agency
9	Experience of providing Facility Management Services in at least one corporate or government (Annexure -IV)	A certificate from the authorized official of the concerned organization.

ii. Even though the applicants meet the above criteria, they are subject to be disqualified if they have:

a) Made misleading or false representation in the form, statement and

attachments submitted in and or

- b) Record of poor performance such as abandoning the work, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures, etc.
- c) Found to have been black listed in any other works.

IV. TECHNICAL BID: (To be filled as per Annexure XIV)

Following documents are required to be submitted in the TECHNICAL Bid. In case of non- submission of requisite document(s) or providing incomplete technical details by the bidder, the bid is liable to be cancelled during the technical evaluation stage without any further reference, whatsoever.

1. The Agency is in the business of providing Facility Management Services for the period of at least last 5 years.
2. Proof of successful execution along-with certified copies of the Award of Work/Agreement executed for providing of identical/similar Services to other organizations in the recent past. However, in case of non availability of such certificate the decision of the Institute shall be final in this regard.
3. The Agency shall have necessary infrastructure/tie up for the training of employees for Facility Management Services and enough manpower to cater to any additional need of Institute on short notice (any increase in required manpower, duly paid), if any such need arises in the tenure of the contract.
4. Only those who hold valid registration with the Labour Department shall be eligible to bid in response to NIT and if found successful the agency (workmen) shall need to get registered with the Labour Department.
5. The agency shall have necessary licenses/ authorizations for providing Facility Management Services and/or obtain the same at its costs and expenses as and when required.
6. List Present Institutes shall be submitted in the **Annexure** VI of the tender document. The contracts expired within 6 month of last date of submission of bid could be included in the list.
7. Designations of the employees and manpower requirement along-with requisite experience in respect of each designation is given in **Annexure** VII which shall be seen by the bidder before filing the bid. The Bidder must undertake to provide requisite manpower with desired qualifications and experience as per the requirement of the Institute as may be required from time to time.
8. The technical bids shall cover following aspects namely:-
 - a) Audited Turnover of the Bidding firm/agency

- b) Past Performance in quality work and compliance of labour laws
- c) Availability of Human Resource
- d) Managerial capability
- e) Observance of Labour Laws

V. **PRICE BID:**

Total required manpower is given in **Annexure -XII**. Institute reserves the right to increase or decrease the manpower as listed.

The Price Bids must be submitted in the prescribed format as per (**Annexure -XV**) and nowhere else.

- i. **PLEASE NOTE THAT NO PRICES SHALL BE INDICATED IN THE PQB OR THE TECHNICAL BID OTHERWISE, THE BID WILL BE REJECTED OUTRIGHTLY WITHOUT ANY FURTHER CORRESPONDENCE**
- ii. **Method of evaluation - price bid evaluation:**
 - A. The price bid is to be quoted strictly as per the format given in **Annexure -XV**. There should be no cutting or overwriting.
 - B. If price bid is not quoted as per the format in **Annexure -XV**, the bid is liable to be rejected or the evaluation committee may make its own judgment regarding the total monthly cost of the price bid quoted by the bidder.
 - C. The bids shall be ranked on the basis of combined weighted score for quality and cost. The tender shall be awarded to the bidder obtaining the highest total combined score in evaluation of Technical bid and Price (financial) bid.
 - D. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during evaluation of bids. The technical and Price (financial) bids shall enjoy weightage in the proportion of 60:40 i.e. 60% for most qualified technical bid and 40% for the financial bid.
 - E. Combined scores of respective bidders shall be obtained by sum of their respective technical bid scores multiplied by 0.60 and their respective Price (financial) bid scores multiplied by 0.40.
 - F. The successful bidder shall be required to file a copy of every contract appointment with details bank account to which wages of the workmen were to be credited by the successful bidder with the District Level Grievance Redressal machinery headed by the Deputy Commissioner (Revenue)

VI. TERMS AND CONDITIONS

- Period of Contract :** This contract shall be valid for a an initial period of one years. Based on the satisfactory performance, the period may be extended on yearly basis for a maximum period of 5 years at the sole discretion of the Institute.
- Price:** Quoted rates shall be valid for the entire period of the contract. However, the increase of minimum wages as per the Govt. Notification shall be applicable. In case of those categories which are not covered under Minimum Wages notifications, 5% of annual increase will be applicable on minimum wages and corresponding increase in the statutory components only.
- Payment:** Payment shall be made on monthly basis within fifteen (15) days from the date of receipt of bill duly certified & recommended by designated officer in charge.
- Workmen Employed:** The Bidder/agency shall be responsible for following all labor laws and statutory requirements, insurances pertaining to its employees. The agency shall indemnify IIIT-D against any Claim on this account. It must retain sufficient reserve of manpower to cater for situations like leave, weekly offs, medical problems, holidays or any other exigencies etc.
- Performance:** The performance of the services will be continuously evaluated by the designated committee nominated by the Director.
- Delay in Payment:** In case of delay in monthly payment, the agency should make payment to its manpower & for consumables without affecting the work.
- Arbitration:** Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996, within thirty (30) days (or such longer period as may be mutually agreed upon from the date that either party notifies in writing that such dispute or disagreement exists.
- Replacement of Staff:** Any staff/employee may be required to be replaced immediately from the site without assigning any reason whatsoever. Non-compliance may lead to suitable deduction on per day basis or penalty arrived at based on the per day cost of the staff/employee not replaced.

Restrictions:	Smoking cigarette, bidi, chewing tobacco, pan, Gutkha or any other banned item is strictly prohibited inside the Institute's premises. Non-Compliance may lead to suitable penalty /termination of contract, to be decided by the Institute.
Attendance register:	Agency shall be responsible to maintain biometric & manual records of daily attendance of the staff deployed by it. However the Institute reserves the right to inspect the records & verify attendance as and when required or deemed fit.
Certification of bills:	Every bill forwarded for payment shall need to be certified by the nominated officer of the Institute.

VII. GENERAL TERMS & CONDITIONS

1. In the event of non-commencement or unsatisfactory performance of the work contract, the Institute reserves the right to cancel the contract agreement or to withhold the payment. In such eventuality Institute (IIIT-D) further reserves the right to get the work done from some other agencies at the cost of bidding agency. The Agency will also be black listed in the Institute for a period of 5 years from participating in such type of tender and his earnest money/security deposit will also be forfeited.
2. It shall be presumed that the terms & conditions mentioned in the tender document including amendments/ corrigendum if any have been read, understood and duly accepted by the bidder. The bidder shall have no right to modify/ alter/ amend/ delete any terms/ conditions mentioned in tender document. The Institute is not bound to accept or supersede the terms of the tender.
3. Tender forms are not transferable. Only the original/downloaded complete tender form must be signed & stamped, and uploaded.
4. Each page of the tender should be numbered and signed by the bidder/ Agency or his authorized signatory and duly witnessed with the seal of the firm.
5. Furnishing of wrong information and false documents will make the bidder ineligible for bidding and liable to be debarred/blacklisted from participation in Tender enquiries/Open Tenders/Annual Rate Contracts by the Institute and /or other Delhi Government's departments. The EMD amount will also be forfeited.
6. The past performance of the bidder and other criteria as given in the eligibility & technical bid will be taken into consideration for award of Contract.
7. The bidder will have to furnish documents in support of the information given in the tender. Original documents shall be checked for verification as and when required.

8. In case of any attempt for cartelization by bidder with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted and bid security will be forfeited.
9. If any required information /documents are not submitted, then the bid of the concerned bidder will be rejected and shall not be considered. No representation in this regard will be entertained.
10. The bidders are expected to be present at the time of opening of bid; however, the bids will be processed even when no bidder /representative is present as per declared schedule.
11. The decision of the Institute regarding approval of bids shall be final and binding on all bidders.
12. A prospective bidder requiring any clarification of the Bidding Document shall contact the Institute through e-mail.
13. Any person who is in Govt. Service anywhere or an employee of the Institute should not be made a partner to the contract by the bidder directly or indirectly in any manner whatsoever.
14. The individual signing the tender document/ bids or any document forming part of the bid on behalf of bidder, shall be responsible to produce a proper power of attorney duly executed in his favor stating that he/she has authority to bind on behalf of such other person of the bidding agency as the case may be in all matters pertaining to the contract including the arbitration clauses.

In case the bidder, so signing, fails to provide the said power of attorney the Institute may, without prejudice to other civil and criminal remedies cancel the bid and hold the signatory liable to all costs and damages. In case of registered or unregistered partnership firm, all the partners should sign the bids. In case of change of any person signing the agreement on behalf of limited company or firm, he/she will produce a letter of authority /resolution passed by the company empowering him/her to sign the agreement on behalf of the Bidder/ company or firm.

15. The personnel, whose services are provided by the bidder, shall at all times and for all purposes be the employees of the Agency (Bidding agency) and on no account personnel so appointed and recruited by the agency (Bidder) will have any claim for appointment, continuous recruitment or regularization etc. against the Institute.
16. In every case in which by virtue of the Workman's Compensation Act, the Institute is obliged to pay compensation to such person employed by the Agency (bidder) in

execution of the work, Institute will be entitled to recover from the Agency (bidder) the amount of compensation so paid.

17. The bidding agency shall be responsible for verifying the antecedents of its staff/employees working in IIIT-D, by police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any authority. The list containing the names/addresses of the personnel appointed by the bidder/agency shall be made available to the Institute with their bio-data within 15 days from the date of deputing. The same shall also be provided in the form of CD giving out photographs and detail of the staff within one month of commencement of work.
18. The Bidder/ Agency shall obtain a license under Contract Labour (R&A) Act, 1970 and also submit a attested copy of such license to the Institute The agency shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation and any other laws and rules applicable in this regard.
19. The Bidder/ Agency, himself, shall be responsible for any type of statutory/ mandatory claims or penalties in light of the default with reference to the above provisions
21. In case any person engaged by the Bidder/ Agency is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the bidder/agency will have to replace such person with a suitable substitute at the direction of the competent authority at short notice.
22. The Institute shall not provide any sort of accommodation to the staff or person deployed by the bidding agency and no cooking/lodging will be allowed in the premises of the Institute at any time.
23. The deployed staff shall wear the prescribed neat and clean uniform according to season affixing thereon the badge mentioning on the same, his name and designation, provided by the Bidder/ Agency at his own cost.
24. The agency shall not engage the staff below the age of 18 years. All the staff deployed by the agency shall be medically fit and their antecedent be verified prior to the deployment in the Institute.

25. If any complaint of misbehavior and misconduct comes into the knowledge of the Institute then all such responsibility shall be of the agency and any loss owing to negligence or mishandling by the staff, the Bidder/ Agency shall himself be responsible to make good for the losses so suffered by the Institute.
26. The Agency shall not, at any stage, cause or permit any sort of nuisance in the premises of the Institute or do anything which may cause unnecessary disturbance or inconvenience to others working there as well as to the general public in the Institute premises and near to it.
27. No escalation of rates quoted will be allowed during the period of contract except due to revision of minimum wages or revised statutory provision. The agency will honor the Fall Clause in case it also gets business in any other establishment.
28. The agency shall not engage any sub-contractor or sublet/transfer the contract to any other agency/person in any manner.
29. The agency providing Facility Management Services should ensure the following: -
- That a daily report of its staff on duty and about their performance is furnished & maintained.
 - That its staff does not smoke/drink/abuse drugs at the place of work.
 - That any specific work related to Maintenance assigned to it by the Principal Employer or any officer authorized by him is carried out by him diligently and well in time.
 - The Principal Employer may also ensure that the salary wages shall be distributed in full as per Minimum Wages Act by the Bidder/ Agency to the deployed staff.
30. Tax deduction at source shall be governed by the prevailing Rules.
31. In case the agency fails to execute the job after signing the agreement /deed or leave the job before completion of the period of contract at their own accord, the Director, IIITD shall have the right to forfeit the last payment due, irrespective of the duration of the contract. For this purpose, the entire amount payable may be forfeited including performance security.
32. The Institute (IIIT-D) reserves the right to:
- A. Amend the scope and value of any contract under this project.
 - B. Reject or accept any application without assigning any reasons thereof

and

- C. Reject all applications and cancel the Tender.
- D. The Institute/Employer/Consultant shall neither be liable for any such actions nor be under any obligation to inform the Applicants.

VIII. PENALTY CLAUSES

- 1) In case the agency fails to commence / execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract Principal Employer reserves the right to impose the penalty as detailed below:
 - A. 2% of cost of order / agreement per week, up to 2 weeks delays.
 - B. After 2 weeks delay, Principal Employer reserves the right to cancel the contract and withhold the agreement and forfeit the Performance Security/EMD as applicable and get this job to be carried out from at the cost of the Agency. The defaulting Bidder/ Agency will be blacklisted from participating in any tender of IIIT-D for next three years.
 - C. The amount payable for the preceding month can be partially/ fully deducted depending on the severity of default in case of non-compliance with work stipulations, post the commencement of contract.
 - D. In case there is shortfall from the desired number of manpower in semi skilled and unskilled categories, the Institute may impose penalty of 25% of the wages payable for the day due to the shortfall number of manpower.
- 2) For any other breach of contract not covered in point no 1 above, Designated committee or Authority or any person nominated by or on behalf of the Institute shall be entitled to impose a penalty up to Rs. 1000/- on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee.

If the lapse is repeated again the extent of penalty will be doubled on each such occasion. The decision of the said officer/committee in this regard shall be final and binding upon the agency. Some of the instances in which penalty would be imposed are enumerated below. (But these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).

- I. If the personnel working are not found in proper uniform and displaying their photo identity card.
- II. If the personnel found indulging in smoking/drinking/sleeping during duty hours.
- III. Penalty will also be imposed if the behavior of personnel(s) found is discourteous to

anyone in the institute.

- IV. If any personal found performing duty by submitting a fake name and address, the services of such person shall be terminated and the agency will be held responsible for such lapse.
- V. If any personnel found on duty other than those mentioned in the approved list is supplied by the agencies to the Institute's authorities.
- VI. In the case of any loss/theft of IIIT-D property, the committee of IIIT-D will consider the circumstances leading to the loss and if the responsibility is fixed on the agency, the Institute will make good the losses by deducting the cost of loss from the next month's bill or performance security deposit in one or more installments.
- VII. Additional penalty clauses are as mentioned in the **SLA (Annexure -XI)**

IX. Bid Security (EMD):

- I. Each tender must be accompanied by Bid Security of Rs 4,50,000/- (Rupees four Lac Fifty Thousand only) in the form of a Demand Draft/ Pay Order/BG/FDR favoring the Director, Indraprastha Institute of Information Technology, Delhi and the original Bid Security sent to O/O the PCEO (Engineering), Indraprastha Institute of Information Technology-Delhi, Okhla Industrial Area, Ph-3, New Delhi – 110070 so as to reach before the closing of the bid.
- II. The Bid Security shall be valid and remain deposited with the Institute for the period of forty five days beyond the final bid validity period.
- III. In case of non submission of Bid Security, the tender would be rejected without assigning any reason whatsoever unless the bidder has uploaded valid exemption certificate as per sub-clause (v) given below.
- IV. No interest shall be payable by the Institute on the Bid Security.
- V. Exemption: Firms may be exempted from payment of Bid Security, if they are registered with NSIC and Govt. of India/ State Government Undertakings subject to submission of such valid exemption certificate.
- VI. Bid Security shall be refunded immediately to the unsuccessful bidder on finalization of the tender and to the successful bidder on furnishing of Performance Security.
- VII. The Bid Security is liable to be forfeited if the bidder withdraws or impairs or derogates the bid in any respect within the period of validity of this offer.

VIII. If the successful bidder fails to furnish the Performance Security within the stipulated period, then the Bid Security (EMD) is liable to be forfeited.

X. Performance Security:-

- I. The successful bidder shall furnish Performance Security of @5% of work award in the form of a Demand Draft/ Pay Order/ Bank Guarantee (as per the Performa annexed)/ FDR favoring the IIT-Delhi and duly discharged in his favour in advance to ensure due performance of the contract within twenty-one (21) days or earlier from the date of receipt of communication from the Institute informing "Acceptance of Bid".
- II. In case of Bank Guarantee, the same shall be established by a Scheduled Bank in India.
- III. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the Contract.
- IV. Failure of the Agency /supplier to submit the above-mentioned Performance Security shall constitute sufficient grounds for the annulment of the Contract and forfeiture of the Bid Security.
- V. The Performance Security as mentioned in the sub-para (i) above shall be released on satisfactory completion of all rate contractual obligations (liabilities) +60 days.

XIII. SUPERVISION & QUALITY CONTROL

1. Institute management shall have the right to terminate the contract of the services rendered by the agency, which are not of the requisite standard.
2. Institute will have unfettered right to inspect the premise, process of **Housekeeping** at anytime and the agency will cooperate with the Institute. Institute will have overriding supervising power to give instructions and it must be complied with.

XIV. LIABILITIES OF SERVICE PROVIDER

1. Man power engaged by Agency will be trained, young, smart and well mannered with proper uniform and as per the qualifications, experience and age as specified in **Annexure - VII**.
2. The Agency shall make available CV of the employees in hard copy and/or soft copy

- giving out the details of all the employees deployed in IIIT-D.
3. The shift of the staff would be rotated periodically and a roaster would be maintained.
 4. The staff would be changed with proper handing & taking over every month / week as per roster to avoid possible contacts/collusion for better operational point of view.
 5. The agency shall pay its employees wages in to their respective bank account through ECS (mandatory requirement). The ECS statement of monthly salary payment duly verified by bank official would have to be submitted with bill for payment.
 6. All liabilities such as wages, ESI, PF, Bonus and other statutory requirements of the staff on duty will be borne by agency. Agency will submit the proof of PF & ESI payments with ECS statement for salary payment with the monthly bill.
 7. The agency shall be responsible to provide trained manpower in Facility Management Services.
 8. IIIT-D names a worker as unfit/ inefficient he / should be removed immediately from the work spot. Provide reliever immediately.
 9. Providing emergency services as needed on a twenty-four (24) hour, seven (7) days a week basis. The response time for attending to any break down/ maintenance call shall be immediate and in no case it should not exceed one hour.
 10. Providing emergency services as needed on a twenty-four (24) hour, seven (7) days a week basis. The response time for attending to any break down/ maintenance call shall be immediate and in no case it should not exceed one hour.
 11. Developing and implementing Non comprehensive facility operation and preventative maintenance plans.
 12. Nobody will be appointed without interacting with IIITD official
 13. Weekly, fortnightly and monthly training of all the personnel deployed must be organized as per training program and intimated to IIIT-D.
 14. Working hours of outsourced employees would normally be eight (8) hours (excluding tea and lunch break). All quotes on eight hour duty roster.
 15. During winters staff will be equipped with woolen pullover (Sweaters), coats & boot as per need.
 16. The service provider shall also provide female staff as per Institute need.

XV. CONTRACT TENURE (EXTENSION)

(i) **CONTRACT TENURE:** -

- a) The contract will be valid initially for ONE YEAR from the date of engagement of the agency subject to annual review of the performance of the Agency by the Institute.
- b) After the completion of the assigned responsibilities across the tenure of the contract, Institute, at his sole discretion and mutual consent, may extend the contract on year to year basis (maximum for four more years) subject to satisfactory personal quality certification by Designate Inspection Committee or Authority or any person nominated by or on behalf of the Institute to

- assess the performance of the agency.
- c) In exceptionally deserving case Institute, at his sole discretion and mutual consent, may consider further extension of the period of contact for which independent assessment of performance could be sought.
 - d) Institute will decide the commencement of the service which will be duly notified at the time of Award of Tender.

XVI. PAYMENT TERMS

1. Given the fact that the contractor is under legal obligation to pay due wages as the requirements of law, the successful bidder shall be expected to make payment to the workmen under Electronic Fund Transfer System. The contractor shall pay for all legal charges/contributions to statutory authorities. Besides that the contractor shall be obliged to satisfy empowered officer about continued labour law compliance as and when required by empowered officer.
2. The payment to the service provider shall be made as per actual and not exceed quoted price (supported by ECS statement duly verified by bank official). The deployment of manpower may vary as per need basis and would be assessed on dynamic basis. Monthly assessment and review shall be made.
3. The Agency shall raise bill by the first week of next month. The payment shall be made within Fifteen (15) days of submission of bill. Disputed amount or amount on which clarification is required may be held up till the time matter is sorted out. However, rest amount shall be released by due date.
4. Bill should be submitted to the Engineering branch before 5.00 p.m. otherwise bill will be deemed to be submitted on the next working day.
5. Payment from Institute shall be made by electronic fund transfer to the supplier's account by NEFT or RTGS for which purpose agency is expected to submit their complete bank details.
6. Disputed amount on which clarification is required may be held up till the time matter is sorted out. However, rest of the amount shall be released by due date.
7. Here it is essential to note that while considering the attendance and availability of the staff, their working hours will also be considered for evaluation and non – compliance with the mentioned hours of work would be penalized.
8. Penalty would be in terms of part of the salary / payment, which would be deducted and reflected in month's payment.
9. Payment of bill for deployed manpower must be submitted with following documents

for further processing of the bill:

- a) ECS Statement duly verified by the bank official for monthly salary payment in the bank account of employees on or before 07th of every month by the service provider (as a proof of compliance to ensure that monthly salary paid is not less than the statutory provision of minimum wages act as applicable in Delhi for the respective category of worker, and as being charged from Institute, the employee shall be paid at least the quoted). Institute may approve acceptance of other equivalent documents if judged adequate to confirm compliance in lieu of ECS statement for salary payment on recommendation of the management committee.
- b) Monthly Statement of ESI payment
- c) Monthly Statement of EPF payment
- d) Bonus payment to be reimbursed (as per actual subject to maximum as quoted in the price bid format) after submission of proof of credit in the bank account of employee

10. The payment to the contractor shall be released only verification of the contracted service through a checking mechanism enforced by Designate Inspection Committee or Authority or any person nominated by or on behalf of the Institute to assess the performance of the agency, both in terms of quantity and quality.

XVII. FORCE MAJEURE

- i. "Force Majeure" shall mean any event beyond the reasonable control of the Institute or the Bidder/ Agency, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected.
- ii. If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances there of within fourteen (14) days after the occurrence of such event.
- iii. No delay or nonperformance by either party hereto caused by the occurrence of any event of Force Majeure shall
 - a. constitute a default or breach of the Contract
 - b. give rise to any claim for damages or additional cost or expense occasioned thereby
 - c. If and to the extent that such delay or nonperformance is caused by the occurrence

of an event of Force Majeure.

- iv. Notwithstanding clause (iii) above, Force Majeure shall not apply to any obligation of the Institute to make payments to the Agency herein.

XVIII. Risk Purchase:-

In the event of the Bidder/ Supplier's failure to supply the ordered services as per the contract the Institute reserves the right to procure the services from any other source at the Bidder's risk and cost and the difference in cost shall be borne by the Bidder. Such cost shall be recovered from the bill of the agency. Further, the purchaser shall retain the right of forfeiture of Performance Security and or any other action(s) as deemed fit.

XIX. JURISDICTION:-

Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of a suit, any and all actions and proceeding arising out of or relative to the contract (including any arbitration in terms thereof) shall lie only in the Court of Competent Civil jurisdiction in this behalf at Delhi/New Delhi and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other Courts.

XX. Fall Clause:-

If at any time during the contract period, it is noticed or brought to the knowledge of the Institute that the contractor/bidder has reduced/proposed to reduce the rates for such outsourcing of Facility Management Services as are covered under this tender enquiry, to any organization (including any department of Govt. of NCT Delhi) at rate lower than the rates quoted under this contract, he shall forthwith reduce the rates payable under this tender for such services after the coming into force of such reduction, the rate of services shall stand correspondingly reduced. The Institute shall make payments based on such reduced rates only.

XXI. Arbitration

1. Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996, within thirty (30) days (or such longer period as may be mutually agreed upon from the date that either party notifies in writing that such dispute or disagreement exists.

2. All disputes and differences arising out of, or in any way, concerning this agreement (except those, the decision whereof is otherwise, hereinbefore provided for) shall be referred for sole arbitration by any person to be nominated by the Director, IIIT-D. The venue of Arbitration shall be New Delhi, India. The award of the arbitrator so appointed shall be final and binding on both the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction.
3. Indian laws shall govern this contract.
4. The existence of any dispute(s) or difference(s) or the initiation or continuance of the arbitration proceedings shall not permit the Parties to postpone or delay the performance by the parties of their respective obligations pursuant to this Contract. The venue of the arbitration shall be Delhi, India.

XXII. NOTICES

Any notice, request, or consent sought pursuant to the tender shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by speed post, email, or facsimile to such Party i.e. the Institute or Bidder.

XXIII. TERMINATION

The Institute may terminate the Contract, by not less than thirty(30) days' written notice of termination to the Bidder/Agency, to be given after the occurrence of any of the events specified in paragraphs (i) to (iii) of this Clause and sixty (60) days' in the case of the event referred to in (iv) below :

- i. if the Bidder/Agency does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the institute may have subsequently approved in writing;
- ii. if the Bidder/Agency becomes insolvent or bankrupt;
- iii. If the Bidder/Agency, in the judgment of the Institute has engaged in corrupt or fraudulent practices in competing or in executing the Contract.
- iv. if as a result of Force Majeure, the Bidder/Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

For the purpose of this clause:

- i. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution.
- ii. "Fraudulent Practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the Purchaser.

XXIV. Exclusive Right of the Director, IIIT-D

The Director, Indraprastha Institute of Information Technology (IIIT-D), has full and exclusive right to accept or reject any bid or tender and / or withdraw the work order without assigning any reasons, whatsoever.

PCEO (Engineering),

IIIT-D, New Delhi.

Signature of the Bidder/ Agency with stamp

Witnesses:-

1.

2.

Additional information of the Bidding Agency duly signed by the bidder or authorized representative of the bidder as per the Performa

1. Tender Enquiry No. Due for opening on:
2. Name & Address of Bidder
3. **Status:**
- i. Indicate whether you are LSU or SSI
 - ii. If you are a small scale unit registered with NSIC under single point Registration Scheme, whether there is any monetary limit?
 - iii. In case you are registered with NSIC, Whether you have attached a photocopy of the Registration Certificate?

Please indicate

4. Details of Bank Account of the bidder/Agency.
- i) Name of the Bank
 - ii) Address of the Branch
 - iii) Phone number
 - iv) IFS Code No.
 - v) Bank Account No.
 - vi) Type of Account
5. Business Name and constitution of the firm. Is the firm registered under
- i) The Indian Companies Act, 1956
 - ii) The Indian Partnership Act, 1932
 - iii) Any act, if not, who are the owners. (Please give full Names and Address)
6. For partnership firms state whether they are registered or not registered under Indian Partnership Act. 1932. Should the answer to this question by a partnership firm be in the affirmative please state further:
- i) Whether by the partnership agreement authority to refer disputes
 - ii) concerning the business of the partnership to arbitration has been conferred on the Partner who has signed the tender
 - iii) If the answer to (a) is in the negative, whether there is any general power of attorney executed by all the partners of the firm authorizing the partner who has signed he tender to refer dispute concerning business of the partnership to arbitration\

Signature of witness

Full Name and Address of Witness

Signature of Bidder

Full name & address of the Person signing (In BLOCK LETTER)

Whether signing as Proprietor/ Partner
/ Constituted Attorney / duly authorized by the company

Annexure- II

DETAILS OF BID SECURITY/ (EARNEST MONEY DEPOSIT)

Tender Enquiry No.

Due for opening on:

Bid Security (EMD) as required by this tender is being submitted in the form of DD/Bank Guarantee/FDR favoring "Director," Indraprastha Institute of Information Technology ,payable at Delhi, and duly discharged in his favor in advance.

1. Details of Bid Security attached (DD/Pay Order/FDR, Bank Guarantee) :

2. Instruments.No. _____ Dated _____
3. Drawn on (Bank) _____
4. Address of Branch _____
5. Amount _____

Signature of the Bidder

Name & Address with stamp

INCOME TAX RETURN & PAN

Tender Enquiry No. **IIIT-D/**

Due for opening on:

As required by this tender the copies of Documents as per details given below are being submitted:-

Details of IT Return: Copy of IT returns of FY 2008-09, 2009-10, 2010-11

PAN (Attach a photocopy of PAN Card):

Service Tax Registration No:

Vat Registration No.

Signature of the Bidder

Name & Address with stamp

UNDERTAKING – YEARS OF EXPERIENCE

Tender No. _____

Due for opening on: _____

Name of the Service _____

I/ We M/s _____ hereby declare that:

1. Our agency has been in business for a period of at least last 5 years in Maintenance & H/K Services for which the quotation/ tender are submitted.

2. We have served in similar works i.e. provided Maintenance & H/K services in govt. corporate building/institute/or private corporate sector with over 750 employees & students in the last 3 years as stated below.

At least 02 clients with whom annual billing for similar services shall not be less than 01 Crore in each case

S. No.	Name of the Client	Govt./Pvt. Undertaking	No of Employees provided to Client	Duration of Contract
1				
2				
3				
4				
5				

3. We will be able to arrange for the required manpower, material, machine and other resources for the establishment of service as per the tender term within **15** days of award of tender **(A/T)/Letter of intent (LOI)**.

4. We declare that we have necessary infrastructure/tie up for the maintenance of the equipment being used and enough manpower to cater to any additional need of Client on short notice (any increase in required manpower, duly paid), if any such need arises in the tenure of the contract.

Signature of the Bidder

Name & Address with stamp

UNDERTAKING ON NON-JUDICIAL STAMP PAPER OF RS. 50.

Tender Enquiry No IIIT-D/

Due for opening on:

I/ We M/s _____ hereby declare that:

1. I/ we am/are agency engaged in business of providing Maintenance & H/K services have examined the above mentioned tender document including amendment/ corrigendum (if any) the receipt of which is hereby confirmed.
2. I/ we do hereby offer to provide Maintenance & H/K services at the prices and rates mentioned in the price bid.
3. I/we do hereby agree to provide to abide by the minimum wages act of Delhi Govt.
4. I/we have quoted rates inclusive of all statutory taxes, charges & compliances i.e. EPF, ESI etc. as applicable.
5. I/ we agree to abide by my/our offer for a period of 180 days from the date of opening of the tender.
6. I/ we have carefully read and understood all the Terms and Conditions of the Tender and shall abide by them.
7. I/we agree for the all clauses and payment terms and conditions of this tender enquiry. In case any condition put forth by us is against the terms and conditions of tender, the same shall be treated as to be having no affect whatsoever and that the tender terms and conditions shall only prevail upon such conditions, if any.
8. I/ we have necessary licenses/ authorizations for providing the Maintenance & H/K services and/or obtain the same at my/our costs and expenses as and when required.
9. I/ we also declare that in case of change constitution of our firm or for any other change, merger, dissolution, insolvency etc. the same shall be immediately brought to the notice of client, in such case continuing partner, successor or administrator or permitted assign shall be responsible for discharging all the liabilities under this contract/ tender.
10. The tender document has been downloaded from the official website i.e. www.iiitd.ac.in for bidding purpose is a true copy of the original.
11. Our firm or any other firm with similar type of operation with same or some/one of the partners/proprietors being same as of the tendering firm has not been black listed in the past 3 years by any Government/ private institution except as per the following details:-
(If there is any case please attach the details of the same)
12. I/we also certify that that there is no vigilance/ CBI case pending against the firm/ supplier/ or any other firm with similar type of operation with same or some/one of the proprietors being same as of the tendering firm except as per the following details:-
(If there is any case please attach the details of the same)

13. I/we also certify that there is no pending case for payment/ civil liability pending against us in any of the courts except as per the following details:-
(If there is any case please attach the details of the same)
14. I/we also certify that I have At least 02 clients with whom annual billing for similar services shall not be less than 01 Crore in each case.

Signature of the Bidder
Name & Address with stamp

LIST OF PRESENT CLIENTS

At least 02 clients with whom annual billing for similar services shall not be less than 01 Crore in each case.

S.No	Name of the client	Scope of work	Date of start	Date of completion	Reference of authorized official on clients side with contact number	Approx annual billing providing similar for services
1						
2						
3						
4						
5						

Note: Keep adding in the similar manner if the list is longer

NOTE:

1. Present clients mean the clients presently (on the last day of bid submission) being served by service provider. The contract which has expired within 6 months of last date of submission of bid can also be included.
2. Supporting documents in the form of award of work/completion should be submitted.
3. Please highlight the clients for which the total tenure of services is more than 3 years continuously. Certificate of continuity of services with all the clients where Maintenance & H/K Services have been provided for 3 or more years continuously should also be attached/proof of award of work in continuity to be attached.
4. If no proof of award of work, completion of work is submitted, the evaluation committee may make its own judgment and the Bidder/ Agency may be rated poorly on this count in technical evaluation.

Signature of the Bidder

Name & Address with stamp

Qualification and experience of manpower deployed

1. Educational qualification for the very deserving candidate could be relaxed at the sole discretion of the Client.
2. Client at its sole discretion may consider any staff for the other designation/category than the proposed by the bidder/ Agency.
3. Agency is supposed to quote salaries as per the above mentioned designation and experience of all the personnel during the currency/ tenure of the contract.
4. The final requirement can be decided by Client at the pre-determined salary structure proposed by the agency for currency / tenure.
5. Client reserves the right to increase the requirement at the pre-determined salary structure and also reduce the asked manpower as per the requirements again at the same applicable rates, if the need of the same is felt during the currency/tenure of the contract.

I/We _____ hereby undertake to provide manpower as per requirement of the client as stated above.

I/We also undertake to abide by the desired qualification, experience & terms and conditions as stated above.

Signature of the Bidder.

SCOPE OF WORK

The following minimum scope of work is required at the locations / area as mentioned in the area details. Final scope of work would be jointly finalized by the selected service provider and IIIT.

- Operation & Maintenance of utilities, services, and equipment
- Customer relations office/Helpdesk Management
- Housekeeping (Includes cleaning of terrace and solar panels)
- Front Desk
- Pest Control
- Horticulture
- General
- Management of First Aid Centre
- Solar Geyser cleaning and maintenance
- Liaisoning with local and state authorities
- Value Engineering for better services and cost reduction
- Providing of office assistants / account assistants / Peons etc.

Operations & Maintenance

A. Operations & Maintenance Services – Broad Outline:

This scope of work essentially indicates Operations & Maintenance services pertaining to upkeep & smooth working of the equipment. Required Preventive Maintenance will be carried out for the equipments at the institute as per benchmarked maintenance practices / OEM manuals.

Manpower

Scope – To Provide and maintain proper & efficient engineering services in the premises by deploying sufficient number of trained, experienced and competent technical personnel. All statutory requirements like PF, ESIC will be met with. Necessary training to staff will be provided by Facilities Management Company.

- Carry out day to day activities required in Operations that includes Operations and monitoring of Utility services equipment, logging of all related parameter pertaining to the equipment, assessing the data and initiating necessary actions depending on the analysis of data/records.
- Carry out maintenance services at specified intervals as per the OEM service / operations manuals. (See Detailed Scope of Work)
- Coordinating with AMC contractors for Break down maintenance & follow up as required. Continuous efforts will be made to minimize the down time of equipment.

Materials, Consumables & Spares

- All the consumable material such as material required for cleaning, changing of towels , tissues, repair of doors windows, furniture, plumbing etc other than major items such as Diesel etc.

Annual Maintenance Contracts

- AMC s will be required to be maintained for critical equipment depending on the nature of equipment. Co ordination & monitoring required for the Annual Maintenance contractors will be done by Facilities Management Company.
- Efforts & suggestions will be made to reduce the AMC costs through alternate arrangements.

Equipment

- All equipment will be maintained at optimum operating levels. All scheduled maintenance required for the upkeep of the equipment will be carried out.
- Tools & tackles required for the services will be supplied by the service provider.

B. DETAILED SCOPE OF WORK

a. Providing 24/7 Operations & Technical Support

- 24/7 manning for the Engineering services, continuous monitoring of calls and complaints, work allocation to shift technicians and follow up on work progress.
- Generation of reports for Maintenance, maintaining & analyzing equipment operation logs for equipment.
- Implementing Preventive maintenance as per schedules & Manuals.
- Co ordination & Monitoring of AMC.

b. Power Generation and Electrical Distribution System

- Maintenance of transformers – Checking of oil level, temperature and topping up. Operation of tap changers if required.
- LT Panels, Distribution Boards - Checking of connections, vacuum cleaning of panels, Visual inspection, Insulation testing, testing of relays & contactors, cleaning of contacts.
- Distribution Boards – Routine checking and tightening of all panel internals, cable connections, checking & replacement of switches, sockets contactors, relays, cleaning of contacts for proper & trouble free function. Switching ON/OFF of power panels, lighting panels, capacitor banks, Emergency systems as required. Minor repairs of equipment like geysers, kettles and such other equipment.
- Diesel Generator Sets – Operating the DG Set as per requirement and logging all parameters, routine checking in all respects, operation in case of power failures and recording relevant data. Cleaning and changing of Air filters, oil filters, Exhaust system checking & cleaning, governor checking & checking of battery condition & topping up of electrolyte, cleaning of radiator & topping of coolant will be carried out.
- Major O/H of DG sets & major break downs are not covered under this scope of work. AMC for the same will be arranged with OEM Contractor.
- Lighting panels & fixtures – Trouble shooting & Replacement faulty tubes/bulbs, fans, switches, sockets MCBs, Fuses etc. and other electrical accessories wherever possible.
- Checking of UPS panels, battery condition, checking of Electrolyte Levels and topping up, initiating necessary actions with AMC provider in case of the breakdown.

c. HVAC

- Record required parameters and log sheets for the chiller & HVAC system. Round the clock Operation of Chillers, pumps, cooling towers. Carrying out preventive maintenance as scheduled will be done if not covered under AMC contractor for major breakdowns & monitoring.
- Major O/H & Break down Maintenance of chillers will be coordinated with OEM Contractor.
- Air Handling Units, Fan Coil Units, Ventilation system – Routine services like air filter cleaning, motor greasing, belt tightening & replacement, motor & alignment, cleaning of cooling coils as scheduled. Checking and replacement of faulty valves, gaskets, drain line clearing.
- Major Break downs will be coordinated with AM Contractor.

Mechanical Services

- Plumbing - Checking availability of water and informing concerned authorities for further action.
- Water Pumps & Hydro Pneumatic System – Operations and minor service of pumps like greasing, checking alignment, tightening & replacement of gland packing, cleaning strainers.
- All Drainage System – Checking and clearing drains choke ups.
- Replacement of washers, taps & other fittings.
- Minor repairs to all Plumbing accessories.
- Carpentry - Repairing creaky doors, repairs of the floor springs, door closures, minor wood work and polishing/painting jobs & lamination, fixing of paintings. Repair of the furniture and chairs

Firefighting Equipment

- Fire Hydrant and accessories: Operation and maintenance of fire fighting system, including but not limited to Operations of fire Hydrant hoses in case of emergency, testing of the same at regular intervals for proper functioning. Minor repairs to the system. Checking of Hose reel system, maintaining required pressure in wet rise system, maintaining diesel stock at Diesel Pump, maintaining records of tests.
- Portable Fire Extinguishers - Checking & ensuring all fire extinguishers are in working condition and initiate necessary actions for refilling etc & recording related data.
- Regular cleaning of smoke detectors to avoid false alarms; check & clean mimic panels & related systems for proper operations. Coordination with OEM in case of major Break downs/problems.

Sewage Treatment Plants (This is in the scope of STP provider – Fontus)

- Operation and maintenance of sewage treatment plant.
- Cleaning of Pumps, blowers, Electrical panel, water filters piping and allied accessories.
- To ensure all standby pumps and blowers are in working condition.
- To keep surrounding areas clean.
- Opening and cleaning of sand and carbon filter including nozzle changing and recharge of filter media.
- Cleaning of aeration tanks, clarifier, sludge tanks, replacement of defective pipes.
- Logbook to monitor overall operation of plant on hourly basis.
- To get periodical test report authorized lab and submit to IIIT. Pollution control board records to maintain as per the statutory requirement.
- The supplier has to ensure that all the parameters are maintained as per the norms of Pollution Control Board at all the times.

Planned Preventive Maintenance

A comprehensive Planned Preventative Maintenance (PPM) program must be maintained at all times. Outstanding PPM's must be addressed with IIIT on a monthly basis. Planned Schedule must be submitted to IIIT at least 3 weeks in advance to ensure all actions required have been identified. All PPM work is subject to approval from IIIT

Other Equipment

- Break down Maintenance / major repairs of other equipment like Security equipment, Card Readers, PA system; Office Equipment like Fax machines, Xerox Machines, Projectors, Communication systems will be coordinated through AMC contractors.

Other Services

- Tracking and submitting inventory reports of all consumables on monthly basis / as and when required.
- Tracking and submitting all utilities consumptions and costs on monthly basis.

C. HELPDESK MANAGEMENT

The Helpdesk Services pertain to the Facilities Management, problems on Help-Desk and resolving the problems to closure, which occur on day to day basis. Service Provider will be required to manage Help-Desk at IIIT wherein the problems will be logged either on telephone, in person or through email. Helpdesk will classify all such calls and would forward / allocate to the concerned departments, its Engineers / Technicians, Supervisor or any concerned operational staff for resolution. For each type of problem, the response time would be defined and service provider will adhere to it.

This helpdesk will receive, log and track all calls related to the end users in the facility. For calls / services it is not directly responsible, these would be informed and escalated to the concerned IIIT personnel as decided and communicated to the helpdesk from time to time.

- Help-Desk will be manned and managed on a 24/7 basis by qualified computer literate Help-Desk Operators.
- Helpdesk will be allotted a dedicated Telephone Extension No. by IIIT
- An email ID will be provided for Help-Desk by IIIT
- Any problem logged in Help Desk either telephonically or through mail will be registered by Help-Desk operator in a Complaint Register and allotted a Unique No. on that date.
- Work orders will be made by Help-Desk operator and handed over to respective attendant to attend to the problem
- Any Complaint Lodged in Helpdesk will be responded depending on nature of the problem but not later than as referred in SLA and resolved within 2 hours (routine Complaint) of logging the complaint.
- Once the call is closed the respective attendant will get the signatures of the complainant on the work order. Helpdesk to counter check before closure of any problems assigned.
- Resolution of the problem will be reconfirmed by the Help-Desk operator with the complainant and then closed in the Register.
- At the end of each day, the unattended and pending problems will be carried forward to the next day and a report of such problems will be prepared and forwarded to the respective authorities in IIIT

Escalations

All Routine Problems, help-Desk related problems, Operations related problems, will be handled by the service provider without any intervention of IIIT

If any call is not resolved within the agreed timelines, it will be escalated to the concerned as per the escalation matrix.

D. HOUSEKEEPING

- Standard Cleaning Services and Procedures as defined above shall include
- **Sweep Clean**

Sweep clean all floor areas including

- Damp Mopping of Tiles, Vitrified floors, Kotah / marble floors, staircases, elevators floor, sidewalls and podium entrance areas.
- Floors shall be free of dirt, mud, sand, footprints, liquid spills, and other debris.
- Chairs, trash receptacles, and easily movable items shall be moved to clean underneath.
- During inclement weather, the frequency may be higher than once per day. When completed the floor and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water.
- After sweeping all floors, areas would be machine scrub cleaned.
- Sweep Clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use conditions.
- **Vacuuming**
 - Vacuuming all rugs and carpets runners and carpet protectors so that they are free of dirt, mud etc.
 - Appropriate type of vacuum cleaner would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.
 - Any chairs, trash receptacles, and easily moveable items, shall be moved to vacuum underneath, and then replaced in the original position.
- **Washroom Cleaning**
 - Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non- abrasive cleaners and disinfectants.
 - All surfaces shall be free of grime, soap mud and smudges.
 - Cleaning of mirrors, glass windows, etc.
 - Replacement of paper towels, toilet paper, soap dispenser in all bathrooms shall be performed.
- **Trash Removal**
 - Emptying all waste paper baskets, ashtrays (if applicable) from all floor areas, and washing or wiping them clean with damp cloth, replacing plastic wastepaper basket linings and returning items where they were located.
 - All waste from waste paper baskets will be collected and deposited in the building's waste containers.
 - Dry & wet garbage would be segregated and dumped into designated area within the premises.

- **Glass Surface Cleaning**
 - All glass at entrance doors of the premises would be cleaned using damp and dry method.
 - Glass tabletops, cabin doors, cabin partitions and glass accessories would also be cleaned.
 - Removal of grease marks or fingerprints glass counters and partitions. This cleaning is done using approved all purpose cleaner and lint free cloth or paper towels.
- **Spot Carpet Cleaning**
 - Spot clean carpets whenever necessary to remove spots, using appropriate product.
- **Damp & Dry Cleaning**
 - Wipe clean all White boards of meeting rooms, Conference rooms, workstations, etc.
 - Wipe clean all table tops of workstations, cubicles and other furniture and fixtures.
- **Deep Cleaning**
 - Stairways, Surrounding Common Areas, Terraces, generator rooms, AHU Rooms, Car parking, etc.
 - Ceilings, Walls, Partitions, etc.
 - Toilets and Washrooms.
- **Window Glass Cleaning**
 - Interior & Exterior glass will be cleaned on both sides, throughout the building. Safety devices to be used for cleaning at the heights
 - Exterior cleaning of the glasses where accessible / at reachable height..
 - Dusting window- sills and blinds.
- **Sanitizing**
 - Office Desk paper bins would be cleaned and sanitized
 - All washroom dustbins would be thoroughly cleaned and sanitized.
 - All telephone instruments would be sanitized using disinfectants.
 - Waste Bins from Pantry and cafeteria areas would also be thoroughly cleaned and sanitized with disinfectants.
 - Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfect.
- **Sweep Cleaning**
 - Sweep Cleaning external common areas like terrace, parking areas, pathways, walkways, compound wall sides, etc.
- **Dusting & Wiping**
 - Dusting & wiping light fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks.
- **Polishing**
 - Mansion Polish of furniture and other wooden fixtures where applicable
 - Applying Metal polishes to accessories or door handles, hand railings, lift walls, etc. where applicable.
- **Scrubbing**
 - Scrubbing of all floor areas with scrubbing machines.
- **Fire exit stairs & main stairs**
 - Fire exit stairs will be swept, mopped and dusted once a day.

- Wall skirting, windows ledges and window glass (from inside) will be cleaned on a daily basis.
- Handrails will be buffed on a daily basis.
- Fire exit doors will be wiped and cleaned daily.
- Fire extinguishers will be dusted on a daily basis
- Ensuring that Fire exit routes are clear without stacking of any material

- **Common Areas**

- Entrances, car parks, paving, paths, grounds and the outside Premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.
- Regular cleaning of Solar Panels
- Cleaning of Terrace
- Empty all waste bins and replace in their original locations
- Clearing and cleaning of all storm water drains.
- Litter picking, cleaning of signages to be carried out at regular intervals.
- All hard paved areas to be cleaned periodically through appropriate mechanized machinery

Inspections

- Supervisors should monitor activities of their staff to insure that housekeeping is acceptable.
- Supervisors should develop an inspection checklist that is tailored to the individual work area.
- All deficiencies noted during the inspection should be documented in sufficient detail to allow the use of the checklist as a cleanup guide.
- During inspections, any safety related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the facility manager who in turn, will notify IIIT.

E. FRONT OFFICE

Provide receptionist services at the assigned lobby. Functions provided include: greeting visitors, answering and routing phone calls, following security policies, receiving/directing deliveries and providing general administrative support.

- Ensure that the reception desk is staffed and functioning at the designated time.
- Keep front desk and lobby areas neat and organized. This includes responsibility for newspapers and magazines ordered for the lobby area.
- Project a highly professional manner at all times, representing IIIT in a positive fashion. Business casual dress required.
- Greet, register and badge visitors in compliance with IIIT Security policies.
- Contact the appropriate customer to meet their visitor in the lobby using IIIT address book.
- Answer the phone professionally, responding to general questions, inquiries and transferring calls as needed.
- Respond to enquiries from internal and external customers regarding such information as: local services and local amenity information.
- Accept proper deliveries (i.e. flowers, catering) at the reception.
- Partner with Security, contacting them for all types of security breaches and problem situations.
- Initiate emergency procedures as warranted by and consistent with assigned location emergency response guidelines.

- Maintain lobby supplies.
- Perform ongoing administrative support functions as time and skill level permits.
- Maintain confidentiality at all times.
- Maintain professional integrity at all times.
- Ensure rooms are cleaned between meetings as needed during the day. This includes ensuring that any catering materials have been cleared away and removed.
- On a weekly basis walk through each conference room checking the AV, whiteboard accessories and cabinet contents and make suggestions if stocking levels should be altered.
- Prepare details and billing amounts for courier companies.
- Check invoices of courier companies and advise for payments.

F. PEST CONTROL

The Service Provider is required to manage the Pest Control to ensure, as a minimum, the following:

- Routine inspection service daily
- Every second day spray floors/ corners for mosquitoes
- Weekly fumigation of the Cafeteria area
- The service shall be inclusive of all pests including wood destroying insects;
- Organic program shall maintain pheromone impregnated lure traps, (discretely placed throughout common areas and food serving eating areas).
- These traps shall be monitored constantly for complete control of pest throughout the office; must record and track
- Non chemical insect baits shall be injected into wall voids and areas likely to harbour insects for maximum preventive protection, allowing for immediate occupation of treating areas, causing no problems to electronic office equipment;
- Rodent control measures including mechanical and adhesive monitoring traps shall be maintained in sub-floor areas and where appropriate required throughout building.
- Provide a list of non-toxic chemicals used to perform the service Public areas should be sprayed with environmentally safe anti – bacterial compound.
- Drainage chambers should be treated with pesticide and anti bacterial compound after 7 pm.
- Public areas of premises should be fogged with appropriate insect killer to eliminate mosquitoes.

G. HORTICULTURE / LANDSCAPING

Maintenance of complete landscaping area including Lawns, maintenance of Potted plants (Outdoors and Indoors), Trees, shrubs, Hedges, Creepers, Ground corner. Supply of seasonal plants to maintain the aesthetics of the landscape as and when required.

The maintenance includes timely cutting, pruning, watering, manure, spray of insecticide and Pesticides, Proper dose of Fertilization, Cleaning of Landscape Areas, and Plantation of Seasonal flowers as and when required.

Supply of seasonal plants includes supplying of Saplings of seasonal plants in beds and pots. These supplies will be to maintain the aesthetics of the landscape floral and beautiful. The choice and quantity of plants will be done by service provider in consultation with IIIT.

To carry out the maintenance work the following material will be provided by IIIT

- Manure

- Urea
- Chemicals
- Insecticides and Pesticides
- Good Earth, Soil etc.
- Replacement of casualties

The Gardeners provided by service provider for the services shall be supervised by a qualified Horticulturist as and when required. Service Provider will provide certificate / documentary evidence of the Horticulturist's credentials.

Service Provider should take permission from IIIT before planting any fresh plants in Institute premises.

Grassed Areas

- This section shall include but not be limited to the following: -
 - All grassed areas shall be maintained in a neat, tidy and usable condition appropriate to the designated use/ location;
 - All grassed areas shall be kept free of weeds, moss or extraneous growth;
 - All grassed areas shall be kept in healthy growth at a reasonable length;
 - Following grass cutting operations, all adjoining surfaces shall be free of any arising cuttings etc.
 - All landscaped grassed areas shall be kept neatly cut to the edge of the borders, fence lines, building lines, path edges, hedge bases, tree bases etc.;
 - All grassed areas shall be kept free of large accumulations of litter and foreign matter such as stones, animal feces, bricks and glass.

Horticultural Works

- This section shall include but shall not be limited to the following: -
 - All horticultural works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance;
 - All trees, perennial plants and shrubs shall be maintained so that they are in healthy growth;
 - Trees and shrubs shall be kept to an acceptable height and form and are to be pruned in accordance with good horticultural practice;
 - Plants or shrubs shall not obstruct or encroach pedestrian or vehicular traffic routes;
 - All rose beds, shrubberies, herbaceous borders, hedgerows, other garden areas etc. shall be clear of litter, weeds, leaves, suckers, dead flower heads, rubbish, animal feces and other debris, and remain in a neat and tidy condition at all times;
 - All plants/ trees and shrubs etc., which have or appear to be dying, should be removed and replaced as soon as possible following removal of dead plant(s) by a suitable replacement.

Office Plants and Flowers

- This section shall include but not be limited to the following: -
 - All office planting works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance;
 - All plant specimens shall be maintained so that they are in healthy growth;
 - All plant specimens shall be kept to an acceptable height and form and shall be pruned in accordance with good horticultural practice;

- A fully detailed asset register detailing all plant specimens shall be kept by the Service Provider detailing type, location, condition and frequency of visit for all plants on display at each location;
- All pots/ containers shall be cleaned and replaced where necessary;
- All plant specimens, which have or appear to be dying shall be removed and replaced as soon as possible following removal of dead plant(s) by a suitable replacement.
- The plant and flowers chosen shall be of a kind that is known not to cause any allergic reactions.

H. Management of Health Centre

Providing of necessary first aid kits and medical attendant for 24 hours and visit of MD doctor every 2 hours.

I. Management of Hostels & Guest House

- To allot the hostels to the applicants as per institute policy.
- Attend all complaints in the hostel
- Recording of attendance of hostellers
- Providing of permanent hostel attendant

J. Providing of Manpower for IIIT office

- To provide office assistants for accounting, library related works.
- To provide dispatch rider, peons, file handling, document management etc.

K. GENERAL

Materials, Consumables & Spares

- To provide and maintain an efficient material management system. Alternately, IIIT may directly procure the same through the Service Providers. The Service Provider will maintain inventories and follow up with suppliers for regular supplies of such material. Material requests will be raised in advance with prior necessary approvals from IIIT.
- Efforts will be made to reduce inventory levels.
- In case of AMCs, the spares required will be governed by the nature of AM contract.

Annual Maintenance Contracts

- AMCs will be required to be maintained for some machines depending on the nature of equipment. Co ordination & monitoring required for the Annual Maintenance contractors will be done by the service provider.
- Efforts & suggestions will be made to reduce the AMC costs through alternate arrangements.

Housekeeping Equipment & Machines

- Service providers shall include the Capital cost and AMC cost of all equipments and machines in monthly invoices to IIIT which would be amortized over the contract period.
- Service provider would always keep minimum nos. of equipments (in working conditions) at site.

Personnel

- The Contractor would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards as laid down by IIIT and the industry norms.
- All staff would be in a neat, clean and well-groomed appearance
- All staff to carry proper ID cards as provided by the service provider.
- The staff will ensure wearing respective work masks, safety gloves and belts as and when required.
- All legal & statutory compliances would be the responsibility of the service provider
- Continuous training of the employees would also be the responsibility of the service provider.

- Attendance of all staff at site to be recorded on daily basis and a report of the same should be provided to IIIT on regular basis.

Safety guidelines

- Service provider must know and follow their duties related to safety for all personnel. These guidelines are applicable as well as sub-contractors deployed by them at the site.
- All Service Provider workmen should be provided with a uniform and shall work within IIIT premises in their prescribed uniform.
- The service provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by IIIT.
- The service provider shall provide prior information to IIIT representative about any hazardous material being brought on the site and shall ensure security storage of such material.
- The housekeeping standards employed by service provider and his sub-contractors must be good in all respect.
- The service provider must leave work areas in a clean, tidy and safe condition at the end of each working period.
- No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by IIIT.
- The service provider must provide consumables, tools and equipment based on applicable regulations / codes / guidelines.
- The service provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs in IIIT premises.
- All workmen of the service provider or their sub-contractors must have valid identifications cards verified by IIIT Security Department & shall display at all times during duty hours.

Background Check

- Background check for all employees deployed at IIIT is mandatory. None should be deployed at IIIT without background verification report seen and cleared by IIIT authorities. The report should cover:
 - Residence and employment history record verification for the past 5 years
 - Criminal history verification (police verification).
 - Confirmation that the employee has no criminal conviction

Dos' and Don'ts' for Deployed Staff.

Dos'

- Maintain personal hygiene by wearing clean clothes, gloves, shoes etc.
- Be well groomed with short & tidy hair, trimmed nails etc.
- Keep spare uniform available to change at short notice.
- Be always polite and courteous to staff ,students and guest of IIIT.
- Answer telephone calls politely.
- All safety and security rules regulations of IIIT to be strictly adhered by the staff.

Don'ts'

- Misbehavior with any IIIT staff, student, Guest, other Contract personnel of any magnitude.
- Impoliteness, loud talking, inappropriate language, inappropriate gestures, any indiscipline
- Group gatherings, disturbance
- Involvement in any kind of activity at IIIT with malafide intentions (including theft), either directly or as a support to any third party

Screening

- Service Provider will depute any personnel at IIIT only after screening and approval by IIIT authorities. Any change in any personnel will be at an intimation of at least 1 week to IIIT. The new personnel will also be screened and approved by IIIT.
- If any personnel needs to be changed by Service Provider due to some emergency which is beyond the Service Provider control, even then the new personnel will be screened and approved by IIIT first.
- In case of rejection of any personnel by IIIT, Service Provider will provide an option till the personnel is approved by IIIT.
- If Service Provider continues to provide sub-standard personnel which are not approved by IIIT and the work suffers, IIIT will impose penalties as defined ahead.

Management, Co-ordination Reporting and Meetings.

- Service Provider will be responsible for managing the services as described in the scope of work, Liaison with IIIT and AMC Providers, reporting to IIIT, providing Value-Adds to IIIT and escalations.
- Service Provider has to do daily meetings, weekly meetings, and monthly review on 10th working day of every month. Quarterly review meeting to appraise IIIT about the FM activities and value-adds.

Managing the Services

- Service Provider will take ownership of all the Services as described in this Scope of Work and will work as an independent Unit. IIIT's intervention should be only on major issues and not on routine/ operational issues.
- Service Provider will ensure that the Checklists are adhered to with utmost care and regularity.
- Service Provider will ensure that the problems are responded and resolved as per the Time frames decided for each type of problem.
- Service Provider will prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, with in 30 days of commencement of agreement.
- Service Provider Site in charge will brief IIIT representative on operational proceedings on day to day basis.
- The Facility Manager shall develop Continuity of Business Plan for all the premises in coordination with IIIT within three (3) months of signing of the agreement.
- Provide multi-skilled and trained staff.
- The staff should be trained on all the services mentioned in the RFP.
- There should be adequate off-site backup, trained, to ensure 100% service delivery.
- The Service Provider will liaise with external parties (government bodies) if required on behalf of IIIT.
- The Service Provider shall ensure that all statutory compliances (PF, ESIC, Minimum wages, contract labour act, etc.) as applicable are adhered to for any person employed by them directly or indirectly. IIIT reserves the right to terminate the agreement in case there is any willful flouting of the law.
- The Service Provider shall co-ordinate the procurement of all consumables / material.

Statutory Compliance

The Service Provide shall comply with all the statutory acts, and shall on regular basis submit proof of compliance to IIIT

Liaison with IIIT

- Service Provider will co-ordinate with IIIT's Vendors for carrying out maintenance of equipment under AMC or warranty.
- Supplier will maintain a record of all the equipment at IIIT, keep record of the Vendors details, keep track of the dates of AMC / Warranty validity and inform IIIT when the validity is within 2 months of completion.
- Supplier will also perform Escalations within Vendors in case problems are not responded or resolved as per the Contracts.
- Supplier will prepare the records of routine service visits to be provided by AMC providers and tracking to be done for actual visits, on weekly basis.
- Supplier will coordinate with fuel vendor for ensuring the smooth supply to maintain the Re-order Point.
- Supplier will track all the expenses of IIIT for stores and HSD Fuel.
- Supplier will maintain record of Fuel consumption of DG set, Stock Register of fuel in adherence with Excise Rules and Regulations, payments issued to Oil Companies and status with the purchase function of IIIT.
- Keep the Inventory status of all spares required for the maintenance of the facility and update on daily basis / as and when required.
- Preparation of Stock report on consumables at IIIT
- Supplier will prepare Purchase request for spare parts, Electrical and Mechanical items, plumbing, AC spares and DG spares and will co ordinate for approvals with IIIT.

Liability

- The Service Provider shall indemnify and hold the other harmless from and against all claims, demands, suits, proceedings, damages, costs, expenses and liabilities, including without limitation, reasonable legal fees brought against or incurred by either of them for
 - Injury to persons, including death; and/or
 - Loss or damage to any property; and/or
 - Any other liability resulting from any acts or omissions of the indemnifying Party in the performance of this Contract.
 - Service Provider shall maintain in force and upon request give evidence of adequate insurance covering its potential liability

L. REPORTING

Service Provider will submit the Daily, Weekly, Monthly, Quarterly, Half-Yearly and Annual Reports as per the formats discussed and decided between IIIT and Service Provider. These Formats will be submitted by Service Provider within 1 week of commencement of Services at IIIT and will be finalized within one week from submission.

List of Equipments

S. No.	Equipment particulars	Make
1	HVAC Systems	
i	WATER COOLED SCREW CHILLERS(2Nos.x 165 TR)	Dunham Bush
ii	Ahus with VFD (12 Nos.)	Waves
iii	Colling Tower(2Nos.)	Bell
iv	FCU (3000 K.Cal/Hr)(443 Nos.)	Waves
v	Tower AC (2TR x2Nos.)	Voltas and Llyod
vi	Split AC (3 TR x 2No, 2 TR x 2Nos, 1.5 TR x 1No)	
vii	BMS System (For HVAC,UPS,FAS,TRANSFORMER BREAKER - DG & DG Pumps ,Cooling Towers, Toilet Exhaust, & Fresh Air)	Trane
viii	Primary Pumps (3Nos)	ITT
ix	Secondary Pumps(3Nos)	ITT
x	Condensor Pumps(3Nos)	ITT
xi	CT fans (2Nos)	ITT
xii	VFD (3Nos)	dransfoss
xiii	VAV (71Nos)	Johnson Control
xiv	Booster pump(4Nos)	
xv	Toilet Exhaust Fan(4Nos)	blowtech
xiv	Fresh Air Unit(6Nos)	blowtech
2	DG Sets(2nos. of 500 KVA DG Sets)	Cummins
3	UPS (100 KVA with 30 Mins battery backup -3 Nos. and 5 KVA with 20 Mins Battery Backup (for Critical Lighting System) - 5 Nos.)	
4	Transformers with RTCC(1600 KVA)	CGL
5	HT VCB (3 Nos. 11 KV, HT VCB Indoor Type)	CGL
6	Fire Alarm System,- Semi Intelligent System controlled by BMS, MCP, Smoke ,Heat & duct detector	Honeywell Ltd
7	Fire Extinguishers of Types (CO2, Dry Chemical Powder, Foam etc.)	Safex
8	Lifts (8 Passenger Lifts – 13 Nos.)	Kone
9	Water Softening Plant of KL Capacity in Tower A	
10	Lighting Fixtures	
	Ceiling recessed, fixed down light 2 x18w CFL.-2290 Nos.	CGL
	Surface Mounted fixed down light 2 x18w CFL.-800 Nos.	
	Ceiling recessed fixed down light 2 x 11 w CFL. 10 Nos	
	Wall mounted light 14W T5 lamp for Mirror Light.-975 Nos.	
	Ceiling suspended/mounted fluorescent luminaire - 860 Nos.	
Surface mounted fitting 2 x 11W CFL lamps - 158 Nos.		

	Surface mounted fitting with 1x28 W T5 - 899 Nos.	
	Surface mounted fitting with 1x28 W T5 (HE) - 618 Nos.	
	Bulk Head lights fixtures 94 Nos.	
	63mm dia Wall mounted luminare - 461 Nos.	
	110mm dia UP and Down light - 51 Nos,	
	Pole Light Fixtures on 6.0 m high Poles(SINGLE ARM)- 108 Nos.	
	Pole Light Fixtures on 6.0 m high Poles(DOUBLE ARM) - 18 Nos.	
	Low Height Bollards 9Nos.	
	Tree uplighter - 18 Nos.	
	Shrub uplighter - 7Nos.	
	Security Light/ Flood Lights 56Nos.	
	Ground Embedded Uplight Fixture- 7Nos	
	Post top Light Fixture - 6Nos.	
	Pole Light Fixtures on 4.0 m high Poles - 60 Nos.	
	commercial recess mounted - 83Nos.	
	Recessed wall light fixtures- 75Nos.	
	Electrical Panels	
11	MPP Panel- 3Nos.	Milestone
	Domestic - 4Nos.	
	Main Board- 7Nos.	
	SFB-1 - ACADEMIC- 13Nos.	
	ESP For BOYS HOSTEL- 1No.	
	ESP For GIRLS HOSTEL - 1No.	
	ESP-1 For RESIDANCE BLOCK-1No.	
	ESP-2 Sub Floor Board - RESIDANCE- 10Nos.	
	ESP-3 Sub Floor Board - RESIDANCE - 10Nos.	
	ESP For SPORTS COMPLEX - 1No.	
	FEEDER PILLAR:-1/2/3/4/5/6 - 6Nos	
	FRONT GATE DB 6way TPN DB - 1No	
	LIFT MAIN DB - 8Nos	
	DG set Panel - 1No.	
	MCC-1- 1No.	
	MCC-2 - 1No.	
	FIRE PUMP PANEL - 7Nos.	
	Control panel - 1No.	
	AC PLANT-1 - 1No.	
	AC PLANT-2 - 1No.	
Kitchen Panel - 1No.		
	Pumps	
12	Monoblock pumps (Domestic Water) - 14Nos	Kirloskar
	Monoblock pumps (Flushing Water) - 14Nos.	Kirloskar

	TERRACE BOOSTER PUMPS - 6nos.	Kirloskar
	Fire Engine - 2Nos.	Kirloskar
	Sprinkler pump - 3Nos.	Kirloskar
	Jockey Pump -3Nos.	Kirloskar
	Borewell Pumps - 2Nos.	Kirloskar
	Filter feed pumps-12Nos.	Kirloskar
	Treated water Pumps- 4Nos.	Kirloskar
	Water Tanks	
13	Raw Water Tank - 50,000 Ltrs. - 1 No.	
	Raw Water Tank - 1,05,000 Ltrs. - 1 No.	
	Domestic Water Tank- 85,000 Ltrs.- 1Nos.	
	Treated Water Tank- 55,000 Ltrs.- 1Nos.	
	Fire Tank -1,00,000 Ltrs. - 2 Nos.	
	OHT - Fire,Drinking,Flushing at All Blocks	
14	Earthing Pits (Chemical Earthing - 36Nos.)	
15	Hot water generator (150Kw- 1No.)	
16	SOLAR HOT WATER SYSTEM (20nos)	Koto
18	Rain Water Harvesting Pits - 1No.	
20	PA System- (Speakers- 123Nos.,Amplifier- 7Nos.& Volume control unit-16Nos.)	
21	Kitchen Equipment (Two Door Freezer ,Four Door Refrigerator ,Veg. Cutting Machine ,Tilting Rice Cooker,Tilting Frying Pan,Tilting Frying Pan,Stock Pot Range,THREE BURNER COOKING RANGE,TWO BURNER COOKING RANGE,CHAPPAT,Plantry MixerI MACHINE SEMI AUTOMATIC,Atta/Maida/Rice Bin,Four Door Refrigerator,Dough Kneader,Pulveriser,Potato Peelar,WET GRINDER,Tea/Coffee Boiler,Milk Boiler,Juice Machine,Fryer,Double Sandwich Griller,Microwave Oven,Salamander,Bain Marie,Cash Counter,SOILED DISH COLLECTION TROLLEY,Fly catcher (Pest O Flash/equivalent),and EXHAUST HOOD)	
22	CCTC System (PTZ Cameras- 9Nos, Dome Cameras -66Nos.)	Honeywell
23	Access Control System (Mount Smart Card Reader. 18" pigtail wire connection. - 26Nos.)	Honeywell

Details of Area

Bldg No s.	PROPOSED AREA STATEMENT	Floor s	Built Up Area	Carp et area	Sta ir case	Toilets			Meeti ng Rooms	Pantri es
						Ladi es	Gen ts	Handic ap		
1	RESIDENTIAL	G+11	6500	5525	2					
2	LIBRARY	G+3	2215	1883	2	4	4	4		
3	LECTURE HALL BLK	G+2	1500	1275	1	3	3			
4	ACADEMIC BLOCK - R&D/ADMIN	G+5	5011	4259	3	10	10	5	10	10
5	DINING CENTRE	G+3	4019	3416	3	6	6	4		
6	GIRLS HOSTEL	G+4	3518	2990	4	10				
7	BOYS HOSTEL	G+6	6800	5780	5		21			
8	SERVICE BLK 1	G+2	500	425	1					
9	GUARD ROOMS (5)Nos.		55	47						

Frequency of Cleaning

Details of the area to be swept at regular intervals			
Sno	Details of identified areas	Freq. of Cleaning	Area
A. General Rooms			
a	Office / Class / Lecture Room	Once Per Day	2201.9
b	Committee Room	Once Per Day	216.1
c	Reception Room	Thrice Per Day	37
d	Record Room/ Stationary Room	Once Per Week	256.1
e	Hostels	Once Per Day	4437
f	Labs/Workshops of Inst.	Once Per Day	1189.5
II. Verandah / Stair Cases Etc.			
a	Verandah	Twice Per Day	5290.1
b	Stair Cases	Twice Per Day	2683.3
III. Open Space			
a	Roads	Once Per Day	20000
b	Court yards	Twice Per Week	
c	Garages	Once Per Week	

IV. Other Areas			
a	Lawn	Once Per Week	40000
b	Playground	Once Per Week	
c	Solar Panels	Once in Month	
d	Terrace	Once Per Fortnight	
V. Walls with tile work			
a	Verandah with wall tiles	Once Per Day	15000
b	Rooms with wall tiles	Once Per Fortnight	
c	Glass Walls / window panes	Once Per Fortnight	15000
B. Items to be swept regularly			
1	Latrines / bathroom	Thrice Per Day	1031.5
2	Urinal Pots	Thrice Per Day	159
3	Mirror / Wash Basin	Once Per Day	211
4	Other Articles	Once Per Day	1331.8
Manpower Required			50

Service Level Arrangements (SLAs)**Chart 1:** Severity Levels and time allowed for attending to the problems under each level of severity.

Severity Levels	Impact of Severity	Response Time	Recovery Time*	Status Update to the authorities of the institute during continuance of the problem
Severity 1	Severe impact on operation of the institute - unable to operate	Immediate- on logging of the problem	Within 60 minutes	every hour
Severity 2	Institute's Operations are degraded but, yet able to operate (with back-up measures)	If Problem is logged before 1700 hours - to be attended on the same day; and if logged after 1700 hours - to discuss with the authorities of the institute whether to be attended the same day or next day.	Within 4-8 hours	Once a day or as desired by the authorities of the institute
Severity 3	Low impact on Institute's operations - though detrimental, but not an immediate area of concern	Problem to be attended to within same or next day after it's logging.	Within 24 hours	Once in two working days
Severity 4	Zero impact on Institute's Operations - Required for improving or for value addition to services.	Problems to be attended to during course of preventive or breakdown maintenance (as & when).	Within 30 days,	Once every 10 days

*Recovery time includes interim measures. However, final resolution may involve procurement of spares and mobilizing of third party OEM/vendors.

Chart 2: Broad description of problems to be addressed under each level of severity

Problem Type/Level	Problem Reported / Type of request
Severity 1:	Power Shut down
	All the DGs shut down
	Main server room – Power or AC Shutdown
	All elevators of residential or hostel or academic block are non-functional
	Shut down of Fire fighting / detection systems
	HVAC shut down
	Stock of diesel – NIL
	Water supply to the institute shut down
	Complete shut down of UPS
Severity 2:	Critical damage to Building Structure/Façade
	Serious problems with fire fighting / detection, HVAC and electric supply systems (not amounting to shut down)
	Water Supply shut down to any of the building
	Chocking of Sewerage / drainage
	Serious issues with Campus cleanliness/security
	50% Elevators of residential or hostel or academic block are Non-functional. UPS / LAN problem in Faculty room/ Library
Severity 3 :	Minor lapses in security, Parking problems/conflicts
	Partial blockage in drainage/sewerage/water supply systems.
	Building Maintenance issues
	Issus with Common Areas & Amenities, Minor problems in MVAC/electrical / fire fighting& detection systems / Lighting/ UPS point.
Severity 4:	Civil Infrastructure works, House Keeping & Security Services
	Infrastructure works
	Material shifting

SLAs with Penalty provisions

Sr. No.	Facility/Service Area	Issues / Parameter / Description	Target Service Level for Resolution time	Penalty Service Credit for delay or default in meeting the Target Service Level (per occurrence)	Measurement Method / tools
1	Air conditioning	AHU & chilled water temperature to be maintained to provide inside	Minor break downs within 30 minutes of logging of complaint. Major break down within 1 hour of	A sum equivalent to 3 % of the monthly Maintenance Charges for each day or part	Complaint logged and confirmation

		design temp. at 25 +/-1 deg C in the premises.	logging of complaint. Motor burnt or break down of AHU shafts etc within 24 hours of logging of complaint.	thereof of delay or default, until actual delivery of performance.	of resolution
2	Electric Power of the parameters as per Indian Electricity rules	Total power outage from Grid. No back up power available from DG. Breakdown of Power Riser or electrical feeders.	Minor break downs within 30 minutes of logging of complaint. Major break down within 1 hour of logging of complaint. However critical load has to be provided within 30 minutes of logging of complaint.	A sum equivalent to 5 % of the monthly Maintenance Charges for each day or part thereof of delay or default, until actual delivery of performance.	
3	Lift Operation	Lifts not operating during Institute hours.	Operation of 1 lift in each building (where ever installed) to be guaranteed all the time.	A sum equivalent to 2 % of the monthly Maintenance Charges for each day or part thereof of delay or default, until actual delivery of performance.	
4	Lift break down and emergency rescue	Pax getting stuck in between floors or lifts door not opening.	Rescue within 10 minutes of logging of complaint. Ensure that suitable area to be made available.		
5	Fire Protection Equipments and water	Reserve water not available and equipments not working	Fire water reservoir must be always full as per Fire Safety Rule. Operation and Preventive maintenance of fire hydrant and Sprinkler System to be done on daily/weekly /monthly/quarterly /yearly basis .(To be defined in SOP)		
6	Emergency Exit	Staircase for emergency exit to	Emergency exit to be clear		

		be available and staircase should be cleared. It should remain well illuminated.	always.		
7	Building maintenance	Water seepage from facade	24 hours after detection of leakage and stoppage of rain. However efforts to be made to control leakage by suitable means immediately.		
8	Water supply	Water not available in Premises	Water supply to be restored within one hour of logging of complaint or alternate water supply to be provided within one hour.	A sum equivalent to 5 % of the monthly Maintenance Charges for each day or part thereof of delay or default, until actual delivery of performance.	
9	Sewerage	Choked	Sewer lines will be cleared within 24 hrs of blockage / notification of the same		
				1	

Annexure XII

Total Manpower Required

Type of personnel	General	1st	2nd	3rd	Reliever	Total nos	Deployment details
Facility Manager	1	0	0	0	0	1	8 hours 6 days a week
Shift Engineer	0	1	1	1	1	4	8 hours 6 days a week
DG Operator	0	1	1	1	1	4	8 hours 6 days a week
Electrician/MST	1	1	1	1	1	5	8 hours 6 days a week
AC Tech	0	1	1	1	1	4	8 hours 6 days a week
Plumber	0	1	1	1	1	4	8 hours 6 days a week
CCTV/BMS Operator	0	1	1	1	1	4	8 hours 6 days a week
Carpenter	1	0	0	0	0	1	8 hours 6 days a week
Fire Technician	1	0	1	0	0	2	8 hours 6 days a week
IT Technician	1	0	1	0	0	2	8 hours 6 days a week
Asst. Technician	0	1	1	1	1	4	8 hours 6 days a week
Housekeeping Supervisor	0	1	1	1	1	4	8 hours 6 days a week
Pantry boy	1	0	1	0	0	2	8 hours 6 days a week
Housekeeper	1	14	14	14	5	50	8 hours 6 days a week
Gardner	4	0	0	0	0	4	8 hours 6 days a week
Medical Attendant		1	1	1		3	8 hours 6 days a week
Nurse		1	1	1		3	8 hours 6 days a week
Office Assistant	4	0	0	0	0	4	8 hours 6 days a week
Account Assistant	2	0	0	0	0	2	8 hours 6 days a week
Peons	4	0	0	0	0	4	8 hours 6 days a week
Guest House Attendant		1	1	1		3	
Sub total	21	25	28	25	13	114	

Prequalification BID

Sl.	Documents asked for	Page number at which document is placed
1	Bid Security (EMD) of Rs. 4,50,000.00 (Rupees four lacs and fifty thousand only) in the form of FDR/DD/Bank Guarantee issued by any scheduled commercial bank in favour of _____(designation of the concerned officer),_____ (name of the Institute) valid for 45 days beyond the Tender validity period.	
2	One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also.	
3	Undertaking on a Stamp paper of Rs.100/- (Rupees one hundred only) as per format prescribed in Annexure-IV).	
4	Self-attested copy of the PAN card issued by the Income Tax Institute with copy of Income-Tax Return of the last financial year.	
5	Self attested copy of Service Tax Registration No.	
6	Self attested copy of valid Registration number of the firm/agency.	
7	Self attested copy of valid Provident Fund Registration number.	
8	Self attested copy of valid ESI Registration No.	
9	Self attested copy of valid License No. under Contract Labour (R&A) Act, 1970.	
10	Proof of experiences of last three financial years.	
11	Annual returns of previous three years supported by audited balance sheet.	
12	Any other documents, if required.	

Technical Bid (Points between 1 to 10)

Sl. No.	Information to be provided	To be filled by the Bidder (Please attach the relevant documents in support.)	Remarks
1	Annual Turnover (in Lakhs) (average of last 3 consecutive years)		
2	Total Manpower on roll		
3	No of years of providing Facility Management Services		
4	No. of Trained Supervisory staff in the field of Facility Management Services		
5	ISO/ Other Certification of the firm (Yes/No)		
6	Experience in Academic Institutions		
7	No of Recommendation Letter from client not prior to last three years, who is/was provided with a service not less than 1cr in a year.		
8	Necessary infrastructure/tie up for the training of employees for Facility Management Services		
9	Training methods deployed for capacity building / continuous skill upgradation of manpower		

Annexure XV

S/no	Category of Employee	No	Salary PM	Agency Charges @in %
1	Facility Manager	Graduate		
2	Shift Engineer	Graduate		
3	DG Operator	Skilled		
4	Electrician/MST	Skilled		
5	AC Tech	Skilled		
6	Plumber	Skilled		
7	CCTV/BMS Operator	Skilled		
8	Carpenter	Skilled		
9	Fire Technician	Skilled		
10	IT Technician	Skilled		
11	Asst. Technician	Semi Skilled		
12	Housekeeping Supervisor	Graduate		
13	Pantry boy	Semi Skilled		
14	Housekeeper	Semi Skilled		
15	Gardner	Semi Skilled		
16	Medical Attendant	Graduate		
17	Nurse	Skilled		
18	Office Assistant	Graduate		
19	Account Assistant	Graduate		
20	Peons	Semi Skilled		
21	Guest House Attendant	Semi Skilled		

Note:

1. On the salary component ESI & PF will be applicable as per actual.
2. Agency Charges should include Bonus, Uniform allowance etc.
3. Wages should not be less than minimum wages