



**State Urban Development Agency (SUDA), &
Odisha Urban Academy (OUA),
Bhubaneswar, Odisha**

No. 3445

Dated : 03.10.2023

Selection of Agency for providing Comprehensive Facility Management Services (FMS) at State Urban Development Agency, Bhubaneswar, Odisha and Odisha Urban Academy, Bhubaneswar, Odisha

State Urban Development Agency (SUDA), Housing & Urban Development department, Govt. Of Odisha invites a Request for Proposal (RFP) for Selection of an Agency for providing Facility Management Services(FMS) at Odisha Urban Academy, Basaughai, Tankapani Road, Bhubaneswar, Odisha.

The RFP documents covering the details of information, eligibility criteria, selection process, and other terms & conditions can be downloaded from www.sudaodisha.org from dtd 04.10.2023 . The last date for submitting the RFP documents along with processing fees of Rs.11800/- (Rupees eleven thousand eight hundred) & EMD of Rs 50,000/- only in favor of "Administrative Officer, SUDA" payable at Bhubaneswar through regd. / speed post / courier / by hand with receipt only is dt.26.10.2023 (1.00PM).The pre-proposal meeting will be held at SUDA, Bhubaneswar– 751003, Odisha on 11.10.2023 at 11.30 AM. The technical bids will be opened on 26.10.2023 at 03.00 PM. The date of opening of financial bids shall be intimated late. SUDA reserves the right to accept/reject any/all proposals/terminate the entire selection process at any stage without assigning any reason thereof.

Administrative Officer

REQUEST FOR PROPOSAL(RFP)

Selection of Agency for providing Facility Management Services (FMS) at State Urban Academy and Odisha Urban Academy , Bhubaneswar, Odisha and at Odisha Urban Academy, Basuaghai, Tankapani Road, Bhubaneswar, Odisha

State Urban Development Agency, Bhubaneswar, Odisha

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

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

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

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

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

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

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Bidder Data Sheet

S.N.	Particulars	Details
1.	Name of the Client	State Urban Development Agency, Bhubaneswar
2.	Title of the RFP	Selection of an Agency for providing Facility Management Services at i. State Urban Development Agency (SUDA), Vivekananda Marg., Bhubaneswar, Odisha 751014 ii. Odisha Urban Academy, At- Basuaghai, P.o- Bankula, B.O, Via- Tankapani Road, Bhubaneswar, Khurda, Pin- 751018
3.	Broad Scope of Services	1. Operation and Maintenance of all Electrical and Mechanical equipment 2. Housekeeping and Sanitation services, 3. Security services, 4. Waste Management, 5. General Pest control,
4.	Method of Selection	Least Cost selection process (LCS)
5.	Proposal Validity	120 Days
6.	Date of Issue of RFP	
7.	Deadline for Submission of Pre-Proposal / Pre-Bid Queries	10.10.2023 at 05 P.M
8.	Pre-proposal meeting	11.10.2023 at 11:30 A.M
9.	Issue of Pre-proposal clarification	Within 7 days from the date of Pre proposal meeting
10.	Proposal Due Date	26.10.2023 up to 1 P.M
11.	Date of opening of Technical Proposal	26.10.2023 at 3 P.M
12.	Date of Technical Presentation	To be intimated later
13.	Date of opening of Financial Proposal	To be intimated later

14.	Site Visit	Bidders are advised to prepare and submit their respective proposals only after visiting the site and validating project information. Prospective bidders may make a visit to the site for necessary assessment for the purpose of bid preparation.
S.N.	Particulars	Details
15.	Pre-proposal meeting	<p>A pre-proposal meeting will be held on dt. 11.10.2023 at 11:30A.M at Conference Hall of State Urban Development Agency (SUDA), Bhubaneswar, Odisha. All queries should be received on or before dated 10.10.2023 upto 5 P.M at Office of the SUDA on e-mail in administrative officer, SUDA . The name, address, and telephone number of the nodal officer is: Administrative Officer, State Urban Development Agency, H & UDD, Nageswar Tangi, Old Town, Bhubaneswar, Odisha-751014, Tel: 06742432317 Email: sudaodisha1990@gmail.com</p> <p><i>All bidders are requested to mention their email id correctly in pre-bid query for the purpose of inviting for the pre-proposal meeting.</i></p>
16.	Bid Document Fee (Non-Refundable)	Rs11,800 /- (Rupees Eleven Thousand eight hundred Only) (including GST) in shape of Demand draft drawn in favor of administrative officer, SUDA Payable at Bhubaneswar. Bid without supporting Bid document fee shall be out rightly rejected.
17.	Earnest Money Deposit (EMD)	Bid security Shall be 50,000/- in shape of demand draft drawn in favor of administrative officer, SUDA Payable at Bhubaneswar. The security is refundable in nature.
18.	Performance Bank Guarantee (PBG)	5 % of the Contract Value
19.	Place of Opening of Proposal	In the conference Hall of SUDA, Bhubaneswar
20.	Evaluation Criteria for Technical Proposal	Bidders are requested to refer RFP

SECTION: 1

LETTER OF INVITATION

1. LETTER OF INVITATION

RFP No: _____ **Dated** _____

Name of the Assignment: Selection of Agency for providing Facility Management Services (FMS) at i) State Urban Development Agency, Bhubaneswar ii) Odisha Urban Academy, Bhubaneswar, Odisha.

State Urban Development Agency, invites sealed proposal from eligible bidders for **Selection of Agency for providing Facility Management Services (FMS) at i) State Urban Development Agency, Bhubaneswar, Odisha ii) Odisha Urban Development Agency**. More details on the proposed assignment are provided at **Section- 3: Terms of Reference** of this RFP Document.

- (i) An Agency will be selected under **Least Cost Selection Procedures** prescribed in the RFP Document.
- (ii) The bid / proposal completes in all respect as specified in the RFP Document must be accompanied with a **non-refundable** amount of **Rs. 11,800/- (Rupees Eleven Thousand Eight Hundred only)** towards **Bid Processing Fee** in the form of **Demand Draft** in favor of “**Administrative Officer, SUDA**” drawn in any Scheduled Commercial Bank and payable at Bhubaneswar, Odisha and a “**Bid Security (Refundable)**”, failing which the bid will be rejected.
- (iii) The proposal must be delivered at the specified address as per the Bidder Data Sheet by **Speed post / Registered Post / Courier/ By Hand with receipt** only. The Client shall not be responsible for postal delay or any consequence. Submission of proposal through any other mode will be rejected.
- (iv) The last date and time for submission of proposal complete in all respects is **26/10/2023 up to 1 P.M.** and the date of opening of the technical bid is **26/10/2023 at 3.00 PM** in the presence of the bidder’s representative at the specified address as mentioned in the Bidder Data Sheet. Representatives of the bidders may attend the meeting with due authorization letter on behalf of the bidder.
- (v) This RFP includes following sections:
 - a. Letter of Invitation [**Section –1**]
 - b. Instruction to the Bidder [**Section –2**]
 - c. Terms of Reference [**Section –3**]
 - d. Technical Proposal Submission Forms [**Section – 4**]
 - e. Financial Proposal Submission Forms (**Section–5**)

(vi) While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the SUDA knowledge, the SUDA holds no responsibility for accuracy of information and it is the responsibility of the bidder to check the validity of information/data included in this document. The SUDA reserves the right to accept / reject any/all proposals / terminate the entire selection process at any stage without assigning any reason thereof.

Administrative Officer, SUDA

Section-2:

Instruction to Bidders

2. INSTRUCTION TO BIDDERS

2.1 Project Introduction

Location- Odisha Urban Academy, Bhubaneswar

Ground Floor

Ground Floor

Sl. No.	Room	Quantity	Dimensions		Area
			Length	Breadth	In Sq. Ft.
1	LIBRARY ROOM (Capacity -24 Nos)	1	7,550	5,900	479.53
2	COMPUTER LAB (Capacity- 12 Nos)	1	7,550	6000	487.6
3	KITCHEN	1	3,775	5900	239.71
4	PANTRY	1	3900	3600	151.13
5	STORE ROOM	1	2325	2175	54.47
6	DINNING HALL (Capacity- 70 Nos)	1	11250	10700	1295.76
7	VERANDAH	1	15,350	4800	793.08
8	LOBBY PASSAGE	1	15,350	4550	751.75
9	CARE TAKER ROOM	1	5750	4550	281.58
10	TOILET (Care Taker's Room)	1	1350	2400	34.88
11	TOILET (HIS & HER)	2	2700	2150	124.97
12	WC (HIS & HER)	2	1500	1350	43.59
13	STAIR CASE	1	7600	4550	372.22
14	LIFT	1	2100	2100	47.47
15	Duct	1	1500	1550	25.08

1st Floor**First Floor**

Sl. No.	Room	Quantity	Dimensions		Area
			Length	Breadth	In Sq. Ft.
1	CLASS ROOM (Capacity- 72 NOS)	1	15,350	10,700	1767.97
2	STAFF ROOM	1	3650	4550	178.79
3	FACULTY ROOM (Capacity- 5 NOS)	1	11,575	4550	566.93
4	PA / ACCOUNT ROOM	1	3950	6080	258.55
5	CONFERENCE HALL(Capacity- 12)	1	4075	5900	258.76
6	DIRECTOR ROOM	1	5300	5900	336.59
7	LOBBY PASSAGE	1	11,250	4550	551
8	OFFICER'S ROOM	1	5750	4550	281.58
9	ANTE ROOM	1	2250	3075	74.49
10	A.TOILET	1	2250	2700	65.44
11	TOILET (HIS & HER)	2	2700	2150	124.97
12	WC (HIS & HER)	2	1500	1350	43.59
13	TOILET (In Officer's Room)	1	1350	2400	34.88
14	STAIR CASE	1	7600	4550	372.22
15	LIFT	1	2100	2100	47.47
16	Duct	1	1500	1550	25.08

2nd Floor

Second Floor

Sl. No.	Room	Quantity	Dimensions		Area
			Length	Breadth	In Sq. Ft.
1	CLASS ROOM (Capacity- 32 NOS)	2	7,612	10,700	1753.44
2	DISCUSSION ROOM (Capacity- 8 NOS)	1	3775	4550	184.92
3	DISCUSSION ROOM (Capacity- 10 NOS)	2	4012	5900	509.56
4	TRAINEES SIT OUT SPACE	1	11,425	4550	559.51
5	CLASS ROOM (Capacity- 27 NOS)	1	7675	5900	487.39
6	LOBBY PASSAGE	1	12,175	4550	596.32
7	G. TOILET	1	4000	4550	195.9
8	WC 1 (G. TOILET)	2	1625	1425	49.84
9	WC 2 (G. TOILET)	1	1625	1450	25.4
10	DISABLE TOILET	1	3625	2212	86.33
11	HER TOILET	1	2750	2212	65.44
12	WC(Her Toilet)	1	1625	1250	21.85
13	STAIR CASE	1	7600	4550	372.22
14	LIFT	1	2100	2100	47.47
15	Duct	1	1500	1550	25.08

3rd Floor

Third Floor						
Sl. No.	Room	Quantity	Dimensions		Area	
			Length	Breadth	In Sq. Metre	In Sq. Ft.
1	HALL (Capacity -133 NOS)	1	15,350	10,700	164.25	1767.97
2	LOUNGE/BANQUET SPACE FOR HALL	1	15,350	4550	69.84	751.75
3	CLASS ROOM (Capacity- 27NOS)	1	8,150	5900	48.09	517.64
4	CLASS ROOM (Capacity- 27NOS)	1	7675	5900	45.28	487.39
5	LOBBY PASSAGE	1	12,175	4550	55.4	596.32
6	G. TOILET	1	4000	4550	18.2	195.9
7	WC 1 (G. TOILET)	2	1625	1425	4.63	49.84
8	WC 2 (G. TOILET)	1	1625	1450	2.36	25.4
9	DISABLE TOILET	1	3625	2212	8.02	86.33
10	HER TOILET	1	2750	2212	6.08	65.44
11	WC(Her Toilet)	1	1625	1250	2.03	21.85
12	STAIR CASE	1	7600	4550	34.58	372.22
13	LIFT	1	2100	2100	4.41	47.47
14	Duct	1	1500	1550	2.33	25.08

Asset List:

VRF AIR CONDITIONING (L.G)			
SL NO	ITEM	QTY	REMARK
1	Capacity :12 HP out door unit	3 NOS	Terrece Floor
2	Capacity :16 HP out door unit	1NOS	Terrece Floor
3	Capacity :20 HP out door unit	1NOS	Terrece Floor

4	Capacity :22 HP out door unit	3NOS	Terrece Floor
	INDOOR UNIT		
5	2.0 TR-HI WALL UNIT	1NOS	Ground floor
6	2.0 TR-4 way cassette AC	2NOS	Ground floor
7	3.0 TR-4 way cassette AC	6NOS	Ground floor
8	4.5 TR-4 way cassette AC	1NOS	Ground floor
9	1.5 TR-4 way cassette AC	1NOS	1ST FLOOR
10	2.0 TR-4 way cassette AC	1NOS	1ST FLOOR
11	2.0 TR-4 way cassette AC	3NOS	1ST FLOOR
12	2.5 TR-4 way cassette AC	2NOS	1ST FLOOR
13	3.0 TR-4 way cassette AC	2NOS	1ST FLOOR
14	1.5 TR-4 way cassette AC	1NOS	2nd FOOR
15	2.0 TR-4 way cassette AC	7NOS	2nd FOOR
16	2.0 TR Ductable AC	2 NOS	1ST FLOOR(Conf. room)
17	4.0 TR-4 way cassette AC	4NOS	2nd FOOR
18	2.5 TR-4 way cassette AC	6NOS	3 RD FLOOR
19	3.0 TR-4 way cassette AC	2NOS	3 RD FLOOR
20	4.0 TR-4 way cassette AC	6NOS	3 RD FLOOR

<u>DG (320 KVA)</u>			
SL NO	ITEM	QTY	REMARK
1	Supply of 320 KVA Volts (3 phase) DG	1NOS	

DATA, VOICE & IP SURVILANCE DATA & VOICE OUT LETS SYSTEM			
SL NO	ITEM	QTY	REMARKS
1	I/O dual	16 nos	Library Room G.F
	I/O dual	2 nos	Accounts &Admin F.F
	I/O dual	1 nos	Meeting Room
	I/O dual	3 nos	Director Room
	I/O dual	4 nos	conference Hall 1
	I/O dual	2 nos	lLecture hall 1(S.F)
	I/O dual	2 nos	Lecture hall 2
	I/O dual	2 nos	Lobby
	I/O dual	1 nos	Discussion Room -2
	I/O dual	1 nos	Discussion Room -3
	I/O dual	3 nos	Lecture hall -3
	I/O dual	3 nos	conference Hall 2 (T.F)

	I/O dual	3 nos	Lecture hall-4
	I/O dual	3 nos	Lecture hall-5
2	24 port loaded ,1 U modular Jack panel	3 nos	G.F Lift wall
	„	2 nos	F.F
	„	2 nos	S.F
	„	2 nos	T.f
3	patch code (1 mtr)	60 nos	G.F
	patch code (1 mtr)	42 nos	F.F
	patch code (1 mtr)	40 nos	S.F
	patch code (1 mtr)	30 nos	T.f
	patch code (1 mtr)	18 nos	G.F (STOCK)
4	Patch code (2 mtr)	160 nos	G.F (STOCK)
5	12U mount rack	1 nos	G.F
	„	1 nos	F.F
	„	1 nos	S.F
	„	1 nos	T.f
6	24 PORT L 3 Managed switch	1 nos	G.f
7	24 port L2 managed switch	1 nos	G.f
	24 port L2 managed switch	1 nos	F.F
	24 port L2 managed switch	1 nos	S.F
	24 port L2 managed switch	1 nos	T.f
8	24 PORT IEEE managed switch	2 nos	G.F
	24 PORT IEEE managed switch	1 nos	F.F
	24 PORT IEEE managed switch	1 nos	S.F
	24 PORT IEEE managed switch	1 nos	T.f
9	Wifi Access point	5 nos	G.F
	Wifi Access point	7 nos	f.f
	Wifi Access point	7 nos	s.F
	Wifi Access point	6 nos	T.f
10	6 port rack mount LIU	1 nos	F.f
	6 port rack mount LIU	1 nos	S.F
	6 port rack mount LIU	1 nos	T.f
11	24 port rack mount LIU	1 Nos	G.F
12	1000 base -LX/LH SPF Trans	4 nos	G.F

	receiver		
	1000 base -LX/LH SPF Trans receiver	1 nos	S.F
	1000 base -LX/LH SPF Trans receiver	1 nos	T.f
13	Fiber patch code	4 nos	G.F
	Fiber patch code	1 nos	S.F
	Fiber patch code	1 nos	T.f
14	IP PBX System 1000 user	1 nos	F.F Lift wall
15	Telephone	22 nos	All flores

ELECRITICAL ITEM

SL NO	ITEM	QTY	REMARK
1	36 WT(2'x2') ceiling light, make philips	12 Nos	Library Room
	36 WT(2'x2') ceiling light, make philips	12 Nos	Computer Room
	36 WT(2'x2') ceiling light, make philips	04 Nos	Account & Admin Room
	36 WT(2'x2') ceiling light, make philips	04 Nos	Meeting Room
	36 WT(2'x2') ceiling light, make philips	04 Nos	Director Room
	36 WT(2'x2') ceiling light, make philips	04 Nos	Asst. Director Room
	36 WT(2'x2') ceiling light, make philips	04 Nos	Discussion Room -2
	36 WT(2'x2') ceiling light, make philips	16NOS	Confarence Hall-2
	36 WT(2'x2') ceiling light, make philips	4NOS	Staff Room-2
	36 WT(2'x2') ceiling light, make philips	6NOS	Faculty Room
	36 WT(2'x2') ceiling light, make philips	40NOS	Confarence Hall-2
	36 WT(2'x2') ceiling light, make philips	8NOS	Lecture Hall-4
	36 WT(2'x2') ceiling light, make philips	8NOS	Lecture Hall-5
	36 WT(2'x2') ceiling light, make philips	8NOS	Lecture Hall-3
	36 WT(2'x2') ceiling light, make philips	4NOS	Lecture Hall-3
	36 WT(2'x2') ceiling light, make philips	4NOS	Discussion Room-3
	36 WT(2'x2') ceiling light, make philips	20NOS	Lecture Hall-2
	36 WT(2'x2') ceiling light, make philips	4NOS	Discussion Room-1
	36 WT(2'x2') ceiling light, make philips	20NOS	Lecture Hall-1
	36 WT(2'x2') ceiling light, make philips	4NOS	Discussion Room-1
	36 WT(2'x2') ceiling light, make philips	20NOS	Lecture Hall-1
2	15 wt make-Wipro(ceiling Light)	16 NOS	Lobby passage(G.F)
		12 NOS	Lobby passage(G.F)
		16 NOS	Lounge(T.F)
3	18 wt Surface Mounted Down Light	3NOS	Common wash rm(s.f)
	Celling light Mounted Down Light	2 NOS	Common wash rm(T.f)
	Celling light Mounted Down Light	4 NOS	Head Rm
	Celling light Mounted Down Light	1NOS	Teress Floor
	Celling light Mounted Down Light	5 NOS	In side lift wall

4	6 wt LED Bulk Head (Crompton)	4 NOS	Teress Floor
	6 wt LED Bulk Head (Crompton)	6 NOS	Inside lift floor
5	6 wt ceiling light ,wipro &Havells	6 NOS	Library Room
	6 wt ceiling light ,wipro &Havells	12 NOS	Lobby Area(S.F)
	6 wt ceiling light wipro &Havells	13 NOS	Lobby Area(T.F)
	6 wt ceiling light wipro &Havells	10 NOS	Verandh(G.F)
	6 wt ceiling light wipro &Havells	02 NOS	Lobby passage (G.F)
	6 wt ceiling light wipro &Havells	06 NOS	Computer Room
	6 wt ceiling light wipro &Havells	06 NOS	care taker Room
	6 wt ceiling light wipro &Havells	05 Nos	Common wash Room
	6 wt ceiling light wipro &Havells	05 Nos	Lift & Stair case
	6 wt ceiling light wipro &Havells	10 NOS	Lobby passage (F.F)
	6 wt ceiling light wipro &Havells	06 NOS	Account &Admin Room
	6 wt ceiling light wipro &Havells	06 NOS	metting Room
	6 wt ceiling light wipro &Havells	7 NOS	Director Room
	6 wt ceiling light wipro &Havells	1 NOS	ASST. Director Room
	6 wt ceiling light wipro &Havells	05 Nos	Common wash Room
	6 wt ceiling light wipro &Havells	05 Nos	Stair case(F.F)
	6 wt ceiling light wipro &Havells	05 Nos	Stair case(S.F)
	6 wt ceiling light wipro &Havells	10 NOS	Lobby area
	6 wt ceiling light wipro &Havells	10 NOS	Lecture Hall-3
	6 wt ceiling light wipro &Havells	06 NOS	Discussion Room -3
	6 wt ceiling light wipro &Havells	06 NOS	Discussion Room -2
	6 wt ceiling light wipro &Havells	10 NOS	Lecture Hall-2
	6 wt ceiling light wipro &Havells	12 NOS	sit out Area
	6 wt ceiling light wipro &Havells	10 NOS	Lecture Hall-1
	6 wt ceiling light wipro &Havells	05 Nos	Stair case (T.F)
	6 wt ceiling light wipro &Havells	10 NOS	Lounge
	6 wt ceiling light wipro &Havells	13 Nos	Confarence Hall-2
	6 wt ceiling light wipro &Havells	8 Nos	Lobby Area
	6 wt ceiling light wipro &Havells	10 NOS	Lecture hall-4
	6 wt ceiling light wipro &Havells	10 NOS	Lecture hall-5
6	12 wt Make -wipro &Havells	16 NOS	verendha (g.F)
	ceiling ligjht 12 wt Make -wipro &Havells	27 NOS	Dinnig hall
	12 wt Make -wipro &Havells	5 nos	pantry
	12 wt Make -wipro &Havells	2 NOS	Store room
	12 wt Make -wipro &Havells	6 NOS	Kitchen room
	12 wt Make -wipro &Havells	1 NOS	Conference Hall
7	36 wt Alluminium batten (Tube light)	2 nos	common wash Room
	36 wt Alluminium batten (Tube light)	2Nos	Toilet Director Room
	36 wt Alluminium batten (Tube light)	1 NOS	ASST.director room
	36 wt Alluminium batten (Tube light)	5 Nos	wash room (3rd floor)
	36 wt Alluminium batten (Tube light)	5NOS	wash room (2nd floor)
	36 wt Alluminium batten (Tube light)	2 NOS	Terrace HEAD Room
	36 wt Alluminium batten (Tube light)	3 NOS	LIFT
8	9 wt LED Bulb	17 NOS	All toilet area&LIFT
9	5 mtr led Strip light (ceiling running Light)	126	Area

		NOS	
10	1200 mm sweep ceiling fan make -Usha	4 NOS	Verendha(G.F)
	1200 mm sweep ceiling fan make -Usha	1 NOS	Lobby passage
	1200 mm sweep ceiling fan make -Usha	1NOS	Pantry
	1200 mm sweep ceiling fan make -Usha	1NOS	Store Room
	1200 mm sweep ceiling fan make -Usha	1NOS	Kitchen Room
	1200 mm sweep ceiling fan make -Usha	1NOS	Care Taker Room
	1200 mm sweep ceiling fan make -Usha	1NOS	Asst.Director Room
	1200 mm sweep ceiling fan make -Usha	3NOS	Faculty Room
	1200 mm sweep ceiling fan make -Usha	1NOS	Stair case(T.F)
	1200 mm sweep ceiling fan make -Usha	2Nos	Lounge
	1200 mm sweep ceiling fan make -Usha	1 NOS	Lobby area (S.F)
	1200 mm sweep ceiling fan make -Usha	1 NOS	Sit out Area
11	400 mm sweep wall mounted Fan	6NOS	Discussion Room -2
	Make-Crompton	6NOS	Discussion Room -3
		2NOS	Discussion Room -1
		1 NOS	Sit out Area(S.F)
12	12" sweep Exhaust fan (make crompton)	10 Nos	All Toilet Area

EXTERNAL ILLUMINATION

SL NO	ITEM	QTY	REMARK
1	12 WT BOLLARD 200 MM dia 750 mm long (Light & land scaping area)	20 NOS	Land scape area
2	45 wt Led Light	4 NOS	Land scape area

IP SURVEILLIANCE SYSTEM

SL NO	ITEM	QTY	RATE	REMARKS
1	4 MP Dome /Bullet IR Nerwork camera	2 nos		out side entrance area
	4 MP Dome /Bullet IR Nerwork camera	2 nos		Lift area G.f
	4 MP Dome /Bullet IR Nerwork camera	2 nos		Lobby area
	4 MP Dome /Bullet IR Nerwork camera	3 nos		Reception Area
	4 MP Dome /Bullet IR Nerwork camera	1 nos		Computer lab
	4 MP Dome /Bullet IR Nerwork camera	1 nos		Library Room
	4 MP Dome /Bullet IR Nerwork camera	2 nos		Food court
	4 MP Dome /Bullet IR Nerwork camera	1 nos		Kitchen
	4 MP Dome /Bullet IR Nerwork camera	1 nos		Sit out area f.f
	4 MP Dome /Bullet IR Nerwork camera	2 nos		conference hall 1

	4 MP Dome /Bullet IR Nerwork camera	2 nos		Lift Area
	4 MP Dome /Bullet IR Nerwork camera	2 nos		Lobby space F.F
	4 MP Dome /Bullet IR Nerwork camera	2 nos		Lift area S.F
	4 MP Dome /Bullet IR Nerwork camera	2 nos		sit out area
	4 MP Dome /Bullet IR Nerwork camera	2 nos		Lecture hall1
	4 MP Dome /Bullet IR Nerwork camera	2 nos		Lecture hall2
	4 MP Dome /Bullet IR Nerwork camera	2 nos		Lobby area S.f
	4 MP Dome /Bullet IR Nerwork camera	1 nos		lecture hall.3
	4 MP Dome /Bullet IR Nerwork camera	2 nos		Lift area T.F
	4 MP Dome /Bullet IR Nerwork camera	1 nos		Lounge
	4 MP Dome /Bullet IR Nerwork camera	1 nos		Conference Hall 2
	4 MP Dome /Bullet IR Nerwork camera	1 nos		Lobby area T.F
	4 MP Dome /Bullet IR Nerwork camera	1 nos		Lecture hall 4
	4 MP Dome /Bullet IR Nerwork camera	1 nos		Lecture hall 5
2	64 CH 4k Network video Recorder	1 nos	2250000	FF.lift wall
3	55"USD TV	1nos	78000	ASST.Director Room

LIFT			
SL NO	ITEM	QTY	REMARK
1	Passenger lift of 10 Passenger (680) ground + 3rd floor	1 NOS	

LIGHTNING ARRESTOR			
SL NO	ITEM	QTY	REMARKS
1	Vertical air terminal with accessories providing of air terminals as per IS IEC-62305 part-3 16 mm rod tapered to 10 mm aluminum rod meets the technical specification according to Din en 50164-2	10 nos	Terrerce floor

<u>MANUAL FIRE ALARM SYSTEM</u>			
SL NO	ITEM	QTY	REMARKS
1	SITC of microprocessor based 2 zone main fire alarm control panel with Lcd Display integral system power supply unit	1 nos	Lift wall
2	SITC oof hooter	2 nos	G.f lift wall
	SITC oof hooter	2 nos	F.F
	SITC oof hooter	2 nos	S.F
	SITC oof hooter	2 nos	T.F
3	Manual call point	2 nos	G.f
	Manual call point	2 nos	F.F
	Manual call point	2 nos	S.F
	Manual call point	2 nos	T.F
4	Fire extinguisher SITC of carbon dioxaide	2 nos	G.F
5	SITC of ISI marked fire extinguisher ,ABC type capacity 6 kg	1 nos	G.F lift wall
	SITC of ISI marked fire extinguisher ,ABC type capacity 6 kg	1 nos	F.F
	SITC of ISI marked fire extinguisher ,ABC type capacity 6 kg	1 nos	T.F

	SITC of ISI marked fire extinguisher ,ABC type capacity 6 kg	1 nos	S.F
6	Fire wall support Minimum 500 users ,9gps of ips	1 nos	G.F lift wall
7	Fire alrm control panel	1 nos	G.F lift wall
8	smook cum hit detector	23 nos	G.F
	smook cum hit detector	23 nos	F.f
	smook cum hit detector	22 nos	S.F
	smook cum hit detector	23 nos	T.F
9	Intelligent sounder strove addressable (16 ton)	2 nos	G.F
	„	2 nos	F.F
	„	2 nos	S.F
	„	2 nos	T.F

PH WORK

CP FITTING

SL NO	ITEM	QTY	REMARK
1	WC PAN (COMOURD)Make -Hind wire	15 NOS	Toilet Area
2	Wash Basin Make-Hind ware	15 NOS	Toilet wash Area
3	Flush valve/ (Ciston) Make -Hind ware	15 NOS	Toilet Area
4	Urinal Make-Hind ware	6 Nos	Gents Toilet
5	Urinal Divison plate	4 NOS	Gents Toilet
6	Angular stop cock make-Jaguar	17 nos	Toilet Area
7	Cp soap case make Jaguar	15 Nos	Toilet Area
23	liquied wash	15 NOS	
8	Towel Ring make Jaguar	15 NOS	Toilet Area
9	Cp Towel rail Make jaguar	1 Nos	Toilet Area(Dir.)
10	Glass mirror of size 600mmx450mm	15 NOS	Toilet Area
11	Pillar cock make jaguar	15 NOS	Toilet Area
12	Two way bib cock Make Jaguar	15 NOS	Toilet Area

13	Health Faucet Make jaguar	16 NOS	Toilet Area
14	Glass shelf 600mm Make jaguar	15 Nos	Toilet Area
15	cp toilet paper make jaguar	16 NOS	Toilet Area
16	CP robehook Make jaguar	15 Nos	Toilet Area
17	Valve auto closing system Make jaguar	6 Nos	Toilet Area
18	stainless steel sink make jaguar	1 Nos	Kitchen room
19	sink cook make jaguar	1 Nos	Kitchen room
20	Nahani trap jalli Make jaguar	37 nos	Toilet Area
21	5000 ltr syntex tank 3 layer	2 nos	terrece floor
22	Bore well	1 Nos	G.Floor

SMART CLASS ROOM			
SL NO	ITEM	QTY	REMARKS
1	Cabinet loud speaker ,30 w ,power tapping 30/15/7.5/3.75w	5 Nos	Lecture Hall -1
	Cabinet loud speaker ,30 w ,power tapping 30/15/7.5/3.75w	6 Nos	Lecture Hall -2
	Cabinet loud speaker ,30 w ,power tapping 30/15/7.5/3.75w	5 Nos	Lecture Hall -3
	Cabinet loud speaker ,30 w ,power tapping 30/15/7.5/3.75w	8 Nos	Conference hall 1
	Cabinet loud speaker ,30 w ,power tapping 30/15/7.5/3.75w	8 Nos	Conference hall 2
2	240 watt mixer amplifier ,4 microphone /line uinputs pluse music source input	1 nos	Lecture Hall -1
	240 watt mixer amplifier ,4 microphone /line uinputs pluse music source input	1 nos	Lecture Hall -2
	240 watt mixer amplifier ,4 microphone /line uinputs pluse music source input	1 nos	Conference hall 1
	240 watt mixer amplifier ,4 microphone /line uinputs pluse music source input	1 nos	Conference hall 2

3	Hand held mic with cardioid polar pattern for transmitter Dynamic microphone with neodymium magnet receiver frequency response 80HZ -18khz	1 nos	Lecture Hall -1
	Hand held mic with cardioid polar pattern for transmitter Dynamic microphone with neodymium magnet receiver frequency response 80HZ - 18khz	1 nos	Lecture Hall -2
	Hand held mic with cardioid polar pattern for transmitter Dynamic microphone with neodymium magnet receiver frequency response 80HZ - 18khz	1 nos	Conference hall 1
	Hand held mic with cardioid polar pattern for transmitter Dynamic microphone with neodymium magnet receiver frequency response 80HZ - 18khz	1 nos	Conference hall 2
4	Wire less lapel microphone with omnidirectional polar pattern for transmitter ,condenser microphone element equalizer-Tone code plus amplitude Receiver	1 nos	Lecture Hall -1
	Wire less lapel microphone with omnidirectional polar pattern for transmitter ,condenser microphone element equalizer-Tone code plus amplitude Receiver	1 nos	Lecture Hall -2
	Supply of wire less lapel microphone with omnidirectional polar pattern for transmitter ,condenser microphone element equalizer-Tone code plus amplitude Receiver	1 nos	Conference hall 1

	Supply of wire less lapel microphone with omnidirectional polar vpattern for transmitter ,condnser microphone element equeich-Tone code pluse amplitude Reciver	1 nos	Conference hall 2
5	Digital podium with 22 inch wide angel display monitor intel pentium dual core 1 GHZ or faster processor ,IG RAM,USB2.0	1 nos	Lecture Hall -1
	Digital podium with 22 inch wide angel display monitor intel pentium dual core 1 GHZ or faster processor ,IG RAM,USB2.0	1 nos	Lecture Hall -2
	Digital podium with 22 inch wide angel display monitor intel pentium dual core 1 GHZ or faster processor ,IG RAM,USB2.0	1 nos	Conference hall 1
	Digital podium with 22 inch wide angel display monitor intel pentium dual core 1 GHZ or faster processor ,IG RAM,USB2.0	1 nos	Conference hall 2
6	75" 4k interactive display with multi screen sharing	1 nos	Lecture Hall -1
	75" 4k interactive display with multi screen sharing	1 nos	Lecture Hall -2
	75" 4k interactive display with multi screen sharing	1 nos	Conference hall 1
	75" 4k interactive display with multi screen sharing	1 nos	Conference hall 2
7	HD visual video conference system having,4 connection location full HD 1080/60p	1 nos	Lecture Hall -1
	HD visual video conference system having,4 connection location full HD 1080/60p	1 nos	Lecture Hall -2
	HD visual video conference system having,4 connection location full HD 1080/60p	1 nos	Conference hall 1
	HD visual video conference system having,4 connection location full HD 1080/60p	1nos	Conference hall 2

ON GRID SOLAR SYSTEM			
SL NO	ITEM	QTY	REMARKABLE
1	Solar pv modules poly crystalline 335 wp EC-61730(1&11) certified	60 NOS	Terrece Floor

Note:

- (i) Area variation is ± 25 %.
- (ii) Bidders are requested for site visit before preparation and submission of their Bid.

B. Location - State Urban Development Agency

Ground Floor - Block 1

Sl. No.	Room	Quantity	Area
			In Sq. Ft.

1	Room - 1	4	694.22
2	TOILET - 1	4	149.33
3	Store/Attendant Room	1	63.9
4	Room - 2	2	255.92
5	TOILET - 2	2	72
6	Lobby	1	208.96
7	Dormitory 1	1	780
8	Dormitory 2	1	858
9	STAIR CASE	1	209
10	Toilet	8	192

11	TOILET BLOCK	1	570.94
12	W.C/BATH	8	196

First Floor - Block 1

Sl. No.	Room	Quantity	Area
			In Sq. Ft.

1	Room - 1	4	694.22
2	TOILET - 1	5	186.67
3	Room - 2	1	163.69
4	Room - 3	1	159.08
5	Room - 4	1	140.64
6	TOILET - 2	2	42
7	Dormitory 1	1	780
8	Dormitory 2	1	858
9	STAIR CASE	1	209
10	TOILET BLOCK	1	570.94
11	W.C/BATH	8	196
12	Toilet	6	144

Ground Floor - Block 2

Sl. No.	Room	Quantity	Area
			In Sq. Ft.

1	Director	1	248
2	Project Director	1	246.67

3	Lobby	1	407.15
4	Chamber - 1	1	80.73
5	Chamber - 2	1	68.67
6	Chamber - 3	1	76.67
7	Chamber - 4	1	61.63
8	Chamber - 5	1	65.88
9	Chamber - 6	1	81.33
10	Chamber - 7	1	63.13
11	Chamber - 8	2	113.63
12	Documentation Room	1	96.69
13	Library	1	161.67
14	Record Room	1	170.14
15	STAIR CASE	1	151.67
16	Toilet	2	48
17	TOILET (G & L)	2	54

First Floor - Block 2

Sl. No.	Room	Quantity	Area
			In Sq. Ft.

1	A.E Room	1	126
2	Valuation Officer's Room	1	147
3	Field Staff Hall	1	523.89
4	TOILET-1	2	59.58
5	Lobby	1	250.63

6	Chamber - 1	1	76
7	Chamber - 2	1	86
8	Chamber - 3	1	76.67
9	Chamber - 4	1	60.92
10	Chamber - 5	1	70.13
11	Chamber - 6	1	78.67
12	Chamber - 7	7	446.78
13	Stationary Room	1	110
14	Record Room	1	174.48
15	STAIR CASE	1	151.67
16	Toilet	3	72
17	TOILET - 2 (G & L)	3	200

Ground Floor - Block 3

Sl. No.	Room	Quantity	Area
			In Sq. Ft.

1	Library Room	1	391.11
2	Director's Room	1	168.82
3	Manager's Room	1	187
4	TOILET	3	105
5	Office	1	259.49
6	TOILET (Office Room)	1	24
7	Class Room 1	1	394.68
8	Class Room 2	1	381.6

9	Class Room 3	1	429.57
10	LOBBY	1	164.17
11	G. TOILET	1	112.29
12	W. TOILET	1	95.96
13	WC (HIS & HER)	2	40.5
14	STAIR CASE - 1	1	161.46
15	STAIR CASE - 2	1	251.25

First Floor - Block 3

Sl. No.	Room	Quantity	Area
			In Sq. Ft.

1	Mini Conference Room	1	391.11
2	Pantry (Mini Conference Room)	1	35
3	VIP Room	1	146.25
4	City Manager's Room	1	187
5	TOILET	3	105
6	HALL	1	2037.75
7	LOBBY	1	164.17
8	G. TOILET	1	112.29
9	W. TOILET	1	95.96
10	WC (HIS & HER)	2	40.5
11	STAIR CASE - 1	1	161.46
12	STAIR CASE - 2	1	251.25

Canteen

Sl. No.	Room	Quantity	Area
			In Sq. Ft.

1	Open Dining	1	378
2	Dining	1	1267.5
3	Kitchen	1	138.33
4	Pantry - 1	1	54.17
5	Store	1	75.83
6	Loading/Unloading Platform	1	33.5
7	Pantry - 2	1	54.67
8	Wash Area	1	56
9	TOILET	2	65.33
10	Toilet Out side the Canteen	2	48

Asset list: Desktop/ Laptop

Description	Qty in Number
Desktop	25
Laptop	7
Canon Printer (Big)	1
Canon Printer-cum-Xerox (Big)	1
Ceiling Fan	30
LED T.V	1
A.C	9
Printer	14
Camera	1
Slide Pointer	1
Fax Machine	1
D.G. Set Battery	1
Wall Fan	2
Invertor with Battery (Invertor-2 +	2 Set

Battery 12 Nos.)	
Aqua Guard	1
Induction Cooker & Container	1
CCTV Camera	8
Attendance Finger Print Machine	1
Pulse Oxi Meter	1
Thermal Scan Machine	1
EPBX	1
Conference Hal	
LED TV (Sony)	3
A.C	10
Projector	1
Projector Screen	1
Speaker	12
Digital Wall Clock	1
Lamp Deep with Stand	1
Dell Desktop Computer	1
Ceiling Fan	10
Stand Micro Phone	1
Cordless Micro Phone	3
Ahuja Amplifier	1

Valuation & Council Building:

Description	Qty in Nos
AC	31
Fan	73
Computer	5
Printer	5
Scanner	1
Broad band	1
TV	2

2.2 General

2.2.1 Scope of Tender

- a. State Urban Development Agency(SUDA) , Bhubaneswar (here in after referred as “**Client**”) invites sealed bids from agencies for providing ‘ Facility Management Services’ for providing Facility Management Services at i) State Urban Development Agency ii) Odisha Urban Academy, Bhubaneswar , Odisha.
- b. The successful bidder will be expected to provide the facility management services for the intended period specified in the Bidder Data Sheet. Please refer **ToR** for detailed scope of work for the proposed services.
- c. The successful bidder shall become Facility Management Service Provider (FMSP) on completion of contract signing formalities.
- d. The bidders are required to familiarize themselves with the site conditions as well as surroundings and take them into account while preparing their proposals.

2.2.2 Eligibility Criteria

Before opening and evaluation of the technical proposals, each bidder will be assessed based on the following qualification criteria. The bidder is required to produce the copies of the required supportive documents / information as part of their technical proposal failing which the proposals will be rejected.

	Description	Required Supporting Document
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A.	<p>Bidder should be registered under appropriate client e.g:</p> <ul style="list-style-type: none"> • Indian companies Act 1956/2013 • Indian Partnership Act 1932 • Society Registration Act- 1860 • Limited Liabilities Partnership Act-2008 • Odisha Shops & Establishments Act-1956 	<p>Certificate of Registration in any Act of State/ Centre /Partnership Deed /LLP Deed shall be submitted.</p>
B.	<p>Bidder must not be under any declaration of ineligibility by any Client and should not be blacklisted with any of the Govt. project as on date of proposal.</p>	<p>Undertaking as per Form T5 on stamp paper of appropriate value in shape of affidavit from the Notary regarding non blacklisting to be furnished.</p>
C.	<p>Bidder shall furnish an affirmative statement as to the existence of any potential conflict of interest on the part of the Bidder due to prior, current, or proposed.</p>	<p>Self-declaration from the Bidder.</p>

D.	Must not have any pending judicial proceedings for any criminal offence against the proprietor /Director/Persons to be deployed by the Service.	An under taking to this effect must be submitted on the Bidder Letter head.
E.	The Registered Office/Branch Office of the service provider must be located within jurisdictional area of Odisha.	Valid address proof of the Office (Copy of Landline Telephone Bill/ Electricity Bill/GSTIN of the Office.)
F.	Bidder should be registered with the Income Tax, Goods and Services Tax and also registered under the labour laws , Employees Provident Fund Organization, Employees State Insurance Corporation.	Copies of PAN, GSTIN, IT returns for the last 03(Three) Financial Years, Labor registration, EPF registration certificates and valid License under PSARA(Private Security Agencies Regulation Act-2005) to be submitted along with the Technical proposal.
G.	The bidder must have executed operation, maintenance and multi-facility mechanized services in Central/State Govt./IT/ITes companies, High Rise Buildings , Institutional campus/Business Centers/ Hospitals/ Commercial Buildings in India for at least 1 year satisfactory operation (Preferably Bhubaneswar, Odisha) during last 05 financial Years as on date 31.03.2023 of Value specified herein in the relevant area as per the scope of work.: One project with minimum 10000 Sq ft during last five-year upto 31 st March 2023	Copies of supporting work order /Work completion certificate issued by respective authorities as applicable along with duly filled information sheet as per Form- T4
H.	Average annual turnover from Facility Management Services must be at least Rs 50 lakhs in the last 03 (Three) F.Y ending 31 st march'2023.	CA certificate.
I.	Must have Its own Bank account in any Scheduled bank situated in Bhubaneswar Bank.	Copy of the Pass Book along with self-attested bank Account statement for the last One year period needs to be furnished.

2.2.3 Proposal Preparation Cost

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

2.2.4 Project Inspection and Site Visit

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

2.2.5 Only One Proposal

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

2.2.6 Taxes

- i. The financial proposal /bid shall be exclusive of applicable Goods & Services Tax (GST).
- ii. As a condition, precedent for reimbursement of the GST, the FMSP shall provide a valid GSTIN and raise GST compliant Tax Invoice to the Client.
- iii. The financial liability on account of any other applicable taxes, as may be applicable on the amounts received by the FMSP from Client shall be solely borne by the FMSP. The FMSP alone shall be responsible in all respects for the payment of all taxes including Income Tax etc. in a timely manner and filing the returns in respect thereof as per the applicable laws. Client shall not bear any responsibility in this regard.
- iv. However, towards compliance with the applicable Tax laws, Client shall deduct TDS as applicable from the payments to be made by Client to FMSP and a certificate shall be made available to the FMSP in support of the evidence.

2.3 Bidding Instructions

2.3.1 Special Instructions for Preparation of Proposal

- i. **Language:** - The proposal and supporting documents shall be in **English** language unless otherwise specified.
- ii. **Currency:** - Bidders shall express the price of their Financial Proposal in India Rupees (INR) only.
- iii. All Bidders are required to submit their proposal in accordance with the guidelines set forth in this RFP. In order to promote consistency among proposals and minimize potential misunderstandings regarding interpretation of proposals by Client, the format in which bidders have to specify the fundamental aspects of their Proposal have been outlined in this RFP.

- iv. The technical proposal shall contain no correction or overwriting, except as necessary to correct errors made by Bidder/s. Any such corrections or overwriting must be signed by the authorized representative of the bidder. There should not be any overwriting in the financial bid. Client's decisions in this regard will be final.
- v. In preparing their Proposal, bidders are expected to examine in detail all the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal. While preparing the Technical Proposal, Bidders must give particular attention to the following:
 - a) The bidder must physically visit the project location to have a clear understanding of the proposed facilities and the nature of services required, financial and technical implications.
 - b) While making the proposal, the bidder must ensure that they provide all the information as sought by Tender Inviting Authority, failing which the proposal shall be considered as non-responsive.
 - c) Detail working of the lump sum price must be submitted along with the Financial Proposal (as per financial Bid submitted with the RFP).
- vi. It shall be deemed that prior to the submission of the Proposal, the Bidder has:
 - a) made a complete and careful examination of terms and conditions / requirements, and other information as set forth in this RFP document;
 - b) received all such relevant information as it has been requested from Client; and
 - c) made a complete and careful examination of the various aspects of the Project.
- vii. No change in or supplementary information to a Proposal shall be accepted after the Proposal Due Date. However, Client reserves the right to seek additional information from the Bidders, if found necessary, during the course of evaluation of the Proposal. In case of non- submission, incomplete submission or delayed submission of such additional information or clarifications sought by Client, the Proposal would be evaluated solely on the basis of available information.
- viii. Client shall not be liable for any mistake or error or neglect by Bidder in respect of the above.
- ix. Client reserves the right to reject any or all proposals without assigning any reason whatsoever.
- x. Client also reserves the right to terminate the Bidding Process at its discretion under intimation to the Bidders submitting the Proposals, without assigning any reasons for the same.
- xi. Client reserves the right to verify any or all information furnished by the Bidder.

- xii. Notwithstanding anything stated in this RFP, if any claim made or information provided by the Bidder in the Proposal or any information provided by the Bidder in response to any subsequent query by Client, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection.
- xiii. The Bidder shall be responsible for all costs associated with the preparation of the Proposal. Client shall not be responsible in any way for such costs, regardless of the conduct or outcome of the Bidding Process.

2.3.2 Submission of queries

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

The email subject / communication shall clearly bear the following identification/ title: **“ Queries / Request for Clarification: Selection of Agency for Providing Comprehensive Facility Management Services”**

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

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

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

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

2.3.3 Clarification and Amendment of RFP document

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

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

2.3.4 Bidder/s submission in support of Eligibility

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

2.4 Preparation and Submission of Bids

2.4.1 Preparation of Bids

- a) Detailed RFP may be downloaded from <https://www.sudaodisha.org/>
- b) Bidders should take into account all clarifications / corrigendum / addendums to the RFP document published before preparation and submission of their proposals.
- c) Bidders should go through the RFP Document carefully to understand the requirements to be submitted as part of the bid. Please note the number of files through which the bids have to be uploaded/submitted, the number of documents - including the names and content of each of the document that need to be submitted.
- d) Any deviations from these may lead to rejection of the bid.
- e) The bidder must physically visit the project location to have a clear understanding of the proposed facilities and the nature of services required, financial and technical implications.

2.4.2 Submission of Bids

- I. The following shall be the form of various documents in the Application:
 - a) Technical proposal as per format prescribed in SECTION-4 of RFP;
 - b) Financial proposal to be submitted by the Agency for the assignment-based instruction given in this RFP.
- II. The Applicant shall submit copies of the Proposal as specified in RFP above before 3.00 PM IST on the Proposal Submission due date as specified in Data Sheet.
- III. Each page of the bid documents should be numbered and duly signed by the bidder or authorized signatory with a proper index page. The Client will not consider any proposal that arrives after the deadline as prescribed in the Bidder Data Sheet. Any Proposal received after the deadline will be **out rightly rejected by the Client.**

Any deviation from the prescribed procedures/information/formats/conditions shall result in out-right rejection of the proposal. All the pages of the proposal have to be sealed and signed by the authorized representative of the bidder. Bids with any conditional offer shall be out rightly rejected. All pages of the proposal must have to be sealed and signed by the authorized representative of the bidder. Any conditional bids will be rejected.

2.4.2.1 Submission of Technical Proposal

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

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

Forms	Format Details
FORM- T1	Covering Letter
FORM-T2	Information about the Bidder & Financial Capacity of the Bidder
FORM-T3	Power of Attorney
FORM-T4	Past Experience in Similar Sector
FORM-T5	Undertaking
FORM-T6	Commitment for proposed Equipment and Materials
FORM-T7	Proposed manpower deployment plan and standard operating procedure
FORM-T8	Anti-collusion certificate
FORM-T9	Proposed Work Plan
FORM- T10	Description of Approach Methodology to Undertake the Assignment
FORM- T11	Total number of personnel in payroll as on march 2023
FORM T12	Experience in Odisha

2.4.2.2 Submission of Financial Proposal

i. The Financial Proposal shall be prepared using the attached standard forms as per Section -5 given with this RFP document.

Form No	Enclosures to financial proposal
Form- F1	Financial proposal submission form
Form- F2	Financial Bid
Form- F3	Detail break up of Financial offer

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

- iii. All information provided should be legible, and wherever the information the information is give in figures the same should also be mentioned in words. In case of conflict between amount stated in figures and words, the amount mentioned in words will be taken for consideration.
- iv. The financial proposal shall be in the form of lump-sum amount (in the form of Annual Comprehensive Facility management cost quoted in INR for 1st Year) and shall be exclusive of any Taxes/GST that may be applicable. Detail break-up of the lump-sum amount must also be worked out and to be submitted along with the financial proposal.

2.5 Modifications/ Withdrawal of Proposals

No proposal can be modified by the bidder subsequent to the closing date and time of proposal submission due date.

Opening of Proposal

- i. Client reserves the right to reject any Proposal not submitted on time and which does not contain the information / documents as set out in this RFP.
- ii. Opening of Proposals will be done at State Urban Development Agency, Bhubaneswar
- iii. The Financial Proposal as per RFP will be opened for the shortlisted applicants who qualify for financial opening as per RFP. The date of opening of Financial Proposal will be notified later.

2.6 Evaluation of Proposal

A **Three stage evaluation process** will be conducted as explained below for evaluation of the proposals:

- a) **Preliminary Evaluation (1st Stage):** Preliminary evaluation of the proposals will be done to determine whether the proposal comply with the required conditions as described in RFP and the requisite documents / information have been properly furnished by the bidder or not. Thereafter, Client shall determine whether each bid is responsive to the requirements of this RFP. A bid shall be considered responsive only if:
 - i) It is as per the format as described in the RFP;
 - ii) It is received by the Bid Due Date including any extension thereof pursuant to Data Sheet;
 - iii) It is accompanied by the Bid Document Fee as specified in this RFP;

- iv) It is accompanied by the Power of Attorney as specified in T-3;
 - v) It is accompanied by the Bid security Fee as specified in the RFP.
 - vi) It is accompanied by Undertaking for not having been black listed by any Central / State Government / Any other Autonomous Bodies/ International & National Organization in the recent past;
 - vii) All the pages of the proposal and enclosures / attachments are signed by the authorized representative of the bidder;
 - viii) It contains all the information (complete in all respects) as requested in this RFP and/or bidding document;
 - ix) Meeting all conditions specified in the eligibility criteria 2.2.2
- b) Authority reserves the right to reject any Bid which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by the Authority in respect of such Bid.
- c) **Technical Evaluation (Stage 2):** Technical proposal will be opened and evaluated for those bidders who qualify the preliminary evaluation stage. Detailed evaluation process as per the following parameters will be adopted for evaluation of the proposals.

S.N.	Bid Evaluation Parameters	Total / Maximum Marks
1	Turn Over	15
a	Average annual turnover from Facility Management Services Rs 50 lakhs in the last 3 FY (ending 31 st March 2023) – 10 Mark. 1 Mark shall be awarded for additional 10 lakhs subject to maximum 15 marks.	15
2	Manpower Strength	10
	a. Total number of personnel in the payroll of the institution- 10 Above 50 Nos - 5 marks for every additional 20 nos – 1 mark subject to maximum 10 mark	10
3	Relevant Project Experience (in providing facility management services such as Operation, Maintenance and Multi facility Mechanized Services in Buildings/High rise Buildings/Institutional campus/Business centers/hospitals/commercial buildings having built-up area minimum 10,000 Sq. ft.) during last 5 years up to 31 st March 2023. Each single eligible project shall be awarded 5 Marks subject to Maximum 30 Marks.	30
4	Relevant Project experience in providing facility management services in Odisha such as Operation, Maintenance and Multi facility Mechanized Services in Buildings/High rise Buildings/Institutional campus/Business centers/hospitals/commercial buildings having built-up area minimum 5,000 Sq. ft.) during last 5 years up to 31 st March 2023. Each single eligible project shall be awarded 5	20

	Marks subject to Maximum 20 Marks	
4	Bidder having registered office in Odisha	5
5	Description of Approach, Methodology, to undertaken the Assignment	20
	Total	100

- (i). The total score obtained by the bidder above shall be the technical score (T) of the bidder.
 - (ii). Applicants should satisfy basic criteria of experience and other requirements as mentioned in pre-qualification criteria. Applicants should score **at least 70 marks** for being considered for opening of financial bid. The financial offers of unsuccessful applicants will be returned without opening.
 - (iii). Please note that the Technical presentation mentioned in the table above shall be a power-point presentation to be made by the bidders in front of the committee. The date, time and venue for the design is mentioned in the Bid Data Sheet.
- d) **Financial Evaluation (Stage 3):**
- The financial proposal of bidders qualifying the technical evaluation (2nd Stage) only shall be opened at this stage in the presence of bidder's representative who wishes to attend the meeting with proper authorization letter. The name of the bidder along with the quoted financial price will be announced during meeting.

2.7 Evaluation Process

Least Cost Selection process (LCS) method will be followed during the overall process. Minimum qualifying marks to qualify the Technical Proposal will be 70 out of 100.

Financial proposals are then opened for only eligible and responsive offers and are given a cost-score based on relative ranking of prices.

The lowest financial proposal shall be marked as the First Ranked Applicant (L1) while the next lowest proposal shall be marked as Second Ranked Applicant (L2) and so on.

The Selected Applicant shall be the First Ranked Applicant (L1). The L2 and L3 Applicants shall be kept in reserve and may be invited for negotiations in case the L1 Applicant withdraws or fails to comply with the requirements specified in the RFP document.

For the purpose of evaluation, the rates quoted by the bidder shall be inclusive of all taxes & duties (except GST which shall be paid extra at prevalent rates by the client).

2.8 Award of Work

After selection, a Letter of Award (the “LoA”) shall be issued, in duplicate, by the Client to the Selected Bidder and the Selected Bidder shall, within 7 (seven) days of the receipt of the LoA, sign and return the duplicate copy of the LoA in acknowledgement thereof in original.

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

2.9 Execution of Service Agreement

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

2.10 Implementation Process and Contract Period

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

2.10.1 Mobilization Period

The Agency will be granted 15 calendar days from the date of signing the Service

Agreement to mobilize the resources as per the requirements stated in this RFP. The date on which the mobilization period gets completed will be identified as the ‘Effective Date’;

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

2.10.2 Contract Period

The Contract Period shall start from the ‘Effective Date’ as defined above, and shall be valid for a period of 01 year (i.e.12 Months) and can be extended upto 03(Three) years based on satisfactory performance and mutual consent. The FMSP shall provide a consolidated list of equipment’s procured by the FMSP and update the Client for records.

2.10.3 Payment Terms and Enhancement

- i. The payment for the entire Annual Facility Management Cost will be done on equal monthly installments basis during contract period.
- ii. Cost enhancement of 3% per annum shall be applicable on the annual price of Consumables as lumsum basis. Following example is for clarity :

1st Year	No enhancement
2nd Year	3% enhancement of Cost of consumables paid as lumsum basis in 1 st Year
3rd Year	3% enhancement of Cost of consumables paid as lumsum basis in 1 st Year

- iii. However, if after taking into account the changes/ increase in minimum wages/ statutory wages payables to workers as per wages Act, such increase may be considered (even if, 3% enhancement of Cost of consumables paid as lumsum basis).

2.11 Performance Security

- a) Within 10 days of receipt of the Letter of Acceptance, the successful Bidder shall give a performance security value of 5% of the Annual Contract Value as per the stipulation. Performance Security shall be submitted in the form of Bank Guarantee from any scheduled commercial bank in favor Bhubaneswar. Failure of the successful Bidder to comply with the requirements of RFP shall constitute sufficient grounds for cancellation of the award.
- b) The performance security submitted shall be valid for a period of 1 Year and 3 months from the date of effectiveness of the contract. The authenticity of the PBG will be get properly verified by the Client from the local branch of the issuing bank prior to execution of the contract.
- c) It is expressly understood and agreed that the performance security is intended to secure the performance of entire Service Agreement.
- d) Should the contract period, for whatever reason be extended, the Bidder, shall at his own cost, get the validity period of Bank Guarantee in respect of performance security furnished by him extended and shall furnish the extended / revised Bank Guarantee to the Client before the expiry date of the Bank Guarantee originally furnished.

e) *Appropriation of Performance Security*

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

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

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

f) *Release of Performance Security*

Performance Security submitted, will be returned to the FMSP subject to the Client's right to receive or recover amounts, if any, due without any interest within 60 days after completion of Contract.

2.12 Bid Security/EMD

The bidder must furnish as part of the technical proposal, a Bid Security as prescribed in the RFP failing which the bid will be rejected.

2.13 Power of Attorney

The Bidder should submit a Power of Attorney in the format specified at Form T4 of Section 4 authorizing the signatory of the Proposal to commit the Bidder.

2.14 Proposal Validity

- a) The Bidder Data Sheet Sl. No 5 indicates that the proposal will remain valid for a period of 120 days after the submission date. During this period, bidders shall ensure the availability of professional staff nominated in the Proposal and also the financial proposal shall remain unchanged. Client will make its best effort to complete the selection process within this period. If required, the Client may request the bidders to extend the validity period of their proposals. Bidders who do not agree, have the right to refuse to extend the validity of their Proposals; under such circumstance Client shall not consider such proposal for further evaluation.
- b) Bidders are requested to refer “Bidder Data Sheet” for applicable duration of validity.

2.15 Conflict of Interest

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

- a. Conflicting Assignment/job:** A bidder or any of its affiliates shall not be hired for any Assignment/job that, by its nature, may be in conflict with this Assignment/job of the bidder to be executed for the same Employer.
- b. Conflicting Relationships:** A bidder that has a business or family relationship with a member of the Client’s staff who is directly or indirectly involved in any part of

- i. The preparation of the Terms of Reference of the Assignment/job,
- ii. The selection process for such Assignment/job, or
- iii. Supervision of the Contract may not be awarded a Contract, until and unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Client.

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

2.16 Corrupt or Fraudulent Practices

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

- a) will not accept a proposal for award if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt fraudulent practices on competing for the RFP in question, and will declare a bidder ineligible.
- b) if it, at any time determines that the bidder has engaged in corrupt or fraudulent practices, for this RFP or in the past for the purpose of this provision, the Client defined the terms set forth as follows:

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

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a Service Agreement and includes collusive practices among Bidders (prior to or after Proposal submission designed to establish Proposal prices at artificial, non-competitive levels and to deprive the Client of the benefits of free and open competition

2.17 Prohibition against collusion amongst bidder(s)

Each Bidder shall warrant by its Proposal that the contents of its Proposal have been arrived at independently. Any Proposal which have been arrived at, through connivance or collusion or pooling amongst two or more interested parties for the

purpose of restricting competition shall be deemed to be invalid and the concerned Bidder(s) shall lose its/their Earnest Money, at Client's sole discretion. The format for Anti- Collusion Certificate has been provided in Form T-10 under Section 3 of the RFP document.

2.18 Confidentiality

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

2.19 Interpretation of Documents:

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

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

- ii. In the event of conflicts of any sort among the Information and Instructions to Bidder and the Service Agreement, the documents shall be given the following priority:
 - a) Service Agreement,
 - b) Information and Instructions to Bidder.
- iii. Client reserves the right to use and interpret the Proposal documents, data etc. it receives from the Bidder(s) in its absolute discretion.

Section – 3: Terms of Reference (ToR)

3. Terms of Reference (ToR)

3.1 Sub-contracting

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

3.2 Other contractors

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

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

3.3 Labour

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

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

3.4 Compliance with Labor Regulations

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

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

have right to recover from the Service Provider any sum required or estimated to be required for making good the loss or damage suffered by the Client.

3.4.3 The employees of the FMSP **in no case shall be treated as the employees of the Client at any point of time.**

3.5 Safety

3.5.1 The FMSP shall be responsible for maintaining the safety of all activities on the site.

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

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

3.6 Liquidated Damages

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

3.6.2 In case of continued default or repetitive non-performance at regular intervals, Client may go on enhancing the levy of liquidated damages, each time limited to 3% of contract price per month of further default subject to maximum limit of 10%.

3.7 Cost of Repairs

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

3.8 Manuals & Registers

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

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

3.9 Force majeure

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

A. Non-Political Events

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

B. Political Event

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

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

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

3.10 Termination

- A. The authorized officer on behalf of the Client may terminate the Contract if the other party causes a fundamental breach of the Contract. For this purpose, **30 days' notice** in writing shall be served by either party on the other party clearly mentioning the particular grounds of Breach of Contract with a copy to the Employer.
- B. Fundamental breaches of Contract include, but shall not be limited to the following:
 - I. Breach of contract by FMSP
 - a) The FMSP stops work for 30 days when no stoppage of work is shown on the current programme and the stoppage has not been certified by the authorized officer of the Client as per the provision of the requirement and scope of the study;
 - b) The FMSP is made bankrupt or goes into liquidation other than for a reconstruction or amalgamation.
 - c) The authorized representative of the Client gives Notice that failure to correct a particular Defect is a fundamental breach of Contract and the FMSP fails to correct it within a reasonable period of time determined by the authorized representative of the Client;
 - d) The FMSP does not maintain a Performance Security which is required;
 - e) The FMSP has delayed the completion of works by the number of days for which the maximum amount of liquidated damages can be paid as defined in the Contract data;
 - f) If the FMSP, in the judgment of the Client has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
 - g) The FMSP shall not engage the services of any Sub-FMSP for the purposes of discharging entire obligation under the Contract without approval of the Client.
 - h) If the FMSP, having been given a notice in writing by the Client, fails to rectify, reconstruct or replace any defective work or continues the execution of work in an inefficient, improper, unworkman like manner or not in

accordance with sound Engineering practices or without complying with the directions and requirements within a period of 15 days of the issue of said notice.

- i) If the FMSP commits any acts of defaults with respect to conditions of contract.

II. Breach of contract by Client

- a) The authorized representative of the Client instructs the FMSP to delay the progress of works or to temporarily stop the work and the instruction is not withdrawn within a continuous period of 30 days.
 - b) The Client is made bankrupt or goes into liquidation other than for are construction or amalgamation.
 - c) A payment certified by the authorized representative of the Client is not paid by the Client to the FMSP within 60 days of the date of certification by the Authorized representative of the Client.
- C. If the Contract is terminated the FMSP shall stop work immediately, make the Sitesecure and hand over all the assets of the Client under its control and leave the Sitesas per the provision of the contract.
- D. After the termination of the contract under this clause, the Client shall be at liberty to get the balance work executed through some other contractual agency or through departmental means or to abandon the balance work altogether or to modify the design and scope of the work in any manner. The FMPS shall have no claim againstthe Client in this regard.
- E. The FMSP shall not be liable for any penalty for delay or for failure to perform the contract for reasons of force majeure such as acts of god, acts of the public enemy, acts of Govt., Fires, floods, epidemics, Quarantine restrictions, strikes, Freight Embargo and provided that the supplier shall within Ten (10) days from the beginning of delay on such account notify the purchaser in writing of the cause of delay. The Client shall verify the facts and grant such extension, if circumstance justify.

3.11 Payment upon Termination

- a) If the Contract is terminated because of a fundamental breach of Contract by the FMSP, the authorized representative of the Client shall issue a certificate for the valueof the work done less advance payments received upto the date of the issue of the certificate, less other recoveries due in terms of the contract, less taxes due to be deducted at source as per applicable law and less the percentage to apply to the

work not completed as indicated in the Contract Data. Additional Liquidated Damages shall not apply. If the total amount due to the Client exceeds any payment due to the FMSP the difference shall be a debt payable to the Client.

- b) If the Contract is terminated because of a fundamental breach of Contract by the Client, the Client shall issue a certificate for the value of the work done. This work value shall take into account the cost of balance material brought by the FMSP and available at site, the reasonable cost of removal of Equipment, repatriation of the FMSP's personnel employed solely on the Works, and the FMSP's costs of protecting and securing the works and less advance payment received up to the date of the certificate, less other recoveries due in terms of the contract and less the taxes due to be deducted at source as per applicable law.
- c) No Compensation for Alteration in or Restriction in Works
- d) If at any time, after the commencement of the work the Government, for any reason whatsoever, does not require the whole Project/Work or part thereof to be carried out, the authorized representative of the Client shall give notice in writing of the fact to the FMSP, who shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which he might have derived from the execution of the work in full, but which he did not derive in consequence of the full amount of work not having been carried out, neither shall he have any claim for compensation by reasons of any alteration having been made in the original specifications, drawings, designs and instructions, which shall involve any curtailment of the work originally contemplated.

3.12 Obligations of Facility Management Contractor

a) Standard of Performance

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

b) Law governing Services

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

Applicable Law. The Client shall notify FMSP in writing of the relevant local customs, and the FMSP after such notification, respect such customs.

c) Conflict of Interest

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

d) FMS not to benefit from commissions, discounts, etc.

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

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

e) FMSP and affiliates not to be otherwise interested in Project

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

f) Prohibition of conflicting activities

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

g) Confidentiality

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

h) Liability of the FMSP

Subject to additional provisions, if any, set forth in the Contract, the entire and

collective liability of the selected FMS arising out of or relating to this agreement will be to the extent of the agreed final total fee as quoted by the FMSP. FMSP's actions requiring Client's prior approval

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

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

3.13 Obligation of the Client

a) Assistance and exemptions

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

b) Access to Land

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

c) Change in Applicable Law related to taxes and duties

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost incurred by FMSP in performing the Services, then the remuneration and reimbursable expenses as otherwise payable to the FMSP under this Contract shall be increased or decreased accordingly by agreement between the parties hereto.

d) Services, facilities and property of CLIENT

Client shall make available to the FMSP and the Personnel, for the purpose of the Services and free of any charge, the services, facilities and property

described in the Scope of Work, Form – T8.

e) Payment

The certificate on the satisfactory performance of the service by FMSP shall be issued by an Officer authorized by the Client and in consideration of the services performed by the FMSP under this Contract. The Client shall make to the FMSP such payments and in such a manner as is provided in the Agreement. The FMSP is liable to pay the remunerations of its deployed manpower / beneficiaries in their respective bank account and submit the duly certified transaction statement to the Client for necessary records. The FMS also submit the proof of submission of other statutory fees (EPF, ESI etc) along with the statement. The Pay of Manpower shall not be less than the wages prescribed as per Minimum wages Act of State/ Centre. Any point of time if it is found that, agency pay less remuneration than prescribed in wages as per act of State/ Centre, may attract adequate action or may be considered for termination of contract.

f) Office Space

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

g) Miscellaneous Cost

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

h) Basic Utilities

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

i) Statutory and regulatory compliances

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

3.14 Extension/Renewal of Contract

- i. The extension or renewal of the contract in terms of increase in duration of contract or addition in scope of work, if required by the Client may be considered taking into account the performance of the FMSP. However, Client is not bound to consider any such extensions.
- ii. The extension or renewal of the contract shall be as per the terms as approved by the Client.

3.15 Definitions

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

identify defined terms:

- i. **Client** means the < Name of the Client>. (“CLIENT”) with whom the Selected Bidder signs the Agreement for the Services as per Scope of the Work.
- ii. **Affiliate** means any corporation, firm, or other entity that directly or indirectly is controlled by or is under common control of another firm.
- iii. **Assignment** means the work that the FMS shall perform pursuant to the Service Agreement.
- iv. **AMC** means Annual Maintenance Contract.
- v. **CAM** Common Area Maintenance
- vi. **“Capital Asset”** are core assets installed by the Client limited to Air Conditioning Chillers, Cooling Tower, AHUs, FCUs, HVAC Main Panels and Starter Panels, Generators, Transformers, HT< Panels, UPS, Fire Alarm Panel, BMS Controller, CCTV system, Lifts, Escalators, Pumps (Fire, Water, Sewage and Air Conditioning), Solar Panel System, STP, RWH system and Retractable Seating.
- vii. **“Commencement Date”** means the date on which the Service Agreement will be signed between Client and Selected Bidder;
- viii. **“Contract Period”** is the period granted for undertaking Facility Management Services in the Project Facility, commencing from the Effective Date for the duration as defined in RFP;
- ix. **“Effective Date”** means date as defined in the RFP.
- x. **“Facility Management Service provider (FMSP)”** means the selected entity who has completed the agreement signing formalities with the Client for Comprehensive Facility Management Services at <Insert Name of the Location> in accordance with the terms & conditions of the Service Agreement.
- xi. **“Facility Management Services”** means the providing comprehensive facility management services as per scope of work defined in Form T6.
- xii. **“Mobilization Period”** means period as defined in the RFP.
- xiii. **“Project Facility” or “Project Facility Area” or “Facility Area”** means the premises as defined in the RFP.
- xiv. **“Request for Proposal” /“RFP”** means Request for Proposal for selection of agency for providing ‘Comprehensive Facility Management Services <Insert Location> including all related attachment(s), amendment(s) and corrigendum(s).
- xv. **“Service Agreement” or “Contract” or “SA”** means agreement signed between Client and Selected Bidder. (key clauses of Draft Service Agreement are mentioned in Section 2 of RFP)
- xvi. **“Selected Bidder”** shall be as defined in clause 1.9 of RFP.

3.16 Facility Area

The Facility Area where services of FMSP are required shall include all areas within boundary of the office premises including but not limited to all built-up areas, basements, landscape and open spaces. Refer Section-2 (Clause 1.1) for details of various spaces. This document does not intend to limit or exclude any item in the scope of work that is to be covered for delivering the Facility Management Services timely and successfully.

3.17 Detailed Scope of Work:

The broad scope of services required as below;

- (i) Maintenance of all Electrical and Mechanical equipment
- (ii) Housekeeping and Sanitation services,
- (iii) Security services,
- (iv) Waste Management,
- (v) General Pest control,

Further the scope of work for facility management services is divided into following two categories:

A. **Maintenance:**

i. Preventive Maintenance is defined as

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

Preventive maintenance shall cover general electrical and mechanical items i.e like DG sets, Lift ,fan, pumps, Air conditioners etc. The maintenance services shall be routine check up and keep the instruments in healthy conditions.

- Daily operation of all electrical power system- incoming and outgoing and DG sets.
- Switching on pumps for filling water to tanks.
- Regular checking of all the electrical panels and distribution boards.
- Regular logging of all parameters like meter readings, power factor, power consumption etc. and highlight discrepancies or variances.
- Clean all panels, switch gears, controls, electrical fixtures and appliances including fountains and insect killing devices etc. on regular basis.
- Daily check of all light fixtures, points, bulbs and power sockets wiring and changing

- defective ones with in the premises under maintenance.
- Check earth pit resistance and watering earth pit.
- Check all the switches on standby equipment and ensure that all are in operating condition.
- Check correct operations of all safety circuits and equipment.
- Prepare log sheets for routine maintenance as per O&M manuals of all equipment and ensure that the instruction of O&M manual are strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage.
- To ensure that all meters are in working condition and all equipment is working according to the design para meters given in O&M Manual.
- To ensure that all equipment / plants has sequential running and all equipment, pumps including the stand by equipment work on operating time equalization basis.
- To keep day to day reading of all meter readings including energy meter readings and prepare client wise monthly report stating energy consumption.
- Attending to power breakdowns in case of internal faults.
- Providing electricians for preventive maintenance of power panels, maintenance of all accessories, light fixtures, power points, replacement of spares, attending DG periodic checking of electric fittings, replacement of batteries & coordinating with AMC for servicing of mechanical & electrical equipment.
- Follow-up for the AMC of D.G. sets & Panels with appropriate agency & coordination with AMC agency for trouble free operation.
- All facilities/ functions to start or stop as per the requirements or as directed by the Maintenance-in-charge
- Unhealthy systems, abnormalities in performance or malfunctioning, if any, will be reported/rectified within a reasonable time period and help support AMC engineer for rectification work if required.
- Inspect and clean contacts if necessary & check connections of Motors/switchboards /equipment etc. on routine basis.
- To attend all service calls and breakdowns within the minimum possible time period.
- To carryout preventive maintenance to ensure minimum breakdowns.
- Periodically clean all motor vents, etc.

DG Sets :

- Battery check for electrolyte level.
- Specific gravity check.
- Oil level and temperature check.
- Fuel Check
- Cooling Hose check
- Oil pressure check
- Voltage and current check in each phase
- Engine run hour and RFP
- Kwh generated
- Checking general functioning of all gadgets observe noise and vibration levels.
- Regular visual inspection of all mechanical drives.
- Log all running para meters once every hour.
- Prepare log sheets for routine maintenance as per O&M manuals of all equipment and ensure that the instruction of O&M manual are strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage.
- Prepare inventory of spares and ensure that critical spares and submit the same to the Client .

- To ensure that all meters are in working condition and all equipment are working according to the design parameters given in O&M Manual.
- To ensure that minimum one day fuel for continuous running of all DG's is always available and keep record of diesel/ oil consumption and maintain the record.
- DG sets as mentioned above to start and stop as per the requirement or Schedules that will be given by the maintenance in charge of UNNATI BHAWAN, OWSSB, Bhubaneswar.
- Unhealthy systems, abnormalities in performance or malfunctioning, if any, will be reported / rectified within a reasonable time period and support AMC engineer for rectification work
- To coordinate with the external and internal customers to facilitate smooth functioning of the DG Sets.
- **While maintaining the system if any major replacement or new installation is required, agency shall inform the same to Client in advance . Client may procure the same by his own or may direct the Agency to procure for which cost shall bear by the Client. However, the installation/ replacement of the new parts shall be the scope of Agency under the present scope of service.**

HVAC, Air conditioning:

- Regular visual inspection of all mechanical drives **daily**
- Check all the air-conditioning equipment for any sign of external leaks, check and prevent leaks from glands, valves and pipe lines and stop the same immediately **daily**
- Check and record all electrical parameters viz voltage, current, frequency, power factor, KWH on all panels in scope.
- To keep record of energy consumption and prepare record of clients energy consumption.
- Prepare log sheets for routine maintenance as per O&M manuals of all equipment and ensure that the instructions of O&M manual are strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffer from breakdown, loss of performance due to wear and tear or any other damage.
- To ensure that all meters are in working condition and all equipment are working according to the design parameters given in O&M Manual.
- Supervisor **shall generate monthly reports** covering the energy consumption, daily service requests, faults attended, routine and breakdown maintenance.
- Thoroughly wipe with an appropriate detergent and cloth and keep also free from dust, also wipe area surrounding the AHU vent **as directed by the client's representative.**
- Operation of all AHU & attending the complaint of AC.
- Follow-up for the AMC of Air-condition equipment with appropriate agency & coordination with AMC agency for trouble free operation.
- Air conditioning system to start and stop as per requirement or schedules that will be given by the Client.
- Unhealthy systems, abnormalities in performance or malfunctioning, if any, will be reported / rectified within a reasonable time period and support AMC engineer for rectification work, if required.
- While maintaining the system if any major replacement or new installation is required, agency shall inform the same to Client in advance . Client may procure the same by his own or may direct the Agency to procure for which cost shall bear by the Client. However, the installation/ replacement of the new parts shall be the scope of Agency under the present scope of service.

Lift Operator:

- Operate and maintenance of lift daily and attending the complaints of the occupants as per the direction of Client.
- Regular inspection of the motor, panel, etc for smooth movement of the lifts.
- Follow-up for the AMC of Lift systems with appropriate agency & coordination with AMC agency for trouble free operation.
- Unhealthy systems, abnormalities in performance or malfunctioning, if any, will be reported / rectified within a reasonable time period and support AMC engineer for rectification work, if required.
- While maintaining the system if any major replacement or new installation is required, agency shall inform the same to Client in advance . Client may procure the same by his own or may direct the Agency to procure for which cost shall bear by the Client. However, the installation/ replacement of the new parts shall be the scope of Agency under the present scope of service.

Water Pumps, Water Management, and Plumbing & STP (If installed):

- Maintenance of the automatic panels of the system.
- Regular routine maintenance of the pumps and associated equipment, pressure gauges etc.
- Logging of all maintenance data in the approved formats.
- Ensuring that all the meters and equipment is functioning as per the design parameters given in the O& M Manual.
- Prepare log sheets for routine maintenance as per O&M manuals of all equipment and ensure that the instruction of O&M manual are strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage.
- To ensure that all equipment / plants has sequential running and all equipment, pumps including the stand by equipment work on operating time equalization basis.
- Water management, operational records, inflow and outflow control **daily**
- Regular checking and repairs of all sanitary fixtures and supply lines **daily**.
- Checkup of all valves, taps, floats and other plumbing and sanitary fittings free from leakage **daily**
- To operate & maintain the STP.
- While maintaining the system if any major replacement or new installation is required, agency shall inform the same to Client in advance . Client may procure the same by his own or may direct the Agency to procure for which cost shall bear by the Client. However, the installation/ replacement of the new parts shall be the scope of Agency under the present scope of service.
- Coordination with the AMC engineer as and when required ensuring trouble free and smoothing operations and no disruption in water supply to the clients.
- Repair plumbing related asserts like furniture , sofas etc on regular basis.

Fire Fighting System:

- To operate the firefighting pumps, hydrants as required
- Inspections of sprinklers, smoke detectors, alarms systems, etc. on daily basis

- To aware the occupants regarding the use of fire extinguisher during emergency and smooth escape from the premises in case of fire accident
- Monthly mock drill to be conducted in the building to create awareness among the occupants.
- While maintaining the system if any major replacement or new installation is required, agency shall inform the same to Client in advance. Client may procure the same by his own or may direct the Agency to procure for which cost shall bear by the Client. However, the installation/ replacement of the new parts shall be the scope of Agency under the present scope of service

CCTV Surveillance :

- ii. To maintain the operation of the CCTV on daily basis and its storage for record as per the direction of Engineer in charge.
- iii. While maintaining the system if any major replacement or new installation is required, agency shall inform the same to Client in advance . Client may procure the same by his own or may direct the Agency to procure for which cost shall bear by the Client. However, the installation/ replacement of the new parts shall be the scope of Agency under the present scope of service

Computer, Printer, Wifi Device:

- i. Maintenance of all computers, CPUs. UPSs, Printers, wifi devices / Networking device on regular basis.
- ii. Assist in Updating the operative systems, installation of antivirus, printer drive in systems & other related works etc.
- iii. **While maintaining the system if any major replacement or new installation is required, agency shall inform the same to Client in advance. Client may procure the same by his own or may direct the Agency to procure for which cost shall be borne by the Client. However, the installation/ replacement of the new parts shall be the scope of Agency under the present scope of service**

Management:

- a. Co-ordination with Vendors / Suppliers /Manufacturers for preventive maintenance under AMC.
- b. Supervise, administer and certify works of Main Contractors / Manufacturers / AMC agencies for rectification of breakdowns (covered under breakdown maintenance/AMC) and for operations.
- c. MIS Reporting for overall management of services.
- d. Co-ordination (with PWD Officials) for conducting drills (earthquake, fire etc.) as per

the statutory requirements or as per law of land.

3.18 Deliverables:

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

Housekeeping and cleaning Services –

a) Housekeeping and Reception Services for Office and Conference Halls:

- i. Maintain and supervise the cleaning, sanitation and housekeeping services in the whole premises, conference halls etc.
- ii. The aim and objective is to provide high level of a clean, hygienic and presentable look to the entire area.

b) General Cleaning Services:

The FMPS shall

- i. Perform routine cleaning of the internal and external areas to meet the required service standard.
- ii. Cleanliness of all common spaces and space inside the location within Project Facility.
- iii. Perform cleaning and upkeep of exhibits and artifacts, IT & AV equipment's in the project facility as per the directions in Manuals / as per directions of representative of Client.
- iv. Perform periodic cleaning of glass facades, structure at entrance plaza, external claddings etc. at all heights (internally and externally)
- v. Additional housekeeping services as and when required by Client.
- iv. While maintaining the system if any major replacement or new installation is required, agency shall inform the same to Client in advance. Client may procure the same by his own or may direct the Agency to procure for which cost shall be borne by the Client. However, the installation/ replacement of the new parts shall be the scope of Agency under the present scope of service. However minor repair shall be done by the Agency under the consumable price.

- vi. Responsible for the safekeeping of these equipment's at the project facility and shall not take out these equipment's any time during the term of contract other than for repairs. In case such repairs take more than a week, FMSP shall arrange to provide alternate equipment for the Project Facility.
- vii. Adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to the property at Project Facility as soon as they become aware of such defects in the course of their duties under this Contract.
- viii. Dusting / cleaning of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, fittings and glass pans etc. to remove debris, stains, cobwebs and marks.
- ix. Stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust, debris, stains and marks.
- x. Polishing / vacuum cleaning / cleaning of floors, carpet tiles, mats and mat wells and ensure the same must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals.
- xi. Clean all water tanks and disinfects specially before start of rainy season and as instructed by Client.
- xii. Regular cleaning of storm water drain, manholes, sewage lines etc. for removal of any blockages.
- xiii. Entrances, service areas, parking areas, paving, paths, roads, grounds amphitheaters, courtyard sand, lawns at the entrance, outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.
- xiv. Electrical Control Room must be free from dust, static electricity and be left clinically clean. (to be done in presence of the officials concerned).
- xv. Sticky substances like chewing gum shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover.
- xvi. Care is to be exercised when staff/visitors are still on the premises. Wet floors should be sign- posted. Trailing cables and open sockets should be made safe.

- xvii. All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering.
- xviii. Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent
- xix. Sweeping and cleaning shall be done 4 times a day , during any special events/ training the project facility the housekeeping (sweeping, wet mopping, dusting etc.) of all the premises in connected amenities where the event/training is organized

c) Cleaning of Toilets

- i. All sanitary ware including sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected.
- ii. Floors should be cleaned to the same standard as other building floors. In addition there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.
- iii. Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.
- iv. All toilets should be kept fully stocked with supplies and should be made available at all times.
- v. Dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry and free from dust, marks and smears.
- vi. During training period/ Conference etc , cleaning the floors should be done within 2 hours of interval.
- vii. Common toilets to be cleaned twice daily.
- viii. Wet Mop floor with natural detergent twice daily.
- ix. Scrub toilet floor (Machine scrub or manually)
- x. Remove all wetness on floor or slabs.
- xi. Use air fresheners and deionizer daily.

- xii. All washroom dust bins would be thoroughly cleaned and sanitize daily basis.
- xiii. Weekly basis cleaning of all walls and doors of all toilets with appropriate detergent and disinfect.

d) Cleaning of Roof top water tanks and ground water sumps:

- i. The area surrounding the tank and top of the tank is cleaned.
- ii. Tools used in tank cleaning process are disinfected.
- iii. Water and sludge are drained out from the tank using a sludge pump or drained by opening the bottom outlet of the tank.
- iv. Manual scrubbing of the tank is done to remove the dirt, sediments, fungus & strains etc.
- v. Walls , ceiling, and floor of the tank is washed using a high pressure jet.

e) Waste Management

- xiv. Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times.
- xv. FMSP shall Collect the garbage from the garbage collection point and segregate the waste in recyclable and non-recyclable type and shall ensure proper disposal of waste outside the premises as per the standards and directions provided by Competent Client.
- xvi. FMSP shall ensure that 100% of recyclable waste is being recycled.
- xvii. FMSP shall be responsible for transport and in consultation with Client, shall identify the area / frequency for garbage disposal. Proper waste disposal system shall be adopted and collection points shall be defined.
- xviii. Waste management methodology shall comply with the guidelines as laid down in applicable Waste Management Rules of Central / State Government and Local Authorities.
- xix. Renovation Debris is to be stored at designated space at designated area
- xx. The FMSP undertaking the renovation work would remove the debris when

it amasses to a volume equivalent to a tempo load.

xxi. Cleaning of grease chambers of the kitchen.

d) General Pest Control

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

i. Disinfestations Treatment

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

The FMSP shall take the following control measures:

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

ii. Rodent Control

Pest Covered: Domestic/Field Rodents.

The FMSP shall take the following control measures:

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

iii. Fly Control

The FMSP shall take the following control measures:

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

iv. Mosquito Control

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

- a. Residual Spot Spraying
- b. Fogging Operations

c. Mist Blowing

d. Frequency: Fortnightly as per client schedule and need basis

A. Management Services

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

- i. Provide required assistance to the Client during transition period of handover–takeover of the Project Facility from the Main Contractor including but not limited to providing assistance in snagging, de-snagging, testing and commissioning of equipment’s etc.
- ii. Take ownership of all the services as described in scope of work and will work as an independent Unit.
- iii. Co-ordination with all the stakeholders of the Client, Contractors, Consultants and other agencies.
- iv. Ensure working of all audio-visual equipment at various locations within the facility and assist office bearers for setting up of the installed devices and configuring it was the particular use. The personnel handling the audio-visual equipment have to be conversant with the devices installed in the facility. They are also required to ensure timely cleaning of all installed devices, systems, screensetc.
- v. Maintain records of all the Equipment/assets at facility, keep record of the Vendors details, keep track of the dates of AMC/Warranty validity and inform the Client when the validity is within 2 months of completion and also co-ordinate with vendors for extension of services on behalf of Client.
- vi. Maintenance of Reports, Log Books etc. for Operation & Maintenance of various Systems & Equipment’s, Maintenance of Equipment History,
- vii. Co-ordinate with Main Contractor/Interior Contractor/PMSP for rectifying of defects under the DLP period.
- viii. Prepare a preventive maintenance plan for all equipment/fittings & fixtures, ensuring 100% compliance. FMS shall co-ordinate for:
- ix. Preparation, submission and obtaining approval on detailed O&M plan including maintenance and security, staffing requirement and schedule; equipment, tool and

machineries to be maintained; maintenance schedule; manpower and incident reporting structure; etc.

- x. Co-ordinate administer and certify works of Vendors/Manufacturers/ Suppliers for the purpose of preventive maintenance and upkeep of the equipment during AMC/Warranty period.
- xi. Prepare and maintain the records of routine services, visits provided by AMC providers and tracking to be done against actual visits.
- xii. Keep the Inventory status of all spares and consumables required for the maintenance of the facility and update on weekly basis and maintain the records of consumption.
- xiii. Conduct quarterly systems & equipment health audits with and through the AMC Service provider and submit a health status report to the Officer authorized by Client.
- xiv. Prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of commencement of agreement.
- xv. Brief the representative on maintenance and operational proceedings on day to day basis.
- xvi. The FMSP shall report to a Nodal Officer appointed by Client for the management services as and when required.

3.19 Penalty Clause:

Table: Service Level Agreement (Operations)

A. Daily services:

Sl. No	Service Level Requirement	Min Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Routine housekeeping (inc. cleaning services as per the scope of work) of all the premises in the project facility	2 Times/Day	1 Day	500/ Day
2	During any special events/ training the project facility the housekeeping (sweeping, wet mopping, dusting etc.) of all the premises in connected amenities where the event/exhibition is organized.	4 Times/Day	1 Day	500/ Day

3	Cleaning of Toilets as per defined scope of work	2 Times/Day	1 Day	500/ Day
4	Cleaning of dustbins / waste bins and disposing the same up to the main container or garbage collection point.	2 Times / Day	Compulsory	1000 / Day
5	Collecting of garbage from the garbage collection point. Thereafter, segregation of waste & disposing off the same outside the premises as per applicable guidelines/rules of the local Client.	Once / Day	Compulsory	1000 / Day

6	Dusting / cleaning in the project facility (excluding licensed spaces) of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, fittings and glass pans, AV equipment, workstations along with computers and their accessories like printers, monitors, keyboards, fax machine and photocopiers etc., telephone instrument etc.	2 Times/Day	1 Day	500/ Day
7	Cleaning of windows from inside & outside in office, passages and corridors and all glass facade outside all around the building on ground floor.	Once / Day	Compulsory	1000 / Day
8	Sweeping, wet mopping, dusting of stairs (including terrace & ground to basements), External Stairs, Exhibits & Artifacts, Driveway and compound area.	Once / Day	Compulsory	1000 / Day
9	Cleaning and upkeep of all parking, service, basement and maintenance area.	Once / Day	1 day	1000 / Day

B. Regular Maintenance Services

Sl. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Cleaning of external surface Including glass façade, external building surface, structure at entrance plaza at all heights.	Once a month	1 Day	500/Day
2	Shampoo Cleaning of all carpets, sofas, chairs.	As per Manufacturer recommended	Compulsory	500/Day
3	Cleaning and disinfection of all water tanks.	Once a month	1 Day	10,000/Day
I- UG/OVER HEAD TANKS & WATER SUPPLY				
1	Cleaning of walls, slab, raft from inside and removal of algae, waste particles.	Once a Month	2 Day	1000/Day
2	Maintenance of submersible pumps, motor etc	Once /15 Days	3 Day	20000/15 Days
3	Chemical treatment of water for purification. (Bleaching etc)	In Alternate Days	4 Days	500/Day
5	Maintenance of manhole cover including replacement if found damaged or theft	Once/15 Days	Compulsory	As per twice the market rate of damaged/Theft fixture or 2000/ Day whichever is higher.
II. SW DRAIN AND SEWAGE SYSTEM				
1	Cleaning of bed properly including removing of mud, soil etc.	1 Time /Week	1 Day	10,000 / Day
2	Regular maintenance of drain covers including replacement if found damaged.	1 Time / Week	1 Day	10,000/ Day
III. PEST CONTROL				
1	Disinfestations treatment	1 Time / Fortnightly	1 Day	10,000/ Day

2	Rodent Control	1 Time / Monthly	1 Day	10,000 /onrepeated non-compliance
3	Fly Control	1 Time / Monthly	1 Day	10,000 /on repeated non-compliance
4	Mosquito	1 Time / Fortnightly	1 Day	10,000 /on repeated non-compliance
IV. OTHERS				
1	maintenance of sanitary fixtures,	On alternate days	Compulsory	300 / Day
3	Electric fixtures maintenance or replacement if found theft or damaged by non-social elements all complete as per direction of engineer in charge.	immediate	Compulsory	As per twice The market rate of damaged/ The ftfixture or 2000/ Day whichever is higher.
4	Cleaning of all lamps, street light poles, railing lamps, foot lights, bollards lamps, fans, tube lights, LEDs's, etc.	On alternate days	4 Days	300 / Day
5	Regular maintenance of switch boards, sockets, plug points, MCCB's, MCB's and all main and sub panels.	On alternate days	1 week	300 / Day
7	Regular maintenance of plumbing fixtures.	On alternate days	1 week	700 / Day

V. PUMP ROOM				
1	Regular maintenance of pump for irrigation with all connections and attachments.	In alternate days	1 Day	As per twice the market rate of damaged/ The fixture or 15000/ Day Which ever is higher.
VI. DRINKING WATER				
1	Regular cleaning, maintenance of water cooler and purifier.	1 Time / Day	1 Day	40000 / Day
VII. PATHWAY				
1	De-weeding work for pathways including all anti treatment, cutting, removing and gap filling with sand if required.	2 Times/Month	15 Days	15000/Day
2	Removal of water by manually stacked rain water.	Every day before park opening time	1 Day	5000/Day
3	Cleaning of pathway areas-removing of all wastage, polythene, garbage, weeds, dust, debris, leaf, polythene, porchetc. collection removal& transportation up to desired point.	On Alternate Days	2 Days	20000/Week
VIII. BOUNDARY WALL				
1	Regular maintaining outside as per approved paint on grills, fencing & all service / entry gates and gate columns.	1 Time / 6 Month	1 Month	20000/15 Days
2	Cleaning of all lamps, street, lightboxes foot lights.	On Alternate Days	4 Days	300/Day

3.20 Reporting

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

- a. Monthly Reports;
- b. Deployment Report; and
- c. Attendance

i. Facility Inspection: The FMSP shall conduct regular facility inspection and ensure that will maintain/enhance the appearance, operation, and safety aspects of all the facility as approved by Client. The FMSP shall indicate frequency of inspection covering all premises.

ii. Highlight Critical Issues/Problems with recommended solutions which should contain the technical recommendations / alternatives, cost, time schedules, etc

iii. Agency Should available sufficient manpower for the cleaning and sweeping services **not less than 4Nos.** They should have well dressed and well behaved.

iv. FMSP shall provide a log book register for making entries by the cleaning personnel of their presence at duty site.

3.21 Security Services

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

- a. To provide security services for the protection of life and property against theft, pilferage, fire etc.,
- b. Ensure safety and security of men and material,
- c. Guiding visitors to desired locations/concerned officials/ occupants and manage the parking of their vehicles at designated places,
- d. Regulating entry of unwanted visitors/salesmen and maintenance of visitor's register,
- e. Prevent entry of stray animals like cow, dogs etc.,
- f. Round the clock patrolling of the Project Facility,
- g. Frisking and checking of visitors during and after operational hours,

- h. Effective involvement during the crisis management like fire accidents and bomb threats and during periodical drills. Liaison with appropriate agencies in case of emergencies/Disaster & be well equipped with their update contact numbers,
- i. Visitor's management in common, during events & training, and during other special occasions,
- j. Having effective control on movement of materials in / out,
- k. Physical guarding of entry / exit points,
- l. Patrolling and guarding various common areas and surroundings to ensure adequate safety and security,
- m. Assisting the occupants during the emergency evacuation of the building,
- n. Rescue operation of passengers stranded in the lifts,
- o. Complete disaster management in case of emergencies/ disasters,
- p. Lodging of complaints/FIRs in case of emergency/disaster on intimation,
- q. FMSP shall provide a log book register for making entries by the security personnel of their presence at duty site.
- r. Maintaining main gates for entry and exit and control of Entry and exit of materials and personnel and prevention of entry unauthorized vendor daily wise.
- s. Maintaining the register for material movement and movement of personnel & issue of visiting pass and other passes maintaining register on its as required by the client.
- t. Security of building, fixed assets and movable asset entrusted in their charge
daily shift wise
- u. Patrolling of surrounding area to prevent unauthorized entry of persons and encroachment and smooth movement of traffic **daily shift wise.**
- v. To watch smooth movement of traffic at portico and other place **daily shift wise.**
- w. Maintain close liaison with local police.
- x. Shall daily monitoring and operation of CCTV and keep backups on regular basis.
- y. Coordinate with AMC Provider or vendor of CCTV Manufacture for any repair and maintenance required if any.
- z. FMSP shall provide at his own cost

- (i) Proper clean uniform and badges and
- (ii) Photo identity cards as per laid down rules for Private Security Agencies.

aa. FMSP shall have his own Establishment/Setup/Mechanism, etc.at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract. FMSP shall get guards and supervisors screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed. Client will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shallbe deployed for duty.

N.B:

- i. Police verification of the manpower deployed by the FMSP contractor should be complete and client can ask to share the information with them any time, if required.
- ii. State minimum wages will be applicable for manpower deployment.
- iii. **Disbursing Client will verify a specific percent (at least 2%) about the status of deposit of EPF and ESI information of the deployed manpower every month on random basis.**

3.22 Deduction for Non Performance

In case of repetitive instances of non-performance/ regular negligence found by the Client, may advice the service provider for replacement of security personnel within 15 days. If the same is repeated again and again, necessary action for termination of Contract and forfeiture of Performance Bank Guaranteeafter issuing a maximum of 1 month notice.

3.24 – Supply of Consumables

- i. Supply of consumable materials like floor cleaner, handwash, phenyle, soap, naphthalene balls, tissue, pesticide, etc along with T&P listed below as required.
- ii. Indicative Housekeeping materials:
 - 1. Dry Mop Set
 - 2. Dry Mop Refill
 - 3. Wet mop Set
 - 4. Wet Mop Refill
 - 5. Floor squeegee-35 cm
 - 6. Signage-JD
 - 7. Window washer-35 cm
 - 8. Micro quick Duster (Pack-5)
 - 9. Red Pad Floor scrubbing
 - 10. Step Ladder Fiber-8
 - 11. hand Brush with aluminum handle
 - 12. Scotch Bright
 - 13. Toilet brush with holder
 - 14. Rubber Gloves
 - 15. Hard Broom
 - 16. Soft Broom
 - 17. Mug

- 18. Bucket
- 19. Garbage bag and dust bin liner
- 20. Personal protection equipment
- 21. Checklist sliders/Register
- 22. Minor Consumables items for plumbing, electrical & mechanical repairs like nut, bolt, washers, fuse, small fittings etc.

iii. Indicative Technical Tools and spares for electrical and mechanical O &M Services :

- Pipe wrench 12th
- Pipe wrench 18th
- Carpenter Chisel
- Wood-Planer-14th
- Float/Planer
- Wire brushes
- Insulation Gloves
- Safety Helmet
- Rechargeable LED torch
- Hacksaw Frame
- Line Tester
- Tool kit Bag
- D Spanner Set (MM)
- Spanner Set Ring
- Allen key Set mm/inch
- Hammer light
- Hammer heavy
- Chisel/Patashi flat
- Hammer cum Hand Drill M/c
- Drill Bits 3,5,6,8,10 mm
- Drill Bits 6,8,10,12 mm
- Air blower
- Tong Tester/Clamp Meter
- Oil Can
- Extension board etc.

iv. The Agency Shall ensure deployment of minimum manpower are as follows:

a) Minimum Manpower to be provided for Facility Management Service:

1. For Odisha Urban Academy:

Sl.No	Description	Nos	Qualification
1	Coordinator /Super Vision Manager – Highly Skilled	01	Graduate with minimum 5 year experience / or Retired Government/ Semi government/ Society/ PSU employee with qualification minimum +2 with 20 years of relevant experience
2	Receptionist cum stenographer – Highly Skilled	01	Any Graduate with minimum 5 year

			experience in relevant area. Should have experience in computer , Word, Excel etc
3	Security – Semiskilled	05	Matriculation with 2 years relevant experience .
4	Electrician cum DG set Operator- High Skilled	01	ITI in electrical with 3 year experience in relevant filed.
5	Cleaning & House keeping staffs- Semi skilled	04	Minimum 7 th Pass and experience of minimum 1 year.
6	Gardener cum helper – Semi skilled	02	Matriculation with 3 years of work experience as gardener (Mali) .

2. For SUDA:

Sl.No	Description	Nos	Qualification
1	Coordinator / Super Vision Manager- Highly skilled	01	Any Graduate with minimum 5 year experience in relevant area. Should have acquainted with computer System
2	Security – Semi skilled	05	Matriculation with 2 years relevant experience.
3	Electrician cum DG set Operator- High skilled	01	ITI in electrical with 3 year experience in relevant filed.
4	Cleaning & Housekeeping staffs- Semi skilled	03	Minimum 7 th Pass and experience of minimum 1 year.
5	Gardener cum helper – Semi skilled	02	Matriculation with 3 years of work experience as gardener (Mali) .

Note :

- i. **In Addition the Authority may Require various other manpower in different field for Which the Authority Shall Specify Qualification, experience , salary to be paid. The selected Agency shall be required to provide such manpower at same the same terms and condition of the contract and service charge shall also be same as per contract.**
- ii. **Number of persons may be increased/ decreased based on requirement of Authority upto any extent and Agency shall be paid accordingly as per Rate to be agreed under the contract.**

SECTION-4

Technical Proposal Submission Forms

FORM-T1: COVERING LETTER

(On the Bidder's Letter Head)

[Location,
Date]

To

**Administrative Officer
State Urban Development Agency,
Bhubaneswar-751014**

**Sub: Selection of Agency for providing Facility Management Services(FMS) at State
Urban Development Agency (SUDA) and Odisha Urban Academy.**

Dear Sir,

With reference to your Request for Proposal dated, I have examined all relevant documents and understood their contents; hereby submit our Technical and Financial Proposal for **the proposed Facility Management Service (FMS)]**

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

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

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

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

5. I declare that:

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

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

c. I have not directly or indirectly or through an agent engaged or indulged in

any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Client or any other public sector enterprise or any government, Central or State; and

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

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

7. I agree to keep this offer valid for 120 (One hundred and Twenty Days) days from the Proposal Due Date specified in the RFP Document.

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

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

Yours sincerely,

Authorized Signature

[In full and initials]: _____

Name and Title of Signatory:

Name of Firm: Address:

FORM-T2: INFORMATION ABOUT THE BIDDER

A. BIDDERS ORGANISATION

1. Title of Project:

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

3. State the following:

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

4. Details of authorized signatory of the Bidder:

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

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

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

6. Bidders shall enclose copies of the valid EPF, ESI and Labour License& PSARA License;

7. Checklist of Eligibility

Criteria	Description	Required Supporting Document	Submitted (Yes/No)	Page No.
A	Bidder must be a Company as registered under Indian Companies Act,1956/2013 or a Partnership Firm or a Limited Liability Partnership registered under relevant Act /Laws. Proprietorship Firm is not allowed.	Certification of Registration/Partnership Deed /LLP Deed shall be submitted.		
B.	Bidder must not be under any declaration of ineligibility by any Client and should not be blacklisted with any of the Govt. project as on date of proposal.	Undertaking as per Format-T5 on stamp paper of appropriate value in shape of affidavit from the Notary regarding his eligibility not blacklisted to be furnished.		
C.	Bidder shall furnish an affirmative statement as to the existence of any potential conflict of interest on the part of the Bidder due to prior, current, or proposed.	Self declaration from the Bidder		
D.	Must not have any pending judicial proceedings for any criminal offence against the proprietor /Director/Persons to be deployed by the Service.	An under taking to this effect must be submitted on the Bidder Letter head.		

E.	The Registered Office/Branch Office of the service provider must be located within jurisdictional area of	Valid address proof of the Office (Copy of Landline Telephone Bill/ Electricity Bill/GSTIN of the Office.)		
F.	Bidder should be registered with the Income Tax , Goods and Services Tax and also registered under the labour laws , Employees Provident Fund Organization, Employees State Insurance Corporation.	Copies of PAN,GSTIN,IT returns for the last 03(Three) Financial Years , Labour registration, EPF registration certificates and valid Licence under PSARA(Private Security Agencies Regulation Act-2005) to be submitted along with the Technical proposal.		
G.	The bidder must have executed comprehensive operation, maintenance and multifacility mechanized services in Central/State Govt./IT/ITes companies, High Rise Buildings , Institutional campus/Business Centers/ Hospitals/ Commercial Buildings in India for at least 1 year satisfactory operation (during last 05 financial Years as on date 31.03.2023 of Value specified herein in the relevant area as per the scope of work.: One project with minimum 50,000 Sq. ft during last five years up to 31 st March 2023	Copies of supporting work order /Work completion certificate issued by respective authorities as applicable along with duly filled information sheet as per Form-T4		
H.	Average annual turnover from Facility Management Services must be at least Rs 50 lakhs in the last 03(Three) F.Y ending 31 st march'2023.	CA certificate and Audited Balance Sheet for last 3 FY		

8. Checklist of Technical Forms

Forms no.	Title	Submitted (Yes/No)
FORM-T1	COVERING LETTER	
FORM-T2	INFORMATION ABOUT THE BIDDER&FINANCIAL CAPACITY OF THE	
FORM-T3	POWER OF ATTORNEY	
FORM-T4	PAST EXPERIENCE OF THE BIDDER	
FORM-T5	UNDERTAKING	
FORM-T6	COMMITEMENT FOR PROPOSED EQUIPMENT/S AND MATERIALS	
FORM-T7	PROPOSED MANPOWER DEPLOYMENT PLAN AND STANDARD OPERATING PROCEDURE	
FORM T8	ANTI COLLUSION CERTIFICATE	
FORM T9	PROPOSED WORKPLAN	
FORM T10	DESCRIPTION OF APPROACH, METHODOLOGY TO UNDERTAKE THE ASSIGNMENT	
Form T11	TOTAL NUMBER OF PERSONNEL IN PAYROLL AS ON MARCH 2023	
FORM T12	EXPERIENCE IN ODISHA	

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

Authorized Signature

[In full and initials]: _____

Name and Designation of Signatory:

Name of the Bidder:

B. FINANCIAL CAPACITY OF BIDDER

Bidders are required to provide the information about the annual turnover from the similar service during the last 3 years (ending 31st March 2023) as per the following prescribed format:

[To be provided on the Bidder Letter Head]

<Name of Bidder>

FINANCIAL CAPACITY OF BIDDER

S. No.	Period (Last 3 FYs)	Financial Turnover from the similar service in INR	Average Turnover from the similar service in INR
1.	2020-2021		
2.	2021-2022		
3.	2022-2023		
Certificate from the Statutory Auditor			
This is to certify that [Insert name of the bidder with detail address] has the annual turnover against the respective FY on account of providing similar service.			
Seal and Signature of the Auditor			

Authorized Signature

[In full and initials]: _____

Name and Designation of Signatory: Name of the Bidder:

FORM-T3: POWER OF ATTORNEY

(On a Stamp Paper of relevant value)

POWER OF ATTORNEY FOR AUTHORISED SIGNATORY

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

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

Executant

Signature of Attorney

(Name, Title and Address of the Attorney) Attested

Executant

Notes:

- 1. To be executed by the sole Bidder.*
- 2. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*
- 3. Also, where required, the executant(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*
- 4. In case the Proposal is signed by an authorized Director of the Bidder, a certified copy of the appropriate resolution / document conveying such Client may be enclosed in lieu of the Power of Attorney.*

FORM-T4: PAST EXPERIENCE OF THE BIDDER

Name of Bidder:

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

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

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

Authorized Signature
[In full and initials]: _____

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

FORM-T5: UNDERTAKING

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

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

Yours sincerely,

Authorized Signature

[In full and initials]: _____

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

FORM-T6 : COMMITMENT FOR PROPOSED EQUIPMENTS AND MATERIALS

1. Proposed list of Materials / Consumables to be used

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

Note:

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

- 2. The Bidder shall procure all related consumables like toiletries, spares, fasteners / fixtures required (if any), housekeeping consumables etc. and the cost of the same shall be borne by the Bidder.*

Yours sincerely,

Authorized Signature [In full and initials]

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

FORM-T7: PROPOSED MANPOWER DEPLOYMENT PLAN AND STANDARD OPERATING PROCEDURE FOR THE REQUIRED SERVICE

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

Yours sincerely,

Authorized Signature [In full and initials]

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

FORM-T8: ANTI COLLUSION CERTIFICATE
(on letterhead of Bidder)

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

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

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

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

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

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

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

Dated this.....Days of.....2022

Name of the Bidder

Signature of the designated person.....

Name of the designated person.....

Date of receipt of RFP

FORM-T9: PROPOSED WORK PLAN

Week →						
Sequence of study Activities/ Sub Activities ↓	1	2	3	4	5	6

Indicate all main activities / sub activities of the proposed assignment including delivery of reports and associate sub activities.

Authorized Signatory(In Full and initials)_____

Name and Designation with date and Seal_____

FORM-T10: DESCRIPTION OF APPROACH, METHODOLOGY TO UNDERTAKE THE ASSIGNMENT

(Technical approach, Methodology and work plan are key components of the Technical proposal. In this section, Bidder should explain his understanding of the scope and objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output and the degree of detail of such output. Further he should highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. It is suggested to present the required information divided into following four sections.)

A. Understanding of scope, Objectives and completeness of Response.

Please explain your understanding of the scope and objective of the assignment based on the scope of work, the technical approach and the proposed methodology adopted for implementation of the tasks and activities to deliver the expected outputs and the degree of detail of such outputs. Please do not repeat /copy the ToR here.

B. Description of Approach and Methodology.

Key guiding principles for the study.

Proposed framework.

Information matrix.

Any other issues.

C. Methodology to be Adopted.

Explaining of the proposed methodologies to be adopted highlighting of the compatibility of the same with the proposed approach. This includes:

Detail research design including sample design and estimation procedure.

Field process protocol control.

Suggestive tools for data collections.

Analysis of field data and preparation of reports.

Any other issues.

D. Staffing and Study Management Plan.

The Bidder should propose and justify the structure and composition of the team and should enlist the main activities under the assignment in respect of the key professionals responsible for it. Further it is necessary to enlist of the activities under the proposed assignment with sub activities (Week wise).

(Graphical representation.)

Authorized Signatory (In Full and

Initials)Name and Designation with date

and seal

**FORM-T11: TOTAL NUMBER OF PERSONNEL IN PAYROLL AS ON
31 st MARCH 2023**

--

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm: Address:

FORM T12; Experience in Odisha

Details of the similar assignments undertaken / completed in Odisha during the last Five years:

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

SECTION-5

Financial Proposal Submission Forms

Form F1: Financial Proposal Submission Form (Covering Letter)

Location & Date

(On the letterhead of the Bidder)

To

**Administrative Officer,
SUDA, Bhubaneswar-751014**

Sub: Selection of Agency for providing Facility Management Services (FMS) at State Urban Development Agency and Odisha Urban Development Agency, Basaughai, Tankapani Road, Bhubaneswar, Odisha

Dear Sir,

I/We, the undersigned, is pleased to provide our financial offer for providing Comprehensive Facility Management Services for the State Urban Development Agency and Odisha Urban Development Agency, Bhubaneswar, in accordance to your Request for Proposal No.....Dated.....and our Technical Proposal.

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

In Figures	
In Words	

Note:

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

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

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

Yours sincerely,

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

Authorized Signature
[In full and initials]

Form F2: Financial Bid

Sl. No.	Item	Description	Financial Bid (INR) for first year of the contract
1	Facility Management Services for State Urban Development Agency (SUDA) Bhubaneswar including Service Charge	Service to be provided as per the defined scope and terms and conditions of the RFP	
2	Facility Management Services for Odisha Urban Academy, Bhubaneswar including Service Charge	Service to be provided as per the defined scope and terms and conditions of the RFP	
4	Goods & Services Tax (GST) as applicable		
	Total(3+4)		

Note: 1. Financial bid would mean Annual Facility Management Cost for 1st year (as provided by the Bidder in S.No. :1 & 2 in the above table) payable to Facility Management Service Provider (FMS)

Conditional price bid will be out rightly rejected.

- Escalation on Annual Facility Management Cost would be applicable 3% on consumables as per conditions of RFP.
- FMS would not be paid any other costs from apart above service.
- This RFP is for providing comprehensive facility management services as per Service Level Requirements. However, the bidder is expected to evaluate cost of all services , manpower, overheads, equipment's and consumables (expect fuel) etc. required for providing the services as per the scope of work defined in the RFP and provide a lump-sum quote in the financial bid.
- Bidder will be short listed as per criteria mentioned in the RFP. Bidder shall read the conditions very carefully. The financial bids would be ranked/ compared as per the quoted amount exclusive of GST.

Name and Designation of Signatory:

Signature

Name of the Bidder:

Address:

Authorized

[In full and initials]

Form F3:- Detail Break-up for the Financial Offer

A. For Odisha Urban Academy

Sl. No.	Description of Item	Category	Qty (No.)	For 1 Year		
				Unit Price (per month inclusive of all statutory dues) (IN INR)	Total Price per month IN INR	Total Cost (IN INR) for one year
Remuneration of Remuneration						
a.	Coordinator/ Supervision Manger	Highly Skilled	01			
b.	Receptionist cum Stenographer	Highly Skilled	01			
c.	Security -	Semiskilled	05			
e	Electrician cum DG set Operator	High skilled	01			
e.	Cleaning & Housekeeping Sweeper	Semiskilled	04			
l	Gardener cum Helper	Semi-skilled	02			
j	Consumables	Lumsum				
P	Service Charge	To be Quoted by the Bidder not less than Min 5%				

Total Cost (Rs.)
In Words

Note :

- i. The FMSP shall make payment to the personnels on Monthly basis . The Agency shall be paid on monthly basis based on Attendance Statement of personnels on submission of the individual Salary/Remuneration Credit Statement of all the personnels for release of payment. The FMPS Firm is required to submit the Monthly absentee statement of personnels after adjusting the permissible Casual leaves / Earned Leave etc as per their company policy and but not more than 21 days in a calendar year inclusive of EPF, ESI Gratuity , Bonus etc.
- ii. The monthly remuneration to be quoted by the agency shall not be less than minimum wage prescribed under Minimum wages act of State/ Centre
- iii. The Service charge offered by the Agency shall be on total Annual contract value. Authority has the right to reject the financial Bids where service charges offered are less than 5%.
- iv. GST shall be paid extra as applicable.
- v. Number of persons may be increased/ decreased based on requirement of Authority upto any extent and Agency shall be paid accordingly as per Rate to be agreed under the contract.

Name & Designation of SignatoryName of the Bidder:

Address:

Authorized Signature(In Full & Initials)

B. For State Urban Development Agency (SUDA)

Sl. No.	Description of Item	Category	Qty (No.)	For 1 Year		
				Unit Price (per month inclusive of all statutory dues) (IN INR)	Total Price per month IN INR	Total Cost (IN INR) for one year
Remuneration of Remuneration						
a.	Security	Semiskilled	5			
b.	Coordinator/ Supervision Manger	High Skilled	1			
b.	Electrician cum DG set operator	High Skilled	1			
c.	Cleaning & Housekeeping staff	Semiskilled	03			
d	Gardener cum helper	Semiskilled	2			
e	Consumables	Lumsum				
f	Service Charge	To be Quoted by the Bidder not less than Min 5%				
Total Cost (Rs.)						
In Words						

Note :

- i. The FMSP shall make payment to the personnels on Monthly basis . The Agency shall be paid on monthly basis based on Attendance Statement of personnels on submission of the individual Salary/Remuneration Credit Statement of all the personnels for release of payment. The FMPS Firm is required to submit the Monthly absentee statement of personnels after adjusting the permissible Casual leaves / Earned Leave as per their company policy, but not more than 21 days in a calendar year and Statutory dues (EPF/ESI) etc applicable as per law. Agency shall responsible for timely deposit of EPF/ESI of the personnel and the amount shall be claimed from the client.

- ii. The monthly remuneration to be quoted by the agency shall not be less than minimum wage prescribed under Minimum wages act of State/ Centre
- iii. The Service charge offered by the Agency shall be on total Annual contract value. Authority has the right to reject the financial Bids where service charges offered are less than 5%.
- iv. GST shall be paid extra as applicable.
- v. Number of persons may be increased/ decreased based on requirement of Authority upto any extent and Agency shall be paid accordingly as per Rate to be agreed under the contract.