

**OFFICE OF THE DISTRICT & SESSIONS JUDGE, KANDHAMAL,
AT/PO-PHULBANI, DIST-KANDHAMAL, ODISHA – 762001
e-Mail ID: dj.kandhamal-od@gov.in**

INVITATION FOR BIDS

Tender Identification No.01 of 2024-25 Dated 06.07.2024

Bids in sealed cover are invited under two-bid system from reputed and experienced manpower service provider for providing '**SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE FACILITY MANAGEMENT SERVICES FOR UP-KEEPING, CLEANING & MAINTENANCE AND ELECTRICAL SERVICES**' at District Court Complex, Phulbani and Taluk Court Complexes – G.Udayagiri, Balliguda, Kotagarh, Tumudibandha, Daringbadi.

The details of the bidding process are as follows:

Sl. No	Bidding Schedule	Deadline	
1	Date of Issue	08.07.2024	
2	Bid Due Date and Time	22.07.2024	5.00 PM
3	Opening of Technical Bid	25.07.2024	4.00 PM
4	Opening and Financial Bid	26.07.2024	5.00 PM

Bidders are required to submit the technical and financial bids separately. The bids in sealed Cover-I containing "**Technical Bid**" and sealed Cover-II containing "**Financial Bid**" should be placed in a third sealed cover super-scribed "**Bid for SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE FACILITY MANAGEMENT SERVICES FOR UP-KEEPING, CLEANING & MAINTENANCE AND ELECTRICAL SERVICES**' at District Court Complex, Phulbani and Taluk Court Complexes – G.Udayagiri, Balliguda, Kotagarh, Tumudibandha, Daringbadi" must reach the undersigned on or before 5.00 PM of 22.07.2024 by *Speed Post/Registered Post/ Courier* only.

The bid documents containing eligibility criteria, scope of the work, terms and conditions of the Tender and draft agreement can be downloaded from the website <https://kandhamal.dcourts.gov.in/notice-category/Tenders/>.

Complete address for submission of bid:

**OFFICE OF THE DISTRICT & SESSIONS JUDGE, KANDHAMAL,
AT/PO-PHULBANI, DIST-KANDHAMAL, ODISHA – 762001
e-Mail ID: dj.kandhamal-od@gov.in**

Sd/-06.07.2024
Chairman,
District Court Building Committee,
Kandhamal, Phulbani

Through E.mail

Memo No. 6272 / Dt. 06.07.2024

Copy forwarded to the Special Officer (Special Cell), High Court of Orissa, Cuttack for favour of kind information of the Hon'ble Court.


Registrar, Civil Courts, Phulbani

Memo No. 6273 / Dt. 06.07.2024

Copy forwarded to the Chief Accounts Officer, Hon'ble High Court of Orissa, Cuttack for favour of information.


Registrar, Civil Courts, Phulbani

Memo No. 6274 / Dt. 06.07.2024

Copy forwarded to the System Officer, Phulbani to upload in the District Court, Phulbani website for wide circulation.

Encl.: Tender Document of Invitation for Bids


Registrar, Civil Courts, Phulbani

Memo No. 6275 / Dt. 06.07.2024

Copy forwarded to the DeGM, Collectorate, PHULBANI with a request to upload in the District Portal Kandhamal for wide circulation.

Encl.: Tender Document of Invitation for Bids.


Registrar, Civil Courts, Phulbani

Memo No. 6276 / Dt. 06.07.2024

Copy forwarded to the Registrar, Civil Courts of the State with a request to publish in their respective notice board for wide circulation.


Registrar, Civil Courts, Phulbani

Memo No. 6277 / Dt. 06.07.2024

Copy forwarded to District Magistrates & Collectors of the State with a request to publish in their respective notice board for wide circulation.


Registrar, Civil Courts, Phulbani

Memo No. 6278 / Dt. 06.07.2024

Copy forwarded to S.P., Kandhamal, Phulbani for information and to provide security during the period of opening of the Tender at the District Court Complex.


Registrar, Civil Courts, Phulbani

Memo No. 6279 / Dt. 06.07.2024

Copy forwarded to the Judge-in-Charge of Process Establishment Section of Phulbani Judgeship to publish in their respective notice board for wide circulation.


Registrar, Civil Courts, Phulbani

Memo No. 6280 / Dt. 06.07.2024

Copy forwarded to the Chief Engineer (Buildings), Odisha at Nirman South, Unit-V, Bhubaneswar for information.

Encl.: Tender Document of Invitation for Bids


Registrar, Civil Courts, Phulbani

Memo No. 6281 / Dt. 06.07.2024

Copy forwarded to the Superintending Engineer, Phulbani, R & B Division, Phulbani to publish in their respective notice board for wide circulation.


Encl.: Tender Document of Invitation for Bids


Registrar, Civil Courts, Phulbani

Memo No. 6282 / Dt. 06.07.2024

Copy forwarded to the Director, Printing Stationary and Publication, Odisha, Madhu Patna, Cuttack-10 and with request to publish this notice in the next issue of the Odisha Gazette.

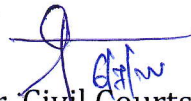
Encl.: Tender Document of Invitation for Bids


Registrar, Civil Courts, Phulbani

Memo No. 6283 / Dt. 06.07.2024

Copy forwarded to the Head, State Portal Group. I.T. Centre Department, of Information & Technology Department Bhubaneswar for exhibiting the advertisement in the website of the Government.

Encl.: Tender Document of Invitation for Bids


Registrar, Civil Courts, Phulbani

DISTRICT COURT, KANDHAMAL, PHULBANI, ODISHA.

NAME OF THE WORK:-

**“TENDER FOR ENGAGEMENT OF AGENCY FOR
UP-KEEPING, CLEANING & MAINTENANCE AND
ELECTRICAL SERVICES IN DISTRICT COURT COMPLEX,
PHULBANI AND TALUK COURT COMPLEXES-
G.UDAYAGIRI, BALIGUDA, KOTAGARH,
DARINGBADI,TUMUDIBANDHA”**

FOR THE YEAR 2024-25

“TENDER FOR OUTSOURCING OF SERVICES”

**OFFICE OF THE
DISTRICT & SESSIONS JUDGE, KANDHAMAL
AT/PO-PHULBANI, DIST-KANDHAMAL,
ODISHA – 762001**

OFFICE OF THE DISTRICT & SESSIONS JUDGE, KANDHAMAL
AT/PO-PHULBANI, DIST-KANDHAMAL, ODISHA – 762001
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The bid documents containing eligibility criteria, scope of the work, terms and conditions of the tender and draft agreement can be downloaded from the website <https://kandhamal.dcourts.gov.in/notice-category/tenders/>.

Complete address for submission of bid

**Office of the District & Sessions Judge, Kandhamal,
At/Po-Phulbani, Dist-Kandhamal, Odisha – 762001,
e-Mail ID: dj.kandhamal-od@gov.in**

Sd/-6.7.2024
Chairman,
District Court Building Committee,
Kandhamal, Phulbani

INDEX

Sl. No.	Section	Description	Page
1.	Section-I	Instruction to Bidders	4 - 8
2.	Section-II	Scope of the Work	9 - 18
3.	Section-III	Schedule of Requirement	19
4.	Section-IV	General Terms and Conditions	20-22
5.	Section-V	Technical Bid	23-29
6.	Section-VI	Financial Bid	30-31
7.	Section- VII	Bid Submission Checklist	32
8.	Section-VIII	Service Agreement & PBG Format	33-41

SECTION-I

Instruction to Bidders

A. General Information:

- 1. The Chairman, District Court Building Committee, Kandhamal, Phulbani on behalf of the Office of the District & Sessions Judge, Kandhamal, Phulbani** requires the service of reputed, well established, financially sound and registered Service Providers to provide **Comprehensive facility management services for up-keeping, cleaning & maintenance and electrical services'** by deploying adequately trained and disciplined man power at **District Court Complex, Phulbani and Taluk Court Complexes – G.Udayagiri, Balliguda, Kotagarh, Tumudibandha, Daringbadi"** as per the requirement.
- 2.** The period of contract for providing the aforesaid service will be ideally 2 years from the date of effectiveness of the contract. The contract may be extended for a period of 1 year on mutual consent depending upon the performance of the Service Provider and at the discretion of the authority. The authority reserves the right to terminate the contract at any time after giving 30 days' notice to the service Provider.
- 3.** The interested bidders may visit the location on any working day between the office hours to have a thorough knowledge of the work to be performed before preparation and submission of the bid.

Eligibility criteria:

Sl. No.	Eligibility Criteria	Supporting documents to be furnished along with the Technical Bid
1	The bidder should be registered under appropriate authority, such as <ul style="list-style-type: none">• Registered under the Companies Act 2013• Registered under the Indian Partnership Act 1932• Registered under the Indian Trusts Act 1882• Registered under the Societies Registration Act 1860.• Registered under the Limited Liability Partnership Act 2008.	Certificate of Incorporation/Registration issued by the Competent Authority
2	The bidder must have at least five years in business (up to the last date of submission of bid) for providing similar type of services to Central/State Government/Court Complexes/ Law Universities/Autonomous bodies/agencies /societies/corporate bodies.	Copies of the work order/work completion certificate issued by respective previous authorities.

Sl. No.	Eligibility Criteria	Supporting documents to be furnished along with the Technical Bid
3	The Registered Office/Branch Office of the Service Provider must be located within the jurisdictional area of Odisha.	Valid address proof of the office (Copy of the Telephone / Electricity Bill/GSTIN of the Office Premise)
4	Must have average annual financial turnover of Rs.2,50,00,000/- (Two Crores Fifty Lakhs Rupees only) during the last five financial years as on Dt. 31.03.2024.	Copies of audited Income/ Expenditure Statement and Balance sheet for the concerned period from the Auditor/ Chattered Accountant.
5	Must have its own bank account in any scheduled bank situated in Odisha.	Copies of the pass book and transaction statement for the last 6 months.
6	The agency should not have been blacklisted by any Central / State Government, or any other public sector undertaking or a corporation as on the date of this Tender	An undertaking to this effect to be furnished by the bidder as per the prescribed format on Stamp Paper of appropriate value in shape of Affidavit from the Notary. [Form - T2]
7	Must not have any pending judicial proceedings for any criminal offence against the proprietor /Director/Persons to be deployed by the Service Provider	An undertaking to this effect to be furnished by the bidder as per the prescribed format on Stamp Paper of appropriate value in shape of Affidavit from the Notary. [Form - T3]
8	Other Statutory Documents:	Copies of: <ul style="list-style-type: none"> • PAN, • GSTIN, • Copies of EPF & ESI Registration Certificate • IT return for the last 3 assessment year • Valid License under PSARA (Private Security Agencies Regulation Act, 2005)

B. Submission of Bid:

The proposal complete in all respect as specified must be accompanied with a Non- refundable amount of **Rs.10,000/- (Rupees Ten Thousand only)** towards **Bid Processing Fee** and **EMD of Rs.1,18,372/- (Rupees One Lakh Eighteen Thousand Three Hundred Seventy Two) only** in form of **Demand Draft** in favour of **Registrar, Civil Courts, Phulbani**", drawn in any scheduled commercial bank and payable at **State Bank of India, Main Branch, Phulbani** failing which the bid will be out rightly rejected. The bid should be sent through Speed Post/Registered Post/ Courier so as to reach the authority by **5.00 PM of 22.07.2024**.

The authority will not be responsible for any postal delay. Bids without bid processing fee and EMD shall be rejected. Bids submitted after due date will be summarily rejected. EMD of unsuccessful bidders will be returned without interest after the award of Contract.

The bid has been invited under two bid systems i.e. Technical Bid and Financial Bid. The bidders are advised to submit two separate envelopes super scribing **"Technical Bid" (Comprehensive facility management services for up-keeping, cleaning & maintenance and electrical services)** and **"Financial Bid" (Comprehensive facility management services for up-keeping, cleaning & maintenance and electrical services)**. Both sealed envelopes must be kept in a third sealed envelope super-scribing **"Bid Document" (Comprehensive facility management services for up-keeping, cleaning & maintenance and electrical services)**.

Selected bidder will have to deposit a Performance Security (**10% of the annual contract value**) in the form of Bank Guarantee from any scheduled Bank situated within Odisha in favour of **Registrar, Civil Courts, Phulbani** as per the prescribed format provided in the tender document at **Section - IX** for a period of three months beyond the contract period. (i.e. Performance Bank Guarantee must be valid from the date of effectiveness of the contract to a period of three months beyond the contract period) as its commitment to perform services under the contract. Failure to comply with the requirements shall constitute sufficient grounds for forfeiture of the Performance Bank Guarantee. The Performance Bank Guarantee shall be released immediately after three months of expiry of the contract provided that there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the Performance Bank Guarantee. In case, the contract is further extended beyond the initial contract period, the Bank Guarantee will have to be accordingly renewed by the deployed service provider as per the existing terms and conditions of the tender.

C. List of Documents for submission

Bidders are required to furnish the following documents along with the Technical Bid :

- a) Covering letter along with power of attorney on the bidder's letter head
- b) Demand Draft in support of Bid processing fee as applicable
- c) Demand Draft in support of EMD as applicable.
- d) Copy of Certificate of Incorporation of the firm / agency

- e) Copy of GSTIN
- f) Copy of PAN
- g) Copies of IT returns for the last three assessment years
- h) Copies of EPF & ESI Registration Number
- i) Copy of valid license under PSARA Act, 2005(in case of Security Service)
- j) Copy Bank Account details
- k) Copies of the Income/Expenditure statements along with Balance Sheet for the last 3 years.
- l) Copies of work orders from the previous organizations for providing services during last 5 years.
- m) Undertaking regarding non-blacklisting (On stamp paper)
- n) Undertaking regarding non-pending of any judicial proceedings (On Stamp Paper)

Any deviation from the prescribed procedures / required information / formats/ conditions shall result in out-right rejection of the bid. Any conditional bid shall be out-rightly rejected.

All entries along with the pages in the bid document should be legible, filled-in clearly and signed by the authorized representative. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory should be attached.

The technical Bid will be opened on **25.07.2024 at 4.00 PM** in presence of the authorised representatives of the bidder who wish to be present on the spot at that time. Financial bid of the technically qualified bidders shall be opened on **26.07.2024 at 5.00 PM** in presence of the authorized representatives.

The EMD shall be forfeited if the successful bidder fails to undertake the work or fails to comply with any of the terms and conditions of the bid.

The bid shall be valid for a period of **90 days** from the date of opening of the bids and no request for any variation in quoted rates and/withdrawal of bids on any ground by the bidder shall be entertained. Validity of the bids can be extended on mutual consent.

To assist in the analysis, evaluation and computation of bids, the authority may ask the bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.

The bidder having the lowest evaluated financial bid (L-1) would be considered for award of the contract subject to fulfilment of the terms and conditions of the bid documents. In case, the lowest bidder (L-1) is disqualified after selection for any reason, then negotiations will be made with the second lowest (L-2) bidder for award of contract at L-1 price. However, the decision of the authority shall be final during the overall selection process.

The quoted rates shall not be less than the minimum wages fixed/notified by the Government of Odisha from time to time and shall include all statutory obligations.

The service provider shall be liable for all kinds of dues payable in respect of manpower deployed / provided under the contract and the authority shall not be liable for any dues for availing the services of the personnel.

The authority reserves the right to reject any or all bids and terminate the tender process without assigning any reason thereof.

SECTION-II

SCOPE OF THE WORK

A1 Broad Description of Facility Management

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

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

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

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

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

1. Operation and Maintenance of all Electrical & Mechanical Equipment,
2. Housekeeping and Sanitation services,
3. Horticulture and Plantation
4. Pest control,
5. Waste Management,
6. Reporting and Complaint Management

A2 Facility Management Services

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

a. Operation:

- i. Day to day unhindered running of the entire facility as per the satisfaction of the client / end user.

- ii. Preservation of building and services along with Lift, DG Sets, Air Conditioning Systems, firefighting, LAN, Biometric, EPABX, Audio Visual System, Video Conferencing System, Water Purifiers, CCTV, Online UPS etc. in good operating condition.
- iii. Daily/periodic maintenance (inspection, oiling and re-tightening, replenishments) to retain the healthy condition of equipment and prevent failure through the prevention of deterioration, periodic inspection or equipment condition diagnosis etc. as deemed fit by FMS after due consultation with OEM.
- iv. Procure and store adequate stock of consumables, material, machinery and equipment's etc. for unhindered daily operations of the facility at its own cost after due approval from Client in advance.
- v. Day to day repairs required in the entire complex under the maintenance of FMS.

b. Maintenance

i. Breakdown Maintenance is defined as

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

ii. Preventive Maintenance is defined as

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

c. Management

- i. Co-ordination with Contractors for rectification of defects falling under DLP.
- ii. Co-ordination with Vendors / Suppliers /Manufacturers for preventive maintenance.
- iii. Supervise, administer and certify works of Main Contractors/PMSP/ Vendors / Suppliers / Manufacturers / AMC agencies for rectification of breakdowns (covered under breakdown maintenance/AMC) and for operations.
- iv. Printed comprehensive logbook as per certified standards and procedures, containing tables for daily record of all critical schedules, temperatures, pressures, humidity, power consumption, starting, stopping times of various equipments, daily records of unusual observations.
- v. MIS Reporting for overall management of services.
- vi. Co-ordination for conducting drills (earthquake, fire etc.) as per the statutory requirements or as per law of land.

A3 Scope of Work

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

I. Maintenance Services.

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

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

- a. Preserving the project, its equipment's and assets as per the satisfaction of the client
- b. Day to day repairs/service of the facilities
- c. AMC of all equipment's e procured by the Client from time to time.
For all other equipment's in the project for which AMC shall be required, as deemed necessary by the FMS, the same shall be procured by the FMS at their own cost for preservation of all project equipment's.
- d. Keep the Inventory of all spares and consumables required for the unhindered operation and maintenance of the facility and update on weekly basis.
- e. Prepare list of probable spare parts, Electrical and Mechanical items, plumbing, AC spares including split units etc. and DG spares and will coordinate and supervise for availability of these spares for items under AMC.
- f. Annual Building Survey and prepare program for Repairs and submit action plan.
- g. In project facility area, replacement of required plumbing and sanitary works (including fixtures), light fixtures, LED driver, starters, ballasts for common area and service, service rooms, sub-station and external lights including the landscaping, amphitheatres/OAT,
- h. Operation of all equipments in the project facility, including their minor repairs and replenishment with due approval from the client.
- i. Ensure availability of Specialized Tools / Tackles such as Chain Pulleys, Telescopic Ladder, portable Hoists (Tractel Machine), Sludge Pumps, OTDR, Welding Generators etc., required for operation and maintenance.
- j. Operation and maintenance of Telephone /EPABX system of the buildings.
- k. Manually rescue of people trapped inside lift in event of failure of ARD. Solve minor problems in lift or DG in consultation with AMC Provider or OEM on phone or on site.
- l. Computer stationary, CD's floppies, audio cassettes as required for BMS/LV Systems, Front desk, Reception desk.
- m. Repair and rewinding of AHU, Ventilation Fans, Pumps, Motors etc., (After defect liability period/ warranty period)

II. Operation Services

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

- i. Operation of Equipment and Fixtures.
- ii. Housekeeping
- iii. Gardening,
- iv. Pest control
- v. Waste Management

II. (1). Operation of Equipment and Fixtures

- i. The FMS shall ensure day to day unhindered running of the entire facility as per the satisfaction of the client / end user.
- ii. FMS shall ensure that all complains are attended and rectified within the time specified as per the service level as required in this Tender.
- iii. The FMS shall ensure operation and upkeep of all equipment's (Electrical, Mechanical, AC, AV etc.) in accordance with Operation and maintenance manuals provided by Contractor/PMSP / Supplier / Vendor / Manufacturers and ensuring safety of equipment and personal using it.
- iv. The FMS shall ensure that day to day basis works such as removing choke of drainage pipes, manholes, restoration of water supply, repairs to faulty electrical installation in the scope of the FMS to resolve the complaint by the client, watering of plants, lawn mowing, hedge cutting, sweeping of leaf falls etc. are attended under day-to-day service facilities.
- v. The FMS shall operate all equipment's, fittings and fixtures (electrical / mechanical / plumbing etc.) as required by the Client on regular basis and ensure the smooth functioning of the area with strict adherence to energy conservation.
- vi. The FMS shall carry out daily, weekly, quarterly, half-yearly and yearly checks as per the O&M Manual provided by OEM at time of procurement with prior consultation with OEM for smooth operation and functioning of the area.
- vii. The FMS shall maintain the complete CCTV, LAN, Fire Fighting System and any other system as installed in the said premises.
- viii. The FMS shall monitor and maintain the ambient room parameters (temperature, humidity, noise level, required light levels etc.) for different components like computer and audio-visual equipment /areas like Server Room, Virtual Court, VWDC, Record Room, Malkhana as specified in the O&M manual carefully, at all times throughout the Contract period. Any damage done to the exhibits/ artefacts / equipment's due to non-maintenance of required ambient room parameters will be the responsibility of FMS and shall make good the damaged exhibit / artefacts / equipment's at his own cost.

II (2) Housekeeping

II (2.1) Cleaning Services

The FMS shall

- i. Perform routine cleaning of the internal and external areas to meet the required service standard.
- ii. Cleanliness of all common spaces and space inside the location within Project Facility.
- iii. Perform cleaning and upkeep of exhibits and artifacts, IT & AV equipment's in the project facility as per the directions in Manuals / as per directions of representative of Client.
- iv. Perform periodic cleaning of glass facades, structure at entrance plaza, external claddings etc. at all heights (internally and externally)
- v. Additional housekeeping services as and when required by Client.
- vi. Deploy equipment's for cleaning and shall be responsible for maintaining these at all time. All costs for purchase/repair/spares/ maintenance etc. for these equipment's will be borne by FMS.
- vii. Responsible for the safekeeping of these equipment's at the project facility and shall not 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, FMS shall arrange to provide alternate equipment for the Project Facility.
- viii. Adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to the property at Project Facility as soon as they become aware of such defects in the course of their duties under this Contract.
- ix. Dusting / cleaning of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, fittings and glass pans etc. to remove debris, stains, cobwebs and marks.
- x. Stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust, debris, stains and marks.
- xi. Polishing / vacuum cleaning / cleaning of floors, carpets, carpet tiles, mats and mat wells and ensure the same must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals.
- xii. Clean all water tanks and disinfects specially before start of rainy season and as instructed by Client.

- xiii. Regular cleaning of storm water drain, manholes, sewage lines etc. for removal of any blockages.
- xiv. Entrances, service areas, parking areas, paving, paths, roads, grounds, courtyard sand, lawns at the entrance, outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.
- xv. Server Room, Control Room etc. must be free from dust, static electricity and be left clinically clean.
- xvi. Sticky substances like chewing gum shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover.
- xvii. Care is to be exercised when staff/visitors are still on the premises. Wet floors should be sign- posted. Trailing cables and open sockets should be made safe.
- xviii. All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering.
- xix. Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent.
- xx. The Service provider shall manage collection, screening/ segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco-friendly manner. The service provider shall arrange for required resources, including manpower, machinery, disposal bags, bins, etc. And shall also ensure that the garbage collection and disposal work do not adversely affect surroundings or personnel deputed for the work.

II. (2.2) Cleaning of Toilets

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

II.(2.3) Waste Management

- i) Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times.
- ii) FMS shall collect the garbage from the garbage collection point and segregate the waste 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.
- iii) FMS shall ensure that 100 % of recyclable waste is being recycled.
- iv) FMS shall be responsible for arranging the transport and consultation with client, shall identify the area / frequency for garbage disposal. Proper waste disposal system shall be adopted and collection point shall be defined.
- v) Waste management methodology shall comply with the guidelines as laid down in applicable waste management rules of Central/State govt. And Local Authorities.
- vi) Renovation Debris is to be stored at designated space at designated area.
- vii) The FMS undertaking the renovation work would remove the debris when it amasses to a volume equivalent to tempo load.

II. (2.4) Pest Control

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

i. Disinfestations Treatment

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

The FMS shall take the following control measures:

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

ii. Rodent Control

Pest Covered: Domestic/Field Rodents.

The FMS shall take the following control measures

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

iii. Fly Control

The FMS shall take the following control measures:

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

iv. Mosquito Control

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

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

II. (2.5) Horticulture

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

III. Management Services

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

- 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. Maintain a record of all the Equipments/ 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.
- v. Submission of Daily Position Reports, Failure Investigation Reports, Operation & Maintenance Reports,
- 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/PMSP/ Interior Contractor 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:

- Repair technician for doors, blinds and floor springs etc.
- Original Equipment Manufacturer (OEM) of CCTV, Lifts, AC and other E&M systems, Plumbing Works (auto flush system, other sanitary fixtures), AV Installations and related items covered under the scope of Main Contractor / Interior Contractor.

ix. 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.

x. Prepare and maintain the records of routine services, visits provided by AMC providers and tracking to be done against actual visits.

xi. 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.

xii. 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.

xiii. Coordinate with third party for conducting equipment audit, fire audit as and when required by Client.

xiv. It is the responsibility of the FMS to ensure highest level of uptime and reliability of all equipment is maintained at site.

xv. Prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of commencement of agreement.

xvi. Brief the representative on maintenance and operational proceedings on day-to-day basis.

xvii. Liaison with local, state authorities, and/or private agencies related to the Facility.

xviii. Control and report any violation in sound emanating from the Facility is within the noise pollution norms prescribed by the Central Pollution Control Board and any notification issued by the Ministry of Environment and Forests, Government of India.

xix. Provide support and guidance to the Client in all matters as requested.

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

III. (1). Complaint management

FMS shall create complaint kiosk with designated senior official of FMS managing the same with adequate infrastructure for time bound complaint management. FMS shall develop an online software-based application for facilitating complaint raising by end-users where an acknowledgement number shall be issued automatically to the complainant and enabling easy monitoring by the Client. Such facility shall be easily approachable and adequate signage should be provided to guide end-users to the complaint kiosk.

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

Description of Complaints	Service required	Report	Complaint Closure time
For Minor Defects	Replacement without any replacement by FMS	Immediately	2 hrs
For Major Defects			
Item available locally	Rectification / Replacement by external agencies (Main Contractor / Interior Contractor / Vendors / Manufacturer / Supplier	Immediately	1 week
Item available domestically		24hrs	2 weeks

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

SECTION -III

Schedule of Requirement:

Tentative requirement of Manpower / Machinery to be deployed for the proposed services given here as under:-

<u>OPERATION AND MAINTENANCE</u>									
<u>A) CLEANING SERVICES</u>									
Sl. No.	Description	District Court, Phulbani	JMFC, G.Udayagiri	Civil Judge (SD) Court, Balliguda	JMFC, Kotagarh	JMFC, Tumudi-bandha	JMFC, Daring-badi	Total Qty	
1	FMS Manager	1						1	
2	Supervisor	1						1	
3	Toilet sweeper	3	1	3	1	1	1	26	
4	Floor	6	2	4	1	1	2		
5	Sewer-man	1							1
6	Plumber/Fitter	1							1
<u>B) PEST CONTROL SERVICE</u>									
1)	Pest Control	1							1
2)	Helper	1							1
<u>C) GARDENING WORKS</u>									
1)	Gardeners/Mali	1	1	1			1	4	
<u>D) ELECTRICAL MAINTENANCE</u>									
1)	Electrician or	2							2
2)	DG Technician	1							1
3)	Lift Technician	1							1

[NB: All the scopes are tentative & can be modified as per the requirement of the tender inviting authority. Strike out the service which is not required for the purpose]

SECTION – IV

GENERAL TERMS AND CONDITIONS

1. For all intents and purposes, the Service Provider shall be the “Employer” within the meaning of different Rules & Acts in respect of persons deployed. The persons deployed by the service provider shall not have any claim whatsoever like employer and employee relationship against the Authority under this agreement. The Service Provider shall make them known about their position in writing before deployment under the required service.
2. The Service Provider must employ adult labour only. Employment of child labour will lead to the termination of the contract. Persons to be deployed by the Service Provider should be above 18 years of age and not exceeding 40 years and physically sound to perform the duties.
3. The Service Provider will be overall responsible for the manpower deployed for performing the service. The Authority shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider in the course of their performing the functions/ duties, or for payment towards any compensation.
4. The Service Provider shall exercise adequate supervision to ensure performance of manpower deployed to provide the services in accordance with the requirements. The Service Provider shall depute one full time supervisor in concerned office of the authority, for overall management of the services to be rendered at the site.
5. The Service provider shall be solely responsible for compliance to the provisions of various Labour and industrial laws, such as, wages, allowances, compensation, EPF & ESI, Bonus and Gratuity etc. relating to manpower to be deployed by it at the Authority’s location.
6. Service Provider shall maintain complete official records of disbursement of wage s/ salary showing details of all supporting documents such as ESI, EPF etc. in respect of manpower deployed for the purpose.
7. The Service Provider shall maintain personal file in respect of all the staff who are deployed in office of the authority. The personal file shall invariably consist of personal details such as name, address, date of birth, sex, residential address (temporary/permanent), Bank Account, EPF/ESIC Details etc.
8. The manpower to be deployed by the Service Provider should not have any adverse Police records/criminal cases against them. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. An undertaking to this respect must be provided by the manpower service provider prior to signing of the agreement.

9. The Service Provider will also ensure that the manpower deployed are medically fit and will keep in record a certificate of their medical fitness. The Service Provider shall withdraw such manpower who are not found suitable by this office for any reasons immediately on receipt of such a request.
10. The Service provider shall ensure that the manpower deployed by it are disciplined and do not participate in any activity detrimental to the interest of the Authority.
11. The Service Provider shall provide uniform along with Photo ID Card to its personnel deployed at site at its own cost.
12. The Authority shall not be liable for any compensation in case of any fatal injury/death caused to any man power while performing/discharging their duties/ for inspection or otherwise.
13. In case of any theft or pilferages, loss or other offences, the service provider will investigate and submit the report to the Authority and maintain liaison with the police. FIR will be lodged by the Authority, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility will be fixed.
14. In case of any loss caused to the Authority due to lapse on the part of the personnel discharging duties, the same shall be borne by the Service Provider. Authority shall have the right to deduct appropriate amount from the bill of service provider. In case of frequent lapses on the part of the personnel deployed by the service provider, Authority shall be within its right to terminate the contract or take any other action without assigning any reason whatsoever.
15. In the event of any personnel being on leave/absent, the service provider shall ensure suitable alternative arrangements to make up for such absence. If a person leaves the job for any reason, the Service provider is liable to provide the suitable replacement within 3 working days.
16. In case of delay in providing required replacement, the amount of penalty calculated **at the rate of 1%** of the annual contract value per week on account of delay, shall be deducted from the monthly bills in the succeeding month.
17. There would be no increase in rates payable to the Service Provider during the Contract period. The service provider will be responsible for deposit of EPF, ESI, GST and other statutory dues as applicable from time to time and submit the proof of deposit to authority for records.
18. The Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organisation. Sub-contracting is not allowed under this agreement.
19. The Services Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the officer concerned in respect of the persons deployed and submit the same to the prescribed authority in the first week of the succeeding month. The payment will be released by the second week of the succeeding month.

20. The Service Provider will have to deposit the remuneration of the deployed manpower for the concerned billing period in their respective bank account through online transfer and submit the details to the authority for necessary records.
21. In case of dispute resolution relating to rights/liabilities arising out of the agreement, the same shall be disposed off at the level of Administrative Departments.
22. In the event of failure of Service Provider to provide Services as per the terms and conditions of the agreement, the Performance Security shall be forfeited. Any violation of instructions/agreement or suppression of facts will attract termination of contract with 1(one) month prior notice to the Service Provider.
23. The Service provider should ensure that persons to be deployed are not alcoholic, drug addict and not indulge in any activity prejudicial to the interest of the Authority.
24. The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.
25. In the event of any dispute arising in respect of the clauses of the agreement, the same shall be resolved through negotiation. Alternatively, the dispute shall be referred to the next higher authority or controlling officer for his decision and the same shall be binding on all parties.
26. All disputes shall be under the jurisdiction of the court situated at Phulbani in the State of Odisha.
27. The agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreement, then one month's wages, etc. and any amount due to the service provider will be recovered by forfeiture of performance security.
28. The contract is liable to be terminated because of non-performance, deviation of any terms and conditions of agreement, non-payment of remuneration of manpower deployed and non-payment of statutory dues. The Authority will have no liability towards non-payment of remuneration to the persons deployed by the Service Provider and the outstanding statutory dues of the service provider to concerned authorities.
29. The Manpower Service Provider will be bound by the details furnished to the authority while submitting the tender or at any subsequent stage. Misrepresentation of documents/ information, leads to termination of agreement.

SECTION – V

TECHNICAL BID

COVERING LETTER
(BIDDER LETTER HEAD)

[Location, Date]

To

**[Name and Designation of
Tender Inviting Authority]
[Office Address and Location]**

**Sub : Tender for Outsourcing of [Insert Name of the Service] at [Insert Name of
the Office / Location] [Technical Proposal]**

Dear Sir,

I, the undersigned, offer to participate in the tender process to provide services for [Insert Name of the Service] in accordance with your Tender Notice No.: _____, Dated _____. We are hereby submitting our proposal, which includes Technical Proposal and Financial Proposal sealed in separate envelopes.

I hereby declare that all the information and statements provided in the technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. Our proposal will be valid for acceptance up to **90 Days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before the validity of the bid.

I, hereby unconditionally undertake to accept all the terms and conditions as stipulated in the Tender document. In case any provision of this tender are found violated, then your office shall have the rights to reject our proposal including forfeiture of the earnest money deposit absolutely.

I remain,

Yours faithfully,

Authorized Signatory
with Date and Seal

Name and Designation: _____

Address of the Bidder: _____

(FORM - T1)

1.	Name of the Bidder	
2.	Details of Bid Processing Fee and Earnest Money Deposit: (Demand Draft Details)	DD No.:
		Date:
		Amount (Rs.)
		Drawn on Bank:
3.	Name of the Director /	
4.	Full Address of Registered Office	Postal Address:
		Telephone No.:
		FAX No.:
		E-Mail Address:
5.	Name & telephone number of the authorized person signing the bid	Name and Designation:
		Mobile Number:
6.	Bank Name	Account Number:
		Bank and Branch Name:
		IFSC Code
8.	PAN No. (Attach self attested copy)	
9.	<u>GSTIN</u> Attach self attested copy.)	
10.	E.P.F. Registration No. (Attach self attested copy.)	
11.	E.S.I. Registration No. (Attach self attested copy.) Attach attested copy)	
12.	PSARA Licence No. & Valid up to (Applicable In case of Security Services)	

13	Acceptance to all the terms & conditions of the tender (Yes/No).	
14	Power of Attorney / authorization letter for signing the of the bid documents	
15	Please submit an undertaking that no criminal case is pending with the police at the time of submission of bid.	
16	Kindly mention the total number of pages in the tender document.	

17. Financial Turnover of the bidder for the last 5 financial years.(*)

Financial Year *	Turn Over Amount (In INR)	Average Turnover (in INR]
FY1		
FY2		
FY3		
FY4		
FY5		

**from the date of issue of tender*

18. Details of the similar type service provided by the bidder in last 5 years:

Sl. No.	Period	Name of Authority with Complete Address & Fax no	Type of services provided with details of manpower /machinery deployed	Contract Amount (in INR)	Duration	
					From	To
1						
2						
3						
4						

19. Declaration

I, Shri Son/Daughter/Wife of Shri _____
, Proprietor/ Director/ Authorized signatory of _____
(Name of the Service Provider), competent to sign this declaration and execute this
tender;

I have carefully read and understood all the terms and conditions of the tender
and undertake to abide by them;

The information and documents furnished along with the tender are true and
authentic to the best of my knowledge and belief. I am well aware of the fact that,
furnishing of any false information / fabricated document would lead to rejection of our
tender at any stage besides liabilities towards prosecution under appropriate law.

(Signature of Authorised Representative with seal)

Place:

Date:

Enclosures:

1. Bid Processing Fee in the form of Demand Draft in original
2. EMD in the form of Demand Draft in original
3. Copy of tender document (each page must be signed and sealed)
4. Duly filled Technical Bid and Financial Bid
5. List of Documents as applicable

FORM-T2

UNDERTAKING

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

I, hereby undertake that, our organisation has not been blacklisted / debarred by any of the Central / State Government Department/ Office or by any Public Sector Undertaking (PSUs) and 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-T3

UNDERTAKING

[On the Stamp Paper of appropriate value in shape of affidavit from the Notary regarding not have any pending judicial proceedings for any criminal offences]

I, hereby undertake that there is no criminal case pending in any Court of Law against our company or against the Proprietor/Director/Persons to be deployed by our company.

I/we further certify that Proprietor/Director/Persons to be deployed by our company of my company have not been convicted of any offence in any Court in India during the recent past. I understand that I am fully responsible for the contents of this undertaking and its truthfulness.

Yours sincerely,

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

Name and Designation of the Signatory:

Name of the Bidder and Address:

TECHNICAL BID EVALUATION

Technical evaluation of the bids will be done to determine whether the bids complied to the prescribed eligibility condition and the requisite documents / information have been properly furnished by the bidder or not. Bids qualified the technical evaluation stage, will be considered for opening of the financial bids. The financial bids shall be opened in the presence of the tender committee and bidders' representatives who choose to attend. **Least Cost Selection Method** will be followed during the tender process to determine the selected bidder. The tender inviting authority will award the contract to the bidder whose bid has been determined as the ***lowest and competitive evaluated bid price.***

SECTION - VI

FINANCIAL BID

COVERING LETTER
(BIDDER LETTER HEAD)

[Location, Date]

To

**[Name and Designation of
Tender Inviting Authority]
[Office Address and Location]**

**Sub : Tender for Outsourcing of [Insert Name of the Service] at [Insert Name of the
Office / Location] [Financial Proposal]**

Sir,

I, the undersigned, offer to provide the services for *[Insert title of the Service]* in accordance with your Tender No. _____, Dated: _____. Our attached financial price is ***[Insert amount(s) in words and figures]*** for the proposed service. This amount is inclusive of the taxes applicable as per GST Act. I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the tender document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of **90 days**. I have carefully read and understood the terms and conditions of the tender to provide the services accordingly.

I understand that you are not bound to accept any proposal you receive.

I remain,

Yours faithfully,

Authorized Signatory
[In full and initials]

Name and Designation of Signatory with Date and Seal :

Address of the Bidder :

(FORM -F1)

(Administrative Charge)

Manpower Details:					
Sl. No.	Category of Manpower	Requirement	Cost per Unit in INR (Inclusive of remuneration and all statutory dues)	GST as (applicable)	Total
1					
2					
3					
A. Sub Total (Manpower Cost) in INR					
Equipment Details					
Sl. No.	Description of Equipment	Requirement	Cost per Unit in INR	GST (as applicable)	Total in INR
1					
2					
3					
B. Sub Total (Equipment Cost) in INR					
Consumables / Recurring Material Details					
Sl. No.	Description	Requirement	Cost per Unit in INR	GST (as applicable)	Total in INR
1					
2					
3					
C. Sub Total (Consumable Cost) in INR					
D. Total in INR (A+B+C)					
E. Service Charges @					
F. Total Administrative Charges (D+E)					

- *Bidder with lowest evaluated competitive administrative charges for the required service will be awarded with contract.*
- *The bids with “Nil” or very abnormally low quoted service charges will be treated as “Non responsive” and will be rejected during the financial evaluation stage.*

Place:

Date:

(Sign and Seal of Authorised Representative)

SECTION - VII

BID SUBMISSION CHECK LIST

Sl. No	Description	Submitted (Yes/No)	Page No.
TECHNICAL BID (ORIGINAL)			
1	Covering Letter in Bidders Letter Head		
2	Bid Processing Fee		
3	EMD		
4	Copy of Incorporation / Registration Certificate of the Bidder		
5	Copy of PAN		
6	Copy of GSTIN		
7	Copies of Income Tax Clearance Certificate for the last three Assessment years		
8	Copy of Valid EPF & ESI Certificate		
9	Copy of valid PSARA Licence (in case of Security Services)/ Labour license		
10	TECHNICAL BID duly filled in (Covering Letter, FORM- T1, T2 and T3)		
11	Financial details of the bidder along with all the supportive documents such as copies of Income / Expenditure Statement and Balance Sheet for the last 5 years		
12	Power of Attorney in favour of the person signing the bid on behalf of the bidder.		
13	List of completed / on-going assignments of similar nature (Past Experience Details) along with the copies of work orders for the respective assignments from the authorities		
14	Undertaking for not have been black-listed by any Central / State Govt./any Autonomous bodies during the recent past. (FORM- T2)		
15	Undertaking for not having any police case pending against the bidder (FORM- T3)		
FINANCIAL BID (ORIGINAL)			
1	Covering Letter in Bidders Letter Head		
2	Duly Filled in Financial Bid (FORM- F1)		

It is to be ensured that:

- All information has been submitted as per the prescribed format only.
- Each part has been separately bound with no loose sheets and each page of all the three parts are page numbered along with Index Page.
- All pages of the proposal needs to be sealed and signed by the authorized representative.

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

SECTION – VIII

SERVICE AGREEMENT

(To be made on Rs. 100.00 Non Judicial Stamp Paper)

This **CONTRACT** is made on the _____ between, **the DISTRICT JUDGE, Kandhamal, Phulbani represented through the Registrar, Civil Courts, Phulbani** (hereinafter called as the “**Client**”) which expression shall where the context so requires or admits shall also include its successors or assigns of the **one part**

AND

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

WHEREAS

_____ issued Tender vide Letter No. _____ Dated _____ to the Comprehensive Facilities Management Service Provider for execution of “**Comprehensive Facility Management Services for Up-Keeping, Cleaning & Maintenance and Electrical Services in District Court Complex, PHULBANI and Taluk Court Complexes- G.Udayagiri, Balliguda, Tumudibandha, Kotagarh, Daringbadi** and the Comprehensive Facilities Management Service Provider offered its willingness to execute the work as per terms and condition of agreement vide it's Letter No. _____ Dated _____

AND

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

NOW, THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. Scope of Work:

The Comprehensive Facilities Management Service Provider shall engage efficient and experienced personnel to render the required service of “**Comprehensive Facility Management Services for Up-Keeping, Cleaning & Maintenance and Electrical Services in District Court Complex, Phulbani and**

Taluk Court Complexes-G.Udayagiri, Balliguda, Tumudibandha, Kotagarh, Daringbadi”.

2. Agreement Period:

This Agreement shall remain valid for a period of 2 years effective from the _____ to _____ (both days inclusive).

3. Contract Value:

a) The total contract value is _____ [in words] only per Year for the period of contract except GST (as applicable] etc. pertaining to the “**Comprehensive Facility Management Services for Up-Keeping, Cleaning & Maintenance and Electrical Services in District Court Complex, Phulbani and Taluk Court Complexes-G.Udayagiri, Balliguda, Tumudibandha, Kotagarh, Daringbadi** as per the approved scope of work. In case of increase in minimum wages of labour by Government of Odisha, the basic differential cost of minimum wages for Unskilled, Semi-skilled, Skilled and High Skilled labour together with ancillary implication like EPF, ESI etc., will be paid extra.

b) No other terms and conditions put forth by Comprehensive Facilities Management Service Provider shall be considered for accepted during the contract period. However, the above terms of payment against the claimed bills shall be subject to deduction of Non-performance as per Clause 16 of Section-IV of the Tender and the client is not bound to make the monthly bill within the stipulated deadline of payment on claimed monthly bill.

4. Terms of Payment :

a) The District Judge, Phulbani will make payment on the basis of monthly bills furnished' by the Comprehensive Facilities Management Service Provider duly certified by Designated Officer for the purpose by first week of subsequent month for the services rendered for the previous month and payments will be made by the Client within 15 days from the date of submission of bills. However, the above payment shall be subject to deduction of No-performance as per the prevailing conditions of the Tender and the Client is not bound to make the monthly bill within the stipulated deadline of payment on claimed monthly bill.

b) Security Deposit:

The Comprehensive Facilities Management Service Provider shall have to deposit an amount of @10% of the Annual contract value in shape of Performance Bank Guarantee in favour of Registrar, Civil Courts, Phulbani. This will be treated as Security Deposit and shall be refunded

after successful completion of the contract. It shall not carry any interest.

5. Schedule for the Service:

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

6. Authorized Representative:

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

7. Risk & Responsibility:

- a) The Comprehensive Facilities Management Service Provider shall without limiting to its obligations and responsibilities will ensure and keep insured it's personnel so deployed at "District Court Complex, Phulbani and Taluk Court Complexes- G.Udayagiri, Balliguda, Tumudibandha, Kotagarh, Daringbadi against all liabilities for death and injury whatsoever on account of any accident in the course of performing the Operation & Maintenance services. The client will not be responsible and be held liable for any such death injury or accident to the employees' and any other personnel deployed by the Comprehensive Facilities Management Service Provider. In the event the client is made liable to pay any damage or compensation in respect of such employees the Comprehensive Facilities Management Service Provider shall reimburse such damages or compensation on demand.
- b) The Comprehensive Facilities Management Service Provider shall comply all the provisions of prevailing Labour Laws during execution of work. The personnel deployed shall be morally good and physically healthy to carry out the assignments to the satisfaction of the client.
- c) The Comprehensive Facilities Management Service Provider shall provide qualified uniformed staff to perform the services. The employees of Comprehensive Facilities Management Service Provider entering the premises of the client shall have proper uniform & badges for Identification and shall display identity proof on their person in course of duty hour.

- d) The Comprehensive Facilities Management Service Provider shall conduct periodic general medical checkup of its employees at its own cost. In the event of any of the staff is found to be suffering from any communicable disease, such employee(s) shall be replaced immediately providing substitute(s) immediately.
- e) The Comprehensive Facilities Management Service Provider shall deploy its authorized representatives and adequate supervisors to be present at the place of work during working hours to ensure satisfactory services under this Agreement. It shall further exercise due and adequate control over such personnel and ensure that appropriate instructions/ directions are issued to them in the course of the performance of the tasks under this Agreement.
- f) The Comprehensive Facilities Management Service Provider shall ensure that its employees, while carrying out their obligations under the Agreement observe all required standards of cleanliness, decency and decorum, safety and general discipline and such other instructions or guidelines as may be issued by the authorized representative of the client.
- g) "Right man for Right Job" shall be followed to avoid accident at workplace. It shall be the duty of the Facility Management and Supervisor of the Comprehensive Facilities Management Service Provider to get the critical job done by the employees professionally and technically competent enough to perform the said particular task.
- h) The Service Provider should install a Biometric system with computer assisted information capturing modalities as well as manual entry of the information the attendance of its personnel deployed at the location and the report should be verified by the authorised officer from time to time.

8. Statutory Compliances :

- a) The Comprehensive Facilities Management Service Provider shall be responsible for compliance and coverage of its employees under all necessary statutory obligations under various statutes applicable such as Employees State Insurance (ESI), Provident Fund(PF), Workman Compensation Act, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, etc. the Comprehensive Facilities Management Service Provider shall maintain proper records & documents and produce them to the authorized representative of the client as and when required, in proof of compliance of all the relevant and connected laws enacted by the Central & State Govt. etc.
- b) The Comprehensive Facilities Management Service Provider shall obtain all requisite license, permissions, certificates, registrations, etc. to render the required service from all competent Authority and shall furnish as and when demanded.

- c) The Comprehensive Facilities Management Service Provider shall alone be responsible for the payments of wages and all other statutory payments/legal dues to its employees deployed under this agreement. The payment/consideration contemplated as per Clause-3 of this Agreement shall be released by the client only upon the Comprehensive Facilities Management Service Provider producing online PF & ESI deposits of the payment receipt for the preceding month. Without such a document, no bill shall be passed.
- d) The Comprehensive Facilities Management Service Provider shall provide First Aid facilities at the work place according to applicable laws.
- e) In the event of the Comprehensive Facilities Management Service Provider failing to comply with any of the provision of the statutes applicable to it resulting the Principal incurring any expenditure thereafter including facing litigation, the Comprehensive Facilities Management Service Provider shall indemnify such expenditure and other damages, losses as may be estimated by the client. The client may take appropriate action to recover the same from the Comprehensive Facilities Management Service Provider, from 'its pending bills. If it does not suffice, the balance shall be recovered under ordinary common law through civil court.

9. Liability and Indemnity:

The Comprehensive Facilities Management Service Provider shall be responsible and liable for and shall indemnify the client and keep “District Court Complex, Phulbani and Taluk Court Complexes- G.Udayagiri, Balliguda, Tumudibandha, Kotagarh, Daringbadi”, safe and harmless at all time against:

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

10. Limitation of Liability:

In any case, the liability of the service provider shall not exceed _____ per occurrence.

11. Sub-Contracting:

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

12. Loss/ Theft / Damage:

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

13. Exclusion of Consequential Loss:

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

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

a) Breach of Agreement:

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

b) Penalty:

- i. In case of mishap due to wrong operation or manual error, which results in disruption of services, the total cost of down time, along with equipment repair cost shall be borne by the Comprehensive Facilities Management Service Provider.
- ii. A quality check procedure will be developed by the client, against each service and feedback from the designated officer will be obtained for assessment of performance of the service rendered by the Comprehensive Facilities Management Service Provider.

- iii. Where there is non-performance/unsatisfactory/sub-standard performance of its obligation in the part of the Comprehensive Facilities Management Service Provider, the client shall give a written notice of the default and or omission or commission and the Comprehensive Facilities Management Service Provider shall submit its response within 7 (seven) days from the date of issue of such notice.
- iv. If the response/explanation is not found satisfactory or inadequate or partly satisfactory, the client shall have the right to deduct the following amount from the monthly bill of the Comprehensive Facilities Management Service Provider for non-performance/ unsatisfactory/ sub-standard performance of any part of services to be rendered operation as agreed between the parties.

c) Termination of Agreement:

Where in spite of these efforts, there is continuance of non-performance or improper performance of obligation, the client shall have the right to terminate the contract at any point of time with forfeiture of Security Deposit. Similarly the Comprehensive Facilities Management Service Provider shall have right to terminate the contract in case the client fails to pay the admissible dues stipulated under clause-4 hereof on more than 3 occasions in a calendar year.

15. Force Majeure:

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

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

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

17. Jurisdiction:

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

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

Annexure- A : General Conditions of Contract & Scope of work

Annexure- B : List of Equipment and Consumables to be utilised for the purpose

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

Annexure- D : Contract Price & Payment Term

Signature of Authorised Representative

(Client)

(Comprehensive Facilities Management Service Provider)

Witnesses:

On behalf of Client

- 1.
- 2.

On behalf of Comprehensive Facilities Management Service Provider

- 1.
- 2.

PERFORMANCE BANK GUARANTEE FORMAT

To

**NAME & ADDRESS OF THE
TENDER INVITING AUTHORITY**

WHEREAS _____ (Name and address of the Service Provider) (hereinafter called "the Service Provider) has undertaken, in pursuance of Contract No. _____ dated _____ to undertake the service (description of services) (herein after called "**the contract**").

AND WHEREAS it has been stipulated by _____ (Name of the Authority) in the said contract that the Service Provider shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the Service Provider such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Service Provider up to a total of _____ (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This performance bank guarantee shall be valid until the _____ day of _____ year. Our branch at _____ (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our _____ branch a written claim or demand and received by us at our _____ branch on or before Dt _____ otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
Seal, name & address of the Bank & Branch