



**INSTITUTE FOR DEVELOPMENT AND RESEARCH IN
BANKING TECHNOLOGY**
(Established by Reserve Bank of India)

CALL FOR TENDERS
FOR
FACILITIES SERVICES CONTRACT
(Part I – Technical Bid)

TENDER NOTICE FOR PROVIDING FACILITIES SERVICES**Purpose:**

IDRBT, the premier Institute of Banking Technology in the country, invites Sealed Tenders, in two bid / cover (Technical & Price) from reputed, registered, professional agencies having experience of at least 07 (Seven) years in providing Facilities Services in Central Government/State Government Departments, Autonomous Bodies, Public or Private Sector Companies/ Undertaking, for providing "FACILITIES SERVICES " on contract basis for "Institute for Development and Research in Banking Technology, Hyderabad" (hereinafter referred to as IDRBT/ Institute).

Invitation:

The bidders, desirous of providing "FACILITIES SERVICES" for IDRBT are invited to submit their technical and commercial bids / proposal in the prescribed format in response to this invitation. The criteria and the actual process of evaluation and subsequent selection of the successful bidder will be entirely at the Institute's discretion. The Institute seeks proposal/s from bidder/s who have the necessary experience, capability & expertise to provide "Facilities Services" adhering to the Institute's requirements outlined in this Tender.

This Tender document is not an offer by IDRBT, but only an invitation to receive responses from the bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorised official(s) of IDRBT with the successful bidder.

NOTICE INVITING TENDER. (NIT)		
Sl No	Details	Description
01	Name of the Work	PROVIDING <u>FACILITIES SERVICES</u> FOR IDRBT IN HYDERABAD
02	Eligibility of the contractor	Empaneled in appropriate class with CPWD/ MES / State / Central Government Organisations / Public Sector Banks / Public Sector Undertakings, etc. and having a valid license and other qualifications as detailed for providing Facilities Services / Maintenance Services for the Institute.
03	Earnest Money Deposit. (EMD)	Rs 1,00,000.00 (Rupees One lakh only). <u>"Please note that incomplete tenders or tenders with conditions will be rejected and the EMD will be forfeited"</u> .
04	Payment terms	The amount will be paid on a monthly basis after successful completion of the month and on rendering of satisfactory services during the month.
05	Date of downloading tender documents	From 10.00 hours of 05.06.2022

	from Institute's website.	
06	Clarifications if any	Any clarification in this regard may be sought from the Estate Department, IDRBT, through email ID allestate@idrbt.ac.in / Phone No. 040-23294182 / or in person.
07	Last Date of submission of bids along with EMD.	<u>On or Before 17.00 hours of 05.07.2022.</u>
08	Bidder's Contact Details	Name of Bidder, Contact Person, Mailing address with Pin Code, Telephone number and Fax Number, Mobile Number, and E-MAIL ID etc.
09	Total Security Deposit in the form of DD/ BC/ Bank guarantee	2 (two) months of total quoted amount including wages in favour of IDRBT, Hyderabad, to be furnished by successful bidder
10	Validity of the bid	180 (One hundred and eighty) days from the last date of submission of bid.
11	<u>The Institute reserves the right to accept / reject any or all tender/s without assigning any reason whatsoever.</u>	
12	<u>It is not mandatory on the part of the Institute to award the work to the lowest bidder. The Institute may use its discretion as it deems fit to award the work to any of the bidder without assigning any reason whatsoever. In the event of any bidder backing out, their EMD will be forfeited.</u>	
13	<u>The contract shall be initially for a period of 6 months on probation and based on satisfactory performance, may be renewed, for a period of 3 (three) years, subject to annual performance review, on the quality of the services rendered, from the date of commencement of the contract. The contract is renewable thereafter solely at the discretion of the Institute at mutually agreed terms and conditions for further period of 2 (Two) years.</u>	
14	<u>Revision in contract rates: - The request for revision in the contract rate shall NOT be considered during the contract period, except owing to the hike in any of the statutory payments. Any revision, to the extent of fulfilling statutory obligations like revision in Minimum wages, changes in PF / ESI contributions, etc., will only be considered "ONCE IN A YEAR.". The first revision will be considered only on completion of first / one year of contract period.</u>	
The Institute shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. <u>The Institute does not recognise</u>		

any employee-employer relationship with any of the workers of the contractor.

There will be a cooling period of three years for the existing contractor rendering the Facilities services in the Institute

Governing Language: All communication with respect to the bid, clarifications, replies, contract documents etc. shall be in **English.**

The tender documents can be downloaded from the website <https://idrbt.ac.in/tenders.html> from 10.00 hours of 05.06.2022 onwards. Interested bidders have to download and submit the tender physically in the prescribed pro-forma. Further, all the physical copies of supporting documents shall be submitted by the bidders along with the tender document downloaded from the website complete in all respects and dropped in the tender box available at Main gate, IDRBT Campus, Castle Hills, Road No.1, Masab Tank, Hyderabad - 500057 by the deadline mentioned above.

IMPORTANT: It is mandatory that, the bidder shall sign and certify with seal on each page of the tender documents including all supporting documents arranged as per the checklist available in the tender document (sequentially numbered as a token of having read and understood the terms & conditions contained therein and submit the same along with the technical bid). The bidder should fill up the information in the Annexures enclosed in clear and legible terms. Wherever, the prices are to be quoted, it shall be written in figures and in words as well. Annexures shall also have to be signed and certified with seal by the firm through its authorised signatory. No additions/ modifications/ deletions in the tender documents and other related supporting documents shall be entertained during the tender process.

“A” - ELIGIBILITY CRITERIA:

1. The bidder, herein after may also be called, The Contractor, must be a registered partnership firm or a Company registered under Companies Act. The bidder should have a valid registration with all Statutory Authorities such as ESI, PF, Labour Welfare Department, etc. and the copies of certificates of valid registration should be enclosed with the Part I of the Tender (Technical bid).
2. The bidder must have minimum of “7 (Seven) years” experience in relevant field of providing **“Facilities Services”** in Government Organisations, highly reputed Organisations, Banks, Institutions, Public Sector Undertakings, etc., and also have a branch office / head office in Hyderabad.
3. The Bidder should have carried out the **“Facilities Services”** work during last 7 (seven) years with values as under:
 - i. **One single work** of annual value of Rs. 58.00 lakhs or more in any Govt. / Semi-Govt. / PSUs/reputed organisations.

Or
 - ii. **Two single works** of annual value of Rs.36.00 lakhs or more & at least one should be in any Govt./ Semi-Govt./ PSUs/reputed organisations.

Or
 - iii. **Three single works** of annual value of Rs.29.00 lakhs or more & at least one should be in any Govt./Semi Govt PSU/reputed organizations, etc.

The annual turnover of the bidder should however be a minimum of Rs. 1.00 Crore in the last three Financial Years 2018-19, 2019-20 & 2020-21.

4. An Earnest Money Deposit (EMD) of Rs 1,00,000.00 (Rupees One lakh only) in form of Demand Draft / Banker's Cheque drawn in favour of "IDRBT, Hyderabad" issued by any scheduled commercial bank should be enclosed with the Technical Bid.
 - i. Earnest Money Deposit (EMD), shall accompany with the technical bid. Technical bids without EMD shall be rejected.
 - ii. EMD of the unsuccessful bidders will be returned to them without interest after completion of the tendering process. The EMD of successful bidder will be adjusted towards security deposit.
 - iii. **EMD shall be forfeited, in case the eligible bidder/s withdraws their bid or expresses inability to accept the tender on awarding the same by IDRBT or the details furnished in Annexures are found to be incorrect or false during the tender selection process.**
5. Bidders are required to submit all the information / documents required as per the Part I: Technical Bid and Part II: Price Bid.
6. All the tender papers must be signed by authorised representative of the Contractor along with the seal. A copy of certificate of registration / certificate of incorporation should be attached with part 1 (Technical bid) of the tender. **PLEASE NOTE THAT NO PRICE SHOULD BE MENTIONED IN THE PART-I DOCUMENT**
7. The Tenders should be submitted, in separate sealed covers, (Part -1), superscribing as "**Technical Bid for Facilities Services Contract at IDRBT, Hyderabad**" (along with EMD) and (Part -2) "**Price Bid for Facilities Services Contract at IDRBT, Hyderabad**" The above covers may be put in a **common cover**, super-scribed "**Facilities Services Contract at IDRBT, Hyderabad**" and addressed to: "The Deputy General Manager, IDRBT, Castle Hills, Road No. 1, Masab Tank, Hyderabad – 500 057" so as to reach the Institute on or before **17.00 hours on 30.06.2022**. The tenders received after the time and date specified would be rejected.
8. Please note that Part I would be opened first to evaluate the experience and technical capability of the Contractor/ organisation to provide "Facilities Services" to IDRBT.
9. The price bids of only such bidders, who are found to be eligible, as per the conditions / specifications laid down in Part I (Technical bid), would be opened for further consideration.
10. The Institute, however, reserves the right to accept / reject any / all tender/s without assigning any reason whatsoever.
11. The Institute also does not bind itself to accept the lowest tender and reserves the right to reject any or all of the tenders received, without assigning any reason thereof.
12. **The Institute further reserves the right to increase or reduce any item or section of the bill of quantities without assigning any reason whatsoever there of and no claim will be entertained in this regard at any point of time during the tendering process as well as during contract period.**
13. In the case of the successful bidder / contractor, the EMD will be converted to security deposit for due performance of the contract. This amount may also be furnished in the form of a Bank Guarantee from any Scheduled Commercial Bank, which would be valid up to three months

beyond the term of contract. In the event of furnishing of Bank Guarantee, the EMD amount would be refunded to the successful bidder / contractor. This deposit / guarantee will be returned only after three months of expiry of the contract subject to the condition that no losses are incurred to the Institute due to damages caused by the staff of the bidder / contractor and all the dues of the bidder / contractor to the Institute and Statutory Authorities are duly settled.

14. Each Page of the Tender should bear initial of the authorised official of the Bidder / contractor along with a rubber stamp indicating the name and address of the company.
15. Please note that the Tender consists of two part evaluation. **The Part I (Technical Bid)**, i.e. Pre-Qualification Document would be evaluated first to analyze the capabilities of the bidder / contractors. **The Part II (Price Bid)** of only those bidder / contractors, who are found to suitable as per the Pre- Qualification criteria of Part I, would be considered for opening.
16. The bidder / contractor must obtain at his / her own responsibility and expenses all the information including risks, contingencies and other information related to the tender to enable him to submit a proper tender. They may examine the specifications, conditions and so on in respect of the site of work situated at Castle Hills and Staff Quarters at Begumpet, Hyderabad and acquaint with the local conditions, means of access to site, availability of raw material, the process of disposing of debris and all other matters pertaining there to, before submitting the tender.
17. Omission, neglect or failure on the part of the bidder / contractor to furnish the requisite information on any matter affecting his tender would not relieve the bidder / contractor from any liability in respect of the contract. Bidder / contractor who wants to understand the technicalities and the type of services that need to be provided may contact the Estate Department of the Institute on any working day (Monday to Friday) between 10.30 AM to 4.30 PM).
18. The bidder / contractor whose tender is accepted has to execute an agreement with the Institute but his liability under the contract shall commence from the date of the written order.
19. The contract either in full or in part shall not be sublet or assigned to any other service provider by the bidder / contractor.
20. The Institute reserves the right to award the entire work in full or split the work (scope of work as explained below) to other bidder / contractors at its discretion.
21. The Price Bid to be submitted in a separate sealed cover must clearly indicate the rates quoted in figures and in words, and all documents must be duly signed by the authorized signatory with the official seal.
22. Please note that any falsification / suppression of information shall lead to disqualification of the tender. Canvassing in any form entails bidder / contractor disqualification. Any bidder / contractor found influencing or intimidating other bidder / contractors is liable for disqualification.
23. Tenders should be complete in all respects and incomplete tenders and those not complying with the terms and conditions of the tender document will be summarily rejected without any notice.
24. Details of any employee / s of IDRBT related to the bidder / contractor, if any, should be

furnished in a separate sheet.

“B” - SCOPE OF WORK:

1. The scope of work includes:-

- i. **Housekeeping (Cleaning).**
- ii. **Carpentry**
- iii. **Plumbing:-** The plumbing activities of the Institute include ensuring proper water supply in the Institute’s campus, replacement of spares like spindles, washers, bolts, nuts, taps, PVC Connections, drainage pipes, pillar cocks, nahani traps, waste couplings, health faucets, etc. for which material will be supplied by the Institute, undertaking periodical preventive maintenance and repairs to various water supply and sanitary fittings like taps, flush tanks, flush valves, gate valves, ball valves, etc. including water supply and drainage pipelines, and ensure proper water management in the entire Institute so that water is not wasted
- iv. **Gardening:** - The bidder / contractor needs to take care of the gardening activity of the Institute. This includes development of garden, fountain pond cleaning, excavation, planting new saplings, replanting, cutting trees, spraying pesticides and insecticides, application of manure, dumping of red soil, watering of plants, propagation of plants, cutting and trimming of plants, re-potting and arrangement of potted plants, so as to ensure a beautiful ambience in the Institute.

With the approval of the Institute, the bidder / contractor has to procure consumables like red soil, insecticides, pesticides, manure, plants, etc. and the actual cost incurred by the bidder / contractor will be reimbursed on production of valid bills

- v. **Pest control**
- vi. **Rodents control**

(The service provider has to take care of the Carpentry and Pest & Rodent Control activities of the Institute so as to ensure that all the facilities-related needs of the Institute are met.. The pest & rodent control should be done every week (on Saturday or on a holiday) for the Institute and the disinfectant material for the same should be supplied by the contractor. The service provider has to ensure cleaning of the Computers and Key Boards at regular intervals to keep them clean and ready for use).

2. The objective of Facilities Services contract is to ensure that the premises and equipment’s of IDRBT are kept safe, neat, clean, and presentable at all times throughout the day. Bidder / contractors are advised to personally visit the sites and assess the actual quantum of work before submission of bids. The IDRBT Campus is spread over an area of 2.5 acres, four buildings (Ground + 3 floors, Ground + 7 floors, Director’s Bungalow, Transit /Guest House / Ground + 2 floors), Staff quarters at Begumpet (Two Buildings of Ground + 5 floors), gardens, lawns, roads, compound walls, etc. The areas to be covered also include two pump rooms, one electrical substation and one electrical meter room, etc. Further, Housekeeping

maintenance services are also required to be carried out in its staff quarters (two buildings) located at Begumpet, Hyderabad.

3. The office opens at 9.00 AM and the service provider is expected to complete cleaning, dusting, mopping, keeping drinking water and provision of clean towels etc. in each room before 8.30 AM on all working days.
4. In the hostel building, the common areas and staircases are to be cleaned before 9.00 AM every day. Bidder / Contractors needs to employ modern & mechanical means for cleaning and sweeping .
5. The Institute is having 72 Guest rooms on the IV, V, VI & VII floors of the EFC building. Cleaning, mopping and change of linen inside the rooms are to be carried out before the allotment of rooms to the participants and on a daily basis between 9.30 AM and 1.00 PM whenever the rooms are allotted. The rooms should also be cleaned and be kept in readiness for the next occupant after the departure of the existing occupant. The Institute will inform in advance about the commencement of programmes and the number of rooms expected to be occupied.
6. Cleaning and maintenance of the areas includes dusting, brooming, mopping of all the rooms in all the buildings, corridors, cleaning of room fixtures and furniture, cleaning the toilet, wash basin, W.C. and the bath room by using good cleaning agents, de-scaling of showers, spraying of room freshener in all the rooms, wiping all glass panels thoroughly, maintenance of check list, reporting of any fault, to the Estate Department.
7. All the material and equipment required for all cleaning and maintenance purposes should be provided by the bidder / contractor.
8. The Main Entrance to the Academic Block has to be cleaned at least once in two hours or as and when required
9. Toilets in all the floors in all the buildings are to be cleaned thoroughly with disinfectant in the morning and at regular intervals of 2 hours.
10. Two fountains in the Lawn / Garden area is to be cleaned once in a fortnight by scrubbing / de-scaling as required and back filling with freshwater.
11. Water tanks, floor area, ante rooms, stair case headroom and Lift Room are to be cleaned at least once in a month. The entire terrace area is to be cleaned at least once in a month and to be monitored in respect of stagnation of water, blocking of water outlets, etc. The cleaning of stagnated water, during the rainy season, need to be done regularly on need basis.
12. Complete and thorough cleaning of critical areas like Server rooms need to be taken-up during the night hours as and when shutdown would be made at the discretion of the Institute.
13. Spring cleaning to be carried out on holidays and Saturdays for all the floors.
14. The following items provided by the Institute are to be placed in the Hostel Rooms daily during the occupancy of the room.
 - i. Bath towel
 - ii. Hand towel
 - iii. Bed sheet
 - iv. Blanket

- v. Bed covers
- vi. Woolen Blankets

15. The service provider/ bidder / contractor should provide the following toilet kits:-

a)	VIP kit *	Lux soap(65gms), Lux soap(34gms), clinic shampoo bottle (35 ml), colgate max paste (35 gms), colgate tooth brush, godrej shaving cream(20 gms), lazer shaving blade, After shave lotion (50 ml), ponds powder (20 gms), fair and lovely (9 gms), Vaseline (7 gms), comb, parachute oil(3.7gms), VIP Kit bag and comb, tongue cleaner (all one in Nos)
b)	Gents kit *	Lux soap(34 gms) 2 Nos , dove shampoo(8ml), colgate tooth paste (20gms), Colgate brush, godrej shaving cream (20 gms), lazer shaving blade, ponds powder (20 gms), comb, parachute oil(3.7gms), tongue cleaner (all one in Nos)
c)	Ladies kit*	Lux soap(34 gms) 2 Nos , dove shampoo(8ml), colgate tooth paste (20gms), colgate brush, ponds powder (20 gms), comb, parachute oil(3.7gms), tongue cleaner (all one in Nos) fair and lovely(9 gms), Vaseline(7 gms) (all one in Nos)

*The quantity measurement of various items of kit are indicative and may vary slightly.

Note: The Institute shall only reimburse cost of the above kit on production of bills, as per rates not exceeding MRP.

16. The service provider will also have to provide paper tissue rolls, naphthalene balls, liquid soap, cleaning materials including mops etc., in all common toilets. The Institute shall reimburse on production of bills, these costs as per rates not exceeding MRP.
17. It is the responsibility of the bidder / contractor to get the linen washed, whenever there are occupants in the rooms. The linen includes bed sheets, pillow covers, bath towel, napkin, etc. The Institute shall reimburse these costs on actual basis.
18. Physical stock of linen will be verified quarterly by the Estate Dept of the Institute and the bidder / contractor has to bear the cost in case of shortage / damage. The actual prevailing cost of the missing items will be deducted from the bill. Store room will be provided to be used as a central linen room, stock room and room for ironing ,etc.
19. Drinking water bottles needs to be stored in all the water coolers along with water dispensers at regular intervals. Drinking water is also to be placed every day morning in the flasks provided in every room and it is to be replenished as and when required.
20. The cleaning of glasses is also to be carried out daily and flasks are to be cleaned at least once in a week. The Institute shall reimburse the actual cost of bottled water from time to time with water dispenser (However water dispensers will be supplied by the Institute).

“C” - AREAS TO BE COVERED:

1. ACADEMIC BLOCK (Ground Floor+ 3 Floors and Terrace)

- **Ground Floor:** Entire Floor including Security Enclosure, Main Entrance, Reception, Classroom, Corridors, Stairs, Pathways, Lifts, etc.
- **First Floor:** Entire floor including Director’s Office, Administration, Library, Server Rooms, Auditorium, all Rooms, Corridors, Stairs, Pathways, lawns , fountains, Lifts, Toilets, etc.

- **Second Floor:** Entire floor consisting of Faculty rooms, Chairman's Office, Board Room, Conference Hall, Lecture Halls, Programme Office, Publication Office, and Toilets, etc.
- **Third Floor:** Entire floor consisting of Faculty rooms , Conference Hall, Lecture Halls, 5G Lab, PGDBT Office and Toilets, etc.

2. Executive Facility Centre (Ground + 7 Floors and Terrace)

- **Ground Floor to Third floor:** Entire floors including common areas, various offices and toilets.
- **Fourth to Seventh Floors:** All the hostel rooms including attached toilets, bathrooms, bedrooms, ante- rooms, stores, etc. as detailed below.
 - IV Floor: 12 single rooms and 4 Double rooms to be cleaned and common areas.
 - V Floor: 16 single rooms and 4 Double rooms to be cleaned and common areas.
 - VI Floor: 16 single rooms and 4 Double rooms to be cleaned and common areas.
 - VII Floor: 12 single rooms and 4 VVIP suites to be cleaned and common areas.

3. **Open Areas (Area of 2.5 acres)**

- All the roads within the compound, footpaths, pathways, garden, lawns, compound wall area, surroundings, etc.

4. **Director's Bungalow and Guest House: (Total floor area 4,500 sft.)**

- Director's Bungalow, Guest House, etc., along with all the open area inside the compound and surroundings

5. **Staff Quarters at Begumpet (L & M Blocks)**

- Begumpet Quarters: L & M blocks each block consists of G + 5 floors – Cleaning of all common areas and surrounding areas and disposal of waste / debris. Also cleaning of vacant flats as and when required.

6. **Terrace**

- Terrace area of all the above buildings

7. **The Garbage collected while cleaning needs to be disposed every day (All sites).**

"D" - STAFF REQUIREMENT:

1. The essence of the contract is satisfactory maintenance of all facilities of the Institute covering housekeeping, plumbing, carpentry, gardening, pest control, and all facility-related activities. To complete the work in time, the contractor may deploy adequate manpower taking into account leave reserve, festival holidays and the workload on specific days. The Facilities service should be provided on all days of the week except Sunday. However, in case of exigencies, the services are to be provided on Sunday also.
2. However, the following resources should be deployed on all days of the week.
 - i. Receptionist (24 x 7) at EFC Building.
 - ii. 4- Assistant Workers.
3. The details of the minimum manpower required are as under:
 - i. **Supervisor** : A qualified supervisor (should be well versed in English, Hindi and local language) to receive the instructions from time to time & to supervise the workers

deployed by the Contractor and ensuring that all the works are smoothly carried out required between 7.30 AM to 5.30 PM. In case of exigencies, he may have to stay for the longer period.

- ii. **Receptionist in EFC 1st Floor:** The Receptionists should be well-versed in English, Hindi and local language with training in receiving the guests and with basic knowledge of operating the computer and telephone is to be provided round-the-clock in three shifts. (weekly holiday to each receptionist on rotation). Services required on all days of week. The receptionist has to be very polite, courteous in attending to the calls of officials/participants.
- iii. **Plumber:** A Plumber having sound knowledge and experience in all the plumbing related works and the timings are 8.30 AM to 5.30 PM all weekdays.
- iv. **Carpenter:** A Carpenter having sound knowledge and experience in all the carpentry related works and the timings are 8.30 AM to 5.30 PM on all weekdays.

Manpower Deployment Schedule: The contractor has to deploy sufficient number of workers after understanding the quantum and scope of work in the Institute. In case mechanical means are adopted for cleaning and sweeping, manpower may be reduced. The details of manpower deployed presently are under:

S No	Description	Location	Timing	Details of existing Manpower personnel
A	Supervisor	Institute	7.30 AM to 5.30 PM	1 Supervisor
B	Reception	EFC 1 st Floor	24 X 7	3 Receptionist
C	General attenders for sweeping,	Academic Block	7.00 AM to 4.00 PM	12 General attenders /
D	-do-	Begumpet Quarters	6.30 AM to 3 PM	2 General
E	-do-	General areas, Director's bungalow and other open areas	7.00 AM to 4.00 AM	2 Sweepers and 4 Garden assistants
F	-do-	EFC Building	2.00 PM to 10.00	2 Attenders /
G	-do-	Night Service and	10 PM to 6 AM	2 Attenders
H	All Plumbing works	Institute	8.30 AM to 5.30	1 plumber
J	All carpentry & Glass works	Institute	8.30 AM to 5.30 PM	1 carpenter
K	Office Boys	Institute	8.30 AM to 5.30	1 person

"E" - TERMS & CONDITIONS:

1. Bidder / contractors are requested to study the terms and conditions of the tender carefully and then submit tenders accordingly.
2. Bidder / contractors are advised to understand the magnitude of the job involved before submitting the bids. They may even visit the Institute for the purpose. No clarification will be

entertained after receiving the bids.

3. Omission, neglect or failure on the part of the bidder / contractor to obtain requisite reliable and full information on any matter affecting his tender, shall not relieve the bidder / contractor, from any liability in respect of the contract.
4. The bidder / contractor /organization should have registration with statutory authorities such as ESI, PF, Labour, Welfare Department, Goods and Service Tax, etc. The copies of the certificates of registration should be enclosed with Part I.
5. The bidder / contractor /organization must comply and implement all the statutory provisions of the Government Acts relating to the employment of labour, i.e, various Acts relating to payment of Minimum Wages, Govt of Telangana, ESI, PF, Bonus, etc., and all other statutory benefits, as amended from time to time.
6. All payments have to be as per the prevailing minimum wages stipulated by the Government of Telangana from time to time, and covering benefits such as ESI, PF, etc.
7. All rules related to the Labour Laws and applicable acts, as amended from time to time, should be strictly followed and in case of any dispute, the Institute will not be a party. The bidder / contractor has to satisfy the Institute showing adequate recorded proof that the minimum wages, ESI, contribution to provident fund as applicable under the Statutory Act are being paid to the staff by the 1st week of the month taking care about the paid leaves, etc., as required under the Contract Labour Regulation Act and Minimum Wages Act as notified by the Government of Telangana from time to time.
8. The bidder / contractor shall be solely and fully responsible for lapses, violation and non-compliance, if any. It will be the responsibility of the contractor to take care of all the statutory dues and the Institute shall in no way be a party to it.
9. All personnel provided by the Contractor will be on the payrolls of the Contractor / Company and there will be no Employee and Employer relationship between the personnel engaged by the Contractor and the Institute.
10. Penalty would be levied for the absenteeism of the workers on pro-rata basis and the same amount of penalty would be deducted from the monthly billing.
11. The Institute reserves right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services, inefficient service, non-adherence to agreed quality of materials or services have been received or noticed, without assigning any reason whatsoever and no claim will be entertained in this regard.
12. The bidder / contractor, whose tender is accepted, has to execute an agreement with the Institute within 15 working days. The bidder's liability under the contract shall commence from the date of the written order of the Institute. **An amount equivalent to 2(two) months bills is to be deposited by the successful bidder / contractor towards Security Deposit for the due performance of the contract.**

This amount can also be furnished in the form of a Bank Guarantee from any Scheduled Commercial Bank and the same should be valid till the term of the contract. This deposit / guarantee would be refunded after three months from the date of expiry of contract subject to the condition that no losses are incurred to the Institute due to damage of materials like articles, crockery, cutlery, cooking utensils, etc. supplied by the Institute and that all the dues to the

Institute are settled by the Contractor / Service provider.

13. The bidder / contractor, whose tender is accepted, should indemnify the Institute against any claim by any authority. In the event of the Institute having to pay any individual, statutory body, or any agency for reasons directly or indirectly attributable to this contract, the bidder / contractor should remove such claim / damages and even if the Institute is called upon to pay such damages, the bidder / contractor must reimburse the same in full.
14. The bidder / contractor shall pay the statutory payments such as PF, ESI, for the staff employed to provide the services to the Institute, through a separate challan and it should be submitted along with the monthly bill.
15. The bidder / contractor or his authorized representative has to attend a meeting every month for discussion, evaluation of performance of the contract, and compliance to statutory issues, etc.
16. The Institute shall make payment on a monthly basis. All payments shall be through NEFT / RTGS directly to the Company's account. While the bill of the first month shall be paid after submission of bills for the first month, the payment from second month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF, ESI, Bonus, etc., for the previous month and subject to necessary mandatory checks as required regarding the authenticity of the same.
17. All the payments to the staff of the Company have to be as per the prevailing minimum wages act of Govt of Telangana stipulated from time to time and must cover benefits such as ESI, PF, etc. All the rules related to the labour laws and applicable acts should be strictly followed and in case of any dispute the Institute will not be a party. The bidder / contractor has to satisfy the Institute by providing adequate recorded proof that the minimum wages, ESI, contribution to provident fund as applicable under the Statutory Act are being paid to the staff before the 1st week of the month taking care about the paid leaves, etc, as required under the Contract Labour Regulation Act and Minimum Wages Act as notified by the Government of Telangana from time to time. Any delay in payment of salary / wages to the labour / staff will attract penalty as stipulated by the Institute.
18. The staff deployed by the bidder / contractor should be of good conduct and behavior. Consumption of Alcohol products along with consumption of tobacco products & cigarettes/ beedis is strictly prohibited inside the Institute. Accordingly, outsourced Staff engaged should be sensitized. The address & other details of all the staff employed should be provided to the Institute.
19. The staff , deployed by the Contractor should be free from any contagious disease Medical check-up of all the staff should be carried by a registered medical practitioner every year and the medical reports of their fitness be submitted to the Institute. Staff whose medical reports are not satisfactory should be removed immediately and reported to the Institute.
20. The bidder / contractor should provide identity cards and three pairs of uniform to all the staff at his cost and ensure that all the staff wear clean uniforms, as prescribed. Strict personal hygiene has to be observed. Separate uniforms need to be provided for different categories of staff viz. Facilities, Housekeeping, Supervisors, etc.
21. The Institute is under no obligation to accept the lowest or any tender received in response to this tender notice and is entitled to reject any tender without assigning any reason whatsoever

22. The bidder / contractor shall bear all costs and expenses in respect of all charges, stamp duty, etc., in respect of the agreement to be entered into.
23. The bidder / contractor shall undertake to bear taxes, rates, charges, levies or claims whatsoever as may be imposed by the State / Central Govt. or any local body or authority.
24. The review of the contract will be undertaken every year, to assess the performance of the contractor and the contract will be extended based on satisfactory performance of the contractor.
25. The bidder / contractor shall devote his full attention to the assigned work and discharge his / her obligations under the arrangements most diligently and honestly.
26. The bidder / contractor shall at all times, during the continuance of the agreement, obey and observe all directions and instructions given by the Institute and its authorized officials.
27. The bidder / contractor has to bring his own staff, who are skilled and good workers. The Institute will not provide any manpower support, under any circumstances.
28. The bidder / contractor has to provide all the material and equipment required for carrying out the contract to the satisfaction of the Institute. The Institute, will not provide material and equipments, under any circumstances.
29. Supervisor, having knowledge in general operation of the computers should be posted, in consultation with the Institute, in order to avoid any confusion regarding wrong invoicing or wrong billing or lack of understanding of the services. It may be noted that all the transactions of requisition for various services, implementation of the service, thereby generation of the bills are carried out on computers.
30. Bidder / contractor should make arrangements for leave reserve and holidays and deploy sufficient workers on rotation. Weekly off can be given to all staff on Sunday except shift receptionists with two assistants during day time and two night assistants which is to be borne by the Contractor.
31. Workers and the Supervisors will report daily to the Security staff at the gate and would be subject to checking and also body search by Security at the time of Entry/ Exit.
32. The bidder / contractor or his employees shall not use the premises allotted to him / her for any purpose other than the purposes defined and shall not act in any manner as to cause any nuisance or annoyance to the Institute or the participant trainees at the Institute.
33. The cleaning materials, etc., used for work should be of standard brands and should be approved before using.
34. In case, any of the service provider staff suffer any injury or meet with an accident while discharging their duty, the entire cost of compensation should be borne by the bidder / contractor.
35. The bidder / contractor shall obtain adequate insurance policy (CAR policy – contractors all risk policy) in respect of his workmen to be engaged for the work and shall be in force till the period of Contract. The Insurance should cover the liability of compensation arising out of accident /death /injury/disablement at work, etc. A copy of the same to be furnished to IDRBT.
36. The bidder / contractor shall be deemed for all legal and contractual purposes, as the employer of the said persons and such persons will not have any claim for employment in the Institute or

work in the Institute at a future date. The number of such persons employed will be determined by the parties of the contract, by exchange of letters from time to time. But in any case the bidder / contractor shall have to engage the services of sufficient number of persons as stipulated by the Institute.

37. The bidder / contractor or his employees shall not aid or participate or support any anti-institutional activity under any circumstances and shall strictly restrict to the work awarded under the contract.
38. In the event of theft, pilferage or damage to the Institute's property due to the negligence / willful act of the workers, the contractor should make good all the losses to the Institute and also remove the concerned person identified as responsible from the services in the Institute.
39. Garbage collected has to be dumped in the area and the place specified by the Municipal Corporation. The responsibility of disposal of garbage would be entirely borne by the bidder / contractor. In case, the bidder / contractor fails to dispose the garbage on a daily basis, the Institute would deduct the penalty charges from the bidder / contractor and initiate suitable action as required.
40. The bidder / contractor who is awarded the work needs to submit bills for the services rendered once in a month to the Estate Department, which will scrutinize the bills and if found in order certify for payment along with the certificate to the extent that all the equipment supplied by the Institute are well maintained and are in order.
41. Payments will be made usually within 10 (ten) days from the date of certification, subject to the condition that the bill is correct in all respects & the bidder / contractor has cleared all his dues related to labour payments as required by the Labour Act and any other statutory payment like payment of GST etc., or expenses, which are to be paid by him.
42. In case of any irregularity in service /quality not up to the expectations/ complaints received from the guests, etc., appropriate penalty would be levied on the contractor. The quantum of penalty would be decided by the Administration and will be directly deducted from the bill claimed by the bidder/ contractor and the Institute's Decision is final.
43. TDS will be deducted at source from every bill by the Institute at the rate notified by the Government from time to time.
44. The contract may be terminated at one month's notice by the Institute if any one of the stipulated conditions agreed upon by the selected bidder is not met to the satisfaction of the Institute or even without assigning any reason thereof by the Institute. Further, the contract shall stand terminated automatically on the expiry of three years unless otherwise notified.
45. For all disputes arising out of non-adherence of any terms stipulated above, the DGM (Account & Estate) of the Institute is the appellant authority and his decision would be final. However, the court jurisdiction for all legal matters would be the city of Hyderabad.
46. All the above mentioned scope of works are indicative and not exhaustive. The Institute reserves the right to add / delete any work under the scope of work. However, the Contractor has to properly maintain the campus. In-case the contractor fails to perform any of the works in the tender documents to the satisfaction of the Institute and/or express inability to execute any work, the Institute will have the option to get the work done from a third party and the cost shall be recovered from the monthly bills of the contractor. In case of any negligent or intentional

damage is observed on the part of contractor's staffs, the cost of such repair / replacement shall be recovered from the monthly bill of the contractor.

SCOPE / DETAILS OF WORK TO BE DONE

Mechanized cleaning, vacuum sweeping, spray / manual dusting, mopping, water / chemical cleaning of schedule premises, marble / vitrified tile flooring / granite flooring / ornamental & decorative wooden flooring including all floors and wooden furniture of high value, crystal glass doors / panes, windows, window panes, curtains and blinds, carpets, windscreens, polished metal surfaces including lobby areas, lounges, corridors, toilets, urinal bowls and wash basins etc., and exterior cleaning, polishing of glasses and metallic engravings, logos, sign names etc., and pest and rodent control measures plus specific maintenance activities like electrical repairs / carpentry, sanitary repairs and such other repairs required to keep the premises in the excellent condition, maintenance of gardens / lawns / rock gardens / parks / pathways / indoor & outdoor sports facilities, and cleaning of all the lifts, etc.

The Contractor shall provide the following machineries and to be placed at Institute under their custody: Lack of any of these machinery will attract penalty upto 5 % monthly bill

Industrial Heavy Duty Wet & Dry Vacuum Cleaners
Shampooing Machine
Scrubber Machine
Jet Pressure Cleaning Machine
Electric grass cutting machine with necessary garden tools
Drilling machine for carpentry works
Lawn mover exclusive for these premises
Tree / plant cutting tools & garden maintenance tools
Rat catching cages and other equipment
Plumbing equipment with emergency requirements.
Spray for pest control

PART – I
PRE-QUALIFICATION DOCUMENT
(PROFILE OF THE COMPANY / PARTENSHIP FORM)

Sl no	Description	Details
01	Date and Place of incorporation/registration (enclose copy)	
02	Address of the Registered Office of the Company	
	Name & Address of the Head of the Company/agency	
	Name and addresses of Directors along with their occupation	
03	Details of other trade/ business/ activities carried out by the Company	
04	Details of Annual Turnover for last three years F Y 2018-19, F Y 2019-20 and F Y 2020-21 (enclose copies of audited Balance Sheets along with Income Tax Returns)	
05	PAN of the Company (Enclose Copy)	
06	GST Registration no (Enclose Copy)	
07	No. of years of experience in the field of Facility Management Services provided to different clients giving details of services provided along with the organisations where provided, period of service, quality of service, etc. and enclose certified copies of experience with the major clients.	
08	Details of employees of IDRBT related to the Tenderer, if any, should be furnished in a separate sheet.	
09	STATUTORY REQUIREMENTS	
09.1	Enclose copies of all the statutory registrations like PF, ESI, GST, Central/ State Labour authorities, etc.	
09.2	Enclose copy of latest remittance made by your Agency towards statutory payments like ESI	
09.3	Details of disputes against your Company before any of the Statutory Authorities like PF Office, ESI, Income Tax authorities, GST, Labour Tribunal Authorities, etc.	
10	Do you pay bonus? If so, what is the criterion? Enclose proof of latest disbursement.	
11	Any other information/ Document which may help IDRBT in assessing your	

	Company / Agency's capabilities, may be enclosed.	
12	Name & Address of Bankers – along with facilities enjoyed	
13	References (from two organization / company(s))	
14	Details of bank draft for Rs 1,00,000/- submitted towards EMD	

I / we certify that all the information furnished above is true to my knowledge. I / we have no objection to IDRBT verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I / we also certify that I/ we have understood all the terms and conditions indicated in the Tender document and have agreed for the same. I/we am signing this document as an authorized signatory in the capacity of_____.

Date:

Place:

Signature :

Name :

Designation

Seal of the Company / Agency

Address :

LIST OF SERVICES PROVIDED (WORKS COMPLETED) IN GOVT./SEMI-GOVT./FINANCIAL INSTITUTIONS/PSUs/PSBs/REPUTEDMNCs DURING LAST 5 YEARS

(ENDING 30.04.2022)

(Enclose supporting documents i.e. Work order, Proof of payment and Satisfactory Completion Certificate Obtained from the Clients)

Sr. No.	Name of Work	Work executed for (Name of the Organization with Brief Address of Concerned Office & Contact No.)	Nature of Work	Location of the Work	Actual Value of the Work	Stipulated Date for Completion	Actual Date for Completion	If Work Left Incomplete or Terminated (Furnish reasons)

(Add separate sheet if required)

Note:

- i. Information has to be filled up specifically in this format only.
- ii. For certificates, the issuing authority shall not be less than an Executive in-charge.
- iii. Indicate other points, if any, to show your technical competence to indicate any important point in your favour.

Signature of Owner/ Managing Partner/ Director

Date:

Name:

Place:

Seal

LIST OF SERVICES (WORKS) IN PROGRESS
(Enclose Copies of Work Orders Issued by Clients)
(As on Date)

S. No	Name of Work	Work being executed for (Name of the Organization with Brief Address of concerned office & Contact No.)	Nature of Work	Location of the Work	Actual Value of the Work	Date of Commencement	Scheduled Date of Completion	If Work Left Incomplete or Terminate (Furnish reasons)

(Add separate sheet if required)

Note:

1. Information has to be filled up specifically in this format only.

Signature of Owner/ Managing Partner/ Director

Date:

Name:

Place:

Seal

DETAILS OF KEY PERSONNEL (PERMANENT EMPLOYEE), GIVING DETAILS ABOUT THEIR TECHNICAL QUALIFICATION & EXPERIENCE INCLUDING THEIR IN-HOUSE ESTABLISHMENT

S. No.	Name	Qualification	Experience	Particulars of Work Done	Employed in Your Firm Since	Any Other Information

(Add separate sheet if required)

Notes:

- i. Information has to be filled up specifically in this format only.
- ii. Indicate other points, if any, to show your technical competence to indicate any important point in your favour.

Signature of Owner/ Managing Partner/ Director

Date:

Name:

Place:

Seal

**DETAILS OF THREE RESPONSIBLE CLIENTS / PERSONS FOR WHOM THE MAJOR WORKS CARRIED OUT
BY THE APPLICANT**

S. No.	Name of the Official	Organization & Address	Contact Numbers	E-mail ID

(Add separate sheet if required)

Notes:

- i. Information has to be filled up specifically in this format only.

Signature of Owner/ Managing Partner/ Director

Date:

Name:

Place:

Seal

**DETAILS OF LITIGATION / ARBITRATION CASES RESULTING FROM THE CONTRACTS EXECUTED IN THE
LAST SEVEN YEARS OR CURRENTLY UNDER EXECUTION**

Year	Awarded for or against Applicant	Name of Client	Cause of Litigation and Matter of Dispute	Disputed Amount	Actual Awarded Amount

(Add separate sheet if required)

Notes:

- i. Information has to be filled up specifically in this format only.

Signature of Owner/ Managing Partner/ Director

Date:
Place:

Name:
Seal

DECLARATION REGARDING NEAR RELATIVES WORKING IN THE IDRBT

Name of Staff Related to Applicant	Designation	Place of Posting	Relation with the Applicant

(Add separate sheet if required)

Notes:

- i. Information has to be filled up specifically in this format only.

Signature of Owner/ Managing Partner/ Director

Date:
Place:

Name:
Seal

DECLARATION OF NEAR RELATIVES OF IDRBT EMPLOYEES

I/We /S/o / D/o Residing at..... hereby certify that none of our relatives(s) as defined in the Tender document is / are employed in IDRBT as per details given in tender document. In case at any stage, it is found that the information given by me is false/incorrect, IDRBT shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

(The near relatives are members of a Hindu undivided family/husband and wife/ the one related to the other in the manner as father, mother, son(s) and son's wife (daughter- in- laws), daughter(s), husband (son-in-law), brother(s) and brother's wife, sister(s) & sister's husband (brother-in-law).

Place :
Date :

Signature with seal of the Contractor
Name in Capital Letters:
Address:

UNDERTAKING

We hereby certify that we have gone through the tender document and we have fully understood the conditions herein. We hereby assure that we will comply with the conditions and submit monthly compliance statements regarding minimum wages and other Labour related statutory formalities like PF, ESI, etc.

Place :

Date :

Signature with seal of the Contractor

Name in block letters:

Address:

**PART – II:
PRICE BID**

(TO BE SUBMITTED IN A SEPARATE SEALED COVER)

Sl no	Facilities Service Contract Details	No. of staff to be deployed	Rate per month per staff in Rs	Total Amount in Rs
01	Cost of Manpower charges for providing Facilities Services to IDRBT (Incl. Leave Reserve) per month as under: Details of Manpower deployed (Give numbers indicating Breakup)			
	<u>Manpower - (6 days of the week)</u>			
i	Supervisor			
ii	Receptionists			
iii	Carpenter			
iv	Plumber			
v	Assistant Workers			
	<u>Manpower (7 days of the week)</u>			
i	Receptionists			
ii	Assistant Workers			
A	Total Cost of Manpower			
B	Water charges	LS	Fixed	6,500.00**
C	Garbage Removal Charges Office building and Staff Quarters	LS	Fixed	5,000.00**
D	Add: Service Charges*** => (% of A)			
E	Total Cost (A + B +C+ D)			
	Amount in Rupees (words)			
	Name & Address of the Bidder / Contractor	Signature of the Bidder & Seal		

Note : The actual Cost of Cleaning Material, Such as Liquid soap , Naphthalene Balls, Tissue Paper etc. & other material required per month will be reimbursed on submission of proof of procurement & consumption at IDRBT premises.

**** Any revision in this fixed cost in the future, the same will be considered for reimbursement.**

***** The Service Charges quoted by the Bidder shall remain unchanged for the entire period of contract irrespective of the change in Minimum Wages being paid to the staff.**

Salary Breakup for each category

Sl No	Description	Supervisor / Receptionists Carpenter / Plumber / Assistant Workers.
1	Wages for 26 Days Basic+ DA	
2	OT	
3	HRA	
4	Spl	
5	Other Allowance	
6	Travelling Allowance	
7	Gross Wages	
8	Washing Allowance	
9	ESI @ 3.25%	
10	PF @13%	
11	Bonus @ 8.33% taken on ceiling Rs 7000/- for all	
12	L W W on Basic + DA @ 4.85%	
13	Gratuity @4.81% of Basic + DA	
14	National Festival @10 days per annum/12	
15	Fare wages (Recruitment/Training charges)	
16	Uniform (Dress, Shoes, socks, Stationary etc.)	
17	Gross salary for 26 days and 08 hrs. CTC. 6days a week	
18	TAKE HOME CALCULATOR	
19	Gross Wages	
20	L W W	
21	National Festival @10 days per annum/12	
22	Total ESI Gross	
23	ESI @ 0.75%	
24	PF @12%	
25	PT	
26	Total Deductions	
27	Employee Take Home	

Signature of Owner/ Managing Partner/ Director