



# SSR Global Skill Park-Bhopal

## Tender Document

FOR

Integrated Facility Management Services including Operation and Maintenance works of all utilities including HVAC, Electrical, BMS, Plumbing, STP, Firefighting, Landscape, Lifts, house-keeping, Security Services and other miscellaneous works etc. complete to run the system successfully in SSR Global Skill Park Bhopal.

CEO,  
Sant Shiromani Ravidas Global Skills Park,  
Hazrat Nizamuddin Road, Bhopal, Madhya Pradesh 462022.  
Contact:9425357109 Email: [ssrgspdirector.pd@gmail.com](mailto:ssrgspdirector.pd@gmail.com)

CEO,  
Sant Shiromani Ravidas Global Skills Park,  
Government of Madhya Pradesh,  
Hazrat Nizamuddin Road, Bhopal, Madhya Pradesh 462022.  
Contact:9425357109 Email: [ssrgspdirector.pd@gmail.com](mailto:ssrgspdirector.pd@gmail.com)

NAME OF WORK: Integrated Facility Management Services including Operation and Maintenance works of all utilities including HVAC, Electrical, BMS, Plumbing, STP, Firefighting, Landscape, Lifts, Housekeeping, Security Services and other miscellaneous works etc. complete to run the system successfully in SSR Global Skill Park Bhopal
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TENDER NOTICE NO: - RFP No. 05/ SSRGSP/2024-25
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DATE: 01.10.24
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CEO,  
Sant Shiromani Ravidas Global Skills Park,  
Hazrat Nizamuddin Road, Bhopal,  
M.P., 462022. Contact: 9425357109  
Email: [ssrgspdirector.pd@gmail.com](mailto:ssrgspdirector.pd@gmail.com)

## Appendix 2.10

### Tender Document

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## SSR Global Skill Park, Bhopal

Online tender for the following works is invited from registered, Integrated Facility Management Services contractors or firms of repute having eligibility criteria as given in tender documents

S. No.	Name of Work	District	Completion Period (in months)
1	Integrated Facility Management Services including Operation and Maintenance works of all utilities including HVAC, Electrical, BMS, Plumbing, STP, Firefighting, Landscape, Lifts, Housekeeping, Security Services and other miscellaneous works etc. complete to run the system successfully in SSR Global Skill Park Bhopal	Bhopal	12 Months.

1. Interested bidders can view the NIT on website [http:// www.mptenders.gov.in](http://www.mptenders.gov.in) .
2. The Bid Document can be purchased only online as per schedule mentioned above.  
Amendments to NIT, if any, would be published on website only, and not in newspaper.

CEO,  
Sant Shiromani Ravidas Global Skills Park,  
Hazrat Nizamuddin colony Road, Bhopal,(M.P.) 462022.  
Contact:9425357109, Email:ssrgspdiretor.pd@gmail.com

# SECTION I

Notice Inviting Tender

SSR Global Skill Park Bhopal (MP)

No. RFP No. 05/ SSRGSP/2024-25

Dated: 01/10/24

Online tender for the following works is invited from registered agencies or firms of repute having eligibility criteria as given in tender documents:

S. No.	Name of Work	District	Earnest Money Deposit (EMD)	Cost of Bid Document (In Rupees)	Period of Completion (in Months)	Estimated Cost of Tender
1	Integrated Facility Management Services including Operation and Maintenance works of all utilities including HVAC, Electrical, BMS Camera & Telephone (monitor and maintenance), Plumbing, STP, Firefighting, Landscape, Lifts, Housekeeping, Security Services and other miscellaneous works etc. complete to run the system successfully in SSR Global Skill Park Bhopal.	Bhopal (M.P.)	Rs 12.1 Lakh	Rs. 17.7 thousand (Inclusive of GST)	12 Months	Rs.4.02 Cr. approx.

- All details relating to the Bid Document (s) can be viewed and downloaded from the website <https://mptenders.gov.in>.
- Bid Document can be purchased after making online payment of portal fees.
- At the time of submission of the Bid the eligible bidder shall be required to:
  - Pay the cost of Bid Document.
  - Deposit the Earnest Money.
  - Submit all the documents as per tender document.

Details can be seen in the Bid Data Sheet.

#### 4. SCHEDULE OF TENDER

Item	Description
Date of issue of Bid document	01 /10/2024
Pre-Bid written queries by e-mail only on <a href="mailto:ssrgspdiretor.pd@gmail.com">ssrgspdiretor.pd@gmail.com</a>	07 /10/2024, 5 PM
Pre-Bid Meeting	08/10/2024 at 3:00 PM in Meeting Hall SSRGSP, Bhopal
Pre-Bid Clarification on MP- tenders'	10/10/2024, 5 PM
Start date and time for submission of bid	11/10/2024, 5 PM

Last date and time for submission of bid	23/10//2024 up to 5 PM Online on <a href="https://www.mptenders.gov.in">https:// www.mptenders.gov.in</a>
Opening of Technical bid online	24/10//2024 at 5:00 PM
Price bid opening date and time	Would be communicated to technically qualified bidders
<b>Earnest Money Deposit (EMD)/ Bid Security</b>	Rs. 12,10,000 only (twelve lakh ten thousand only) to be submitted online to Global Skills Park Society. As per the Madhya Pradesh Store Purchase Rules 2015 (as amended in 2022) dated 13th January 2023, clause no. 14.3, the categories of bidders mentioned shall be exempted from furnishing earnest money deposit (EMD). Otherwise, the bidder is required to furnish earnest money deposit (EMD) as per the bid document. The primary service of this bid is Integrated Facility Management Services including Operation and Maintenance works of all utilities including HVAC, Electrical, BMS Camera & Telephone (monitor and maintenance), Plumbing, STP, Firefighting, Landscape, Lifts, Housekeeping, Security Services and other miscellaneous works etc. complete to run the system successfully in SSR Global Skill Park Bhopal.
Bid Validity Period	180 days from the date of opening of bid.
EMD Validity Period	90 days from the date of Bid Submission
Performance Guarantee Value	Bank Guarantee of 3 % of contract value submitted by successful bidder before signing of agreement
Performance Guarantee validity period	14 Months beyond the contract agreement
Contract Period	1 Year

## 5. ELIGIBILITY FOR BIDDERS:

### a) Eligibility Criteria

1.The Bidder must be a registered entity in India	Copy of Certificate incorporation/Registration
2.The bidder must have an average turnover of Rs.50 Cr from manpower/facility management providing services in any 3 F.Y. out of last 5 F.Y. (F.Y. 2018-19, 2019-20,2020-21,2021-22,2022-23)	CA Certificate bearing UDIN
3. The bidder should have an experience of providing facility management/manpower providing services in govt/semi govt/PSU depts. /any listed reputed organization. Value of work orders in last 5 yrs. as on the bid submission date: <ul style="list-style-type: none"> <li>• 1 Work Order of 5 Cr or</li> <li>• 2 Work Orders of 2.5 Cr each or</li> <li>• 3 Work Orders 1.5 Cr each</li> </ul>	Bidders are required to provide copy of Work Order/agreement/experience certificate as part of their tender submission.
4. Bidder must provide valid documents: GST Registration EPF & ESIC Registration Valid Single Labour License of 200 or above Valid PSARA license A Grade Electrical Contractor License	Bidders are required to provide proof of such certifications and registrations as part of their tender submission

b) Failure to sign the contract by the selected bidder within the specified/aforesaid period, and for whatsoever reason, shall result in forfeiture of the earnest money deposit.

### Note for eligibility criteria:

- i. All bidders must ensure that they hold valid certifications and registrations required for this tender before the publication date of the Notice Inviting Tender (NIT).

- ii. **Document Submission:** Bidders are required to provide proof of such certifications and registrations as part of their tender submission.
  - iii. **Non-Compliance:** Bids submitted without proof of valid certifications and registrations as of the NIT publication date will be considered non-compliant and may be rejected.
6. **Pre-Qualification** – Qualification conditions, wherever applicable, are given in the tender document.
  7. **Special Eligibility** - Special Eligibility Conditions, if any, are given in the tender document.
  8. The Bid Document can be purchased only online as per schedule mentioned above and other key dates may be seen in bid data sheet.
  9. Amendments to NIT, would be published on website only, and not in newspaper.

CEO,  
Sant Shiromani Ravidas Global Skills Park,  
Hazrat Nizamuddin colony Road, Bhopal,(M.P.) 462022.  
Contact:9425357109, Email:ssrgspdiretor.pd@gmail.com

## SECTION 2

### INSTRUCTIONS TO BIDDERS (ITB)

#### A GENERAL

**1. Scope of Bid**

The detailed description of work, hereinafter referred as “work”, is given in the Bid Data Sheet.

**2. General Quality of Work**

The work shall have to be executed in accordance with the technical specifications specified in the Bid Data sheet/ Contract Data, and shall have to meet high standards of workmanship, safety and security of workmen and works.

**3. Procedure for Participation in E-Tendering**

The procedure for participation in e-tendering is given in the Bid Data Sheet.

**4. One Bid Per Bidder**

**4.1** The bidder can be an individual entity as per Bid Data Sheet.

**4.2** No bidder shall be entitled to submit more than one bid whether jointly or individually. If he does so, all bids wherein the bidder has participated shall stand disqualified.

**5. Cost of Bidding**

The bidder shall bear all costs associated with the preparation and submission of his bid, and no claim whatsoever for the same shall lie on the GSP.

**6. Site Visit and examination of works**

The bidder is advised to visit and inspect the Site of Works and its surroundings and obtain all information that may be necessary for preparing the bid and entering into a contract for execution of the work. All costs in this respect shall have to be borne by the bidder. Submission of the tender means the contractor has visited the site and have gathered all information related to the contract.

#### B. Bid Documents

**7. CONTENT OF BID DOCUMENTS**

The Bid Document comprises of the following documents:

1. NIT with amendments.
2. Instructions to Bidders, Bid Data Sheet with all Annexure
3. Conditions of Contract:
  - i. Part I General Conditions of Contract and the Contract Data with all Annexure and
  - ii. Part II Special Conditions of Contract.
4. Priced Bill of Quantities
5. Technical and Financial Bid



6. Letter of Acceptance
  7. Agreement, and
  8. Any other document (s), as specified.
- 8.** The bidder is expected to examine carefully all instructions, conditions of contract, the contract data, forms, terms and specifications, forms and drawings in the Bid Document. Bidder shall be solely responsible for his failure to do so.
- 9. Amendment of Bid Documents**
- 9.1** Before the deadline for submission of bids, the Employer may amend or modify the Bid Documents by publication of the same on the website.
- 9.2** All amendments shall form part of the Bid Document.
- 9.3** The Employer may, at its discretion, extend the last date for submission of bids by publication of the same on the website.

### **C. Preparation of Bid**

- 10.** The bidders have to prepare their bids online, encrypt their Bid Data in the Bid Forms and submit Bid Seals (Hashes) of all the envelopes and documents related to the Bid required to be uploaded as per the time schedule mentioned in the key dates of the Notice Inviting e-Tenders after signing of the same by the Digital Signature of their authorized representative.
- 11. Documents Comprising the Bid**  
The bid submitted online by the bidder shall be in the following parts:
- Part 1 – This shall be known as Online Envelope A and required to submit as per key dates mentioned in the tender document. Envelop A shall contain the following:
- i) Proof of payment of the cost of Bid Document.
  - ii) Proof of Earnest Money Deposit.

Part 2 – This shall be known as Online Envelope B and required to be submitted online as per key dates mentioned in tender document. Envelop B shall contain all certificates duly supported by documents to demonstrate fulfillment of qualification with all annexure.

- i) All annexures affidavits, undertakings and declarations to be duly notarized, organizational details as per annexures.
- ii) Copy of PAN& TIN no., GST Registration no. & EPF & ESIC Registration.
- iii) Technical document.
- iv) Financial documents. (Turnover etc.).
- v) Other documents if mentioned in the tender document.

Part 3 – This shall be known as Online Envelope C and required to be submitted online only. Envelop C shall contain financial offer in the prescribed format enclosed in tender document.

## **12. Language**

The bid as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Employer shall be in English or Hindi. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English. In such case, for the purposes of interpretation of the bid, such translation shall govern.

## **13. TECHNICAL PROPOSAL**

- 13.1** Only, in case of bids with pre-qualification conditions defined in the Bid Data Sheet, the Technical Proposal shall comprise of formats and requirements given in the Bid Data Sheet.
- 13.2** All the documents/ information enclosed with the Technical Proposal should be self-attested and certified by the bidder. The Bidder shall be liable for forfeiture of his earnest money deposit, if any document / information is found false/fake/ untrue before acceptance of bid. If it is found after acceptance of the bid, the bid sanctioning authority may at his discretion forfeit his performance security/ guarantee, security deposit, enlistment deposit and take any other suitable action.

## **14. FINANCIAL BID**

- 14.1** The bidder shall have to quote rates in format referred in tender document.
- 14.2** The offer shall be quoted in figures as well as in words. If any difference in figures and words is found, lower of the two shall be taken as valid and correct.
- 14.3** The bidder shall have to quote rates inclusive of all duties, taxes and other levies but excluding of GST and which shall be payable as per applicable rules.
- 14.4** Rates are called for 12 months of Integrated Facility Management Services including Operation and Maintenance works of all utilities including HVAC, Electrical, BMS, Plumbing, STP, Firefighting, Landscape, Lifts, house-keeping, Security Services and other miscellaneous works etc. complete to run the system successfully in SSR Global Skill Park Bhopal. of Sant Shiromani Ravidas Global Skill Park Bhopal. If services provided by the successful bidder are found satisfactory then time period may be extended up to further 24 months @ 5% increase in agreement rates per year.

## **15. PERIOD OF VALIDITY OF BIDS**

The bids shall remain valid for a period specified in the Bid Data Sheet after the date of “close for bidding” as prescribed by the Employer. The validity of the bid can be extended by mutual consent in writing.

## **16. EARNEST MONEY DEPOSIT (EMD) - Online**

**16.1** The Bidder shall furnish, as part of the Bid, Earnest Money Deposit (EMD), in the amount specified in the Schedule of Tender.

**16.2** The EMD shall be paid online to Global Skills Park Society.

**16.3** Bid not fulfilling the criteria of required documents shall be liable for rejection as non-responsive.

**16.4** EMD of bidders whose bids are not accepted will be returned.

**16.5** EMD of the successful Bidder will be discharged/Released when the Bidder has signed the Agreement after furnishing the required Performance Security.

**16.6** Failure to sign the contract by the selected bidder, within the specified period, for whatsoever reason, shall result in forfeiture of the earnest money deposit and shall be debarred from participating in bid for the same bid again or shall be liable for any other action as decided by the authority.

## **A. Submission of Bid**

**17.** The bidder is required to submit online Bid. Envelopes A, B & C duly signed digitally are required to submit online only as per key dates prescribed in the tender document. If any of Envelope A, B & C are not submitted online, bid will be rejected. Physical documents of bid may be asked subject to original verification.

## **B. Opening and Evaluation of Bid**

### **18 PROCEDURES**

**18.1** Envelope “A” shall be opened first online in presence of the bidders or their authorized representative who choose to be present at the time and date notified and its contents shall be checked. In cases where Envelop “A” does not contain all requisite documents, such bid shall be treated as non-responsive, and Envelop B and/or C of such bid shall not be opened.

**18.2** Wherever Envelop “B” (Technical Bid) is required to be submitted, the same shall be opened online & physical at the time and date notified. The bidder shall have freedom to witness opening of the Envelop “B”. Envelop “C” (Financial Bid) of bidders who are not qualified in Technical Bid (Envelop “B”) shall not be opened.

- 18.3** Envelope “C” (Financial Bid) shall be opened online in presence of the bidders or their authorized representative who choose to be present at the time and date notified.
- 18.4** After opening Envelop “C” all responsive bids shall be evaluated on Quality Cost Basis System as mentioned in bid document.
- 18.5** The Employer reserves the right to accept or reject any bid, and to annul the bidding process and reject all the bids at any time prior to contract award, without incurring any liability. In all such cases reasons shall be recorded.
- 18.6** The Employer reserves the right of accepting the bid for the whole work or for a distinct part of it or may reduce the contract amount.
- 18.7** Further, the client can ask specific clarification about the submitted documents in bid, but clarification should not be deliberately shielded or tricked to put any new document in a manner of clarification asked by the client.
- 19 Confidentiality**
- 19.1** Information relating to examination, evaluation, comparison and recommendation of contract award shall not be disclosed to bidders or any other person not officially concerned with such process until final decision on the bid.
- 19.2** Any attempt by a bidder to influence the Employer in the evaluation of the bids or contract award decisions may result in the rejection of his bid.

## **C. Award of Contract**

### **20 Award of Contract**

The Employer shall notify the successful bidder by issuing a “Letter of Acceptance” (LOA) that his bid has been accepted.

### **21 Performance Security**

- 21.1** Prior to signing of the Contract, the bidder to whom LOA has been issued shall have to furnish performance security of the amount in the form and for the duration, etc. as specified in the Bid Data Sheet.
- 21.2** Additional performance security, if applicable, is mentioned in the Bid Data Sheet and shall be in the form and for the duration, etc. similar to Performance Security.

### **22 Signing of Contract Agreement**

- 22.1** The successful bidder shall have to furnish Performance Security and Additional Performance Security, if any, and sign the contract agreement within 15 days of issue of LOA.
- 22.2** The signing of contract agreement shall be reckoned as intimation to commencement of work. No separate work order shall be issued by the Employer to the contractor for commencement of work.
- 22.3** In the event of failure of the successful bidder to submit Performance Security and Additional Performance Security, if any or sign the Contract Agreement, his EMD shall stand forfeited without prejudice to the right of the employer for taking any other action against the bidder.

### **23 CORRUPT PRACTICES**

The Employer requires that bidders observe the highest standard of ethics during the procurement and execution of contracts. In pursuance of this policy, the Employer:

- i. may reject the bid for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract; and
- ii. may debar the bidder declaring ineligible, either indefinitely or for a stated period of time, to participate in bids, if it at any time determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, a contract.

For the purposes of this provision, the terms set forth above are defined as follows:

- a. “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party;
- b. “fraudulent practice” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- c. “coercive practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- d. “Collusive practice” means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party.

[End of ITB]

## Bid Data Sheet

GENERAL		
SR. No.	PARTICULARS	DATA
1	Office Inviting Tender	CEO, Sant Shiromani Ravidas Global Skills Park, Hazrat Nizamuddin Colony Road, Bhopal, Madhya Pradesh 462022
2	NIT No.	RFP No. 05/ SSRGSP/2024-25
3	Date of NIT	01/10/24
4	Bid document download available from date	01/10/24
5	Website link	<a href="https://www.mptenders.gov.in">https:// www.mptenders.gov.in</a>
SECTION 1 – NIT		
NIT CLAUSE	PARTICULARS	DATA
1	Portal Fees (also known as processing fee)	As notified in e-Tendering Website <a href="http://www.mptenders.gov.in">http:// www.mptenders.gov.in</a>
2	Cost of Bid Document	Rs. 17700/- (inclusive of GST)
	Cost of Bid Document Payable at	Online
	Cost of Bid Document In favor of	Global Skills Park Society
3	Affidavit Format	As per 'Annexure- B'
4	Pre-Qualifications required	Yes
	If Yes, details	As per' Annexure- C'
5	Special Eligibility	No
	If Yes, details	As per 'Annexure -D'
6	Key dates	As per 'Annexure -A'
SECTION 2 – ITB		
ITB CLAUSE	PARTICULARS	DATA

1	Name of the Work	Integrated facility Management Services including Operation and Maintenance works of all utilities including HVAC, Electrical, BMS, Plumbing, STP, Firefighting, Landscape, Lifts, Housekeeping, Security Services and other miscellaneous works etc. complete to run the system successfully in SSR Global Skill Park Bhopal
2	Guidelines to Contractor for Implementation	As per 'Annexure – E'
3	Joint Venture	As per 'Annexure – F'
4	Whether Joint Venture is allowed.	No
ITB CLAUSE	PARTICULARS	DATA
1	Envelope-A	Online
2	Envelope-B	Online
3	Envelope-C Financial Bid	Online
4	Materials to be issued by the department	Not Applicable.
5	Period of Validity of Bid	180 Days from the bid opening date
6	Earnest Money Deposit	Rs. 12.1 Lakh. As per the Madhya Pradesh Store Purchase Rules 2015 (as amended in 2022) dated 13th January 2023, clause no. 14.3, shall be exempted from furnishing earnest money deposit (EMD). Otherwise, the bidder is required to furnish earnest money deposit (EMD) as per the bid document. The primary service of this bid is Integrated Facility Management Services including Operation and Maintenance works of all utilities including HVAC, Electrical, BMS Camera & Telephone (monitor and maintenance), Plumbing, STP, Firefighting, Landscape, Lifts, Housekeeping, Security Services and other miscellaneous works etc. complete to run the system successfully in SSR Global Skill Park Bhopal.
7	Forms of Earnest Money Deposit	Online Payment
8	EMD valid for a period of	90 days from the bid submission date
9	Letter of Acceptance (LoA)	As per 'Annexure -L'
10	Amount of Performance Security Deposit	3% of contract amount

11	Performance Security in the Format	As per 'Annexure - M
	Performance Security in favour of	Global Skills Park Society
	Performance Security valid up to	The upfront Bank Guarantee against performance security shall be taken for a period as mentioned below- O & M Period + 2 Months. It is clarified that in case the O&M period of the work is extended beyond the stipulated completion period, the bank guarantee against PG shall have to be got extended by the agency for the relevant period so as to satisfy the validity criteria mentioned above.
23	Additional Performance (if any) security valid up to	Contract period + 2 months Shall be released after successful completion of work.



## KEY DATES

S. No.	Works Department Stage	Bidder's Stage	Start		Expiry		Envelopes
			Date	Time	Date	Time	
1		Bid Submission – Online	11/10/24	17.00	23/10/24	17:00	
2	Technical Proposal open (PQ Envelope-A & B)	Online			24/10/24	17:00	Envelope-A & B

- The last date for submission of online Envelope A, Envelope B and Envelope C is 23/10/24 up to 17.00 PM.
- Physical submission of bid is not required.

**|| AFFIDAVIT ||**

**(To be contained in Envelope B)**

(On Non-Judicial Stamp of Rs. 100)

1. I/we ..... who is/ are .....  
(Status in the firm/ company) and competent for submission of the affidavit on behalf of M/S ..... (contractor) do solemnly affirm an oath and state that:
2. I/we am/are fully satisfied for the correctness of the certificates/records submitted in support of the following information in bid documents which are being submitted in response to notice inviting e-tender No ..... for ..... (Name of Work) dated ..... issued by CEO, Sant Shiromani Ravidas Global Skills Park, Bhopal.
3. I/we am/ are fully responsible for the correctness of following self-certified information / documents and certificates:
  - (i) That the self-certified information given in the bid document is fully true and authentic.
  - (ii) That:
    - a. Term deposit receipt deposited for cost of bid document, earnest money and other relevant documents provided by the Bank are authentic.
    - b. Information regarding financial qualification and annual turnover are correct.
    - c. Information regarding various technical qualifications are correct.
4. With reference to your RFP document dated \*\*\*\*\*, I/we, having examined the Bidding Documents and understood their contents, hereby submit my/our Bid for the Project. The Bid is unconditional and unqualified.
5. I acknowledge that the Authority will be relying on the information provided in the Bid and the documents accompanying such Bid for Selection of Agency for IFM of SSR Global Skill Park, Bhopal and we certify that all information provided in the Bid and is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying such Bid are true copies of their respective originals.
6. This statement is made for the express purpose of our selection as the Agency for the IFM of SSR Global Skill Park, Bhopal.
7. I shall make available to the Authority any additional information it may find necessary or required to supplement or authenticate the Bid.
8. I acknowledge the right of the Authority to reject our Bid without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
9. We certify that in the last 3 (three) years, we or our Associate have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.

10. I declare that:
- a) I have examined and have no reservations to the Bidding Documents, including any Addendum issued by the Authority.
  - b) I do not have any Conflict of Interest in accordance with any of the RFP.
  - c) I have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any Authority, Central or State
  - d) I hereby certify that we have taken steps to ensure that in conformity with the provisions of Section 4 of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
11. We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Bid that you may receive nor to invite the Bidders to Bid for the Project, without incurring any liability to the Bidders, in accordance with the provisions of this RFP.
12. We believe that we satisfy the Net Worth and Turnover criteria and meet(s) all the requirements as specified in this RFP.
13. We declare that we are not disqualified or debarred from participating in this bidding process.
14. We certify that in regard to matters other than security and integrity of the country, We or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
15. We further certify that in regard to matters relating to security and integrity of the country, We or any of our Associates have not been charge-sheeted by any agency of the government/Authority or convicted by a Court of Law for any offence committed by us or by any of our Associates.
16. We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors/ Managers/ employees.
17. We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of provisions of this RFP, we shall intimate the Authority of the same immediately.
18. We undertake that the Statement of Legal Capacity as per format provided, The Power of Attorney for Signing of Bid.
19. We acknowledge and agree that in the event of a change in control of an Associate whose Technical Capacity and/ or Net Worth was taken into consideration for the purposes of selection of the Agency under and in accordance with the RFP, we shall inform the Authority forthwith along with all relevant particulars and the Authority may, in its sole discretion, withdraw the Letter of Award. We further acknowledge and agree that in the event such change in control occurs after signing of the Agreement, it would, notwithstanding anything to the contrary contained in the Agreement, be deemed a breach thereof, and the Agreement shall be liable to be terminated without the Authority/Authority being liable to us in any manner

whatsoever.

20. We understand that the Selected Bidder shall be an existing {Company firm} incorporated under relevant laws of India.

21. We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the Bidder, or in connection with the Bidding Process itself, in respect of the Project and the terms and implementation thereof.

22. In the event of our being declared as the Selected Bidder, we agree to enter into an Agreement in accordance with the draft that has been provided to us prior to the Bid Due Date. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.

23. We have studied all the Bidding Documents carefully and also surveyed the sites. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of it.

24. The Financial Bid has been quoted by us after taking into consideration all the terms and conditions stated in the RFP, Agreement, our own estimates of costs all volumes and after a careful assessment of the Site and all the conditions that may affect the implementation of the Project.

25. The Bid Security in accordance with this RFP and in the form of a Bank Guarantee is attached.

26. We agree and understand that the Bid is subject to the provisions of the Bidding Documents. In no case, we shall have any claim or right of whatsoever nature if the Project /contract is not awarded to us or our Bid is not opened.

27. We agree and undertake to abide by all the terms and conditions of the RFP.

In witness thereof, we submit this Bid under and in accordance with the terms of the RFP.

Yours faithfully,

Date:

Place: (Signature of the Authorized signatory)  
(Name and designation of the of the Authorized signatory)

**PRE- QUALIFICATIONS CRITERIA**

A) The bidder should have:

**A. Financial**

i. Experience of having successfully executed similar nature of work:

1.The Bidder must be a registered entity in India	Copy of Certificate incorporation/Registration
2.The bidder must have an average turnover of Rs.50 Cr from manpower/facility management providing services in any 3 F.Y. out of last 5 F.Y. (F.Y. 2018-19, 2019-20,2020-21,2021-22,2022-23)	CA Certificate bearing UDIN
3. The bidder should have an experience of providing facility management/manpower providing services in govt/semi govt/PSU depts. /any listed reputed organization. Value of work orders in last 5 yrs. as on the bid submission date: <ul style="list-style-type: none"> <li>• 1 Work Order of 5 Cr or</li> <li>• 2 Work Orders of 2.5 Cr each or</li> <li>• 3 Work Orders 1.5 Cr each</li> </ul>	Bidders are required to provide copy of Work Order/agreement/experience certificate as part of their tender submission.
4. Bidder must provide valid documents of: GST Registration EPF & ESIC Registration Valid Single Labour License of 200 or above Valid PSARA license A Grade Electrical Contractor License	Bidders are required to provide proof of such certifications and registrations as part of their tender submission

**Note:**

- Security-The bidder will clearly mention its commission charges (in percentage) in its Price) which shall in no case be less than 8.00% and acceptable up to 2 decimal points. The bidders quoting commission charges less than 8.00% would stand disqualified and such bidders will not be considered for award of contract. If the quoted commission charge is more than 2 decimal points then only first 2 decimal points would be considered without rounding off. (e.g. 8.667839% would be considered as 8.66% only).
- IFM-The Financial Bid should be quoted by after taking into consideration all the terms and conditions stated in the RFP, Agreement, our own estimates of costs all volumes and after a careful assessment of the Site. The bidders quoting charges less than Rs. 2.5 per Sq. Ft will be disqualified. Manpower & scope of work as mentioned.

D) Special Eligibility Criteria - (Not Applicable)

GUIDELINES TO CONTRACTORS FOR IMPLEMENTATION OF E- PROCUREMENT  
SYSTEM, GOVERNMENT OF MADHYA PRADESH  
<https://www.mpetenders.gov.in>

Note: These will over rule the stated in the tender documents, wherever relevant and applicable.

**1. Registration of Bidders on e-procurement System:**

All the Bidders registered / intending to work, are required to register on the e- procurement System on the website <https://www.mptenders.gov.in> and get empaneled on <https://www.mptenders.gov.in> in order to participate in tenders processed, using the e-procurement System.

**3. Digital Certificate:**

The bids submitted online should be signed electronically with a Class III Digital Certificate to establish the identity of the Bidder submitting the Bid online. The bidders may obtain Class III Digital Certificates issued by an approved certifying Authority authorized by the Controller of Certifying Authorities, Government of India.

A Class III Digital Certificate is issued upon receipt of mandatory identity proofs along with an Application Form. Only upon the receipt of the required documents, a Digital Certificate can be issued.

Note: It may take up to 7 working days for issuance of Class III Digital Certificate; hence the bidders are advised to obtain them at the earliest.

**Important Note: Bid for a particular tender can be submitted during the ONLINE BID SUBMISSION stage only using the Digital Certificate that is used to encrypt the data and Upload their bids.**

In case, during the process of a particular tender, the bidder loses his Digital Certificate because of any problem (such as misplacement, virus attack, hardware problem, operating system problem, etc.); he may not be able to submit his bid online.

**Hence, the bidders are advised to keep their Digital Certificates in a safe place under proper security to be used whenever required.**

The digital certificate issued to the Authorized User of a Partnership Firm / Private Limited Company / Public Limited Company / used for online bidding will be considered as equivalent to a no-objection certificate / power of attorney to that user.

**In case of Partnership Firm, majority of the Partners have to authorize a specific individual through Authority Letter signed by majority of the Partners of the Firm.**

In case of Private Limited Company, Public Limited Company, the Managing Director/ any other person (having designated authority to authorize a specific individual) has to authorize a specific individual through Authority Letter.

**Unless the certificate is revoked, it will be assumed to represent adequate authority of the specific individual to bid on behalf of the Organization for online tenders as per Information Technology Act 2000. This Authorized User will be required to obtain a Digital Certificate. The Digital Signature executed through the use of Digital Certificate of this Authorized User will be binding on the firm. It shall be the responsibility of Management / Partners of the concerned firm to inform the certifying authority, if the authorized User changes, and apply for a fresh digital certificate for the new authorized User.**

### **3. Set Up of Bidders' Computer System:**

In order for a Bidder to operate on the e-procurement System, the computer system of the bidder is required to be set up for Latest version of Java, Operating System, Internet Connectivity, Utilities Fonts, etc. A help file on setting up of the Computer System can be obtained from the portal.

### **4. Publishing of NIT**

For the tenders processed using the e-procurement system, only a brief Advertisement related to the tender shall be published in the newspapers and the Detailed Notice shall be uploaded only on the e-procurement system. The bidders can view the Detailed Notice and the time schedule for all the tenders" processes using the e-procurement System on the website <https://www.mptenders.gov.in>

### **5. Key Dates**

The bidders are strictly advised to follow the time schedule (Key Dates) of the Tender for their side for tasks and responsibilities to participate in the tender, as all the stages of each Tender are locked before the start time and date and after the end time and date for the relevant stage of the Tender as set by the concerned Department Official.

### **6. Purchase of Tender Documents:**

The tender document can be purchased ONLY online. The tender shall be available for purchase to concerned eligible bidders immediately after online release of the tender and up to scheduled date and time. Arrangements have been made for the Bidders to make payments online via Credit Card / Internet Banking. In case of online tendering, the application form for the purchase of tender documents shall not be required.

The bidder can purchase the tender documents online by making online payment of tender document fees using the service of the secure electronic payments gateway (see point 7 below for further details), and should print out the system generated receipt of their reference which can be produced whenever required.

### **7. Electronic Payment Account:**

As the tender documents shall be available for purchase only online, bidders are required to pay the tender document fees online using the Online Payments Gateway Service integrated into the e-Procurement System. For the list of available modes of electronic payments that are presently accepted on the Online Payments Gateway Service, please check the link "List of e-payments accepted online" on <https://www.mptenders.gov.in>



## **8. Preparation of Bids and Submission of Bid Online by the Bidders:**

The Bidders have to prepare their Bids online, encrypt their bid data in the Bid Forms and submit Bid Seals (Hashes) of all the envelopes and documents required to be uploaded related to the Tender as per the time schedule mentioned in the key dates of the Notice Inviting Tenders after signing of the same by the Digital Signature of their authorized representative.

## **9. Submission of Earnest Money Deposit: Online, to Global Skills Park Society, Opening of Tenders:**

The concerned Department Official receiving the tenders or his duly authorized Officer shall first open the online Earnest Money Deposit and copy of Tender Purchase Receipt envelope of all the Bidders and verify the scanned copy of the Earnest Money Deposit and copy of Tender Purchase Receipt uploaded by the Bidders. He shall check for the validity of Earnest Money Deposit as required. He shall also verify the scanned documents uploaded by the bidders, if any, as required. In case, the requirements are incomplete, the commercial and other envelopes of the concerned Bidders received online shall not be opened.

The concerned official shall then open the Technical Proposal envelopes submitted online and physical by the Bidders in the presence of the Bidders or their authorized representatives who choose to be present in the order of opening. He will match the Bid seal (Hash) of each envelope and the documents uploaded, during the respective opening, with the hash submitted by the Bidders during the Bid Preparation stage.

**JOINT VENTURE (J.V.)**

(Not Allowed)

**ORGANIZATIONAL DETAILS**

(To be contained in Envelope - B)

S. No.	Particulars	Details
1.	Registration number issued by Centralized Registration System of Govt. of M.P. or Proof of application for registration.	Registration No... .. Date (Scanned copy of Registration to be uploaded, if any)
2.	Registration of bidder through Centralized Registration of Govt. of MP	Registration No... .. Date (Scanned copy of Registration to be uploaded, if any)
3.	Name of Organization/ Individual/ Proprietary Firm/ Partnership Firm	
4.	Entity of Organization Individual/ Proprietary Firm/ Partnership Firm (Registered under Partnership Act)/ Limited Company (Registered under the Companies Act-1956)/ Corporation/ Joint Venture	
5.	Address of Communication	
6.	Telephone Number with STD Code	
7.	Fax Number with STD Code	
8.	Mobile Number	
9.	E-mail Address for all communications	
	Details of Authorized Representative	
10.	Name	
11.	Designation	
12.	Postal Address	
13.	Telephone Number with STD Code	
14.	Fax Number with STD Code	
15.	Mobile Number	
16.	E-mail Address	

**Signature of Bidder with Seal**

Date: -

**Envelope – B, Technical Proposal**

Technical Proposal shall comprise the following documents:

S. No.	Particulars	Details to be submitted
1	Experience – Financial	Annexure –I (Format: 1-1)
2	Annual Turnover	Annexure –I (Format: 1-2)
3	List of technical personnel for the key positions	Annexure –I (Format: 1-3)
4	List of Key equipments /machines for quality	Annexure –I (Format: 1-4)

**FINANCIAL & PHYSICAL EXPERIENCE DETAILS**

**a)** The bidder should have:

The bidder should have completed either of the below: Eligibility Criteria

1. The Bidder must be a registered entity in India	Copy of Certificate incorporation/Registration
2. The bidder must have an average turnover of Rs.50 Cr from manpower/facility management providing services in any 3 F.Y. out of last 5 F.Y. (F.Y. 2018-19, 2019-20,2020-21,2021-22,2022-23)	CA Certificate bearing UDIN
3. The bidder should have an experience of providing facility management/manpower providing services in govt/semi govt/PSU depts. /any listed reputed organization. Value of work orders in last 5 yrs. as on the bid submission date: <ul style="list-style-type: none"> <li>• 1 Work Order of 5 Cr or</li> <li>• 2 Work Orders of 2.5 Cr each or</li> <li>• 3 Work Orders 1.5 Cr each</li> </ul>	Bidders are required to provide copy of Work Order/agreement/experience certificate as part of their tender submission.
4. Bidder must provide valid documents:  GST Registration EPF & ESIC Registration Valid Single Labour License of 200 or above Valid PSARA license A Grade Electrical Contractor License	Bidders are required to provide proof of such certifications and registrations as part of their tender submission

**To be filled in by the contractor:**

- i.** Details of successfully completed / executed similar works shall be furnished in the Following format.
- ii.** Work Order/agreement/experience certificate duly signed by the employer shall also be enclosed for each completed similar work.

Agreement Number & Year	Name of Work	Date of Work Order	Date of Completion	Amount of Contract	Employer's Name, and Address

- 1.** Work Order/agreement/experience certificate duly signed by the employer shall be enclosed for the actual quantity executed in any year during the last 5 financial years.

**ANNUAL TURN OVER**

Requirement:

- i. The bidder must have an average turnover of Rs.50 Cr from manpower/facility management.

**To be filled in by the contractor:**

Financial Year	Total Annual Turnover	Annual turnover from Manpower/Facility Management Services	Net worth
2018-2019			
2019-2020			
2020-2021			
2021-2022			
2022-2023			

Note

:

1. Annual turnover, Net worth should be certified by the Chartered Accountant.
2. Audited balance sheet for the above financial years to be enclosed.

## List of Minimum Key Person

Sr No.	Designation/Description	Category	Minimum Qualification	Nos.	Remarks
<b>A) IFM Services (Mentioned strength will work for 26 days 8hrs)</b>					
1	Project Manager		BE Mech/Elec	1	
2	Shift In charge	Highly skilled	Diploma (Elect/Mech)	6	
3	Help Desk	Highly skilled	Graduate	1	
4	House Keepers	Unskilled	10 th pass	46	
5	Fire man	Highly skilled	12 th pass	2	
6	Waste management services	Unskilled	10 th pass	2	
7	Horticulture and landscape services	Semiskilled	12 th pass	4	
8	Chiller Operator	Highly skilled	ITI	1	
9	AC Operator	Highly skilled	ITI	1	
10	Electricians	Highly skilled	ITI	3	
11	Camera and Telephone Technician	Highly skilled	CCNA/CCNP Certified	2	
12	Carpenters	Highly skilled	ITI	2	
12	Plumber	Highly skilled	ITI	2	
13	WTP/ STP operator	Highly skilled	ITI	2	
14	Pump Operator	Highly skilled	ITI	2	
<b>B) Services for A</b>					
	Façade Cleaning				
	House Keeping Tools, Machines and Chemicals				
	Pest Control				
	Security equipments and tools				
<b>C) Security Services (Mentioned strength will work for 26 days 8hrs)</b>					
1	Security Officers	Highly skilled	Graduate	1	
2	Security supervisors	skilled	12th Pass	6	
3	Security Guards/Lady Guards	Unskilled	10th pass	52	

Staff required for housekeeping/security may be increased or decreased up to maximum 25% as per requirement and rates shall be paid / reduced based on approved nos.

## List of Key Equipments/Machines

### A. Housekeeping & Gardening Machines Requirement

S.No.	Product Description
1	TASKI swingo 455 E EURO
2	Taski Ergo disc 165
3	TASKI AERO 15 PLUS EURO-along with Std accessories ( Universal Dusting Nozzle, Dusting Brush/Crevice Nozzle, filter bag)
4	Trooper Duavac 35 230V/50 Hz with all standard accessories
5	Lawn Mower
6	Grass Trimmer (Handheld)
7	Hedge Trimmer
8	Trimming Scissors

### B. Housekeeping Tools Requirement:

S.No.	Product Description
1	Taski Aluminium Rod
2	Taski Kentucky Mop 450 Gm
3	Taski Kentucky Mop holder -10 p
4	Dry Mop Frame- 60 cm MS
5	Taski Acrylic Blue Mop- 60 Cm
6	Caddy Basket
7	Double Bucket Trolley- 40 lts
8	Taski floor squeegee 55 cm
9	Taski floor squeegee 45 cm
10	Signage Board
11	Dust Pan with Broom
13	Taski Broom with Handle for dus
14	Diversey PBT Brush handle
15	Diversey PBT Brush
16	Microquick Blue - 40x40 cm micr
17	Microquick Green - 40x40 cm mi
18	Microquick Red - 40x40 cm micr
19	Microquick Yellow - 40x40 cm m
20	Taski window washer 35 cm
21	Taski window squeegee 35cm
22	Taski Telescopic Pole 4+4+3 M
23	Taski Telescopic Pole 3+3+3 M
24	Taski Cobweb Brush
25	TASKI Frame Velcro CM
26	Taski STD Dry Mop 40CM
27	Taski STD Damp Mop 40CM



C. Other Hand Tools Requirement:

S.No	Product Description
1	Wire Stripper
2	Multimeter
3	Tape Measure
4	Electric Drill
5	Insulated Pliers
6	Insulated Screwdrivers
7	Hammer
8	Adjustable Wrench
9	Radio Set / Walkie Talkie
10	Handheld Metal Detector
11	Snack Catcher
12	Long Range Torch
13	Shift Mobile

D. Housekeeping Chemicals Requirement:

S.No.	Product Description
1	Taski R1super
2	Taski R2
3	Taski R3
4	Taski R4
5	Taski R5
6	Taski R6
7	Taski R7
8	Taski R9
9	Taski Spiral
10	Taski Urinal Screen
11	Soft Care Star
12	Softy Care Enhance
13	Rozalex
14	Nobile Plus
15	Taski Jontic Terrenova

2. Pricing and Total Cost:

The bid submitted must include all costs related to the supply, use, and maintenance of the required tools, machines, and chemicals or equivalent throughout the contract period.

No additional or hidden costs will be accepted once the contract is awarded. This includes, but is not limited to, the cost of:

- Equipment depreciation
- Product replenishment
- Transportation or handling charges
- Installation or setup of machines (if applicable)
- Regular maintenance or replacement of items during the contract period

3. Service Requirements:

The successful bidder is expected to:

- Provide all necessary consumables or e (such as chemicals) during the contracted period.
- Maintain and replace any faulty equipment at their own cost to ensure uninterrupted service.

- Stock inventory management: Maintain adequate stock of required tools, chemicals, and machines for continuous operation

Personnel training: Ensure all staff involved in the contract are trained in the proper use of the supplied tools and chemicals.

FINANCIAL BID  
**(To Be Contained in Envelope-C)**  
 INDICATIVE FORMAT FOR FINANCIAL BID  
 (REFER THE E-PROCUREMENT WEBSITE FOR THE FINAL  
 FORMAT (Only Online))

Financial Proposal

Date:

To  
 CEO,  
 Sant Shiromani Ravidas Global Skills Park,  
 Hazrat Nizamuddin colony Road,  
 Bhopal, Madhya Pradesh 462022

Dear Sir,

We are pleased to submit our Financial Proposal for RFP for Selection of Agency Integrated Facility Management Services including Operation and Maintenance works of all utilities including HVAC, Electrical, BMS, Plumbing, STP, Firefighting, Landscape, Lifts, Housekeeping, Security Services and other miscellaneous works etc. complete to run the system successfully in SSR Global Skill Park Bhopal.

The Financial Proposal shall consist of Total Contract fee (per sq. ft) inclusive of remuneration per month of the manpower and consumables, material, machinery, etc. as specified below required for providing services as per terms and conditions and annexures thereto.

a) Housekeeping & O& M (per sq. ft)

Description	Area	Rate per Sq. Ft. per month. (Up to two decimal)
The price to be quoted is inclusive of all as per T& C	Approx. Sq. Ft. – 895,449	

b) Security Services (in %)

Description	
The percentage to be quoted is inclusive of all as per T& C	Service charge in % (Up to two decimal & Exclusive of GST)

**We have reviewed all the terms and conditions of the Request for Proposal (RFP) Document and will undertake to abide by all the terms and conditions contained therein.**

**NO MATERIALS WILL BE ISSUED BY THE DEPARTMENT**

## UNDERTAKING BY THE BIDDER

(On non-judicial stamp paper of appropriate value)

To  
CEO,  
Sant Shiromani Ravidas Global Skills Park,  
Hazrat Nizamuddin colony Road,  
Bhopal, Madhya Pradesh 462022

Name of the Agency \_\_\_\_\_

Dear Sir,

1. I/We hereby agree to all the terms and conditions laid down in the tender document.
2. This is to certify that I/We before signing the bid have read and fully understood terms and conditions contained therein and undertake myself / ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of the Applicable Laws including Payment of Wages Act, Minimum Wages Act, Contract Labour Act and other statutory provisions like Employee Provident Fund Act, ESI, Bonus, Uniform and Allowance thereof. I/We will pay the wages to the personnel deployed as per Minimum Wages Act or any other applicable act and applicable on me as employer, 7th of every month.
4. I/We confirm that we have not been levied financial penalty or any major penalty in the past by any of our client /principal employer and also declare that our firm/agency/company is not blacklisted and terminated by any client of India.
5. I/We confirm that we are not involved in any illegal activity and/ or have not been charge sheeted for any criminal act during the last three years. I/We have never filed any lawsuits or requested arbitration with regard to any contract within the last five years. No judgment, claim, arbitration proceeding, or suit is pending or outstanding against us or our officers. Bankruptcy was never filed by us/or against us, our subsidiaries, or our parent companies. We were never cited by any regulatory agency for a safety violation in the last five years.
6. I/We do hereby undertake that we have not suffered bankruptcy/insolvency during the last five years.
7. It is confirmed and declared that we, or any of our associate, have not been engaged in any Fraudulent and corrupt practice and that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other items of work related to the award and performance of this contract and no agency commission or any payment which may be construed as an agency commission has been or will be paid and that the tender price will not include any such amount.
8. We hereby confirm that, we have downloaded/read the complete set of tender documents along with the set of enclosures hosted on e-procurement website. We confirm that we have gone through the bid documents for this work placed up to the date of opening of bids on the e-tendering portal. We confirm our unconditional acceptance for the same and have considered for these in the submission of our financial bid.

Authorized Signature of the bidder

Name

Designation

Address with Seal

Power of Attorney for Signing of Bid

Know all men by these presents, We, \_\_\_\_\_(name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr. \_\_\_\_\_/ Ms. \_\_\_\_\_(Name), son/daughter/wife of \_\_\_\_\_and presently residing at \_\_\_\_\_, who is {presently employed with us and holding the position of \_\_\_\_\_,} as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid for Selection of

\_\_\_\_\_ (the "Authority") including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders' meetings and other conferences and providing information /responses to the Authority, representing us in all matters before the Authority, signing and execution of all documents and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the Project and/or upon award thereof to us and/or till the entering into of the Agreement with the Authority or any entity representing the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

In witness whereof we, \_\_\_\_\_, the above named principal have executed this power of attorney on this day of \_\_\_\_\_, 20\*\* For ..... (Signature)

Witnesses: (Name, Title and Address)

- 1.
- 2.

[Notarised]

Accepted

.....  
(Signature)  
(Name, Title and Address of the Attorney)

**Sant Shiromani Ravidas Global Skills Park,  
Hazrat Nizamuddin colony Road, Bhopal, Madhya Pradesh 462022**

**LETTER OF ACCEPTANCE (LOA)**

No. ....

Dated :- .....

To,

M/s ..... (Name and address of the contractor)

**Subject: - .....**

(Name of the work as appearing in the bid for the work)

Dear Sir(s),

Your bid for the work mentioned above has been accepted on behalf of the CEO, Sant Shiromani Ravidas Global Skills Park, Bhopal, at your bided rates as per bided rate given therein.

You are requested to submit within 15 (Fifteen) days from the date of issue of this letter:

- a. The performance security/performance guarantee including additional of Rs. .... (in figures) (Rupees .....in words only). Nationalized/schedule commercial bank valid up to three months after the expiry of defects liability period.
- b. Sign the contract agreement.

Please note that the time allowed for carrying out the work as entered in the bid is ..... months including season, shall be reckoned from the date of signing the contract agreement.

Signing the contract agreement shall be reckoned as intimation of commencement of work and no separate letter for commencement of work is required. Therefore, after signing of the agreement, you are directed to contact concerned in charge for taking the possession of site and necessary instructions to start the work.

Yours faithfully,

CEO,

Sant Shiromani Ravidas Global Skills Park,  
Hazrat Nizamuddin colony Road, Bhopal, Madhya Pradesh 462022.

## PERFORMANCE SECURITY

To,  
..... (Name of Employer)  
..... (Address of Employer)

WHEREAS ..... (Name and address of Contractor) (Hereinafter called "the Contractor") has undertaken, in pursuance of Letter of Acceptance No. .... Date ..... to execute ..... (Name of Contract and description of Works) (hereinafter called "the Contract")

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligation in accordance with the Contract;

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you on behalf of the Contractor, up to a total of [amount of guarantee]\* (in words), such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand 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 for the sum specified therein.

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

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

Our liability under this Bank Guarantee shall not exceed Rs. .... ( Rs. ....only) & we further declare that this Bank Guarantee will be valid from .....to ..... and we declare that this Bank Guarantee will be renewed automatically; (Only upto actual work completion period + defect liability period + 3 month) we undertake to renew this Bank Guarantee on our own till the matter is settled & fully discharged by the CEO, Sant Shiromani Ravidas Global Skills Park Government of Madhya Pradesh, Hazrat Nizamuddin Road, Narela Shankari, Sector B, Indrapuri, Bhopal, in writing.

This guarantee shall be valid until 3 (three) months from the date of expiry of the Defect Liability Period.



Signature, Name and Seal of the guarantor

Name of Bank    Address

Phone No., Fax No., E-mail Address, of Signing Authority                          Date

\* An amount shall be inserted by the Guarantor, representing the percentage the Contract Price specified in the Contract including additional security for unbalanced Bids, if any and denominated in Indian Rupees.

## SECTION 3 CONDITIONS OF CONTRACT

### Part – I General Conditions of Contract [GCC] Table of Clauses

Clause No	Particulars	Clause No	Particulars
	A. General	20	Payments for Variations and / or Extra Quantities
1	Definitions	21	No compensation for alterations in or restriction of work to be carried out.
2	Interpretations and Documents	22	No Interest Payable
3	Language and Law	23	Recovery from Contractors
4	Communications	24	Tax
5	Subcontracting (NA)	25	Termination by Engineer in Charge
7	Force Majeure	26	Payment upon Termination
8	Contractor's Risks	27	Performance Security
9	Contractor to Construct the Works	28	Price Adjustment (NA)
10	Discoveries	29	Completion Certificate
11	Dispute Resolution System		Finishing the Contract
	B. Time Control	30.	Currencies
12	Programme	31.	Labour
13	Extension of Time	32	Compliance with Labour Regulations
14	Compensation for Delay	33	Audit and Technical Examination
15	Contractors quoted percentage	34	Death or Permanent Invalidity of Contractor
	C. Quality Control	35	Jurisdiction
16	Quality of O & M	36	Revision of minimum wages
17	Correction of Defects noticed during the Defect Liability Period	37	Area Measurements
	D. Cost Control	38	Area Measurements Records
18	Variations - Change in original Specifications, Designs, Drawings		
19	Extra Items		

## **A. General**

### **1. DEFINITIONS**

- 1.1. Bill of Quantities: means the priced and completed Bill of Quantities is not forming part of the Bid.
- 1.2. Completion: means completion of the work as certified by the Employer, in accordance with provisions of agreement.
- 1.3. Contract: means the Contract between the Employer and the Contractor to execute, complete and/or maintain the work. Agreement is synonym of Contract and carries the same meaning wherever used.
- 1.4. Contract Data: means the documents and other information which comprise of the Contract.
- 1.5. Contractor: means a person or legal entity whose bid to carry out the work has been accepted by the Employer.
- 1.6. Contractor's bid: means the completed bid document submitted by the Contractor to the Employer.
- 1.7. Contract amount: means the amount of contract worked out on the basis of accepted bid.
- 1.8. Completion of work: means completion of the entire contracted work. Exhaustion of quantity of any particular item mentioned in the bid document shall not imply completion of work or any component thereof.
- 1.9. Day: means the calendar day.
- 1.10. Defect: means any part of the work not completed in accordance with the specifications included in the contract.
- 1.11. Drawings: means drawings including calculations and other information provided by Competent Authority
- 1.12. Employer: means the party as defined in the Contract Data, who employs the Contractor to carry out the work. The Employer may delegate any or all functions to a person or body nominated by him for specified functions. The executed agreement will be effective in full essence with the successor company of Sant Shiromani Ravidas Global Skills Park, Bhopal if incase change any constitutional/formation changes happens in the status of Sant Shiromani Ravidas Global Skills Park, Bhopal.
- 1.13. Engineer: means the person named in the Contract Data.
- 1.14. Engineer in charge: means the person named in the Contract Data.
- 1.15. Equipment: means the Contractor's machinery and vehicles brought temporarily to the Site for execution of work.
- 1.16. Government: means Government of Madhya Pradesh.
- 1.17. In Writing: means communicated in written form and delivered.
- 1.18. Material: means all supplies, including consumables, used by the bidder for incorporation in the work.
- 1.19. CEO: means CEO of Sant Shiromani Ravidas Global Skills Park, Bhopal

- 1.20. Stipulated period of completion: means the period in which the Contractor is required to complete the work. The stipulated period is specified in the Contract Data.
- 1.21. In charge :- means Sant Shiromani Ravidas Global Skills Park, Bhopal,
- 1.22. Specification: means the specification of the work included in the Contract and any modification or addition made or approved by the Competent Authority.
- 1.26. Start Date: means the date of signing of agreement for the work.
- 1.27. Sub-Contractor: means a person or corporate body who has a Contract with the Contractor, duly authorized to carry out a part of the construction work under the Contract.
- 1.28. Temporary Work: means work designed, constructed, installed, and removed by the Contractor that are needed for construction or installation of the work.
- 1.29. Tender/Bid, Tenderer/Bidder: are the synonyms and carry the same meaning where ever used.
- 1.30. Variation: means any change in the work which is instructed or approved as variation under this contract.
- 1.31. Work: The expression "work" or "works" where used in these conditions shall unless there be something either in the subject or context repugnant to such construction, be construed and taken to mean the work by virtue of contract, contracted to be executed, whether temporary or permanent and whether original, altered, substituted or additional.

## **2. INTERPRETATIONS AND DOCUMENTS**

### **2.1 Interpretations**

In the contract, except where the context requires otherwise:

- a. words indicating one gender include all genders;
- b. Words indicating the singular also include the plural and vice versa.
- c. provisions including the word “agree”, “agreed” or “agreement” require the agreement to be recorded in writing;
- d. written” or “in writing” means hand-written, type-written, printed or electronically made, and resulting in a permanent record;

### **2.2 Documents Forming Part of Contract:**

1. NIT with all amendments.
2. Instructions to Bidders (ITB, Bid Data Sheet with all Annexures)
3. Conditions of Contract:
  - i. Part I General Conditions of Contract and the Contract Data; with all Annexures
  - ii. Part II Special Conditions of Contract.
4. Specifications
5. Drawings
6. Bill of Quantities- Not Applicable
7. Technical and Financial Bid
8. Agreement, and
9. Any other document(s), as specified.

### **3. Language and Law**

The language of the Contract and the law governing the Contract are stated in the Contract Data.

### **4. Communications**

All certificates, notice or instruction to be given to the Contractor by Employer/Engineer shall be sent to the address or contact details given by the Contractor. The address and contact details for communication with the Employer/Engineer shall be as per the details given in the Contract Data. Communication between parties that are referred to in the conditions shall be in writing. The notice sent by facsimile (fax) or other electronic means (email) shall also be effective on confirmation of the transmission. The notice sent by registered post or speed post shall be effective on delivery or at the expiry of the normal delivery period as undertaken by the postal service. In case of any change in address for communication, the same shall be immediately notified to CEO, Sant Shiromani Ravidas Global Skills Park, Bhopal,

### **5. Subcontracting (NA)**

Subcontracting shall be permitted for contracts of value more than amount specified in the Contract Data with following conditions.

- a. The Contractor may subcontract up to 25 percent of the contract price with the approval of the Employer in writing, but will not assign the Contract. Subcontracting shall not alter the Contractor's obligations.
- b. Following shall not form part of subcontracting:
  - i. Hiring of Labour through a labour contractor.
  - ii. The purchase of Materials to be incorporated in the works.
  - iii. Hiring of plant& machinery
- c. The sub-contractor will have to be registered in the centralized registration system for contractors of the GoMP.

### **6. Personnel**

**6.1** The Contractor shall employ for operation and maintenance work the technical personnel as provided in the Annexure I-3 of Bid Data Sheet, if applicable. If the Contractor fails to deploy required number of technical staff, recovery as specified in the Contract Data will be made from the Contractor.

**6.2** If the Engineer asks the Contractor to remove a person who is a member of the Contractor's staff or work force, stating the reasons, the Contractor shall ensure that the person leaves the Site within three days and has no further connection with the Works in the Contract.

### **7. Force Majeure**

**7.1** The term "Force Majeure" means an exceptional event or circumstance:

- (a) Which is beyond a Party's control,
- (b) Which such Party could not reasonably have provided against before entering into the Contract,
- (c) Which, having arisen, such Party could not reasonably have avoided or overcome, and

- (d) Which is not substantially attributable to the other Party. Force Majeure may include, but is not limited to, exceptional events or circumstances of the kind listed below, so long as conditions (a) to (d) above are satisfied:
  - (i) War, hostilities (whether war be declared or not), invasion, act of foreign enemies,
  - (ii) Rebellion, terrorism, sabotage by persons other than the contractors Personnel, revolution, insurrection, military or usurped power, or civil war,
  - (iii) Riot, commotion, disorder, strike or lockout by persons other than the contractors Personnel,
  - (iv) Munitions of war, explosive materials, ionizing radiation or contamination by radio-activity, except as may be attributable to the contractors use of such munitions, explosives, radiation or radio-activity, and
  - (v) Natural catastrophes such as Pandemic, earthquake, hurricane, typhoon or volcanic activity.

7.2. In the event of either party being rendered unable by force majeure to perform any duty or discharge any responsibility arising out of the contract, the relative obligation of the party affected by such force majeure shall upon notification to the other party be suspended for the period during which force majeure event lasts. The cost and loss sustained by either party shall be borne by respective parties.

7.3 For the period of extension granted to the Contractor due to Force Majeure the price adjustment clause shall apply but the penalty clause shall not apply. It is clarified that this sub clause shall not give eligibility for price adjustment to contracts which are otherwise not subject to the benefit of price adjustment clause.

7.4 The time for performance of the relative obligation suspended by the force majeure shall stand extended by the period for which such cause lasts. Should the delay caused by force majeure exceed twelve months, the parties to the contract shall be at liberty to foreclose the contract after holding mutual discussions.

## **8. Contractor's Risks**

8.1 All risks of loss or of personal injury and death which arise during and in consequence of the performance of the Contract are the responsibility of the Contractor.

### **8.2 Liability for Accidents to Person**

The contractor shall be deemed to have indemnified and saved harmless the Sant Shiromani Ravidas Global Skills Park, Bhopal, against all action, suits, claims, demands, costs etc. arising in connection with injuries suffered by any persons employed by the contractor or his subcontractor for the works whether under the General law or under workman's compensation Act, or any other statute in force at the time of dealing with the question of the liability of employees for the injuries suffered by employees and to

have taken steps properly to ensure against any claim there under. Necessary claim or insurance charges or premium shall be payable by the Contractor only.

## **9 Contractor's to scope of work**

- 9.1** The Contractor shall operate and maintain the Works in accordance with the Specifications as specified in NIT.
- 9.2** In the case of any class of work for which there is no such specification as is mentioned in Contract Data, such work shall be carried out in accordance with the instructions and requirement of the site etc.
- 9.3** The O&M contractor shall supply and take upon himself the entire responsibility of the sufficiency of the machinery, tools and implements, and generally of all means used for the fulfillment of this contract whether such means may or may not be approved or recommended by the in charge.

## **10 Discoveries**

Anything of historical or other interest or of significant value unexpectedly discovered on the Site shall be the property of the Employer. The Contractor shall notify the in charge of such discoveries and carry out the CEO's instructions for dealing with them.

## **11 Dispute Resolution System**

- 11.1** No dispute can be raised except before the Competent Authority as defined in Contract Data in writing giving full description and grounds of dispute. It is clarified that merely recording protest while accepting measurement and/or payment shall not be taken as raising a dispute.
- 11.2** No dispute can be raised after 45 days of its first occurrence. Any dispute raised after expiry of 45 days of its first occurrence shall not be entertained and the Employer shall not be liable for claims arising out of such dispute.
- 11.3** The Competent Authority shall decide the matter within 45 days.
- 11.4** Appeal against the order of the Competent Authority can be preferred within 30 days to the Appellate Authority as defined in the Contract data. The Appellate Authority shall decide the dispute within 45 days.
- 11.5** Appeal against the order of the Appellate Authority can be referred before the Madhya Pradesh Arbitration Tribunal constituted under Madhya Pradesh Madhyastham Adhikaran Adhiniyam, 1983.
- 11.6** The Contractor shall have to continue execution of the Works with due diligence Not withstanding pendency of a dispute before any authority or forum

## **B. Time Control**

### **12 Programme**

- 12.1** Within the time stated in the Contract Data, the Contractor shall submit to the Engineer for approval a Programme showing the general methods, arrangements, order and timing for all the activities for the construction of works.
- 12.2** **The program shall be supported with all the details regarding key personnel, equipment and machinery proposed to be deployed on the works for its**

execution. The contractor shall submit the list of equipment and machinery being brought to site, the list of key personnel being deployed, the list of machinery/equipment being placed in laboratory (STP)

13. Extension of Time – Tender is invited for 1 year of operation and maintenance of facility. If work of agency founds satisfactory, it may be extended further up to 24 months with 5% increase in quoted rates per year. The competent authority shall grant such extension after satisfactory completion of yearly O&M done by the bidder.
14. Compensation for delay: The time allowed for carrying out the work, as entered in the agreement, shall be strictly observed by the O&M Contractor.

#### **15. Contractor's quoted Rates**

The contractors quoted rate referred to in the "Bid for works" will be paid as per the price schedule given in the tender document.

### **C. Quality Control**

16. Quality of O&M work should be as per specifications provided in NIT.
17. O&M agency should rectify defects promptly otherwise penalty shall be imposed as per mentioned in NIT.

### **D. Cost Control**

#### **18 Variations - Change in original Specifications, Designs, and Drawings etc.**

- 18.1** The Employer shall have power to make any alterations, omissions or additions to or substitutions in the original specifications, drawings, designs and instructions, that may appear to him to be necessary during the progress of the work and the contractor shall carry out the work in accordance with any instructions which may be given to him in writing signed by the Engineer-in-charge, and such alterations, omission, additions or substitutions shall not invalidate the contract and any altered, additional or substituted work, which the contractor may be directed to do in the manner above specified, as part of the work, shall be carried out by the contractor on the same conditions in all respects on which he agrees to do the main work.
- 18.2** The time for the completion of the work shall be adjusted in the proportion that the altered, additional or substituted work bears to the original contract work and the certificate of the In charge, CEO shall be conclusive as to such proportion.

#### **19 Extra items**

All such items which are not included in the priced BOQ shall be treated as extra items.

#### **20 Payments for Variations and / or Extra Quantities**

- 20.1 The rates for such additional (Extra quantity), altered or substituted work / extra items under this clause shall be worked out in accordance with the following provisions in their respective order:-



- i. The IFM contractor is bound to carry out the additional (Extra quantity), works as are specified in the contract for the work.
- ii. If the item is not in the priced BOQ and is included in the SOR, the rate shall be arrived at by applying SOR rates.
- iii. If the rates for the altered or substituted work are not provided in applicable SOR - such rates will be derived from the rates for a similar class (type) of work as is provided in the contract (priced BOQ) for the work.
- iv. If the rates for the altered, substituted work cannot be determined in the manner specified in the sub clause (c) above - then the rates for such composite work item shall be worked out on the basis of the concerned Schedule of Rates minus/plus the percentage quoted by the contractor.
- v. If the rates for a particular part or parts of the item is not in the Schedule of Rates and the rates for the altered, or substituted work item cannot be determined in the manner specified in sub clause (b) to (d) above, the rate for such part or parts will be determined by the Competent Authority as defined in the Contract Data on the basis of the rate analysis derived out of prevailing market rates when the work was done.
- vi. But under no circumstances, the contractor shall suspend the work on the plea of non-acceptability of rates on items falling under sub clause (a) to (d). In case the contractor does not accept the rate approved by the Engineer in Charge for a particular item, the contractor shall continue to carry out the item at the rates determined by the Competent Authority. The decision on the final rates payable shall be arrived at through the dispute settlement procedure.

Note : All SOR listed as per Annexure.

## **21 No compensation for alterations in or restriction of work to be carried out.**

- 21.1** If at any time after the commencement of the work, the Sant Shiromani Ravidas Global Skills Park, Bhopal, for any reason whatsoever, not require the whole or any part of the work as specified in the bid to be carried out; the Sant Shiromani Ravidas Global Skills Park, Bhopal, shall give notice in writing of the fact to the Contractor and withdraw that whole or any part of the work.
- 21.2** The Contractor shall have no claim to any payments or compensation whatsoever, on account of any profit or advantage which he might have derived from the execution of work in full or on account of any loss incurred for idle men and machinery due to any alteration or restriction of work for whatsoever reason.
- 21.3** The Employer may supplement the work by engaging another agency to execute such portion of the work, without prejudice to his rights.

## **22 No Interest Payable**

No interest shall be payable to the Contractor on any payment due or awarded by any authority.

## **23 Recovery from IFM Contractors**

Whenever any claim against the Contractor for the payment arises under the contract, the Employer may be entitled to recover such sum by:

Appropriating, in part or whole of the Performance Security and Additional Performance Security, if any; and/or Security Deposit and / or any sums payable under the contract to the contractor.

- (a) If the amount recovered in accordance with (a) above is not sufficient, the balance sum may be recovered from any payment due to the contractor under any other contract of Sant Shiromani Ravidas Global Skills Park, Bhopal, including the securities which become due for release.

## **24 Tax**

**24.1** Please refer Annexure J.

**24.2** The liability, if any, on account of quarry fees, royalties, octroi and any other taxes and duties in respect of materials actually consumed on public work, shall be borne by the Contractor.

**24.3** Any changes in the taxes due to change in legislation or for any other reason shall not be payable to the contractor.

**24.4** GST for all civil, electrical, water supply etc. items shall be payable as per prevailing rules by department.

**24.5** Good & Service Tax (GST) for work contract service

The contractor/successful bidder shall be abiding by the GST laws, the following conditions are required to be fulfilled: -

- a) Contractor must have valid GST registration.
- b) Financial bid will be inclusive of all taxes except GST. TDS shall be deducted as applicable by the law in force at the time being.
- c) Financial bid should be excluded GST, GST is additionally payable, if not exempted under GST laws.
- d) Contractor will have to be raised proper GST invoice, mentioning separately basic amount, SGST, CGST and IGST tax amount if applicable etc. in pursuance to invoicing rules prescribed in GST law.
- e) Financial comparison for determination of L1, L2 shall be done deemed to be excluding applicable GST amount. But other all taxes amount will be inclusive.
- f) GST, TDS shall be deducted if applicable under GST law at the time of bill passing date.
- g) Successful bidder will have to file applicable GST return within scheduled time frame under GST law (GSTR01,02,03 etc.), if failure in filing such return within schedule time frame is found, Sant Shiromani Ravidas Global Skills Park, Bhopal, shall have the right to deduct/recover such involved GST amount, Interest penalty etc. accordingly, and none of any excuse shall be considered.
- h) In situation of non-compliance of GST provisions, Sant Shiromani Ravidas Global Skills Park, Bhopal, may hold the due payments of contractor.
- i) Contractor will have to follow changes of GST law if any done by the GST department.
- j) Contractor will have to follow orders/instructions or any changes by the Central/State Govt. pertaining to this works taxes.

## **25 Termination of Contract**

- 25.1 If the Contractor fails to carry out any obligation under the Contract, CEO, in Charge may by notice, requires the Contractor to complete the work/make good the failure and to remedy it within a specified reasonable time.
- 25.2 CEO shall be entitled to terminate the Contract if the Contractor
- 25.2.1 Abandons the Works or otherwise plainly demonstrates the intention not to continue performance of his obligations under the Contract;
  - 25.2.2 The Contractor is declared as bankrupt or goes into liquidation other than for approved reconstruction or amalgamation;
  - 25.2.3 without reasonable excuse fails to comply with the notice to correct a particular defect within a reasonable period of time;
  - 25.2.4 The Contractor does not maintain a valid instrument of financial security as prescribed;
  - 25.2.5 If the Contractor fails to deploy machinery and equipment or personnel as specified in the Contract;
  - 25.2.6 If the contractor, in the judgment of the Engineers/in charge has engaged in corrupt or fraudulent practices in competing for or in executing the contract;
  - 25.2.7 Any other fundamental breaches as specified in the Contract.
- 25.3 In any of these events or circumstances, SSR Global Skill Park, Bhopal may, upon giving 30 days notice to the Contractor, terminate the Contract and expel the Contractor from the Site. However, in the case of sub-paragraph (25.2.2) or (25.2.6) of clause 25, CEO, may terminate the Contract immediately.
- 25.4 Notwithstanding the above, the CEO may terminate the Contract for convenience by giving notice to the Contractor. Risk and cost means amount recoverable from contractor to get remaining work completed at his risk and cost.

## **26. Payment upon Termination**

If the total amount due to the Employer exceeds any payment due to the Contractor, the difference shall be recovered.

## **27. Performance Security**

- 27.1 The Contractor shall have to submit performance security and additional performance security, if any, as specified in Contract at the time of signing of the contract. The contractor shall have to ensure that such performance security and additional performance security, if any, remains valid for the period as specified in the Contract Data.
- 27.2 The performance security shall be released as mentioned in tender document.
- 27.3 Additional performance security shall be released as mentioned in tender document.

## **28 Price Adjustment -NA**

### **28.1 Applicability**

- 1. Price adjustment shall be applicable only if provided for in the Contract Data.
- 2. The price of adjustment clause shall apply only for the works executed from the date of signing of the agreement until the end of the initial intended completion date or extensions granted for reasons attributed to the Employer by the Engineer.
- 3. The Contractor shall not be entitled to any benefit arising from the price adjustment clause for extension in the contract period for reasons attributed to the Contractor.
- 4. In the Force Majeure event the price escalation clause shall apply.

## **E. Finishing the Contract**

### **29. Completion Certificate**

- 29.1 A Completion Certificate in the prescribed format in Contract shall be issued by in charge after completion of the Work.

## **F. Other Conditions of Contract**

### **30. Currencies**

All payments will be made in Indian Rupees.

### **31. Labour**

- 31.1 The Contractor shall, unless otherwise provided in the Contract, make his own arrangements for the engagement of all staff and labour, local or other, and for their payment, housing, feeding and transport.
- 31.2 The Contractor shall, if required by the In charge, deliver to the In charge a return in detail, in such form and at such intervals as the In charge may prescribe, showing the staff and the numbers of the several classes of labour from time to time employed by the Contractor on the Site and such other information as the In charge may require.

### **32. Compliance with Labour Regulations**

- 32.1. During continuance of the Contract, the Contractor and his sub-Contractors shall abide at all times by all existing labour enactments and rules made there under, regulations, notifications and bye laws of the State or Central Government or local authority and any other labour law (including rules), regulations, bye laws that may be passed or notification that may be issued under any labour law in future either by the State or the Central Government or the local authority. Salient features of some of the major labour laws that are applicable to construction industry are given in the Contract Data. The Contractor shall keep the Employer indemnified in case any action is taken against the Employer by the competent authority on account of contravention of any of the provisions of any Act or rules made their under, regulations or notifications including amendments. If the Employer is caused to pay or reimburse, such amounts as may be necessary to cause or observe, or for non- observance of the provisions stipulated in the notifications/byelaws/Acts/Rules/ regulations including amendments, if any, on the part of the Contractor, CEO /Employer shall have the right to deduct from any money due to the Contractor including his amount of performance security. The Employer/Engineer shall also have right to recover from the Contractor any sum required or estimated to be required for making good the loss or damage suffered by the Employer. The employees of the Contractor and the Sub-Contractor in no case shall be treated as the employees of the Employer at any point of time.

**33. Audit**

In charge shall have the right to cause an audit of the final bill of the contract including all supporting vouchers, abstract etc. to be made after payment of the final bill and if as a result of such audit any sum is found to have been overpaid in respect of any work done by the contractor under the contract or any work claimed by him to have been done under the contract and found not to, have been executed, the Contractor shall be liable to refund the amount of overpayment and it shall be lawful for Sant Shiromani Ravidas Global Skills Park, Bhopal, to recover the same from him. And if it is found that the Contractor was paid less than what was due to him, under the contract in respect of any work executed by him under it, the amount of such under payment shall be duly paid by Sant Shiromani Ravidas Global Skills Park, Bhopal, to the Contractor.

**34. Death or Permanent Invalidity of Contractor**

If the Contractor is an individual or a proprietary concern, partnership concern, dies during the currency of the contract or becomes permanently incapacitated, where the surviving partners are only minors, the contracts shall be closed without levying any damages/ compensation as provided in the contract agreement. However, if the competent authority shall enter into a fresh agreement for the remaining work strictly on the same terms and conditions under which the contract was awarded.

**35. Jurisdiction**

This contract has been entered into the State of Madhya Pradesh and its validity, construction, interpretation and legal effect shall be subjected to the courts at the place where this agreement is entered into. No other jurisdiction shall be applicable.

**36. Revision of minimum wages**

The bidder shall pay the minimum wages (As applicable). However, the service recipient shall reimburse the service provider to the extent of the amount of variation arising out of the revision.

## Area Measurements

Category	Area (SqFt)	Units/Buildings	Notes
<b>Global Skills Park (GSP)</b>	<b>1568160</b>		<b>Total Proposed Area</b>
<b>Trainees Capacity 6000 trainees/year</b>			
(COSA-1)	382,118	4 Buildings (G+4)	48 Advanced Labs
(COSA-2)	50,859	G+2	Industry cooperation training facilities
Academic Block	166,840	4 Buildings (G+4)	Includes CIE, CSRD, CTPD
<b>Hostels</b>			
Trainer's Hostel	71,042	2 Buildings (G+6)	216-Seater
Girl's Hostel	114,097	2 Buildings (G+5)	600-Seater
Boy's Hostel	114,097	2 Buildings (G+5)	600-Seater
Residential Block (2BHK/3BHK)	16,899		
<b>Other Facilities</b>			
GSP Office	18,137	G+2	
Convention Block	20,398	G+2	
Multipurpose Hall	5,834		
Convenio	7,406		
Utility	15,478		
Internal Road, Pathways , Garden	584,953		
<b>Total Proposed Area</b>	<b>1,568,160</b>		

Category	Area (SqFt)	Approx.
<b>Total Proposed Area</b>	<b>1,568,160</b>	<b>Approx.</b>
<b>Constructed Area –Phase 1</b>		
COSA-1 G+4	382,118	
GSP Office G+2	18,137	
Convention Block G+2	20,398	
Academic Block G+4	166,840	
Utility	15,478	
Internal Roads, Pathways, Garden	292,477	
<b>Total Constructed Area –Phase 1</b>	<b>895,449</b>	

- "The areas provided are approximate and may vary based on actual measurements. Current values are provisional and subject to adjustment during the final assessment or measurement."

### **38. Area Measurements Records:**

- The quantities set out in the contract are the estimated quantities of the Service area and they shall not be taken as the actual but as an estimate of the Services to be executed by the contractor to fulfil obligations under the contract. Payment shall be made for the actual quantities measured post allotment.
- Measurements shall be recorded based on execution and authenticated by the CEO or his representative of Sant Shiromani Ravidas Global Skill Park, Bhopal and updated as per the agreed Work area.
- As under development areas of project work gets completed, further Integrated Facility Management Services including Operation and Maintenance works of all utilities including HVAC, Electrical, BMS (CC TV monitoring and repairing, telephone, ELV), Plumbing, STP, Firefighting, Landscape, Lifts, Housekeeping, Security Services and other miscellaneous works etc. services need to be provided.

[End of GCC]



## Contract Data

GCC Clause	Particulars	Data
1.14	Employer	CEO, Sant Shiromani Ravidas Global Skills Park, Bhopal,
1.16	in Charge	In charge of the work, Sant Shiromani Ravidas Global Skills Park, Bhopal,
1.22	Stipulated Period of Completion	12 Months
3	Language & Law of Contract	English
4	Address & contact details of the Contractor	As per Annexure
	Address & contact details of the Employer – phone, Fax, e-mail.	CEO, Sant Shiromani Ravidas Global Skills Park, Hazrat Nizamuddin Road, Bhopal, M.P. 462022 e-mail : <a href="mailto:ssrgspdiretor.pd@gmail.com">ssrgspdiretor.pd@gmail.com</a>
5	Subcontracting permitted for the Contract Value	No
6	Technical Personnel to be provided by the contractor	As per 'Annexure-I' (Format I-3)
	Penalty, if Technical Personnel not employed during original execution of work	As per contract agreement
10	Guideline to Contractor	As per 'Annexure-E'

GCC Clause	Particulars	Data
12	Competent/appellant Authority for deciding dispute under Dispute Resolution System	CEO, Sant Shiromani Ravidas Global Skills Park Hazrat Nizamuddin Road, Bhopal, Madhya Pradesh 462022
13	Period for submission of updated program	NA
	Amount to be withheld for not submitting construction program in the prescribed period	As per decision of engineer in charge
14	Competent Authority for granting Time Extension	CEO, Sant Shiromani Ravidas Global Skills Park, Bhopal.
15	Milestones laid down for the contract	-
16	List of equipment for lab	NA
	Time to establish Site lab	NA
	Penalty for not establishing field Laboratory	NA
17	Defect Liability Period	NA
18	Competent Authority for determining the rate	CEO, Sant Shiromani Ravidas Global Skills Park, Bhopal.
19	Any other condition for breach of contract	Yes as below: If the contractor fails to achieve 50% financial progress in any milestone and /or fails to achieve 75% financial progress in two consecutive mile stones

20	Penalty	Penalty shall include following : (a) Security deposit as per clause 27 of general conditions of contract and (a) Liquidated Damages imposed as per clause 27 or Performance Security (Guarantee) including Additional Performance Security (Guarantee), if any, as per clause 27 of General Conditions of Contract, whichever is higher.
21	Performance guarantee (Security) shall be valid up to	Two months beyond the Completion of Contract Period
22, i	Maximum limit of deduction of Security Deposit	3% of Final contract amount.
ii	Competent Authority	CEO, Sant Shiromani Ravidas Global Skills Park, Bhopal
23	Salient features of some of the major labour laws that are applicable	As per 'Annexure-N'

## Salient Features of Some Major Labour Laws Applicable

- a) Workmen Compensation Act 1923: - The Act provides for compensation in case of injury by accident arising out of and during the course of employment.
- b) Payment of Gratuity Act 1972: - Gratuity is payable to an employee under the Act on satisfaction of certain conditions on separation if an employee has completed the prescribed minimum years (say, five years) of service or more or on death the rate of prescribed minimum days“ (say, 15 days) wages for every completed year of service. The Act is applicable to all establishments employing the prescribed minimum number (say, 10) or more employees.
- c) Employees P.F. and Miscellaneous Provision Act 1952: The Act Provides for monthly contributions by the Employer plus workers at the rate prescribed (say, 10% or 8.33%). The benefits payable under the Act are:
  - i. Pension or family pension on retirement or death as the case may be.
  - ii. Deposit linked insurance on the death in harness of the worker.
  - iii. Payment of P.F. accumulation on retirement/death etc.
- d) Maternity Benefit Act 1951: - The Act provides for leave and some other benefits to women employees in case of confinement or miscarriage etc.
- e) Contract Labour (Regulation & Abolition) Act 1970: - The Act provides for certain welfare measures to be provided by the Contractor to contract labour and in case the Contractor fails to provide, the same are required to be provided, by the Principal Employer by Law. The principal Employer is required to take Certificate of Registration and the Contractor is required to take license from the designated Officer. The Act is applicable to the establishments or Contractor of Principal Employer if they employ prescribed minimum (say 20) or more contract labour.
- f) Minimum Wages Act 1948: - The Employer is to pay not less than the Minimum Wages fixed by appropriate Government as per provisions of the Act if the employment is a scheduled employment. Construction of buildings, roads, runways is scheduled employment.
- g) Payment of Wages Act 1936: - It lays down as to by what date the wages are to be paid, when it will be paid and what deductions can be made from the wages of the workers.
- h) Equal Remuneration Act 1979: - The Act provides for payment of equal wages for work of equal nature to male and female workers and for not making discrimination against female employees in the matters of transfers, training and promotions etc.
- i) Payment of Bonus Act 1965: - The Act is applicable to all establishments employing prescribed minimum (say, 20) or more workmen. The Act provides for payments of annual bonus within the prescribed range of percentage of wages to employees drawing up to the prescribed amount of wages, calculated in the prescribed manner. The Act does not apply to certain establishments. The newly set-up establishments are

exempted for five years in certain circumstances. States may have different number of employment size.

- j) Industrial Disputes Act 1947: - The Act lays down the machinery and procedure for resolution of industrial disputes, in what situations a strike or lock-out becomes illegal and what are the requirements for laying off or retrenching the employees or closing down the establishment.
- k) Industrial Employment (Standing Orders) Act 1946: - It is applicable to all establishments employing prescribed minimum (say, 100, or 50). The Act provides for laying down rules governing the conditions of employment by the Employer on matters provided in the Act and gets these certified by the designated Authority.
- l) Trade Unions Act 1926: - The Act lays down the procedure for registration of trade unions of workmen and Employers. The Trade Unions registered under the Act have been given certain immunities from civil and criminal liabilities.
- m) Child Labour (Prohibition & Regulation) Act 1986: - The Act prohibits employment of children below 14 years of age in certain occupations and processes and provides for regulations of employment of children in all other occupations and processes. Employment of child labour is prohibited in building and construction industry.
- n) Inter-State Migrant Workmen's (Regulation of Employment & Conditions of Service) Act 1979: - The Act is applicable to an establishment which employs prescribed minimum (say, five) or more inter-state migrant workmen through an intermediary (who has recruited workmen in one state for employment in the establishment situated in another state). The Inter-State migrant workmen, in an establishment to which this Act becomes applicable, are required to be provided certain facilities such as Housing, Medical-Aid, Travelling expenses from home up to the establishment and back etc.
- o) The Building and Other Construction workers (Regulation of Employment and Conditions of Service) Act 1996 and the Cess Act of 1996: - All the establishments who carry on any building or other construction work and employs the prescribed minimum (say, 10) or more workers are covered under this Act. All such establishments are required to pay cess at the rate not exceeding 2% of the cost of construction as may be modified by the Government. The Employer of the establishment is required to provide safety measures at the building or construction work and other welfare measures, such as canteens, first-aid facilities, ambulance, housing accommodations for workers near the work place etc. The Employer to whom the Act applies has to obtain a registration certificate from the Registering Officer appointed by the Government.
- p) Factories Act 1948: - The Act lays down the procedure for approval of plans before setting up a factory, health and safety provisions, welfare provisions, working hours, annual earned leave and rendering information regarding accidents or dangerous occurrences to designated authorities. It is applicable to premises employing the prescribed minimum (say, 10) persons or more with aid of power or another prescribed minimum (say, 20) or more persons without the aid of power engaged in manufacturing process.

## **Part-II Conditions of Contract**

### **1- General Condition of Contract**

1. Bidders shall quote firm prices against each of the items as detailed in the financial bid. No conditional discounts shall be quoted in the bid e.g., discounts based on conditions linked with bid/performance security/guarantees, advance payments, selection of combination of products or product options, number of personnel etc. Financial bids with such conditional discounts would be summarily rejected.
2. Direct or indirect canvassing on the part of the bidder or his representative will be a disqualification.
3. The contractors shall comply with the provisions of all applicable labour rules and legislations mandatory. All statutory obligations such as PF, ESI, Minimum Wages, Bonus etc. has to follow. The bidder or his vendor shall not pay wages lower than minimum wages of labour as fixed by the Govt. of M.P.
4. The bidders shall visit the work place, understand the scope of work thoroughly before quoting the rates.
5. Upon commencement of services, a register detailing the inventory of all equipments and various facilities will be handed over to the Bidder. It is the sole responsibility of Bidder to update this inventory on a quarterly basis in consultation with Sant Shiromani Ravidas Global Skills Park, Bhopal. On completion of the contract period, the Bidder has to handover the premises to Sant Shiromani Ravidas Global Skills Park, Bhopal as per the Inventory register and all losses if any, will be recovered from payments due to the Bidder.
6. Conservation and economical use of electricity energy and water is to be made in the premises by the Bidder. Electricity and water required for operation & maintenance work will be provided by Sant Shiromani Ravidas Global Skills Park, Bhopal free of cost.
7. Bidder shall assume full responsibility for all property in its custody and control, except for loss by fire, flood, strike, riots and acts of God or other causes beyond Bidder's control and, upon termination of this agreement/contract, surrender possession of the same to owner/occupant/bidder in the same condition as and when received.
8. The Bidder will be fully responsible for the day-to-day operations of the services within the scope of services mentioned earlier.

### **2- PERIOD OF CONTRACT**

The period of the contract is for 12 months. After successful completion of the contract, it can be extended for an additional 24 months. The rates will be increased by 5% per year during the extended period.

### **3- Taking Over of Assets**

After selecting successful bidder and issue of letter of acceptance and before handing over work to bidder a detailed list of Assets, equipments and machines installed will be prepared. Integrated Facility Management Services provider (hereinafter Bidder) shall depute a dedicated team of experts who will associate with Sant Shiromani Ravidas Global Skills Park, Bhopal to assist in taking over of possessions from existing O&M agency consisting of all services, i.e. Electrical, DG sets, Water Supply, HVAC, Lifts, Sewage treatment, Substations, etc. complete.

Assets register shall be prepared in the required format. After the completion of the contract the bidders shall handover all assets to Sant Shiromani Ravidas Global Skills Park, Bhopal /its authorized agency in healthy condition failing which competent authority reserves the rights to deduct the losses from the security deposit.

#### 4- MODE OF PAYMENT

IFM Bidder payments shall be made monthly for the services rendered in the preceding month. Billing cycle will be 1st of the month to the last day of the month. The IFM bidder shall submit bill and after scrutiny payments shall be released by Sant Shiromani Ravidas Global Skills Park, Bhopal not later than 30 days of the bill submission.

Payment shall be made online in Indian Rupees only.

#### 5- PENALTY FOR NON-PERFORMANCE

The bidder or an experienced unit manager engaged by the bidder shall personally visit installations under operation daily in every shift and ensure work schedule is followed strictly. He shall also ensure proper manning of each installation by authorized Technician and by organizing the operators engaged by the bidder in such a manner that all services are manned, operated by 24 X 7 hrs. basis or as ordered by management. In case it is found that any installation is not operating properly and facility is not clean & tidy, penalty for each activity, not performed as per schedule will be as follows-

S.N.	ACTIVITY	PENALTY	REMARK
1	HOUSEKEEPING		
	a) Entrance/ lobby/ Floor Cleaning-	Rs.100/- Per Entrance/ Per Lobby/ Per floor per day.	The decision of Sant Shiromani Ravidas Global Skills Park, Bhopal shall be final.  Activity for which work was not performed Satisfactorily.
	b) Toilet Cleaning-	Rs.50/- Per Toilet per day	
	c) Staircase Cleaning-	Rs.50/- Per Floor per day per building	
	d) Internal Roads of campus-	Rs.100/- Per shift	
	e) Terrace	Rs.50/- per building per terrace	
	g) Door/Windows, /Ceiling, /Glass wall corner, etc.	Rs.100/- Per Floor per day.	
	h) Lift	Rs.50/-Per lift per day	
	i) Utility Block/DG/HVAC Cleaning	Rs.100/- per activity per day.	

2	<b>SECURITY SERVICES</b> a) Security Personnel not available on duty. (Absenteeism)	Rs.100/- per person per shift.	Activity for which work was not performed satisfactorily
	b) Found sleeping on duty.	Rs.100/-per person per shift	
	c) Found intoxicated.	Should be replaced	
3	<b>LANDSCAPE, WATER BODY</b>	Rs.100/- per day.	
4	<b>PEST CONTROL</b>	Rs.100/Per floor per day.	
5	<b>LIFT OPERATION</b> If lift operator not found on duty	Rs.100/-per person per day.	
6	<b>WATER SUPPLY</b> Water supply was not done to units timely/Overhead tank not filled, /Overflow of tank/Leakages Repair Of not taken care/Absenteeism.	Rs.200/-per mistake per shift.	Any genuine reason for break down will be considered.
7	<b>ELECTRICAL WORK</b> There should not be any power failure. All electrical installation like control panel, Switch yard /substation be maintained preventive.	Rs.200/per activity per shift.	All electrical equipments should be in running condition.24x7
8	<b>SEWERAGE TREATMENT PLANT</b> Man Power not available/non operation/ improper maintenance of STP	Rs.200/per activity.	If quality of treated water not found as per standard.
9	<b>GARBAGE COLLECTION</b> Garbage collection should be neat and clean, no debris /spill on floor	Rs.200/- per shift if debris found on floor or on food court.	
	Emptying of bins/Food Court garbage collection.	Rs.200/- per shift.	
10	<b>HELPDESK/RECEPTION/CONTROL ROOM</b> a) Local Complaints of units will be handled within 2 hours.	Rs.200 /- per for nonconformance	
	B) Personnel will be always be available 24x7 on helpdesk	Rs.200/-per shift	



11	CLEANING OF DRAINS Drains should be cleaned regularly and it should be free flow.	Rs.200/per activity per day.	
12	DG SET SHOULD WORK PROPERLY	Rs. 500/ per day	
13	BMS SYSTEM / HVAC/ FIRE PROPERLY	Rs. 1000/- Per Activity.	

**6- DESCRIPTION OF WORK FOR INTEGRATED Facility MANAGEMENT SERVICES AT SSR Global Skill Park, Bhopal:** - It will be responsibility of bidder to operate and maintain the property on 24 X 7 hrs. basis. All parameters for various services given below will be monitored, checked and record maintained. The minimum schedule of quantities for all the services (listed below) of SSR Global Skill Park, Bhopal.

- a) House keeping
- b) Security
- c) Landscaping, Water body& fountain
- d) Pest Control
- e) Lift operation
- f) HVAC arrangement & coordination
- g) Water Supply & pipe line
- h) Electrical work
- i) Operation & maintenance of Sewerage treatment Plant
- j) Garbage collection
- k) Helpdesk/Reception/Control room
- l) Cleaning of drains etc.
- m) BMS/EMS
- n) DG Sets arrangement & coordination
- o) Plumbing (sanitary wares and fixtures)
- p) CCTV & Low voltage
- q) Firefighting system,
- r) Telephone repair.
- s) Major repair and replacement work of electrical / mechanical etc. shall be paid separately based on SOR/BOQ or market rates approved by competent authority.

## **7- Working Hours**

Business hours of the building on average will be 12 hours, 6 days a week, but this Sant Shiromani Ravidas Global Skills Park, Bhopal is commercial building it may happen that few staff may halt for late hours to finish assigned work. After hours there will only be skeleton staff and/or Plan Preventive maintenance staff. Bidder has to provide 24/7 Operations & Technical Support.

## **8- Detailed Scope of Work (Technical Services)**

Replacement / repair of lifts, glasses, fountain, pumps and motors including lamps, tubes, LEDs, chokes, electronic spare etc. are not included in the scope of work of the bidder and additional payment shall be made.

Shift In-charge /Operator will maintain distribution network through various LT panels and controls relays 24X7 hrs. basis, charged, unless there is planned shutdown which will be notified well in advance to all concerns.

In case of any power break down / failure of the system repairs shall be immediately attended to, under the supervision of Shift In-charge / Operator. All parameters and load details shall be recorded in log sheets including details of tripping and failures. In case of differential relay tripping no second trial will be taken unless faults are identified and rectification done.

Bidder will be responsible to maintain switch yard free from grass, dust free control room, oil spill free area near transformers, metering units sealed and intact, Moisture free and dust free panels, cable joints and well ventilated and well-lit control room.

Bidder staff will follow all safety rules and use protective clothing, tools, aids and equipments to ensure safe working without any chance of accidents/electrocution. Bidder will be responsible for all liabilities.

Bidder will carry out trouble shooting and replacement of faulty equipments, spares, and consumables required and distribution systems, at the same time Bidder will be responsible to keep it operational up to user end

Bidder will ensure power back up from alternative feeder available at site and if same also fails then through DG Sets.

Bidders shall provide all safety apparel/instruments to his staff and shall thus be sole responsible for their safety.

#### **9. DOCUMENTATION REQUIRED IN SUPPORT OF DELIVERABLES: -**

Following are the deliverables, documents for the same shall be submitted along with the monthly bills for payment: -

- Monthly readings of all the energy meters installed for Units, common utilities, main meter.
- Monthly energy bills as per MPERC tariff through Energy Management system installed as well as manual readings of meters duly countersigned by the units.
- Preparation of separate power accounts as per MPERC requirement. The accounts shall be prepared in coordination with electrical consultant and Sant Shiromani Ravidas Global Skills Park, Bhopal accounts department as per MPERC regulations in such manner and form that Sant Shiromani Ravidas Global Skills Park, Bhopal /Consultant can file the Annual Revenue Requirement (ARR) and retail tariff application before MPERC by October month every year.
- Coordination with AC AMC and DG AMC agencies for economical and efficient operation of the power system. Reading of BTU meter for supply of chilled water to respective units and common area AC and preparation of bills for the same as per the agreement signed between Sant Shiromani Ravidas Global Skills Park, Bhopal and units.
- Daily reporting of electrical faults, civil obstructions and mechanical fault, remedy details
- To maintain main Electrical Control panel, SDB Electrical control panel and also maintain floor panels.

## **10. FIRE DETECTION AND FIGHTING SYSTEM**

Bidder will ensure that fire hydrant and sprinkler lines are always (24 X 7 hours) remain charged with designed pressure but not less than 7.0 Kg/cm<sup>2</sup> at tail end. All hydrants will be maintained serviceable and sprinklers line charged with the pressure as applicable. He will be responsible to operate fire pumps as per requirement on auto/manual modes.

The selector switches of all the pumps will always be on auto mode and tested for its serviceability by releasing the pressure for activation of Jockey Pump once in a week and

All fire detection system shall be wired to fire panels and interfaced through BMS for parallel action of firefighting, closing of ventilation system and operation of fire/smoke exhaust system as applicable. He will carry out exercise and record maintained for the same.

## **11. DOCUMENTATION REQUIRED IN SUPPORT OF DELIVERABLES: -**

Daily report of charging of fire hydrant, sprinkle lines at design pressure through BMS and weekly report of Jockey pumps.

### **Maintenance**

Bidder will be responsible for all types of maintenance of the system as per approved program whenever required including all fire hydrants and extinguishers.

## **12. WATER PUMP HOUSE AND DISTRIBUTION SYSTEM:**

It will be responsibility of bidder that water supply to building is maintained available with adequate pressure in 24 X 7 hrs. basis including for firefighting system. He will maintain and operate all equipments installed in pump room and isolating valves / controls provided at various places in the building. He will maintain updated drawing of layout of distribution diagram of system, displayed appropriately for reference and action.

It will be his duty to ensure that water is tested for its safe usage as per IS norms and records of various PPM tests and chlorination level achieved is maintained for verification.

He will ensure that adequate protections to handle hazardous gases used in the system are available and maintained serviceable at site.

Operator will ensure that adequate power and water is available for distribution system. He will record all parameters in the log sheet including any failures and breakdowns occurred and he is fully responsible for repair and restart.

## **13. Internal & External Electrical/Plumbing fittings and Controls**

It will be responsibility of bidder to clean and maintain all electrical and plumbing fitting and controls/switches, distribution boards and panels etc. serviceable. Any consumable required for such repairs will be forecasted for procurement and adequate stock maintained for reducing response time of such complaints.

14. **SEWAGE TREATMENT PLANT**

It will be responsibility of bidder to maintain and operate sewage treatment plant for safe and economical operation.

He will ensure that bar screen chamber is cleaned periodically for clogging matter. The level of equalizer/ receiver tank is maintained within limit and adequate aeration through compressed air is pressed in to it to avoid settlement of solid waste.

All grease traps will be maintained clean and sludge transfer pumps aeration in FAB (Fluidized Aerobic Bid-reactor) system including filtration and softener pumps are operated to maintain BOD, COD level within limits. It will be responsibility of bidder to dispose of liquid sludge deposited. After treatment, treated water is terminated safely as per designed scheme. He will ensure that operator uses all safety kits while working with hazardous gases to avoid any accident. Operator will ensure that ventilation and exhaust system of room is working and is switched on.

Record of parameters and test results obtained are maintained in the log sheet. Test kit and tools, safety kits required at site will be maintained serviceable always.

15. **Maintenance**

It will be responsibility of bidder to ensure that all maintenance tasks as per approved schedules are attended in time record of repairs and maintenance is maintained and 2 no servicing of Electrical panel by electrician mandatory pre-monsoon & past monsoon and as per direction of Engineer-in charge.

16. **LIFTS AND ELEVATORS (To Maintain 11 lift.)**

17 **DOCUMENTATION REQUIRED IN SUPPORT OF DELIVERABLES:** - It will be responsibility of bidder to coordinate with lift supply/AMC agency so that all lifts are maintained.

18 **DG SETs**

To Maintain DG sets and check oil level of the tank. Bidder has to depute men to coordinate with DG agency as well as operate the BMS system.

It will be responsibility of bidder to coordinate with DG supply/AMC agency so that all DG's are maintained serviceable and test run for all safety systems before working hours starts.

19 **DOCUMENTATION REQUIRED IN SUPPORT OF DELIVERABLES:** - It will be responsibility of bidder to coordinate with DG supply/AMC agency so that all DG's is maintained.

20 **HOUSEKEEPING SERVICES**

The services are to be provided on a daily basis, along with relievers. Twenty-four-hour emergency service must be available throughout the year, without regard to daily schedules. Routine housekeeping activities including but not limited to dusting, mopping, cleaning, vacuuming, sofa cleaning is carried out on regular basis. With the help of mix of man, machine, chemicals & standard operating procedures bidder will ensure efficient, clean, eco-friendly & quality housekeeping service. Housekeeping should be satisfactory by providing latest equipments.

21 **Cleanliness**

- i. To ensure the clean & dust free premises.
- ii. Sweep and clean building entrances.
- iii. It will be duty of bidder to maintain building smoke free, other than earmarked Smoking Zone, if any.
- iv. Clean uniforms with Identity cards should be worn by staff.
- v. Provide necessary and adequate equipment and implements to ensure optimum service as per scope of work.
- vi. Wet/Dry mop for cleaning in the designated areas.
- vii. Wet/Dry Vacuum cleaner for cleaning in the areas.
- viii. Use of Wet/Dry Scrubber machine for cleaning in the designated areas.
- ix. To use Single disk scrubber for cleaning in the designated areas.
- x. To use the rubber squeezers to remove excess water from various areas.
- xi. To clean the various fittings/fixtures in the premises as per the specifications.
- xii. To clean all the lift cabins,
- xiii. To clean the parking areas.
- xiv. To clean the Mechanical Electrical areas (premises only) in the presence of respective operators. No equipment should be touched for any reason. These premises to be cleaned only in the presence of the M & E area operator or supervisor.
- xv. High dusting of corners, ledges, ceiling fixtures etc. will be performed on an as-needed basis.
- xvi. Empty all wastebaskets and carry trash to designated areas for removal; replace plastic liners as needed.
- xvii. Clean and use of air freshener balls in all the common toilets, in the premises.
- xviii. Sweep the staircases, landings, terrace and roads inside the premises and other related areas.
- xix. Clean the various signage inside and outside buildings.
- xx. Sweep, clean and dusting of entire internal and external area of building space including moveable and immovable furniture, office equipment and Tools and Plants.
- xxi. All walls, doors and windows (exterior & interior) louvers etc to be cleared of all easily removable stains, smudges and hand marks. Any such marks, which cannot be removed easily without affecting the surface or existing paint, should be brought to the notice of the Supervisor.
- xxii. General floor areas maintained free from scraps of paper, cigarette butts, etc.
- xxiii. Any condition of the building requiring repair or attention should be brought to the notice as soon as possible.
- xxiv. To be alert and observe any discrepancies in the fittings, fixtures and other such items in the designated areas. To report any discrepancy to their supervisor and promptly initiate the incident report.
- xxv. Report any lights failure, etc.
- xxvi. At least once per shift, the staff will polish his particular area, picking-up cigarette butts, papers, leaves and any other debris, sweeping up the standing water and leaving the area in a neat, orderly condition. Any discrepancies or clean-up required beyond normal policing will be reported immediately in any condition it should be free from all these.
- xxvii. Scour, wash and clean all basins, bowls and urinals, including tile walls and partitions near urinals. Special attention must be taken to inspect and clean areas of difficult access, such as the underside of toilet bowl rings and urinals, to prevent building up of calcium and iron oxide deposits. Wash both sides of all toilet seats and wipe dry. Toilet seats to be left in an upright position, provide Air freshener balls and sticks and hand wash in toilets.
- xxviii. Polishing of metal / Brass handles, pots, and railing etc. minimum once a week. Frequency will be increased if required.
- xxix. Façade cleaning of building and cleaning of window grills & glass up to full height from in/ out side on regular & scheduled basis minimum twice in a year.
- xxx. Wipe clean all fire extinguisher cabinets and glass. (Report broken glass or missing

Extinguishers).

- xxxi. Dust and clean light fixtures and cover (interior and exterior).
- xxxii. Wash both sides of toilet seats with soap and water and disinfect.
- xxxiii. Clean and polish all mirrors.
- xxxiv. Dust and clean all emergency fire equipment and plumbing.
- xxxv. Cleaning all roads inside the campus daily.
- xxxvi. Cleaning roads from any oil spills & assure safe & secure traffic flow.
- xxxvii. Clearing storm drain from all sort of garbage in drainage like but not limited to plastic bags, dry leaves, debris etc.
- xxxviii. Cleaning street lights- poles & lamp fixtures including but not limited to glass covers.
- xxxix. Cleaning the common parking area i/c outside parking of building for assuring maximum & efficient parking properly daily.
  - xl. Pressure cleaning for sticky dirt & stains for hard floor.
  - xli. Replacement of liners and emptying of all dustbins.
  - xlii. Thoroughly clean dining area.
  - xliii. Work should be excess water free and place should be clean and spotless.
  - xliv. Ensure that his/her hands are dry when cleaning electrical sockets or plugs
  - xlv. Before leaving shut off unnecessary lights, electrical appliances, and lock all surplus entrance doors.
  - xlvi. For all public toilet and toilet in developer and Govt. offices should be cleaned continues process. At no point of time should the toilet seen to be unhealthy.
- Cleaning of each and every part of the building.

22. DOCUMENTATION REQUIRED IN SUPPORT OF DELIVERABLES: - Daily register for maintenance of housekeeping services shall be maintained by the bidder and counter signed by the Site Manger.

### 23 GARBAGE COLLECTION

- Collection & disposal of all garbage on regular basis at least once/twice in a day as per the situation.
- Maintain hygiene in the premises by routine garbage collection & disposal by safe & secured manner. It will be the responsibility of bidder to have proper co-ordination with BMC for daily disposal of garbage. Statutory fee in this regard shall be paid by Sant Shiromani Ravidas Global Skills Park, Bhopal.
  - Elevators will not be locked off or held on any floors to remove trash or equipment; only designated Stair case will be used.
  - Building entrance doors will not be used to remove trash from the building.
  - Prior to removal, trash will be properly protected against spillage or staining of carpet and floors.
  - All trash will be brought down in an inconspicuous manner. All trash will be inspected by security officer prior to emptying into trash compactor.
  - Any spills or debris should be cleaned up prior to leaving this area.
  - Any defects or improper working conditions must be reported to the Manager.
  - The waste collected in the common area shall be segregated, collected & dumped to the dumping point by the house keeping boys, whereas the waste from the individual unit holders shall be collected and segregated & dumped to the dumping point by the house keeping staff.

24 DOCUMENTATION REQUIRED IN SUPPORT OF DELIVERABLES: - Copy of the log book for disposal of different category of garbage will be submitted for daily record duly verified by In charges.

### 25 SECURITY SERVICES

#### Scope of Services

The security staff would be responsible for the safety of fittings, fixtures, shell structure, parking, fit out etc. installed at the said Premises and inside building, main gate entry where security personnel will be directly controlling it. It would be responsibility of bidder to assess no. of security staff to be deployed at different points, in any case services should be excellent.



- All the security related logbooks, checklists, and various material and staff monitoring register etc. prescribed would have to be properly and duly filled by the security staff and got endorsed from the representative of SSR Global Skill Park, Bhopal at premises.
- All the entry gate points of the said premises would be continuously guarded manually and by CCTV for full 24 hours as may be indicated and bidder shall not leave any location or post unmanned. Main entrance of the building etc. within the said premises will be in the scope of services to be provided by the Bidder.
- Building Management System, Various Closed Circuits TV"s and Access control systems, Public address System etc., would have to be maintained and directly controlled by the Bidder.
- The fire detection and fire extinguishers system will also be supervised and maintained by the Security Staff of the Bidder. In case of fire emergency, support to engineering / maintenance staff including operation of all fire suppression equipment like fire hose reels, hydrants systems, any other fire suppression system like fire extinguishers etc. would be the direct responsibility
- All the security staff deployed at site by the Bidder has to be necessarily trained in operation and usage of fire detection and fire suppression system including smoke and heat detectors, Fire Extinguishers of various types, fire hose reels systems, fire hydrants etc.,
- The bidder shall be responsible for conducting fire drills, evacuation drills & life safety training time to time for the employees and other staffs.
- The Bidder shall be responsible to look after all property and equipment of the said premises entrusted to it for guarding & provision of security and safekeeping and under its control (reasonable levels of wear and tear accepted).
- Security personnel provided by the Bidder should be in a good health, soft spoken but firm in duty and free from any infectious diseases.
- The Bidders representative will keep SSR Global Skill Park, Bhopal informed of any fault in equipment machinery or fittings, which may occur from time to time during operations.
- The Bidder shall report all accidents and injuries promptly to SSR Global Skill Park, Bhopal and to any government authorities as may be required by Applicable Law.
- All the employees of the Bidder have to be well behaved and courteous to units and SSR Global Skill Park, Bhopal staff and other colleagues. Misconduct and bad behavior of any kind from any of your staff would not be tolerated and the respective staff member would not be allowed to enter the premises after the incidence.
- The Bidder shall maintain all records at premises regarding duty schedules, leave, salary disbursement etc. pertaining to the personnel deployed by him in the said premises.
- The bidder will be responsible to conduct Supervision/inspections: Daily site visits-fixed and unannounced, night checks. Inspection will be done by in –charge or its representative time to time.
- No visitor shall be sent inside the accessible areas without the escort from the company or a company's Employee. Bidders security staff shall be responsible for all Key Control activities
- Bidder shall be responsible for any thefts/losses on items like Laptops, Telephone instruments and valuable items that can be carried in a bag if client allows the bidder for a bag check.
- Smoking, chewing of pan, intoxication, sleeping on duty is forbidden.

25. A) For any thefts of valuables:

- The bidder shall raise an incident report internally.
- File the FIR immediately.

- Bidder shall carry out necessary investigation both internal & external
- Bidder shall dully coordinate with the government officials in tracking the FIR
- Obtain necessary details with respect to the investigation and tracking done by the government officials and brief the same to SSR Global Skill Park, Bhopal Management.
- Bidder shall be in touch with the government officials and speed up the investigation and tracking to close the FIR as soon as possible.

26. DOCUMENTATION REQUIRED IN SUPPORT OF DELIVERABLES: -

Bidder will show CCTV footage, submit log book copy, maintain record of the fire drills, evacuation drills at regular interval, fire detection and fire extinguishers system will also be supervised and maintained by the Security Staff of the Bidder.

All fire suppression equipment like fire hose reels, hydrants systems, any other fire suppression system like fire extinguishers etc. would be checked at regular interval and report will be maintained.

**27 Pest Control**

27.1 Scope of Work

The bidder has to provide following services-

- Total pest control of the common area consisting the podium & main building . Along with terraces & catwalks surrounding pathways, parking areas & garden, Service Buildings, dry & wet garbage areas.
- Operational areas, sensitive areas, general areas & rodent control areas need to be attended at normal frequency & the non-operational area at a lesser frequency.
- Bidder will carry out the work in such a manner that entire buildings and campus should be free from Pest all the time.
- All the drainage, gutter, chambers shall also be treated controlling the density of rodents. Care should be taken that rodents should not run away from the areas; any repairing drain bidder will repair and intimate.
- All the dead animals should be removed from all the treated premises immediately.
- Your representative working in or around the premises specified in this contract shall wear distinctive uniforms.
- All the consumables and equipments required are to be provided by bidder.
- The pesticide should not affect any human being, plants, flowers or any items of the hospital chemically or physically.
- The pesticide should not leave any undesirable marks on the floor, walls etc.
- Bidders person will maintain a record of all services. Time to time checking will be done by Sant Shiromani Ravidas Global Skills Park, Bhopal.
- The work has to be carried out as per table below: --

S NO	Particulars of services	Frequency per Annum
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1	Mosquitoes by soft & thermal fumigation Honeybee Hive treatment	12
2	Rodent Control	12
3	Cockroach Management	12
4	Ant Management (Black & Red)	12

## 28 LANDSCAPE WATER BODY FOUNTAIN AND GARDEN MANAGEMENT

The work includes, maintenance of all common areas including slopes, lawns, maintenance of Potted plants (Outdoors and Indoors), Trees, shrubs, Hedges, Creepers, Ground corner, water bodies, pathways. etc. Bidder will water the all plants and grass. The bidder is responsible for sweeping or blow cleaning of all sidewalks and/or concrete areas affected by gardening work. All landscaping debris will be removed from the premises by bidder at his cost and all repairs of water body and fountain are bidder's responsibility Bidder will furnish all necessary labour, supervision, equipment, tools, transportation, insurance to staff. Watering shall be carried on in such a manner as to avoid excessive erosion by sprinklers or hand watering and prevent run-off into adjacent walks and roadways. Each section shall be irrigated for the appropriate time based on the condition of the soil and plant materials and water will not be wasted.

For irrigation by sprinkle damaged heads and lines will be repaired immediately. All repairs shall be made by Bidder necessary at its expense. Irrigation control valves shall be kept in working order. Bidder shall replace washers when required.

Bidder shall maintain the landscaped areas of the premises in a first-class condition as may be determined from time to time by site in charge.

Bidder has to ensure that the trees, shrubs and ground cover must be kept off fire hydrants, signs, and fences, walls, sitting areas, walkways and driveways especially it doesn't obstruct the vehicular and pedestrian movement along the access ways.

Maintaining indoor plants potted at lobbies, corridor and entry gate etc.

### 29 Landscape water body Maintenance Tasks

- 29.1.1 Fertilization
- 29.1.2 Mowing
- 29.1.3 Mulching
- 29.1.4 Pest and Plant Disease Control
- 29.1.5 Pruning
- 29.1.6 Aeration
- 29.1.7 Trimming
- 29.1.8 Weed Control
- 29.1.9 Removal of dead plants, shrubs and grass carpets.

29.1.10 Daily run of water body and fountain (If Applicable).

## 29.2 Manpower

29.2.1 Working hours will be 9:00 a.m. to 6:00 p.m. Monday to Saturday. The supervisor may be contacted in case of any emergency on site.

29.2.2 All personnel will appear on site uniformed, in a neat and clean manner at all times.

## 29.3 Equipments and Consumables

- Bidder will be responsible for maintaining a high level of safety in equipment and work conditions. The maintenance includes timely cutting, pruning, watering, manure, spray of insecticide and Pesticides, Proper dose of Fertilization, Cleaning of Landscape Areas.
- To carry out the maintenance work the SSR Global Park Bhopal will provide to the bidder as and when required.
  - Manure
  - Urea
  - Chemicals
  - Insecticides and Pesticides
  - Good Earth, Soil etc.
  - Replacement of dead plants.

## 29.4 Grassed Areas

29.4.1 All grassed areas shall be kept free of weeds, moss or extraneous growth;

29.4.2 All landscaped grassed areas shall be kept neatly cut to the edge of the borders, fence lines, building lines, path edges, hedge bases, tree bases etc.;

29.4.3 All grassed areas shall be kept free of large accumulations of litter and foreign matter such as stones, animal fasses, bricks and glass.

## 29.5 Horticultural Works

29.5.1 All horticultural works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance;

29.5.2 All trees, perennial plants, hedges and shrubs shall be maintained so that they are in healthy growth;

29.5.3 Trees and shrubs shall be kept to an acceptable height and form and are to be pruned time to time. Plants or shrubs shall not obstruct or encroach pedestrian or vehicular traffic routes;

29.5.4 All plants/ trees and shrubs etc., which have or appear to be dying, should be removed and replaced as soon as possible following removal of dead plant(s) by a suitable replacement.

## 29.6 Lawn Area Maintenance

29.6.1 Bidder shall mow and edge lawn areas weekly during peak growing season and as frequently as needed during the winter months or periods of excessive rainfall.

29.6.2 All cuttings from mowing and edging shall be promptly collected and disposed of off-site, the same day as mowing.

29.6.3 Complete fertilization of all lawns shall be at a accordance with subsequent fertilization specifications.

29.6.4 Bidder shall provide labour for complete chemical weed, fungus, and insect control as necessary.

29.7 Tree, Shrub, hedges, Plants and Flowers and Flowerbed Maintenance

29.7.1 Trees and shrubbery shall be manicured regularly to contain their size in respect to species, size of planter or relative surrounding landscaping and for the best health of the plant.

29.7.2 All pots/ containers shall be cleaned and replaced where necessary;

29.8 Trimming and Pruning

- Removal of excess or unwanted grass or similar plant material on the edge of a turf area, walkway, or planter bed, and along fence lines and building foundations. These areas are generally trimmed at each mowing. Weed Control methods to be adopted by bidder
- There should be a regular maintenance for all seasons for trees, grass, shrubs, hedges, leave by using fertilizer, mulching, watering, pruning, weed control, diseases control

30 CLEANING OF DRAINS

Cleaning of road side gutters/CD works at frequent time interval especially before and after monsoon.

30.1 DOCUMENTATION REQUIRED IN SUPPORT OF DELIVERABLES: - Drains cleaning reports shall be submitted every month.

### 31 Helpdesk Management

- The Helpdesk Services of IFM pertain to the problems on Helpdesk and resolving the problems to closure, which occur on day to day basis. Bidder will be required to manage Helpdesk at the building wherein the problems will be logged either on telephone, in person or through email. Helpdesk will classify all such calls and would forward / allocate to the concerned departments, i.e. Engineers / Technicians, Supervisor or any concerned operational staff for resolution. For each type of problem, the response time would be defined and bidder will adhere to it.
- Helpdesk will be manned and managed on a 24/7 basis by qualified computer literate Helpdesk Operators with soft spoken, polite person.
- Helpdesk will be allotted a dedicated Telephone Extension No. by SSR Global Skill Park, Bhopal.
- Any Complaint lodged in Helpdesk will be responded depending on nature of the problem but not later than 1 hour and resolved within 2 hours (routine Complaint) of logging the complaint.
- Once the call is closed the respective attendant will get the signature of the complainant on the work order. Helpdesk operator will counter check before closure of any problems assigned.
- Resolution of the problem will be reconfirmed by the Helpdesk operator with the complainant and then will close in the register.
- At the end of each day, the unattended and pending problems will be carried forward to the next day and a report of such problems will be prepared and forwarded to the respective team in premises. All routine problems, Helpdesk related problems, Operations related problems, will be handled by the bidder without any intervention of Sant Shiromani Ravidas Global Skills Park, Bhopal.

- 31.1 DOCUMENTATION REQUIRED IN SUPPORT OF DELIVERABLES: -Copy of the complaints attended along with the signature of the complainant for closing of complaint with time and date.

### 32 SHUTDOWNS

Bidder will be responsible for acquiring advance approval as per site requirements and coordinating units/ Site shutdowns with the SSR Global Skill Park, Bhopal. The coordination activity involves but not limited to selecting shutdown dates and conducting update meetings with all affected business unit representatives, and communicating the shutdown plan to all customers.

PMC work shall be scheduled in nights and weekends when necessary in order to affect a minimum number of building occupants, as determined by SSR Global Skill Park, Bhopal.

### 33 MANAGEMENT REPORTING

Within Seven days after the completion of the month, IFM bidder is required to provide a Monthly Management Report to SSR Global Skill Park, Bhopal outlining activities for that month.

### 34 SAFETY GUIDELINES

- The bidder must know and follow their duties related to safety for all personnel. These guidelines are applicable to bidder deployed by them at the site.
- The bidder shall ensure that no access (passages / access to emergency apparatus / exits) is

blocked.

- The bidder shall ensure that proper fencing, lighting and warning signs are placed on and around the work site for safety at all times, bidder will only be responsible for any accidents if occurred.
- The bidder shall report all notifiable accidents, dangerous occurrence and potential hazard situations to Sant Shiromani Ravidas Global Skills Park, Bhopal representative on site.
- The bidder shall provide prior information to the Sant Shiromani Ravidas Global Skills Park, Bhopal representative about any hazardous material being brought on the site and shall ensure security storage of such material.
- The bidder must not remove or displace any guard, fencing or other safety equipment, which is designed to protect personnel or machinery or any place where safety equipment has been provided without the written permission of Sant Shiromani Ravidas Global Skills Park, Bhopal representative.
- No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by the Sant Shiromani Ravidas Global Skills Park, Bhopal representative.
- All temporary structure, erected by contractors for the purpose of allowing their staff to work at heights of more than 4m above floor level, must be constructed in accordance with the safety regulations.
- The bidder must provide consumables, tools and equipment based on applicable regulations / HSE guidelines.
- The bidder must inform Site Engineer of Sant Shiromani Ravidas Global Skills Park, Bhopal and units before shut down of services such as water lines or electricity.
- The bidder should ensure that proper qualified / trained / licensed personnel carry out the jobs and that proper supervision is done for all jobs.
- Any power / compression / percussion tools must be used by trained personnel with proper safety precautions during operation / storage.
- The bidder must inform to Sant Shiromani Ravidas Global Skills Park, Bhopal's representative before hoisting / lifting any equipment. The bidder should ensure that adequate man power is deployed.
- The bidder must take prior permission from the Site Engineer of SSR Global Skill Park, Bhopal before bringing any lift-trucks, cranes, lift pulley systems or any machines in the premises.
- The bidder should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs on site.
- All workmen of the bidder must have valid identifications cards issued by the Sant Shiromani Ravidas Global Skills Park, Bhopal shall display at all times during duty hours.
- During electrical work, the bidder shall ensure that rubber gloves / boots of correct grade and all safety equipments of standard make are used; temporary supply is tapped from source panel which is properly fabricated / fixed and earthed; each tapping shall be through ELCB; have double earthing for 3-phase connection. All provisions of The Electricity Act 2003 and MPERC, CERC regulations shall be followed by the bidder.

### 35 TEMPORARY POWER CONNECTION FOR MAINTENANCE

During O&M if permanent power connection is required to be disconnected temporary then the bidder shall arrange the same at his cost. Only energy charges and statutory charges shall be payable by SSR Global Skill Park, Bhopal

### 36 Taxes and Statutory charges: -

Any statutory charges and taxes like property taxes, Municipal taxes shall be payable by SSR Global Skill Park, Bhopal. as owner of the property.

### 37 Approvals / permissions will be shared to bidder by SSR Global Park, Bhopal

- Consent to operate STP from PCB wherever required.
- Fire NOC and all mandatory permissions from concerning departments.
- NOC from electrical safety department.
- All the works like repairing works in building, replacement of lights and fixtures, plumbing fixtures, maintenance of all the equipments and panels with all spares and consumables, will

- be in the scope of SSR Global Park.
- 38 Bidder will take over possession of the building from existing O&M agency and ensure about proper operation and maintenance of each equipments installed in building.
- 39 Electrical works should be carried out through “A” class electrical license holder contractor issued by MP Licensing Board (electrical) Govt. of MP.

Note – Bidders are advised to visit site and access the details of installations of all electrical/mechanical / Interior works etc. installations before quoting the rates.

## SECTION 4

### BILL OF QUANTITIES (BOQ)

Name of Work – Integrated facility management services including operation and maintenance of all utilities including Civil, HVAC, Electrical, BMS, Plumbing, STP, Firefighting, Landscape, Lifts and other miscellaneous works, etc. complete to run the system successfully in SSR Global Skill Park, Bhopal.

Probable Amount of Contract: ..... Annually (Inclusive of GST)

(Rs. In Words) –.....

S.no.	Particular	Qty.	Unit	Rate (Rs.)
1	Operation and maintenance, as outlined in the scope of work, for all utilities including MEP (HVAC, Electrical, BMS, Plumbing, STP, Fire Fighting), Housekeeping, Soft Services, Landscaping, Lifts, and other miscellaneous tasks. The work also includes repair and maintenance of furniture, glasswork, electrical lights and fixtures, AC, EPBX, UPS, etc., at the Office, DC Office, Conference Room, and Activity Room. Full-time and shift-wise provision of manpower and any other services required to successfully operate the system at SSR Global Skill Park, Bhopal.		1	
		12 month	1 job	NA



SECTION 5 AGREEMENT  
FORM AGREEMENT

This agreement, made on the ..... Day of..... between  
..... (name and address of Employer) (hereinafter called " the Employer) and  
..... (name and address of IFM) hereinafter called "the Contractor" of the other  
part.

Whereas the Employer is desirous that the Integrated facility management including IFM work of SSR Global Skill Park, Bhopal execute ..... (and identification number of Contract) (hereinafter called "the Works") and the Employer has accepted the Bid by the Contractor for the execution and completion of such Works and the remedying of any defects therein, at a cost of Rs. ....

**NOW THIS AGREEMENT WITNESSED AS FOLLOWS:**

1. In this Agreement, words and expression shall have the same meanings as are respectively assigned to them in the conditions of contract hereinafter referred to and they shall be deemed to form and be read and construed as part of this Agreement.
2. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the Works and remedy any defects therein in conformity in all aspects with the provisions of the contract.
3. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the Works and the remedying the defects wherein Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
4. The following documents shall be deemed to form and be read and construed as part of this Agreement viz. The following list of the documents will form the priority in case of dispute.
  - i. Letter of Acceptance
  - ii. Contractor's Bid
  - iii. Condition of Contract: General and Special
  - iv. Contract Data
  - v. Bid Data
  - vi. Bill of Quantities-NA
  - vii. Any other documents listed in the Contract Data as forming part of the Contract.

In witnessed whereof the parties there to have caused this Agreement to be executed the day and year first before written.

The common Seal of ..... was hereunto affixed in the presence of :

Signed, Sealed and Delivered by the said ..... in the presence of :

Binding Signature of Employer .....

Binding Signature of IFM Contractor .....

## Sheet: 1

### Marking System

S.No.	Description	Slab	Marks
1.	Agencies work experience-providing facility management/manpower services	0-10 yrs 10yrs and above	5 10
2.	Turnover from facility management/manpower services	25-50 Cr 50 Cr and above	5 10
3.	Local office in MP		5
4.	PSARA Certified Training Centre in MP	MOU Signed Self-Training Centre	5 10
5.	Electrical Contractor License	1-3 Yrs 3-5 Yrs	5 10
6.	Experience of managing DG Sets, AC, Mechanical & Electrical (M&E) services, including operation and maintenance of all on-site electrical and mechanical installations & up keep	0-3 Yrs. 3-5 Yrs 5-10 yrs	5 10 15
7.	No. Of manpower on roll	1000-2000 2000-3000 3000 and above	5 10 15
8.	ISO	ISO 9001:2015 ISO 45001:2018 ISO 50001:2018 OHSAS 18001:2007	2.5 Marks Each
9.	Presentation (Post Technical qualified)		15

- Bidder need to submit latest PF Challans & copy of ECR with CA Certificate.

## COMMITTEE

- a. The firms meeting the eligibility criteria shall be taken up for technical evaluation. The eligibility criteria are only to select the eligible firms.
- b. The Maximum marks based on the above criteria is 100 marks.  
The minimum qualifying marks to become eligible for financial opening is 60 marks.  
The firms which don't meet these criteria would not be eligible for further evaluation.
- c. The financial proposal of the qualified firms (minimum qualifying marks 60) shall be opened at suitable date and time as decided by Sant Shiromani Ravidas Global Skills Park, Bhopal.
- d. The bidder (eligible for price bid opening) quoting the lowest rate of commission charges shall be judged as L1 and such rate will then be deemed as the lowest rate to perform the work/service.

### Tie Breaking:

a. In case of tie breaking i.e. more than one bidder being adjudged as L1, following order of priority shall be adhered to (in sequential manner) until single L1 bidder is decided:

- The bidder with highest techno-commercial score shall be adjudged as final L1 bidder. If there is a tie break with more than one bidder having the same score, next step shall be followed:

The technical score of bidders will be considered to adjudge L1, L2, and L3. The company with highest technical score will be adjudged L1, the second highest technical score will be adjudged L2 and the third highest technical score will be adjudged L3.

b. In case of tie breaking after first step of tie breaking i.e. more than one bidder being adjudged as L1, following order of priority shall be adhered to (in sequential manner) until single L1 bidder is decided:

- The highest presentation score of bidders will be considered to adjudge L1, L2, and L3. The company with highest presentation score will be adjudged L1, the second highest presentation score will be adjudged L2 and the third highest presentation score will be adjudged L3.

c. In case of tie breaking after second step of tie breaking i.e. more than one bidder being adjudged as L1, following order of priority shall be adhered to (in sequential manner) until single L1 bidder is decided:

The bidder with highest average annual turnover in manpower for last 3 financial years from man power outsourcing shall be adjudged as final L1 bidder.

The bidder with second highest average annual turnover figure for last 3 financial years i.e. 2020-21,2021-22,2022-23 shall be adjudged as L2 bidder. Similarly, descending order of bidders' average annual turnover figure for last 3 financial years shall be used to adjudged L3, L4 and so on bidders.

d. In the event that the above criteria do not break the tie, the Tender Committee may, at its sole discretion, conduct a further round of presentations or interviews to assess qualitative aspects of the bidders.

e. If all other criteria remain equal, the Tender Committee reserves the right to select the successful bidder by means of random selection in a fair and transparent manner.

