

Notice Inviting Tender

E-Tender Proposal for Facility Management Services at Deendayal Hastkala Sankul (DHS), Badalalpur, Varanasi, Uttar Pradesh.

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1. Introduction:

1.1. The Trade Facilitation Centre and Craft museum popularly known as Deendayal Hastkala Sankul located at Varanasi, Badalalpur -221007 is a Subordinate office under the of Office of the Development Commissioner (Handicrafts), Ministry of Textiles, Govt. of India New Delhi is a modern and integrated facility developed by Ministry of Textiles, Govt. of India to support Handloom and Handicraft sector o f Varanasi and nearby areas, by providing platform for trade enhancement, facilitation to both domestic and international buyers and carry forward the rich traditions of Handloom and Handicrafts of Varanasi region.

1.2. The Trade Facilitation Centre and Crafts Museum, Varanasi was inaugurated by the Hon'ble Prime Minister of India on 22nd September, 2017 and dedicated to the nation as Deendayal Hastkala Sankul (Trade Centre and Museum), Varanasi.

1.3. The Sankul is built on contiguous land measuring 7.93 acres with constructed area of 43,450 sq.mt. The Sankul has various facilities such as 28 Shops, 54 Marts, Food court, Restaurant, Bank with Foreign Currency Exchange Services & ATM, space for Government offices, Convention Hall with capacity of 1200 persons, 15 dormitory rooms having total capacity of 81 beds, 18 twin bedded guest rooms, Crafts Museum, Souvenir shop, Amphitheatre and parking space for more than 500 cars. The Museum is already opened to public which is attracting large number of visitors daily.

1.4. A Projection mapping show runs at Sankul that navigates the focus of audience from the ancient value of Varanasi to river Ganga, from Ganga to culture, from culture to art and textiles (handicrafts and handlooms) of Varanasi including the GI (Geographical Indications) tags and Bharat Ratnas from Varanasi region.

1.5 Description

DEEN DAYAL HASTKALA SANKUL (DHS) invites online bids in two cover system through CPPP portal, for providing Manpower (67) and consuambles, minor repair and to act as Facility Management Services for DHS Varanasi .

1.6. Minimum Eligibility Criteria :

The following are essential eligibility criteria: -

- a. Agency should have a legal status, whether it will be a registered proprietorship Firm/ Partnership firm/ Company under companies Act having all statutory license / registration under for carrying out such activity as well as have registration for income tax / PAN / GST / contract Labor (Regulation & Abolition) Act / ESI / EPF / etc.
- b. The Agency should have minimum Five years' experience in providing the Facility Management Services/ Operation & maintenance/Technical Manpower/Housekeeping (other than MTS/Unskilled - skill) Services to Central Government Ministries / Departments, State Govt./ PSUs / Autonomous Bodies/ Universities/Institutions/Museum/ Convention Center etc. Agency should also submit the performance certificates from the clients in support of having rendered the satisfactory services to such Central Govt. Ministries / Departments, State Govt., PSUs/ Autonomous or Statutory Bodies/ Universities/ Institutions/Museum/ Convention Center etc. Experience will be considered only after the registration under relevant act.
- c. Agency should be registered legal entity under company acts and should have a registered office in Uttar Pradesh/Varanasi. If agency do not have registered office in Varanasi, an undertaking clearly stating that the agency will open its office within 7 days after award of contract at Varanasi must be submitted.
- d. There should be no legal suit / criminal case pending or contemplated or legal notice having been served to this effect against the agency or its authorized signatory on grounds of moral turpitude or for violation of any of the laws in- force and should not be blacklisted by any Govt. organization.
- e. The manpower so deployed by the agency shall be trained in their duties and able to handle equipment/gadgets installed at DHS and for the purpose, the agency will arrange periodical trainings to its Manpower posted at Sankul as per requirements.
- f. The bidder should have net positive worth and have working capital in last 3 financial year.

Note : Those agency who does not fulfil the minimum eligibility criteria will not be evaluated further .

2. Criteria & Methodology & Evaluation of bids :

The following common methodology be adopted and selection procedure would be made on the basis of combined quality-cum-cost base selection. The Technical score will be given a weightage of 70% and financial score will be given weightage of 30%. Minimum marks required to qualify technically is 70 out of 100. The financial Quote of only those agencies will be considered, who have qualified technically. Technical and financial scores obtained by all the applicants would be summed and the vendor with highest score would be awarded the work

Total scores of the applicants would be calculated as per the following formulas:

Technical Bid Financial Bid (Techno Commercial ratio 70:30)

1. $(T1/T_{max})*0.7 + (L_{min}/L1*0.3)$
2. $(T2/T_{max})*0.7 + (L_{min}/L2*0.3)$
3. $(T3/T_{max})*0.7 + (L_{min}/L3*0.3)$

T_{max} is the maximum possible technical score in the bidding process.

L_{min} is the lowest financial bid among all the bidders

$T1, T2, T3$ are the technical score obtained by Bidder 1, 2 and 3.

$L1, L2, L3$ are the technical score obtained by Bidder 1, 2 and 3.

- Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

3 Technical Evaluation Criteria for 100 points:

S.no	Items of Evaluation	Max marks
(i)	Organizational Status	10
(a)	Proprietor/Partnership/Company (private body)	05
(b)	PSU/Govt body	10
(ii)	Average Financial Turnover during any of last 3 years (2022-23,2023-24,2024-25)	10
(a)	Up to 5 crore	05
(b)	Greater than 5 Crore and up to 10 Crore	08
(c)	Greater than 10 crore	10
(iii)	No. of employees on roll of agency (Housekeeping & maintaince staff,Horticulture)	10
(a)	Up to 200	05
(b)	Over 200 and up to 500	8
(c)	Above 500	10
(iv)	No. of years for which organisation is working in FMC, Housekeeping services etc	10
(a)	Less than 5 years	3
(b)	Between 5 to 10 years	5

(c)	Between 10 to 15 years	8
(d)	Above 15 years	10
(v)	<p>(i) Experience in providing FMC Services in last 5 years and successfully completed 1 FMS project having billing amount of atleast 4 crore in Govt department/PSU/TopUniversities/Reputed colleges/Prestigious institute/ Museum/ Convention Center</p> <p style="text-align: center;">OR</p> <p>(ii) Experience in providing FMS Services in last 5 years and successfully completed 2 FMS project having billing amount of atleast 2.5 crore each in Govt department/PSU/TopUniversities/Reputed colleges/Prestigious institute / Museum/ Convention Center.</p> <p>Note : (i) FMS (Facility management Services) experience for this project require experience of work related to Housekeeping /Horticulture /Operation & maintenance of Equipments ie : Lift /Escalators/DG sets/STP/Chiller & HVAC etc (ii) Completion certificate, work order/supply order needs to be submitted.</p>	10
(vi)	<p>Experience in Minor Repair in last 5 years and successfully completed 1 minor repair work project having billing amount of atleast 40 lakh in Govt department/PSU/Top Universities/Reputed colleges/Prestigious institute / Museum/ Convention Center.</p> <p>Or</p> <p>Experience in Minor Repair in last 5 years and successfully completed 2 minor repair work project having billing amount of atleast 25 lakhs each in Govt department/PSU/Top Universities/Reputed colleges/Prestigious institute / Museum/ Convention Center in last 5 years in a single project.</p> <p>Note : (i) Minor work experience for this project refers to experience in electrical/civil repair work. (ii) Completion certificate, work order/supply order needs to be submitted.</p>	5
(vii)	Manpower for Facility Management	10

	Services/Operation & Maintenance Services/technical manpower/Housekeeping Services (not MTS &un-skilled) deployed in Central Government/ State Ministry/Department/PSU/Autonomous Bodies/Organization of repute Institute/ Museum / Top Universities/Reputed colleges/Prestigious institute	
(a)	Deployed between 100 -150 at least in one project during one year in housekeeping/horticulture/operation & maintenance of civil/electrical/dg sets/lift escalators etc	5
(b)	Deployed between 100 -150 persons at least in one project during one year in housekeeping/horticulture/operation & maintenance of civil/electrical/dg sets/lift escalators etc	7
(c)	Deployed between 150 -200 persons at least in one project during one year in housekeeping/horticulture/operation & maintenance of civil/electrical/dg sets/lift escalators etc	8
(d)	Deployed Above 200 persons at least in one project during one year in housekeeping/horticulture/operation & maintenance of civil/electrical/dg sets/lift escalators etc	10
(viii)	Quality related marks (ALL Certifications should be before the date of publication of this tender.	5
(a)	ISO 9001	2.5
(b)	ISO 41001/ TC260	2.5
(ix)	Presentation marks	30

****Note for above:**

- (i) To demonstrate experience against criteria specified above, bidder must submit relevant documents. The bidder shall have to meet the Minimum Qualifying Marks of 70(Seventy) marks in 'Quality' Criteria. Bids not meeting the minimum qualifying marks in 'Quality' Criteria shall be rejected. The Bids meeting the minimum qualifying marks shall be called 'Qualified Bids' and shall be eligible for financial evaluation of the bid. The marks are tentative and will be finalise by tender evaluation committee after evaluation based on suitability of the project.
- (ii) Esic/PF challan indicating the no. of employees on roll for any of last three years (2022-23,2023-24,2024-25,2025-26 till Dec 2025) needs to be submitted or any other Certified documents ie CA certified letter with UDIN subject to acceptance/verification of DC(H).
- (iii) All documents submitted by the bidder will be considered /evaluated only till last date of submission of bids ie experience, turnover, manpower on roll etc

4. DOCUMENTS NEED TO BE SUBMITTED FOR TECHNICAL EVALUATION:

4.a. The bidder has to fill the Performa attached below and submit all relevant documents as per performa.

Sl. No.	DETAILS OF DOCUMENT REQUIRED	Compliance (Yes / No)	Page No for Documents attached (To be filled by Bidder)
1.	Name and address of the agency		
2.	Incorporation Certificate of Company in case of Proprietorship firm/ Partnership firm /private firm/PSU/Govt. body		
3.	MSME certificate present, if any		
4.	The bidder must submit documents of Annual turnover in last three financial years. Turn Over Certificate duly Certified by CA with UDIN (2022-23,2023-24,2024-25)		
5	Balance sheet attested from C.A of the last three years (2022-23,2023-24,2024-25)		

Sl. No.	DETAILS OF DOCUMENT REQUIRED	Compliance (Yes/ No)	Page No for Documents attached (To be filled by Bidder)
6	The bidder should have a positive net worth and working capital of last three years.		
8.	All the necessary documents required to qualify in technical round as mentioned in point no. 3 of this tender.(Proof for manpower on roll ie Esic EPF etc , Relevant Experience in past 5 years ,quality related certificate, turnover certificate etc)		

9.	Whether the firm has a permanent Account number (PAN). Specify		
10.	Name and address of Branch Offices		
11.	Undertaking by the Bidder/agency to the effect that there is no police case pending against the Bidder/firm/ Parties/ Proprietor/Partners relating to any contract and also the bidder has not been blacklisted by any Govt. Department/PSU/Sate Govt.		
12.	Whether agency registered under Contract Labor (Regulation & Abolition) Act. Specify & attached certificate/document.		
14.	Whether agency registered under ESICAct. Specify & attached certificate/document.		
15.	Whet Whether agency registered under Provident Fund Act & attached certificate/document.		

I....., Certify that information provided by us in the bid is true to my knowledge and submit the documents as per Annexure – 1. If submitted information found to be wrong/false at any stage or not as per Annexure-1, falling which liable to be bid rejection.

(Signature of authorized person with seal)

Note for above: -

1. Bidders are required to furnish the above information in the prescribed format only.
2. Bidder are required to submit the documents desired pages wise only.
3. Enclosure of completely filled Annexure-1 is mandatory otherwise the bid will not be evaluated.

5. Scope of work

Deendayal Hastkala Sankul (Trade Centre & Museum) is a modern and integrated facility developed by Ministry of Textiles, Govt. of India to support Handloom and Handicraft sector of Varanasi and nearby areas, by providing platform for trade enhancement, facilitation to both domestic and international buyers and carry forward the rich traditions of Handloom and Handicrafts of Varanasi region.

The complex has been developed over a contiguous land of approx. 7.93 acres, at BadaLalpur, Varanasi. The project encompasses a constructed area of approx. 43,450 square meter, with sub- components including Shops, Food Kiosks, Restaurants, Marts / Offices, Bank and ATM, Foreign Currency Exchange Office, Guest Rooms, Dormitories, Stalls / Kiosks, parking facility for more than 500 cars, space for cultural and social functions, Handloom and Handicraft exhibitions, Craft Museum along with Amphitheatre and Souvenir Shop.

The state-of-the-art facilities offered at Deendayal Hastkala Sankul (Trade Centre & Museum), are equipped with Building Management Systems (BMS), central air conditioning and ventilation systems, power backup, fire protection and public address systems, lifts/escalators for ease of public movement on all levels and centrally monitored CCTV system for safety and security. Supporting infrastructure includes HT Panels, AC Plant, Pump room, AHU, Water Treatment Plant, Sewage Treatment Plant, surface and basement parking facilities.

5.1 Facility Area

- (a) The Facility Area where services of AGENCY are required shall include all areas with-in boundary of Deendayal Hastkala Sankul (Trade Centre & Museum) includes buildings, equipment, exhibits, artifacts etc. owned by the Authority / Ministry of Textiles, Govt. of India, including but not limited to all built- up areas, basements, landscape and open spaces.
- (b) This document does not intend to limit or exclude any item in the scope of work that is to be covered for delivering the Facility Management Services timely and successfully. However, there are certain functions including operation and maintenance which are already covered in the existing contracts of Main Contractor/Project Management Service Provider (PMSP) including Interior Contractor/Operator for Museum. AGENCY shall coordinate with existing contractors for works related to common services.
- (c) The scope of work under AGENCY shall cover housekeeping of toilets and lifts and operation, repair & maintenance of ambient lighting and common services of entire premise (excluding leased areas such as Mart and KAC). AGENCY team shall not enter Museum and NIFT premise without prior approval from Authority or Museum Operator.
- (d) Spaces like Marts, Restaurant, Guest House & dormitory and Bank (with ATM) are being licensed to various entities. Upkeep, housekeeping, waste management, internal safety of goods and materials, minor repairs and replacement of fixtures of internal areas of these licensed spaces shall be the responsibility of individual Licensees. AGENCY shall also coordinate with these Licensees for any assistance required.
- (e) Inside Licensed spaces, only repair and maintenance of common services of Project Facility like HVAC, fire-fighting, etc. shall be in the scope of AGENCY.
- (f) AGENCY shall also do housekeeping and routine cleaning of internal areas of Govt. offices and those areas given to NIFT inside Project Facility.
- (g) Spaces including Exhibition spaces, Convention Centre with Green Rooms, VIP Lounge, Guest Rooms and Dormitories, Meeting rooms, Open Air Theatre/Amphitheatre and all common areas with public utilities inside Project Facility are under scope of work of AGENCY.

5.2 Broad Description of Work NEED TO BE DONE BY AGENCY

- (a). This scope of work essentially indicates Operations & Maintenance services pertaining to upkeep & smooth working of the entire premises including equipment's, building services, infrastructure, fixtures, accessories, utilities, services, and furniture in the Facility as per the satisfaction of client/

end user.

(b). Operation & Maintenance for the equipment / artifacts etc. will be carried out as per benchmarked maintenance practices / OEM (Original Equipment Manufacturer) manuals / O&M Manuals provided by the Contractor/Project Management Service Provider (PMSP).

(c) The scope of work broadly includes the operation, maintenance and management of general building operations as described in this contract for the Project Facility. The AGENCY will be directly responsible for ensuring operational service levels and that the performance should be met as per terms and conditions defined in this document. AGENCY will be directly reporting to the officer authorized by the Authority.

(d). This document describes the work to be carried out under the Facility Management Services for Deendayal Hastkala Sankul (Trade Centre & Crafts Museum), and draws attention to certain associated items that are to be completed. This document does not intend to limit or exclude any item in the scope of work that is to be covered for delivering the Facility Management Services timely and successfully.

(e). The Broad Scope of services required as below;

Operation and Maintenance of all equipment's and E&M services,
Housekeeping and Sanitation services of the entire premises,
Front Desk Management,
Waste Management,
Parking Management,
Pest control,
Reporting and Complaint Management, and
Coordination with other service providers
Horticulture and beautification of premise

5.3 Brief about Facility Management Services

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

(a) Operation and Maintenance of all equipment's and E&M services :

(i) Day to day unhindered running of the entire facility as per the satisfaction of the client / end user.
(ii) Preservation of machinery, building and services in good operating condition.
(iii) Daily / periodic maintenance (inspection, oiling and re-tightening, replenishments) to retain the healthy condition of equipment and prevent failure through the prevention of deterioration, periodic inspection or equipment condition diagnosis etc. as deemed fit by AGENCY.

(iv) Procure and store adequate stock of fuel, consumables, material, machinery and equipment's etc.

for unhindered daily operations of the facility at its own cost.

(v) Day to day repairs required in the entire complex under the maintenance of

AGENCY.

(vi) Breakdown Maintenance is defined as-

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

(vii) Preventive Maintenance is defined as-

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

However, AGENCY scope of work includes Breakdown Maintenance, co-ordination and managing Vendors / Suppliers / Manufacturers for performing preventive maintenance as per the O&M Manuals provided by the Contractor /PMSP / Supplier / Vendor / Manufacturers.

Management: Management includes

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

However, the services as defined above is not limited to or exclude any item in the scope of work that is to be covered for preserving the project and delivering the services as per the satisfaction of the client / end user.

The AGENCY shall maintain the service levels and also maintain minimum manpower as per

Scope. As the guidelines provided in the RFP are non-exhaustive, AGENCY shall also adhere to the guidelines available in CPWD manuals.

5.4 Detailed Scope of Work which needs to be done by agency:

Unless it is explicitly restricted, the scope of work under the Contract for AGENCY for providing facility management services including operation and maintenance of facilities constructed by the Authority as implementation agency on behalf of Ministry of Textiles, Govt. of India is as below:

(A) Maintenance Services:

The AGENCY shall be responsible for breakdown maintenance. The AGENCY for preventive maintenance shall coordinate, administer and certify works of Main Contractor/PMSP, Interiors Contractor, Vendors, Suppliers and Manufacturers, AMC service providers for rendering the services as per the terms and conditions stipulated in this document.

- (i) The AGENCY shall be liable to perform / undertake following services:
 - (ii) Preserving the project, its equipment's and assets as per the satisfaction of the client
 - (iii) Day to day repairs/service of the facilities
- (iv) AMC of below equipment's shall be procured by the Authority directly:
 - (a) D.G Set
 - (b) Lifts & Escalators
 - (c) Chillers
 - (d) Fire Alarm
 - (e) Fire Fighting
 - (h) IBMS/LV / CCTV / Networking/Computer and peripheral devices
 - (g) AHU& Split Units (Lower and equipment)
- (v) For all other equipment's in the project for which AMC shall be required, as deemed necessary by the AGENCY, the same shall be procured by the AGENCY at their own cost for preservation of all project equipment's.
- (vi) Keep the Inventory of all spares and consumables required for the unhindered operation and maintenance of the facility and update on weekly basis.
- (vii) Prepare list of probable spare parts, Electrical and Mechanical items, plumbing, AC spares including Chillers, split units etc. and DG spares and will coordinate and supervise for availability of these spares for items under AMC.
- (viii) Annual Building Survey and prepare program for Repairs and submit action plan.
- (ix) In project facility area, replacement of required plumbing and sanitary works (including fixtures), light fixtures, chokes, starters, ballasts for common area and service, service rooms, sub-station and external lights including the landscaping, amphitheaters/OAT,
 - a. Operation of all equipment in the project facility, including their minor repairs and replenishment.
 - b. Providing and replacing Connectors, contactors, lugs, Belts, Bearings, Grease, Cotton Waste, Silica Gel, CTC and other similar minor items, PVC / GI couplings, bends, fuse and other similar minor items.
 - c. Repair & rewinding of AHU, Ventilation Fans, Pumps, Motors etc., (After Defect Liability Period / Warranty Period).
 - d. Computer stationary, CD's floppies, audio cassettes as required for BMS / LV Systems, Front desk, Reception desk,
 - e. Ensure availability of Specialized Tools / Tackles such as Chain Pulleys, Telescopic Ladder, portable Hoists (Tractel Machine), Sludge Pumps, OTDR, Welding Generators etc., required for operation and maintenance.

(B) Operation Services :

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

- i. Operation of Equipment and Fixtures.
- ii. Housekeeping and Front Desk Management.

(B) (i) Operation of Equipment and Fixtures

- i. The AGENCY shall ensure day to day unhindered running of the entire facility as per the satisfaction of the client / end user.
- ii. AGENCY shall ensure that all complaints are attended and rectified within the time specified as per the service level mentioned in point no. 6.5 to 6.12 of this RFP.
- iii. The AGENCY shall ensure operation and upkeep of all equipment's (Electrical, Mechanical, HVAC, AV, IT etc.) in accordance with Operation and maintenance manuals provided by Contractor/PMSP / Supplier / Vendor / Manufacturers and ensuring safety of equipment and personal using it.
- iv. The AGENCY shall ensure that day to day basis works such as removing corkage of drainage pipes, manholes, restoration of water supply, repairs to faulty switches, watering of plants, lawn mowing, hedge cutting, sweeping of leaf falls etc. are attended under day to day service facilities.
- v. The AGENCY will ensure that all filters, belts, fasteners, fixtures, lubricants, and other routine items are installed and are working properly.
- vi. The AGENCY shall operate all equipment's, fittings and fixtures (electrical / mechanical / Plumbing etc.) on regular basis and ensure the smooth functioning of the area.
- vii. The AGENCY shall carry out daily, weekly, quarterly, half-yearly and yearly checks as per the O&M Manual for smooth operation and functioning of the area.
- viii. The AGENCY shall operate and maintain the complete Access Control system, PA system and any other system as installed in the said premises.
- ix. The AGENCY shall monitor and maintain the ambient room parameters (temperature, humidity, noise level, required light levels etc.) for different components/areas/exhibits/artifacts as specified in the O&M manual carefully, at all times throughout the Contract period. Any damage done to the exhibits/ artifacts /equipment due to non-maintenance of required room parameters will be the responsibility of AGENCY and shall make good the damaged exhibit / artifacts / equipment's at his own cost.

(B)(ii) Housekeeping and Front Desk Management

(a) Cleaning Services: The agency shall perform the below mentioned services :

- i. Perform routine cleaning of the internal and external areas to meet the required service standard.
- ii. Cleanliness of all common spaces and space inside Convention Hall, Green Rooms, VIP Room, Exhibition spaces, Guest rooms and Dormitories, Kiosk spaces for artisans at Crafts Bazaar, Govt. Offices and meeting rooms within Project Facility.
- iii. Perform cleaning and upkeep of exhibits and artifacts, IT & AV equipment's in the project facility (other than those inside Museum) as per the directions in Manuals / as per directions of representative of Authority.
- iv. Perform periodic cleaning of glass facades, structure at entrance plaza, external claddings etc. at all heights (internally and externally)

- v. To provide additional housekeeping services as and when required by Authority.
- vi. Deploy equipment's for cleaning and shall be responsible for maintaining these at all time.

All costs for purchase/repair/spares/maintenance etc. for these equipment's shall be borne by AGENCY.

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

(b) Cleaning of Toilets

- i. All sanitary ware including sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected.
- ii. Floors should be cleaned to the same standard as other building floors. In addition there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.

- iii. Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.
- iv. All toilets should be kept fully stocked with supplies and should be made available at all times.
- v. Dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry and free from dust, marks and smears. In case of any damage found in any minor installation such as dispensers, hangers, dryers etc. fixed in the bathrooms the same will be repaired/replaced by the AGENCY bearing the cost.

(C) Waste Management:

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

(D) Pest Control;

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

i. Disinfestations Treatment:

Pest Covered: Ants, cockroaches, silverfish, spiders, ticks, bugs, crickets, termites etc. The AGENCY shall take the following control measures:

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

i. Rodent Control:

Pest Covered: Domestic / Field Rodents. The AGENCY shall take the following control measures:

- a. Baiting with anti - coagulant rodenticide / asphyxiates type chemicals
- b. Trapping with lures
- i. Eliminating rats / mice with glue traps

ii. Frequency: Monthly as per client schedule and need base.

iii. Fly Control:

The AGENCY shall take the following control measures:

a. Sanitation

b. Chemical control

c. Frequency: Monthly as per client schedule and need based.

iii. Mosquito Control:

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

a. Residual Spot Spraying

b. Fogging Operations

c. Mist Blowing

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

(E) Help Desk, Front Desk Services:

The AGENCY shall operate front desk/ help desk as per the guidelines provided by Authority. These Services pertain to the assisting / guiding the visitors, Authority's staff, attending problems on Help-Desk and resolving the problems to closure, which occur on day-to-day basis. The helpdesk / front desk operations shall include responding and resolving the problems which may relate to visitors / premises which may or may not be logged (problems such as failure of UPS, fire alarm etc.). Primarily, Front Desk is required, one each, at Crafts Bazaar /Entrance Plaza during 24*7.

(H) Management Services:

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

- i. Provide required assistance to the Authority during transition period of handover – takeover of the Project Facility from the Main Contractor / PMSP including but not limited to helping in snagging, de-snagging, testing and commissioning of equipment's etc.
- ii. Take ownership of all the services as described in scope of work and will work as an independent Unit.
- iii. Co-ordination with all the stakeholders of the Project including Authority, PMSP, Project Architect, Contractors, Consultants and other agencies.
- iv. Maintain a record of all the Equipment/ assets at facility, keep record of the Vendors details, keep track of the dates of AMC/Warranty validity and inform the Authority when the validity is within 2 months of completion and also co-ordinate with vendors for extension of services on behalf of Authority.
- v. Submission of Daily Position Reports, Failure Investigation Reports, Operation & Maintenance Reports,
- vi. Maintenance of Reports, Log Books etc. for Operation & Maintenance of various Systems & Equipment's, Maintenance of Equipment History,
- vii. Co-ordinate with Main Contractor/PMSP/ Interior Contractor for rectifying of defects

under the DLP period.

- viii. Assist the Authority in payment of all utility bills,
- ix. Calculation of common area maintenance charges.
- x. Preparation, submission and obtaining approval on detailed O&M plan including maintenance, staffing requirement and schedule, equipment, tool and machineries to be maintained, maintenance schedule, manpower and incident reporting structure etc.
- xi. AGENCY shall adopt biometric attendance system at its own cost for Attendance management and reporting. Provision of daily monitoring rights shall be provided to the Authority.
- xii. Prepare a preventive maintenance plan for all equipment / fittings & fixtures, ensuring 100% compliance. AGENCY shall co-ordinate for:

- Repair technician for doors, blinds and floor springs etc.
- Original Equipment Manufacturer (OEM) of Building Management System, CCTV, Access Controls, Lifts, Escalators, HVAC and other E&M systems, Plumbing Works (auto flush system, other sanitary fixtures), IT Installations (Computers, monitors, CPU's), AV Installations and related items covered under the scope of Main Contractor/ Interior Contractor.
- Works like painting, polishing, tiling, ceiling works etc.

- xiv. Co-ordinate administer and certify works of Vendors / Manufacturers / Suppliers for the purpose of preventive maintenance and upkeep of the equipment during AMC / Warranty period.
- xv. Prepare and maintain the records of routine services, visits provided by AMC providers and tracking to be done against actual visits.
- xvi. Keep the Inventory status of all spares and consumables required for the maintenance of the facility and update on weekly basis and maintain the records of consumption.
- xvii. Conduct quarterly systems & equipment health audits with and through the AMC Service provider and submit a health status report to the Officer authorized by Authority.
- xviii. Coordinate with third party for conducting equipment audit, fire audit as and when required by Authority.
- xix. It is the responsibility of the AGENCY to ensure highest level of uptime and reliability of all equipment is maintained at site.
- xx. Prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days from the commencement of agreement.
- xxi. Brief the representative on maintenance and operational proceedings on day to day basis.
- xxii. Liaison with local, state authorities, and/or private agencies related to the Facility.
- xxiii. Control and report any violation in sound emanating from the Facility is within the noise pollution norms prescribed by the Central Pollution Control Board and any notification issued by the Ministry of Environment and Forests, Government of India.
- xxiv. Provide support and guidance to the Authority in all matters as requested
- xxv. The AGENCY, within its staff shall provide persons who are trained in first-aid/ paramedics to coordinate with Wellness Centre/ First Aid Room in case of emergency.
- xxvi. In case of any event in DHS, if any govt. agency conduct the event then it is the responsibility of FMC to clean the premises (convention hall/atrium) and in case if private agency conduct the event then also FMC needs to get the convention hall/atrium in clean circumstances. FMC may issue directions to private agency who are organizing the event for cleaning of spaces before the program after getting instructions from AD, DHS Varanasi.

AGENCY shall report to a Nodal Officer appointed by Authority for the management services as and when required.

(G) Complaint management

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

(I) Horticulture

Garden maintenance shall include, but not be limited to:-

- i. Watering plants, seedlings, trees, saplings, lawns etc.as per Seasonal requirement.
- ii. As per Necessary weeding and cleaning of the lawns as a measure to keep the lawns free from weeds.
- iii. Necessary weeding and cleaning of hedge, cactus garden etc., all horticulture aspect/features.
- iv. Trimming of hedge, edge, shrubs etc., and pruning of trees along the boundary walls on regular basis.
- v. The regular mowing of the lawns followed by fertilizers and micronutrients to all necessary features as and when required/as per schedule.
- vi. Spraying of insecticides, pesticides, fertilizer & vitamins where and when required/as per schedule including pest control.
- vii. All filth and garbage generated during the work or other matters which are unusable, shall have to be removed outside of the premises by the agency at its own cost.
- viii. Planting of seasonal plants in adequate numbers for the beautification of the premise.
- ix. Counting of the trees and marking of the trees.
- x. Placement of pots at various location of the premise. Regular care of the plants potted in the pots which may include placement of the pots in sun, shaded area etc.
- xi. Placement of new plants and flowers in the pots at regular interval.
- xii. Beautification of the Govt. offices on regular basis.
- xiii. The scope may be revised, increase or decrease by the authority during the tender period.

(xiv) The agency must submit along with the tender in detail the maintenance operation/management schedule inclusive of detail break up in connection with quantities for application of fertilizers, spraying of insecticides, pesticides etc., during the execution of maintenance work for following items:-

Lawn: Lawn should be mowed by lawn mower. Weeding being the major work in lawn area special care should be taken to keep the lawn free from weeds. Fertilizers and high analysis organic manure to be applied as needed. All these operations shall be undertaken where and when required/as per schedule.

ANNUAL BED (SEASONAL FLOWER BED): Before sowing the seedlings, ground should be well prepared having need based mixture of bulky organic manure and high analysis organic manure. Transplant disease free seedlings of 3-4 weeks age having symmetry growth. Apply decomposed organic manure after two weeks of transplantation and repeat, at required day's interval

schedule, until formation of buds.

HEDGE/EDGE: Watering, manuring and weeding along with other intercultural work will be taken up following a need-based schedule. Height of hedge and edge should be maintained properly for beautification and developing aesthetic values of the garden.

TREES, SHRUBS: Weeding, soil preparation, manuring, pest controlling, trimming, training etc. as where and when/as per schedule.

(xv) Consumable materials as and when required for the work, like good earth, manure, fertilizers, insecticides, pesticides, seasonal seeds, seedlings, plants, shrubs etc., will be supplied by the agency .

(xvi) The contractor will provide all necessary machinery, equipment, tools & tackles, hose pipe, land mower (operated by petrol/diesel/kerosene), garden shears, secateurs, sprayers, dusters, weeding hook, brooms, buckets etc.

(xvii) For transportation and other gardening operations, the agency has to deploy its own manpower, materials, equipment, like tractor, trailer, water tanker, lawn mower, garden rollers etc., for carrying out the different horticultural operations.

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

Table: Service Level Agreement (Defects)

Description Of Complaints	Service required	Report	Complaint closure time
For minor defects	Rectification without any Replacement by	Immediately	2hrs
For Major Defects			
Item available locally	Rectification/Replacement by external agencies (Main Contractor PMSP/ Interior Contractor / Vendors / Manufacturer / Supplier	Immediately	1 week
Item available domestically		24hrs	2 weeks
Item to be procured		48hrs	1 month

To the extent possible, AGENCY shall make ensure that Vendor / Manufacturer performs their obligations as per Contract. Even after AGENCY

making all the efforts, Vendor / manufacturer fails to perform its obligations, the AGENCY shall notify the Authority and ask for necessary action.

6.1 (a) Deduction for Non-performance of the Agency

Subject to the term and condition mentioned in the Contract and the penalty provisions due to any deficiency by the FMC in the performance of its delivery obligation, shall render him liable to any or all of the following penalties-

SI No.	Description	Expected upkeep	Minimum Obligation	Deduction recovery to be affected in the monthly bill
1	Power - Substation / DG set	100% (Ability to be online in case of power failure to be not less than 20 Sec.)	98%	2 % of the monthly bill
2	UPS	100%	99.95%	2% of the monthly bill
3	HVAC systems entire complex	100%	98%	1% of the monthly bill
4	Elevators	100%	98%	1% of the monthly bill
5	ACBs/Panels/ Cables	100%	Critical AC Bs-100% Non-critical -98%	2% of the monthly bill
6	Fire & Fire Fighting	100%	100 %	3% of the monthly bill
7	CCTV/BMS Control Room	100%	100 %	3% of the monthly bill

8	Short fall in the deployment of machineries/consumables etc.	100%	98 %	3% of the monthly bill
9	Housekeeping work	100%	98 %	3% of the monthly bill
10	Horticulture	100%	98 %	3% of the monthly bill
11	Major and minor defects	100%	98 %	5% of the monthly bill

Note: The major and minor defects will be categorized as per the CPWD manuals, if not found in the manuals as decided by the authority.

Table 1.1: Service Level Agreement (Operations)

6.2 Daily services: (First shift should be completed before 8:30 Am every day)

Sr.	Service Level Requirement	Min. Requirement	Non-Compliance	Penalty Rate
1	Routine housekeeping (inc. cleaning services as per the scope of work) of all the premises in the project facility (excluding licensed spaces).	2 Times /Day	1 Day	1000/Day

2	During events/exhibitions in the project facility the housekeeping (inc. sweeping, wet mopping, dusting etc.) of all the premises in connected areas where the event/exhibition is organized	4 Times /Day	1 Day	1000/Day
3	Cleaning of Toilets as per defined scope of work	4 Times /Day	1 Day	1000/Day
4	Cleaning of dustbins / waste bins and disposing the same up to the main container or garbage collection point.	2 Times /Day	Compulsory	2000/Day
5	Collecting of garbage from the garbage collection point. Thereafter, segregation of waste & disposing off	2 Times /Day	Compulsory	15000/Day

SI No.	Service Level Requirement	Minimum Requirement	Non-Compliance	Penalty rate

	the same outside the premises as per applicable guidelines/rules of the central government or local authority.			
6	Dusting / cleaning in the project facility (excluding licensed spaces) of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, fittings and glass pans, AV	2 Times /Day	Compulsory	2000/ Day
7	Cleaning of windows from inside & outside in office, passageways and corridors and all glass facade outside all around the building on ground floor.	Once a day	1 Day	2000/ Day
8	Sweeping, wet mopping, dusting of entire premise including stairs and staircases (including Cleaning and Upkeep of all parking, service)	Once a Day	1 Day	2000/ Day

6.3 Regular Maintenance services

Sr.	Service Level Requirement	Minimum Requirement	Non-Compliance	Penalty rate
1	Cleaning of External surface including glass facade, external building surface, structure at entrance plaza at all heights.	Once a Day	1 Day	2000/ Day
2	Shampoo Cleaning of all Carpets, Sofas, Chairs at regular interval	As per manufacturing guideline	Compulsory	5000/Day

3	Cleaning and disinfection of all water tanks	Once in 15 days	7 days	2000/ Day
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6.4 UG TANK & WATER SUPPLY (as per scope of work)

Sr.	Service Level Requirement	Minimum Requirement	Non-Compliance	Penalty Rate (INR)
1	Cleaning of walls, slab, raft from inside and remove oval of algae, waste particles.	Once in 15 days	2 days	20,000/Day
2	Maintenance of submersible pumps.	Once in 15 days	2 days	20,000/Day
3	Painting and erection of MS Ladder or replacement if required and if found theft or damaged	Once in month	Compulsory	Twice the market rate of damage done

4	Chemical treatment of water for purification	Alternate Day	4 days	1500/day
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Sr.	Service Level Requirement	Minimum Requirement	Non-Compliance	Penalty Rate
5	Maintenance of manhole covers including replacement if found damaged or theft.	Once in 15 days	Compulsory	Twice the market rate of damage done.

6.5 SW DRAIN AND SEWAGE SYSTEM

Sr.	Service Level Requirement	Minimum Requirement	Non-Compliance	Penalty Rate
1	Cleaning of bed properly including removing of mud, soil etc.	Once in a day	1 Day	20,000/Day
2	Regular Maintenance of drain covers including Replacement if found damaged.	Once in a day	1 Day	20,000/Day

6.6 PEST CONTROL

Sr.	Service Level Requirement	Minimum Requirement	Non-Compliance	Penalty Rate
1	Disinfestations Treatment	1 Time / Fortnightly	1 Day	20,000/day
2	Rodent Control	1 Time / Fortnightly	1 Day	20,000/On Repeated non-compliance
3	Fly Control	1 Time / Fortnightly	1 Day	20,000/On Repeated non-compliance
4	Mosquito Control	1 Time / Fortnightly	1 Day	20,000/On Repeated non-compliance

6.7 Others

Sr.	Service Level Requirement	Minimum Requirement	Non Compliance	Penalty Rate
1	Repair and maintenance of sanitary fixtures, lavatories etc.	Alternate Day	1 Day	1000/Day

2	Removal and replacement of damaged sanitary fixtures and lavatories if required.	Immediate	Compulsory	As Per twice the Market Rate of Damaged/Theft Fixture or 3000/day whichever is higher
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Sr.	Service Level Requirement	Minimum Requirement	Non-Compliance	Penalty Rate
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3	Electric fixtures Maintenance or replacement if found theft or damaged by non-social elements all complete as per direction of Authority's Representative in charge.	Immediate	compulsory	As Per twice the Market Rate of Damaged / Theft Fixture Or 3000 /Day whichever is higher
4	Cleaning of all lamps, street light poles, railing lamps, foot lights, bollards lamps, fans, tube lights, CFL's, Mexican hanger lamps etc.	Alternate Day	1 Day	1000/Day
5	Removal of damaged CFL's and fixtures if Required.	Alternate Day	1 Day	Twice the market rate of damaged one.
6	Regular maintenance of switch boards, sockets, plug points, MCCB's, MCB's, and all main and sub panels including replacement of all fixtures if found theft or damaged.	Alternate Day	2 Days	1000/Day
	Regular maintenance of plumbing fixtures	Alternate Day	2 Days	1000/Day

6.8 PUMP ROOM :

Sr.	Service Level Requirement	Minimum Requirement	Non-Compliance	Penalty

1	Regular maintenance of VF D pump for irrigation with all connections and attachment s, damaged part should be r epaired or replace at that ti me immediately.	Alternate Day	2 Days	Twice the market damage
Fountain				
1	Cleaning of raft, walls inner face of paper tiles	1 time/Week	1 Day	2000/Day
2	Repairing work of paper tiles and replacement, if damage d of required shades	1 time/Week	1 Day	20000/Day
3	Regular maintenance of all jets sprays, nozzles, lights fixtures, supply pipes, main supply, sub main water	Alternate Day	2 Days	30000/Day

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Sr.	Service Level Requirement	Minimum Requirement	Non-Compliance	Penalty rate
	supplies, electrical cables, motors and other fixtures.			
IRRIGATION / AUTOMATION UNIT				
1	Regular maintenance & cleaning of all valves.	1 time/Week	1 Day	20000/Day
2	Regular maintenance for all main line, sub lines water supplies.	1 time/Week	1 Day	20000/Day

3	Regular maintenance for all automation system including all decoders, sensors, cables, solenoids valves.	Alternate Day	2Days	35000/Day
4	Replacement of damaged pipes, valves, cables, decoders if found damaged or theft.	Immediate	compulsory	35000/Day
5	Regular maintenance for VFD pumps and electrical supplies.	1 time/week	1 Day	20000/Day
BARBED WIRE FENCING FOR UNAQUIRED LAND				
1	Regular maintenance for barbed wire fencing including all hooks tightening, re-fixing and making vertical MS angle.	1 time/week	1 Day	2000/Day
2	Re-fixing of MS angle including all excavation, concreting and curing if required	Whenever required	compulsory	20000/Day

3	Painting work for MS angle	1 time/3 month	15 Days	3500/Day
WATER BODY POND				
1	Cleaning of pond, cleaning of waste, algae and garbage from pond.	2 times/month	15 Days	20000/Day
2	Removal of weeds	1 time/year	15 Days	20000/Day
3	Leveling of bottom soil surface disturbed by the flow of water.	1 time/6 month	15 Days	20000/Day
4	Dry pitching with random rubble masonry work if required or found settlement including gaps filling with muroom or sand.	Whenever required	compulsory	30000/ Week
5	Supply of water to maintain	1 time/week	compulsory	4000/Day

	required water level			
AMPHITHEATER				
1	Dusting of each and every step, stairs, slopes, railings.	3 times/day	1 Day	1500/Day
2	Cleaning of steps, stairs, slopes, railings by wet mopping, dry mopping and dusting.	1 time/day	1 Day	1500/Day
3	Painting inside outside as per approved paint on CC copings, retaining walls.	1 time/3 month	15 Days	1500/Day
4	De-weeding work for grass area	Once alternate day	1 Week	1500/Day
5	Regular maintenance of shrubs, grass including replacement of damaged part.	Alternate Day	1 Week	1500/Day

PATHWAY				
1	De-weeding work for pathways including all anti- termite treatment, cutting, removing and gap filling with sand if required.	2Times/month	15 days	20000/Day
2	Removal of water by manually-water stacked rain	Every Day Before Opening	1 day	10000/Day
3	Uplifting levels of Interlocking paver blocks by providing sand below Interlocking paver block including all removing blocks filling of sand and re-fixing in proper pattern and sand filling for joints also.	1Times/6 months	15 Days	25000/Week
4	Cleaning of pathway areas - removing of all wastage, polythene, garbage, weeds, dust, debris, Leaf, polythene, porch etc. collection removal& transportation up to desired point	Once alternate day	2 days	30000/Week
5	Removal and making of dam	Alternate Day	2 days	20000/Week

	aged kerb stone including plaster to provide weep holes for water drainage to lawn areas.			
6	Painting work of Kerb stone of approved shades	1Times/6 months	15 days	25000/Week
BOUNDARY WALL				
1	Painting inside outside as per approved paint on grills, fencing & all service /entry gates & gate columns.	1Times/6 months	15 days	25000/Week

2	Electric fixtures maintenance or replacement if found theft or damaged by non-social elements all complete as per direction of Authority's Representative in charge.	Immediate	Compulsory	As twice the Market Rate of Damaged / Theft Fixture whichever is higher
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3	Cleaning of all lamps, street light poles, railing Lamps, foot lights.	Alternate Day	2 days	10000/Week

7.1 Reporting

(i) The AGENCY shall establish a MIS system for reporting. The AGENCY shall submit the following reports on monthly basis to the Authority's Representative:

- a. Initial Review Report;
- b. Monthly Reports;
- c. Deployment Report; and
- d. Attendance Reports
- e. Statutory compliance intimation report

(ii) The MIS report shall cover the following aspects:

- a. Consumption and stock of consumables
- b. Compliance of preventive maintenance plan
- c. Resource deployment report (manpower, equipment)
- d. Expense report (committed and invoiced amounts)
- e. Energy consumption - by utility, by premise
- f. Status of periodic activities as described under scope of work for Operation, Maintenance.
- g. Facility Inspection: The AGENCY shall conduct regular comprehensive facility inspection and perform any additional ones that will maintain / enhance the appearance, operation, and safety aspects of all the facility as approved by Authority. The AGENCY shall indicate frequency of inspection covering all premises.
- h. Highlight Critical Issues / Problems with recommended solutions which should contain the technical recommendations / alternatives, cost, time schedules, etc.
- i. Prepare a foot fall report for the visitors.
- j. Customer Feedback Analysis

- k. Report on Audits/ drills etc.
- l. Complaint Management reporting.
- m. MIS on procurement, statutory payments & on any other invoices processed by Authority.
- n. Any other reports as needed from time to time.
- o. IT assets, stationaries and operating cost required to prepare report is in the scope of agency.
- p. AGENCY has the option to use / implement any software for managing the Facility.
- q. AGENCY shall submit the Performa and format and the same shall be approved by Authorized Officer.
- r. Statutory compliance intimation report: AGENCY shall maintain a log/ tracking sheet of all statutory or regulatory compliances such as environment clearances, all NOC's, etc including their renewal dates. AGENCY shall monitor and intimate the Authority minimum 30 days in advance before expiry of any such statutory or regulatory compliances.
- s. Any other reports / compliance certificates as needed from time to time.

8. The AGENCY shall have the following minimum manpower to efficiently and effectively manage the facility constructed at Deendayal Hastkala Sankul (Trade Centre & Museum) project:

A) OPERATION AND MAINTENANCE		
Civil Maintenance		
Sr.	Description	Qty.
1	Mason (MIN. 5 YEARS EXPERIENCE IN RELAVANT field)- semiskilled	1
2	Carpenter/Fitter (MIN.5 YEARS EXPERIENCE IN RELAVANT field)-semi skilled	1
3	Sewer-man (MIN. 5 YEARS EXPERIENCE IN RELAVANT field)- semiskilled	1
4	Plumber (MIN.5 YEARS EXPERIENCE IN RELAVANT field)- semiskilled	1
5	Multi-purpose/Belder-unskilled	2
Electrical Maintenance		
1	Supervisor-skilled (having diploma degree in the relevant field and have work experience of at least 3 years with Govt. agency)	1
2	Electrician/Wireman-semiskilled (Should have diploma in relevant field and have at least 2 years of work experience with Govt. agency)	1
3	Helper/Khallas-unskilled	2
Operation & Maintenance of Specialized E&M equipment		
1	Station Manager (Post Graduate, Computer literate and having 10 years' experience in Maintenance & Operation of a Govt. Office	1

	Complex) common for all services- Highly skilled	
Operation of Fire Fighting, Fire Alarm, Public Address Systems (24 x 7 Hour basis)		
1	Fire Supervisor (Passed out from any National Fire Training Institute & having 3 years' experience with Govt. agency in fire and firefighting).- skilled	1
2	Fire Alarm Technician (Passed out from any National Fire Training Institute & having 3 years' experience with Govt. agency in fire and firefighting)- Semi skilled	1
3	Fire Pump Operator (Passed out from any National Fire Training Institute & having 3 years' experience with Govt. agency in fire and firefighting)- Semiskilled	2
4	<i>Operation of Electric Substation(3x1600KVA) and DG Sets (2*1500KVA+ 1*500KVA).</i> The operator should have diploma in electrical stream and should have work experience of at least 3 years with Govt. agency.- Semi-skilled	2
5	Operator- Semi Skilled	1
	<i>Operation of BMS system and CCTV on 24x7 hour basis</i>	
6	Operator. The operator should have at least diploma in computer science/IT and should have work experience of at least 3 years with Govt. agency	1
	<i>Operation of Lifts</i>	
7	Lift Operator- Semi Skilled	1
8	Graduate Lift Operator (specially for VIPs) (having 5 years' experience as a lift operator and working knowledge of lift operations in a reputed firm)	1
	<i>Operation of Escalator(2 NOS.)</i>	
10	Operator	
	<i>Operation of 3X400TR HVAC plant (having 2 years' experience in a reputed firm of handling HVAC PLANT)</i>	1
11	AC Plant Operator (having 2 years' experience in a reputed firm of handling HVAC PLANT)	1
12	Helper/Khallasi	2
	<i>Operation of Sewage Treatment Plant (STP)</i>	
13	STP Operator-Diploma in relevant field and have 3 years of work experience in the field.	1
	<i>Operation of Bore-well/WTP and water pumps/ RO Plant (500LPH)</i> (having 3 years' experience in a reputed firm of handling RO PLANT)	1
14	Pump Operator- Diploma in relevant field and have 3 years' experience in the field.	1

	<i>IT&EPABX Services</i>	
15	IT Engineer (Minimum B. Tech with 3year relevant experience)	1
16	EPABX Technician (3yearrelevantexperience)	1
B) HOUSEKEEPING and Horticulture		
1	Supervisor (General & Housekeeping work) at-least Graduate, Computer literate and having 3 years' experience in Maintenance & Operation of a Govt. Office Complex) -(Semi Skilled)	3
2	Housekeepers (having at least 2 years' experience in housekeeping operations)-Unskilled	29
3	Horticulture (having experience of 5 years in Horticulture and should have in depth knowledge horticulture) - Semiskilled	2
4	Horticulture (having experience of 2 years in Horticulture) -Unskilled	2
D) AUDIO VIDEO OPERATION		
1	Operation of Audio-Video equipment at Convention/Projector	
	Audio-Video Operator (Minimum B.Tech with 3year relevant experience)- Semiskilled	1
	Total	67

8.1 Other terms & Conditions :

- i. AGENCY shall provide the above minimum manpower mentioned in point no. 6.14 of this RFP to effectively manage the facility constructed at Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi. However, AGENCY shall be responsible to maintain the service levels as required and shall be liable to deploy additional manpower as per the requirement to fulfil the scope of work for the AGENCY services at its own cost. Manpower related to following services are also required to be deployed for 24X7 shift.
 - a. Technical Services requiring following technician: Electrician, Plumber, Control room supervisor, BMS supervisor, Fire mechanic or any other personnel required for smooth functioning of the project.
 - b. Housekeeping and front desk
- ii. The impact of additional requirement of manpower for reliever, night shift, leaves and off days shall be considered by the bidder in financial bid if any .
- iii. Distribution of manpower and shifts to be decided by AGENCY. The above minimum manpower is the cumulative minimum manpower of the entire 24hrs per day.
- iv. The tentative duration of working hours/operational hours of museum will be 8 hours, subject to finalization of timings by the client to be conveyed at the time of signing of agreement.
- v. Police verification of the manpower deployed by the AGENCY contractor should be complete and client can ask to share the information with them anytime, if required.
- vi. Central Govt. minimum wages will be applicable for manpower deployment only after approval of Competent Authority.
- vii. For additional manpower requirement on temporary basis, agency would provide such temporary manpower on receiving written request from Authority for the same. Cost for such temporary manpower shall not be added to financial bid or used for financial ranking of bidders. The buyer may increase or decrease the number of manpower as per

the requirements. Daily Minimum wage decided by Central Govt. will be given to the increased manpower.

viii. If past performance of an agency in a govt. department is not satisfactory and this information comes to the notice of DC(H) Office. In these cases , DC (H) office have right to reject the bid of that agency.

9. List of Key Plant & Equipment to be deployed on Contract Work:

1. Engineering Tools

S r. N o .	Name of Tools	S r. N o .	Name of Tools
1	Megger(0-500volts)	2	Gloves (Electrical)(HT/L T.)
3	Multi-Meter(digital) - Texas	4	Grease gun (heavy Duty)
5	Tong tester/Clamp Meter (Digital)	6	Chisel Small &Big (heavy duty)
7	Thermometer Digital	8	Safety Goggles
9	Air Blower (Hot)	1 0	Nose Pliers9"
1 1	Punching Tools(se t3mmto24 mm)	1 2	Tool Box metallic
1 3	Crimping Tools	1 4	ParrotWrench10"
1 5	Crimping Tool for Electrical	1 6	Safety helmet
1 7	Electric Drill M/C	1 8	Safety belt (with complete)
1 9	Torch with cells	2 0	Cartridge fuses puller(H T/LT.)
2 1	Pliers	2 2	Measuring tape-5mtrs
2 3	Screw Driver Set	2 4	Pipewrench18"

25	Screw Driver Set	26	Bearing Puller
27	ScrewDriver8"/12"	28	Digital Anemometer
29	PipeWrench12"/10 "/8"(set1 of	30	Water Testing Kit
31	Line Tester	32	Digital LUX Meter
33	D-Spanner Set	34	Db meter for noise level monitoring
35	Ring Spanner Set	36	IRGUN
37	52 Screw wrench	38	Torque spanner
39	Box Spanner Set	40	Ear Muffler
41	Bench Wise 6"	42	SAW
43	Hacksaw Frame	44	All Electrical/Carpentry/ Plumbing works related Tools
45	Tool Bag	46	Hammer1/2lbs.,1lbs,11/ 2lbs

2. House Keeping Tools / equipment

Sr.No.	Name of Tools
1	Commercial vacuum cleaner
2	High pressure jet cleaning machine
3	Puzzy machine to clean chairs and sofas
4	Floor scrubber/polishing machine
5	Wringer Mop Trolley

6	Motorized Grass cutter
7	Road sweeping machine
8	Tele scoping ladder
9	Fork Lift
10	Equipment for cleaning facades of building higher than 15m

Note: The lists shown are not exhaustive lists and the bidder if required may add based on their assessment of work. The agency will not be paid for deploying these equipments.

10 Consuambles Requirement:

(i) Consumables requirement: The consumables required for housekeeping, horticulture etc at DHS, would be procured by agency 2 months in advance .

It will be the responsibility of the agency to maintain an adequate stock of consuambles for the whole contract duration and to perform the services satisfactorily otherwise penalty will be imposed as decided by the competent Authority and contract can be terminated after giving 2 notices.

(ii) With regards to consuambles, the agency/bidder needs to fill point no. 3 of Annexure 3 for lumpsum financial quotation

(iii) The agency also need to fill detailed performa (Annexure 4) for complete breakup of expected consuambles for the housekeeping services, horticulture services etc at DHS which includes quantity ,price , brand name etc. The estimated base price for consuambles for these services will be 18 lakhs for 3 years and agency need to quote equal or above the base price otherwise bidder will be disqualified. The agency can increase the consumables quantity, add new consumables as deemed fit and subsequently quote the lumpsum amount above the base price.

11. Period of Contract, EMD &Performance Security:

A. The contract shall be initially for a period of three year, which may be curtailed at any point of time without any prior notice. During the period of contract, if the services of any agency are found unsatisfactory, then Office of Development Commissioner (Handicrafts) can solely terminate the contract with the notice period of 60 days.

(B) Earnest Money Deposit (EMD): Rs.10,00,000/- (Rupees Ten Lakhs Only)

(a)Validity of EMD - upto a minimum period of three months from the date of submission of bid.

(b) Refund/ Return of EMD - The EMD will be returned/ refunded to unsuccessful Bidder(s) within 30 days after the award of the contract. However, in case of successful bidder it will be refunded/returned only on

receipt of Performance Security of requisite amount

(c) No interest will be paid on EMD.

(d) Earnest Money Deposit (EMD) to be submitted in the form of Demand Draft/Pay Order/ Banker's Cheque drawn on any scheduled/Nationalised commercial bank payable at Varanasi for Rs. 10,00,000/- (Rupees Ten Lakhs only) for providing Facility Management Services at DHS Varanasi issued in favour of Assistant Director ,Deendayal Hastkala Sankul ,Badalalpur ,Varanasi - 221002 to be submitted by speed post/registered post at below mentioned address :

Address : Assistant Director ,Deendayal Hastkala Sankul ,
Badalalpur ,Varanasi -221002.

(e) Bidder should also upload EMD documents online at CPPP Portal.

(C) Performance Security / Security Deposit

(a) Within 15 days of dispatch of letter intimating acceptance of the offer in the form of Letter of Intent

(b) Deposit an amount which is equivalent to the 5 percent of total tender amount in the form of a Bank Guarantee/FDR in favour of Assistant Director, Deendayal Hastkala Sankul, Badalalpur Varanasi

(c) Failure to furnish Security Deposit shall be treated as breach of contract and shall entail cancellation of the contract and other course of action as deemed fit.

(d) In case, the contract period is extended further, the validity of the Performance Security/ Guarantee shall be extended by the agency within 15 days of award of renewal contract.

(e) Security deposit will be interest free.

(f) The performance security so furnished by the agency shall remain valid for a period of 90 days beyond the date of completion of all contractual obligations of the agency.

12. Bid Submission Conditions:

(a) Manual bids shall not be accepted.

(b) Conditional tenders will not be accepted.

(c) "Technical Bid" shall comprise of all documents as mentioned in point no. 3,4 of this tender.

(d) "Financial Bid" shall comprise of the duly filled documents mentioned at point no. 16 (Annexure 1, Annexure-2, Annexure-3, Annexure 4).

(e) Tender acceptance letter must be signed by the authorized signatory of the bidder with Seal.

(f) Bids shall be submitted online only at CPPP portal in time. Bidder will be solely responsible for any delay due to any technical issues on portal.

(g) Bidder who has downloaded the tender from the Office of DC(H) website www.handicrafts.nic.in & Central Public Procurement Portal (CPPP) <https://eprocure.gov.in/eprocure/app>, shall not tamper/modify the tender form including downloaded financial bid template in any manner. In case if the same

is found to be tempered/modified in any manner, tender will be completely rejected and earnest money deposit (hereinafter referred to as 'EMD') would be forfeited and tenderer is liable to be banned from doing business with Office of Development Comm. (Handicrafts).

13. Modification/Substitution/Withdrawal of bids:

- a. No Bid shall be modified, substituted or withdrawn by the Bidder after the Bid's due Date.
- b. Any alteration/modification in the Bid or additional information supplied subsequent to the Bid's due Date, unless the same has been expressly sought for by the Authority, shall be disregarded.

14. Rejection of the Bid:

The bid submitted shall become invalid:

- (a) If, the bidder is found ineligible.
- (b) If the bidder does not upload all the documents as stipulated in the bid document.

15. GENERAL TERMS AND CONDITIONS OF THE CONTRACT/AGREEMENT

1. That the Assistant Director, DHS or any authorized officer of Office of DC(Handicrafts) shall be at liberty to carry out surprise check of the services provided by the agency.
2. Any tender which is not in conformity as laid down will be summarily rejected.
3. The Personnel deployed in the DHS, Varanasi should have one year of working experience in the concerned field.
4. The personnel should have good health and no communicable diseases.
5. No accommodation or Departmental transport will be provided by the DHS for the Agency's staff.
6. The Assistant Director, DHS or any authorized officer of Office of DC(Handicrafts) shall be at liberty to carryout surprise check regarding the efficiency of services provided by the agency.
7. The agency will ensure that the monthly wages are deposited in the individual Saving Bank Accounts of the personnel deployed by 07th of every month irrespective of their submission of bills to the DHS, Varanasi and payment thereof. The agency will raise the bill after the payments have been made to the personnel. In case of any delay in payment of wages to the staff deployed, a penalty of 10000/- per day from 8th day onwards shall be imposed on the agency. The monthly Bank detail of all the staff will be submitted alongwith the bill. The agency needs to be submit the bill to DHS Varanasi Office before 10th of Every month. . In case of any delay in payment of wages to the staff deployed, a penalty of 10000/- per day from 11th day onwards shall be imposed on the agency
8. Request for enhancement in Administrative/Service charges will not be entertained during the tenure of the contract.
9. The personnel engaged by the Agency shall strictly follow the discipline/ Rules of the DHS Varanasi.

10. In case any of the personnel so deployed by the Agency does not perform duties properly or indulges in any unlawful activities, riot, or disorderly conduct, the Agency shall withdraw such personnel from the campus immediately and provide replacement within 24 hours under intimation to AD,DHS.
11. The Agency shall ensure that only a senior level official will attend the periodical meetings called by the DHS Varanasi/Office of DC(H). The agency will depute a Senior Level Official as Nodal Officer for all interactions with the DHS Varanasi/Office of DC(H).

12. In the event of any breach of the agreement, the same may be terminated and the security deposit will be forfeited and further the manpower services may be arranged from another agency at risk and cost of the Agency.

13. That if the Agency violates any of the terms and conditions of this agreement or commits any fault or their services are not to the entire satisfaction of University, a penalty leading to a deduction upto a maximum of 10% of the total amount of bill for a particular month will be imposed.

14. The security money so deposited shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the Agency and/or loss/damage if any, sustained by the Office of DC(H) on account of the failure or negligence of the workers deployed by him or in the event of breach of the agreement by the Agency.

15. That the Agency shall be responsible for all damages or loss of the property due to reasons for which he or the manpower deployed are directly responsible and shall be liable to made good any loss or damage that may be sustained by the DHS Varanasi. The decision of the Office of DC(H) regarding the extent and quantum of compensation if any to be paid to it shall be binding upon the Agency .

16. The Agreement shall be effective from the date of acceptance of the offer as shown in the letter of acceptance of offer and award of work issued to CONTRACTING AGENCY/CONTRACTOR and shall remain in force for a period of 36 months from the said date.

17. The Agreement shall be deemed to expire on completion of the period, as agreed to in the said agreement unless extended by both the parties on mutually agreed terms and conditions.

18. During the tenure of the Agreement, parties hereto can terminate the Agreement either for breach of any of the terms and conditions of this Agreement or otherwise by giving a [one month] notice in writing to the defaulting party. Failure of either party to terminate the Agreement on account of breach or default by the other shall not constitute a waiver of that party's right to terminate this Agreement.

12. Additional Terms & Conditions and documents to be submitted by bidders:
On job training / familiarization of the Housekeeping/Horticulture and door keeping services required to be done by the personnel to be deployed by the Service Provider under the contract for 2 days and this period will not be counted as shift manned by Service Provider's personnel for the purpose of payment under the contract.

(i) The service Provider shall not transfer or assign or sublet any part of the service once agreed or any share or interest her in any manner or

degree directly or indirectly to any person, firm or corporation whatsoever.

- (ii) The Service Provider shall provide at his own cost proper clean uniform, equipment if any and also photo identity cards.
- (iii) The Service Provider shall have his own Establishment/Setup/Mechanism, etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
- (iv) An Undertaking – That they have not been blacklisted ever in GeM or other offices/Department.
- (v) Escalation Matrix - Chart of hierarchy channel in the bidders' agency.
- (vi) Copy of the Labor license issued by the govt.
- (vii) Toll-free Number of the agency.
- (viii) Details of Branch offices and head office of the agency for supply of contractual manpower.
- (ix) Police verification of employees and their character certificate issued by local authority.
- (x) Employees should have 3 years minimum experience.

- xi. Provision of Male/Female employees.
- xii. Deployment of manpower as mentioned in Point no. 6.14 of the RFP is mandatory. Buyer may increase/decrease manpower (both male and female) even after agreement in view of the exigencies of work, if required. Buyer will pay for the additional manpower in case of increase in manpower and will revise the bill in case of decrease in the number of manpower.
- xiii. Provision to engage existing outsourced manpower on the basis of their performance and subject to consent of the Buyer.
- xiv. The buyer shall have rights to terminate the tender at any stage due to any administrative reason.
- xv. The penalty provisions will be applicable as per point no. 6.5 to 6.12 of the RFP in case of non-performance of the agency and can be increased /decreased depending upon the approval of competent authority. If total penalty imposed on the AGENCY in any month is 10% of the monthly bill for the services and if the agency default 3 times in any financial year, the contract will be terminated immediately with fortification of security money.
- xvi. In case of any exigency arises, DC(H) will terminate the contract by giving two months' notice to the agency and there will be no claim (financial etc.) whatsoever will be bear by the Office of DC(Handicrafts). In case of takeover of DHS museum/building by any other organization, the contract will automatically terminate, however in such cases, Office of DC (Handicrafts) will give two months' notice to agency through DHS Office.

16. Documents needs to be uploaded for financial evaluation :

- (i) Agency needs to submit duly filled Annexure 1 ,Annexure 2, Annexure 3 ,Annexure 4 along with the signed copy of RFP and bids documents otherwise bids will not be evaluated further and will be disqualified from the tendering process.
- (ii) Service charge: **The agency should quote at least minimum service charges ie 3.85 percent as per govt. directions otherwise bids will be disqualified.** The minimum wages applicable under works related to such project under all appropriate labor-related laws of India, as amended from time to time, shall be applicable. **Bidder who quoted amount which is below than the Central Wages vide notification 1/6(3)/2025-LS-II dated 28.03.2025 shall be disqualified.** The minimum wages is already mentioned at point no. 1 (Annexure 3) of this RFP.

17. Estimated Financial implication for Manpower:

Facility Management Services will cover the following Services- Operation & Maintenance, Housekeeping and Horticulture. The details of the Manpower required for the Facility Management Services are as follow-

Sl No.	Description	No of Manpower	Highly Skilled	Skilled	Semi-Skilled	Un-Skilled
1.	Operation & Maintenance	31	1	3	21	6
2.	House keeping	32	0	0	3	29
3.	Horticulture	04	0	0	02	02
	Total	67	1	3	26	37

The estimated cost for the manpower as per latest notification of Ministry of labour & employment dated 28.03.2025 is as under –

Sr.	Category	Minimum Wage (in Rs)	No of Manpower	Total Wage for 1095 days (in Rs)
1	Highly Skilled	981	1	10,74,195/-
2	Skilled	893	3	29,33,505/-
3	Semi-Skilled	760	26	21,637,200/-
4	Un-skilled	674	37	27,307,110/-
	Total		67	52,952,010/-

(Wages have been calculated as per the latest notification 1/6(3)/2025-LS-II dated 28.03.2025 issued by Ministry of Labour and Employment, Government of India) (copy attached). In case of wage revision by the Ministry of Labour and Employment, Government of India), the same shall be applicable along with the revised service charge after approval of DC(H).

Annexure 1: Undertaking by the Agency

(To be submitted in Original on Letterhead of Bidder)

I, _____, on behalf of _____ (Name of the bidder firm/agency) hereby declare that there is no legal suit / criminal case pending or contemplated or legal notice having been served to this effect against the Proprietor of the Agency or any of its Directors on grounds of moral turpitude or for violation of any of the laws in force and company is not black listed by any Government Organization.

I, _____, on behalf of _____ (Name of the bidder firm/agency) hereby declare that our organization or the staff to be provided has no business or direct family relationship with member(s) of O/o DC (Handicrafts) and/or O/o DC (Handicrafts) employees or persons positioned in or on the Board of these two organizations by whatever process.

I, _____, on behalf of _____ (Name of the bidder firm/agency) hereby undertake that all relevant statutory requirements will be complied with.

I, _____, on behalf of _____ (Name of the bidder firm/agency) understand that if the above declaration is found incorrect, the present engagement would be terminated and _____ (name of the firm/agency) would be debarred from any further engagement by O/o DC (Handicrafts) ever.

For M/s _____ (Name of the Bidder)

Authorized Signature [In full and initials]:

Name and Title of Authorized representative:

Address:

Signature & company seal

Email

Mobile

Annexure 2
Self Declaration by Bidder
(on the letterhead of the Bidder)

This is certify that M/s.....(Name of Company) has inspected the whole premises of Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi, Uttar Pradesh on dateregarding “Facility Management Contract (“FMC”) which includes Horticulture,Housekeeping ,Maintaince & Operation ,Minor works (Civil/Electrical) and others as mentioned in RFP ,Bids documents . I agree with the terms and conditions of the contract.

-
-
For M/s _____(*Name of the Bidder*)
Authorized Signature [In full and initials]:

Name and Title of Authorized representative:
Address:
Signature & company seal
Email
Mobil

Annexure 3
 Financial Bid Form
 (on the letterhead of the Bidder)

To,
 The Development Commissioner (Handicrafts)
 O/o Development Commissioner (Handicrafts)
 Ministry of Textiles,
 Pocket 8, Vasant Kunj, New Delhi, 110070

Sir,

We, the undersigned are pleased to provide our offer for providing "Facility Management Contract ("FMC") which includes Horticulture, Housekeeping, Maintenance & Operation, Minor works (Civil/Electrical) and others as mentioned in RFP, Bids documents. I agree with the terms and conditions of the contract and also abide with the terms & conditions mentioned in point no. 9,10 of this RFP/Tender documents.

Table 1 :

S. No.	Description	Amount (in INR) for respective heads without GST	Amount (in INR) including GST
1	<p>Total Minimum wages for 36 months ie: 1095 days (including cost of EPF, Esic) for providing 67 Manpower which includes (Highly Skilled - 1 , Skilled - 3 Semi Skilled - 26 Unskilled - 37) needs to be quoted by bidder.</p> <p>Note :</p> <p>(i) The minimum wages must be calculated as per the latest notification 1/6(3)/2025-LS-II dated 28.03.2025 issued by Ministry of Labour and Employment, Government of India otherwise bids will be disqualified.</p> <p>(ii) The minimum EPF ,PF,ESIC etc contribution as per govt guidelines must be added in the lumpsum amount quoted under this head, otherwise bids will be disqualified.</p> <p><i>*** The estimated cost (excluding epf, esic, pf etc.) for 67 Manpower(Highly Skilled - 1 , Skilled - 3 Semi Skilled - 26 Unskilled – 37) per the latest notification 1/6(3)/2025-LS-II dated 28.03.2025 issued by Ministry of Labour and Employment, Government of India amounts to Rs 52,952,010 for 1095 days .</i></p>		
2	<p>Services charges for the manpower mentioned in Point no. 1 of TABLE 1 for 36 months .</p> <p>Note : If amount quoted by bidder comes less than minimum service charges ie 3.85 percent , bids will be disqualified.</p> <p>Note : The exact amount in Rs needs to be mentioned rather than specifying percentage otherwise bids will</p>		

	be disqualified. The bidder can quote service charge amount greater than 3.85 percent as deemed fit as per their discretion.		
3	<p>Lumpsum cost of consuambles required for housekeeping, horticulture, operation of equipments installed at DHS for 36 months.</p> <p>*Note :</p> <p>(i) The agency needs to provide the breakup of expected consuambles cost in Annexure 4.</p> <p>(ii) Cost of machineries/equipments , which needs to be procured/rented ,if any must be quoted along with the consuambles. No extra cost will be provided later on except this lumpsum cost. The agency needs to quote the amount equal or above the base amount ie 18 lakhs as mentioned in point no. 10 of this RFP otherwise bid will be rejected.</p> <p>(iii) The base /minimum price for lumpsum cost of consuambles required for 3 years is Rs 18 lakhs (50 thousand per month) and minimum quantity needs to be maintained throughout the tender period as mentioned in Annexure 5 . These quantity can be checked /inspected by the O/o DC(H) at any time during the tender period .No extra cost will be paid for any additional consuambles/machinery etc if used by the agency .Bidder should carefully examine the premises and quote the lumpsum amount accordingly. The bidder can quote the consumable amount greater than base/minimum price as per their estimate.</p>		
4	<p>Quotation for minor work (Civil/Electrical) for 36 months .</p> <p>*Note : Minor work will be categorized as per CPWD manuals.</p>		
5	Cumulative Amount (in figures)		
6	Cumulative Amount (in words)		
	Total amount including GST		

Note: In case of conflict between stated in figures and words, the lower amount will be taken as correct whether the same has been provided in figures or in words.

We understand that our financial proposal shall be evaluated based on cumulative amount and initial one-time lump sum repair cost quoted for the equipment for which CMC is required under this RFP.

For M/s _____ (Name of Bidder)

Name and Title of Authorized representative

Address:

Signature, Company Seal

Mobile

Annexure 4 : Details of consuambles for Housekeeping ,Horticulture etc

S.No	Name of the Item (Godrej / Johnson / Taski / Hindustan Unilever Etc.)	Qty	Unit	Item Rate	Total Price
1	Phenyl (to be used for housekeeping / cleaning)		Ltr		
2	Room Spray (Premium)		Ltr		
3	Auto Spray- Air Refresher		Ltr		
4	Naphthalene Balls		Pkt		
5	R-2 (Floor Cleaner)		Ltr		
6	Broom		Pcs		
7	R1 (Acid Bathroom Cleaner)		Ltr		
8	R2 (Glass Cleaner/Colin)		Ltr		
9	Scrach Brite		Pcs		
10	R6 (Toilet Cleaner)		Ltr		
11	D-7 (Stainless Steel Polish)		Ltr		
12	Bleaching Powder		Kg		
13	Garbage Bag(Big)		Kg		
14	Garbage Bag(Small)		Kg		
15	Hit/ Baygon/ Mortein Spray		Pcs		
16	Wet Mop (Set)		Pcs		
17	Odonil		Pcs		
18	Urinal Cubes		Pkt		
19	Hand Wash Liquid		Ltr		
20	Glass Duster		Pcs		
21	Floor Duster		Pcs		
22	Surf		Pkt		
23	Any other item				
24.	Cost of machineries/equipements , which needs to be procured/rented ,if any				
25.	Horticulture conusambles if any				
Total price including GST					

*Note :

(i) The agency needs to provide the breakup of expected consuambles cost in Annexure 4.

(ii) Cost of machineries/equipements , which needs to be procured/rented ,if any must be quoted along with the consuambles. No extra cost will be provided later on except this lumpsum cost. The agency needs to quote the amount equal or above the base amount ie 18 lakhs as mentioned in point no. 10 of this RFP other wise bid will be rejected.

(iii) The base /minimum price for lumpsum cost of consuambles required for 3 years is Rs 18 lakhs (50 thousand per month) and minimum quantity needs to be maintained throughout the tender period as mentioned in Annexure 5 . These quantity can be checked /inspected by the O/o DC(H) at any time during the tender period .No extra cost will be paid for any additional consuambles/machinery etc if used by the agency .Bidder should carefully examine the premises and quote the lumpsum amount accordingly. The bidder can quote the consumable amount greater than base/minimum price as per their estimate.

Annexure 5: Minimum consuambles which needs to be maintained during tender period

S.No	Name of the Item (Godrej / Johnson / Taski / Hindustan Unilever Etc.)	Qty	Unit
1	Phenyl (to be used for housekeeping / cleaning)	25	Ltr
2	Room Spray (Premium)	20	Ltr
3	Auto Spray- Air Refresher	10	Ltr
4	Naphthalene Balls	50	Pkt
5	R-2 (Floor Cleaner)	25	Ltr
6	Broom	50	Pcs
7	R1 (Acid Bathroom Cleaner)	100	Ltr
8	R2 (Glass Cleaner/Colin)	25	Ltr
9	Scrach Brite	60	Pcs
10	R6 (Toilet Cleaner)	50	Ltr
11	D-7 (Stainless Steel Polish)	25	Ltr
12	Bleaching Powder	25	Kg
13	Garbage Bag(Big)	50	Kg
14	Garbage Bag(Small)	25	Kg
15	Hit/ Baygon/ Mortein Spray	10	Pcs
16	Wet Mop (Set)	20	Pcs
17	Odonil	18	Pcs
18	Urinal Cubes	60	Pkt
19	Hand Wash Liquid	50	Ltr
20	Glass Duster	20	Pcs
21	Floor Duster	100	Pcs
22	Surf	20	Pkt

