

DIRECT TAXES REGIONAL TRAINING INSTITUTE

No.18, Crescent Road, Bangalore – 560 001

No.1/58/Admn/HouseKeeping

Dated: 05.04.2011

NOTICE INVITING TENDER

Sealed tenders in three parts (Pre Qualification in **ANNEXURE-1**, Technical bid in **ANNEXURE-II M** [WITHOUT RATES] and: Financial bid in **ANNEXURE-II M** [WITH RATES]) are invited by Commissioner of Income-tax (CIT), Direct Taxes Regional Training Institute [DTRTI], Bangalore from the bidders having experience of upkeep and maintenance work for providing **Integrated Facility Management Services at DTRTI**, Jalahalli, Bangalore for a period of one year.

The tender document along with terms and conditions can be had on a written request with full address from the Deputy Director(Admn)/DDO,DTRTI, Bangalore on all working days between 10:00 hours to 17.00 hours till 14th April, 2011. The tender document can also be downloaded from the website www.incometaxindia.gov.in. The sealed tender should be addressed to CIT, DTRTI, Bangalore.

The tender process shall be as detailed in chapter 2 of this Notice Inviting Tender [NIT].

The service providers are requested to study the full document before participating in the tender process and give compliance report in **ANNEXURE-II J** with signature on all the pages of the tender document as a proof of having read it.

DTRTI desires that its campus be eco friendly as far as possible and has tried putting in place many measures to achieve this. The bidders are required to be sensitive to this aspect while bidding for the work.

Adopting un-ethical means will debar an applicant from the tendering process besides other action as per rule.

The CIT, DTRTI, Bangalore reserves the right to reject any or all of the tenders received without assigning any reason.

Addl. Assistant Director (Admn)
DTRTI, Bangalore

Index

Content	Page No.
Chapter-1	3
1. SCOPE OF WORK	
1.1 HOUSEKEEPING SERVICES [THE VARIOUS TASKS IN THE HOUSE KEEPING SERVICES]	3
1.1.2 HOUSE KEEPING SERVICES [INSIDE]	3
1.1.3 HOUSE KEEPING SERVICES [OUTSIDE]	4
1.2. GARDENING SERVICE	4
1.3. CATERING SERVICE (HOSTEL & GUEST HOUSE)	5
1.4. LAUNDRY SERVICE	5
1.5. RECEPTION SERVICE	5
Chapter-2	6
2. TENDER PROCESS AND AWARD OF CONTRACT/TIMELINES	
2.1 PRE QUALIFICATION CRITERIA	6
2.2 PRE BID CONFERENCE	6
2.4 SUBMISSION OF TECHNICAL & FINANCIAL BIDS	7
2.5 AMENDMENT OF BID DOCUMENT	8
2.6 OPENING OF TENDERS	8
2.9 ACCEPTANCE OF TENDER	9
2.10 PERFORMANCE SECURITY	9
2.11 SIGNING OF CONTRACT	9
2.12 START OF SERVICES	9
2.13 RELATIONSHIP WITH EMPLOYEES	10
2.14 DELAYS IN CONTRACTOR PERFORMANCE	10
2.15 LIQUIDATED DAMAGES	10
2.16 PENALTY	10
2.17 LABOUR REGULATIONS	10
2.18 SAFETY REGULATIONS	11
2.19 STATUS OF THE SUCCESSFUL BIDDER AND ITS STAFF MEMBERS	11
2.20 EXTENSION AND TERMINATION OF CONTRACT	12
2.21 TERMINATION FOR DEFAULT	12
2.22 TERMINATION FOR INSOLVENCY	12
2.23 SUB CONTRACTING AND POST AGREEMENT CONDITIONS	12
2.24 ARBITRATION	12
2.25 FORCE MAJEURE	13
2.26 COURT JURISDICTION	13
Chapter-3	14
THE OTHER CONDITIONS	
Chapter-4	17
PERFORMANCE APPRAISAL	
ANNEXURE-I: FORMAT FOR PRE-QUALIFICATION CRITERIA	18
ANNEXURE-II A: CLEANING SCHEDULE	19
ANNEXURE-II B: FREQUENCY OF HOUSE KEEPING CLEANING SCHEDULE	20
ANNEXURE-II C: MENU FOR CANTEEN IN HOSTEL CUM GUESTHOUSE	23
ANNEXURE-II D[1]: CHECKLIST FOR GENTS/LADIES TOILET-ADMIN BLOCK	24
ANNEXURE-II D[2]: CHECKLIST FOR GENTS/LADIES TOILET-HOSTEL BLOCK	25
ANNEXURE-II E: RESTROOM INSPECTION CARD	26
ANNEXURE-II F: PERFORMANCE LEVEL MATRIX	27
ANNEXURE-II G: MACHINE DEPLOYMENT MATRIX	28
ANNEXURE-II H: MANPOWER DEPLOYMENT MATRIX-BOTH BUILDINGS	29
ANNEXURE-II I: FORMAT OF AFFIDAVIT	29
ANNEXURE-II J: FORMAT OF TENDER COMPLIANCE REPORT	30
ANNEXURE-II K: FORMAT PERFORMANCE SECURITY GUARANTEE BOND FORM	31
ANNEXURE-II L: FORMAT OF PERFORMANCE APPRAISAL	33
ANNEXURE-II M: FORMAT FOR TECHNICAL BID/COMMERCIAL BID	35
ANNEXURE-II N: LETTER OF AUTHORIZATION FOR ATTENDING BID OPENING	43
ANNEXURE-II O: PARTICIPATION OF NEAR RELATIVES OF DTRTI EMPLOYEES IN THE TENDER/EXECUTION OF WORKS IN DTRTI.	43

Chapter-1

Subject: Notice Inviting Tender (NIT) to provide Integrated Facility Management Services to Direct Taxes Regional Training Institute [DTRTI] situated at plot no.17, Peenya Plantation 'B', Jalahalli, Near HMT Watch Factory, Bangalore-560017

1. SCOPE OF WORK

The scope of work includes providing Housekeeping, Gardening, Catering, Laundry and Reception services for the area within the compound of the newly constructed DTRTI Campus. The campus encompasses Training cum Administration Block and Guesthouse cum hostel building, Pump house, Sewage Treatment Plant, Waste Recycling Plant and land appurtenant. The details of area and type of flooring are enclosed in **ANNEXURE-II [B]**. The premises are staffed by around 150 personnel. The House keeping services are required on all the days of calendar month excluding Sundays and holidays in the Administrative Block and on all days in the Hostel cum Guesthouse as per the scope of work.

The brief of the services includes the following:

1.1 HOUSE KEEPING SERVICES

The Housekeeping, Gardening, Catering, Laundry and Reception services should be carried out as per details given in Annexure – II A & II B by deploying adequate number of trained personnel, providing and using machineries, equipments, cleaning & washing chemicals and consumables, preferably of M/s Amway or M/s Diversey India Pvt Ltd. This is due to the excellent feedback reports received from other users of their products. However, if the bidder desires to use any other product, then such products should be commercially, technically and qualitatively equivalent

The activity shall be carried out during the working hours of the institute and shall ensure clean work environment for the entire duration of operation by the personnel working in the premises. The Institute works from 0930 hours in the morning to 1800 hours in the evening. The Institute works on all days except on Saturday, Sundays and Government holidays when skeleton staff will operate. The housekeeping crew working shall commence their work early enough to keep the premises in readiness for the above official working hours. Hostel & Guest house shall be working full time on all the days irrespective of holidays. Minimal work force to be deployed during holidays and other than normal shifts.

THE VARIOUS TASKS IN THE HOUSE KEEPING SERVICES IS GIVEN BELOW:

1.1.2 HOUSE KEEPING SERVICES [INSIDE]

- Sweeping and mopping of the entire area including corridor, staircase, lift area etc., with necessary machines and consumables [As per Housekeeping cleaning schedules- Annexure IIA & IIB].
- Scrubbing the floor areas as and when required.
- Up keeping and removing satisfactorily cobweb on walls and surrounding areas
- Scrubbing of the toilet floor area as and when required.
- Vacuum cleaning to be done as and when required on carpets and upholstery.
- Periodic cleaning of venetian blinds and curtains
- Wipe cleaning the office personnels' workstation tables, classroom tables, display devices, racks, shelves, almirahs, telephones, computers and fixtures like bulbs, fans etc.
- Cleaning and refilling of drinking water in classrooms and Hostel rooms when it is under occupation
- Wipe cleaning of corridor railing, glass and glass fixtures, windows and window shutters, glass doors and internal glass façade, door handles, wall fixtures and signage boards
- Vacuum cleaning of window shutter railings, door pivots
- Cleaning of basement parking and roof terrace area
- Periodic cleaning of the glass panes of solar water geysers

- Each Hostel room has been provided with separate dustbins for biodegradable and non-biodegradable waste. This has to be cleared daily. Biodegradable waste has to be sent to the recycling plant and non biodegradable to outside campus.
- Report to the Officer in-charge of DTRTI about room occupants who do not strictly adhere to waste segregation as and when noticed
- Changing bed sheet/pillow cover/blanket liner once in three days or on any urgent requirement.
- Changing towels once in two days or on urgent requirement if need arises
- Hostel block- Dry Mopping & Wet mopping room and balcony floor; wiping cot/chair/table/wardrobe/wardrobe mirrors/door handles, balcony railing; cleaning tea kettle, checking stock provision of Tea/Coffee/Sugar/Milk sachets/drinking water and replenishing it; dusting doormats, window sill, cleaning of wall paintings and telephones.
- Appropriate signage to be posted towards ensuring pedestrian safety on cleaned surfaces.
- Cleaning the toilets as per Annexure-II D [1 & 2]. & II E.
- Maintaining all toilets in hygienic conditions.
- Cleaning of all toilets, wiping of WC seats & flush fittings.
- Cleaning of all sinks & countertops, partitions, urinary stalls, washroom mirrors etc.
- Wipe clean all cubicles and urinals using an appropriate disinfectant and hygienic sanitary blocks.
- Wipe clean all basins/ taps/ wall dryers/ fixtures and fittings.
- Replenish all consumables including hand towels and toilet rolls as required.
- Cleaning up all chokes/blockages in the water supply and sanitary lines.
- Periodical cleaning and upkeep of Wet riser and Dry riser system.
- Cleaning of toilet with specified disinfection solution and keeping them odor free. Using specified Toilet bowl cleaner daily for admin building and hostel once in a week.
- Display of Inspection card as per Annexure-II E duly signed by the Housekeeper and Supervisor [shall be displayed on the backside of the toilet door].

1.1.3 HOUSE KEEPING SERVICES [OUTSIDE]

- Up keeping of all the roads, footpaths, passages, open areas, signage boards.
- Up keeping of all the Buildings and surrounding area.
- Up keeping satisfactorily of all overhead terrace tanks including underground water storage and sumps using detergents.
- Whenever complaints or incidence of choking of sanitary fixtures, gully traps, man holes and sewer lines are received the same shall be removed on the same day immediately and transporting the same together with other wastage on the same day to government authorized disposal yard or waste recycling plant .
- Up keeping daily and satisfactorily sweeping of dry leaves & green materials, depositing the same in compost pits for purpose of composting and spreading a layer of 100mm thick earth spread over organic matter or to a waste recycling plant as directed by Officer-in-Charge.
- Drains shall be cleaned for ensuring smooth flow of water. Silt shall be disposed off to government authorized disposal yard or waste recycling plant.
- Removal satisfactorily sewage block in the subject area by using sewage pump if necessary as and when required.
- **Pruning satisfactorily all overgrown tree branches growing on the over head tank, neighboring structures / buildings.**
- Dead animals shall be removed from the area as and when necessitated.
- Stray dogs shall be evacuated from the area as and when necessitated.
- All dust bins to be washed regularly.
- Cleaning and removal of waste and mud accumulated in the roads and drains due to rains.
- Cleaning and clearing and removal of waste for free of flow of water over the roof terrace and chajja tops of all the buildings for rainwater harvesting.
- Daily cleaning of the dustbins and garbage after segregation and moving it to the designated area in the salvage yard or outside DTRTI premises.
- Transporting inorganic garbage to government authorized disposal yard.

1.2. GARDENING SERVICE

- Watering, pruning, weeding, lawn moving, periodic manuring of plants, repotting etc.
- Planting of plants and trees as per the requirement of the DTRTI

1.3. CATERING SERVICE (HOSTEL & GUEST HOUSE)

- Need to serve the food in time as per the menu decided in consultation with the Officer in-charge of the DTRTI. The food items should be chosen from within the items given in 'Annexure II C' and should be supplied on all days including public holidays.
- Serve coffee/tea and snacks within the canteen area of the admin block during the training hours
- Vegetables, grocery, oils, ingredients of good quality need to be provided and to be inspected by the officer in-charge of the DTRTI.
- Personal Hygiene of the food handler needs to be as per the industry standards.
- The total meals requirement will be given one day in advance by the Officer in charge at DTRTI.
- Kitchen/ food handlers need to be in two shifts for total day requirement.
- Food servicing is buffet system.
- The canteen area, food preparation area, the food storage area, the drainages and culverts, to be kept spic and span at all times with specified cleaning products.
- Food preparation vessels, storing and serving vessels to be kept clean and in proper hygienic standards
- All food plate placement trays to be emptied at frequent intervals and cleaned
- Room service of food articles is not permitted without the knowledge of the officer in-charge of the DTRTI

1.4. LAUNDRY SERVICE

- Need to provide trained manpower and specified detergent
- Need to launder, dry and iron the soiled linen
- Separate record to be maintained with respect to number and type of DTRTI official linen washed and the hostel residents' linen. Also separate record of the quantity of detergent used for official and residents' linen.
- Launder, dry and iron on timely basis of guests dress materials on demand as per rates fixed by this tender.
- Proper record of receipt and issue to be maintained and charges collected from the users directly and formal receipt to be issued.
- Machine, water, electricity will be provided by DRTRI.
- DTRTI is conscious of energy savings and usage of natural resources. With this as a policy, the service provider will have to ensure that sunlight is maximally used for the purpose of drying the linen after wash

1.5. RECEPTION SERVICE [HOSTEL]

Need on 24/7 basis to operate the reception counter to carry out the following:

- Allotment of rooms to the guests as per the room allotment norms issued from time to time by the officer in-charge from DTRTI
- Regulate issue and laundry of linen, tea/coffee/sugar/milk sachets [all to be within the expiry date mentioned thereon]. The supplies must be removed from vacant rooms to prevent spoilage and wastage.
- Maintain the room allotment and occupation data in computerized software, which will be provided by the DTRTI.
- All rooms are provided with telephone facility and users are required to pay at the rate of Rs. one per pulse rate. Call monitoring software is provided by the DTRTI for this purpose.
- Keep proper account of damages or pilferages of the DTRTI property by the room users as and when the event occurs and bring to the notice of the officer in-charge of the DTRTI
- Billing of room charges, telephone charges, mess charges, damage charges to official properties and collect the same from the users
- Issue proper detailed official receipt for all money received.

The Contractor shall inspect the premises of DTRTI campus at Plot No.17, Peenya Plantation'B', Jalahalli, Bangalore-17 to ascertain the actual requirement of the man power for maintaining the housekeeping, Catering, Gardening and Reception services as per Scope of work on all working days of DTRTI excluding Sunday and holidays in the Administrative Block and on all days at Hostel Block .

Chapter-2

2. TENDER PROCESS AND AWARD OF CONTRACT

The tender will be in three-bid format as follows:

- a. Pre bid qualification
- b. Technical Bid
- c. Price Bid

The time line for submission of the bids is as follows:

Pre qualification bid	12.00 noon of 15 th April, 2011
Pre-Bid meeting date & time	03.30 pm of 15 th April, 2011 at DTRTI campus in Jalahalli, Bangalore
Technical & Financial Bid	01.00 pm of 18 th April, 2011
Opening of Bids	2.30 pm of 18 th April, 2011

The pre qualification criteria are mentioned below. Only those concerns/ companies who comply with all the stated requirement will be allowed to take part in further bidding process. The same should be submitted within the timeline given above in **ANNEXURE- 1 and will be evaluated by the Tender Opening Committee [TOC] on 12.05 pm of 15th April, 2011.**

2.1 Pre Qualification criteria.

1. Bidder should be registered in India under Facility Management, Catering service category.
2. Bidder shall have at least five years experience in providing Facility management and catering services to larger industrial/Institutional establishments which has more than 500 employees.
3. The bidder should have minimum 10 crore turn over for last year.
4. The bidder should have been doing the same nature of job for at least three establishments for three consecutive years. Detailed list of clients and work certificates would be required.
5. The bidder should have Service Tax registration number and PAN number.
6. Copy of Profit and Loss Account and Balance Sheet for last 3 completed financial years certified by Registered Chartered Accountant or duly audited published Annual Report must be submitted.
7. The bidder should have ESI and PF registration
8. The bidder should have at least 1000 employees under its direct roll.
9. The bidder should have certified trained employees for the assigned task from competent authorities or bodies.
10. ISO certification is desirable.
11. The bidder should have adequate infrastructure (office, telephone number, Fax machine, net connection etc) for ensuring satisfactory services.

2.2 Pre Bid Conference

There will be Pre-bid conference among the qualified service providers. In the pre bid conference, clarification on all aspects can be sought from the DTRTI. This is necessary to bring all service providers on a single platform of actual requirement and service expectation of the DTRTI. Pre bid conference will be held at the site of the DTRTI training complex where the services are required to be provided. i.e Plot no.17, Peenya Plantation B, Near HMT Watch Factory, Jalahalli, Bangalore-17

2.3 The manpower and materials requirement to carry out the integrated facility management services have been scientifically calculated by the DTRTI and is tabulated in the techno-financial bid. In case the service provider's calculation is in variance with this working, then the same will have to be communicated during the pre-bid meeting with proper justification. The bill of quantity, if found acceptable, will then be suitably modified and communicated then and there or by e-mail provided by the bidders.

2.3 The qualified tenderer shall submit for consideration of the DTRTI committee the proposed manpower deployment matrix for housekeeping, catering, gardening, laundry and reception service without any price in the Technical Bid and with price in the Financial Bid considering minimum wages.

2.4 SUBMISSION OF TECHNICAL & FINANCIAL BIDS:

2.4.1 The tenders should be submitted in a sealed main envelope with the words “Providing Integrated Facility Management Services at DTRTI” and the name and address of the bidder on the envelope. The main envelope should contain two separate sealed envelopes containing the technical bid and the financial bid respectively. The sealed tender should be addressed to DD (Admn), DTRTI, Bangalore. DTRTI shall not be responsible if the bids are delivered elsewhere.

2.4.2 DTRTI may, at its discretion, extend the deadline for submission of bids by amending the bid documents, in which case all rights and obligations of DTRTI and the bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

2.4.3 Precautions while filling the bids.

The bidders should take care of the following while filling the tenders.

(a) **The techno-commercial bid envelope should contain all the below mentioned essential documents without which the tender shall be summarily rejected.**

- The bid document book signed on all pages.
- **ANNEXURE-II M** duly signed for its compliance without the commercial columns being filled.
- Letter of Authority to sign bid on behalf of company. In case of proprietor/owner of the firm, a certificate of the proprietorship/ownership from the competent authority may be submitted. In case of partnership firm, the partnership deed may be furnished and bid may be signed by all the partners of the firm. If only one partner or any other persons sign the bid, then the signing person must be duly authorized by all the remaining partners for signing the bid.
- Compliance report of acceptance of terms and conditions including manpower and material deployment matrix in **ANNEXURE- II J**.

(b) **The financial bid envelope should be sealed with the personal seal of the bidder and contain only the Annexure II M appended to the tender documents showing the rates and the total amount for the bid.**

- If on opening the tender, the tender committee finds the financial bid envelop is unsealed or improperly sealed the complete bid will be rejected and action taken to return the bids without further processing.
- Overwriting/correction should be duly signed by the bidder.
- A consolidated rate should be quoted along with its break up showing various items of charge. The tender has to comply with the provisions of the Minimum wages Act of the State or the Center, whichever is higher, in respect of all employees engaged and show proof of this in the breakup of the charges quoted by him. The rates quoted shall be firm and final.
- The rates should be quoted in figures as well as in words and should be inclusive of all charges, surcharges, taxes, duties etc. whatsoever. The department holds no liability to increase the rates after their acceptance due to any reason whatsoever.
- Compliance report of acceptance of terms and conditions including manpower and material deployment matrix in **ANNEXURE- II J**.

(c) Any attempt at influencing the evaluation of the tender will cause the bidder to be excluded from consideration.

(d) The bidder signing the tender should clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as director/Manager/Secretary etc. as the case may be. Copies of the document authorizing the signatory to sign the tender on behalf of such company/firm and persons should be attached with the tender.

2.5. Amendment of Bid Document.

2.5.1 At any time prior to the date of submission of bids, DTRTI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendment.

2.5.2 The amendments shall be intimated in writing, e-mail or by FAX to all prospective bidders on the address intimated at the time of obtaining of bid document from the DTRTI and these amendments will be binding on them.

2.5.3 In order to afford prospective bidders reasonable time to take the amendments into account in preparing their bids, the DTRTI may, at its discretion, extend the deadline for the submission of bids suitably.

2.6 OPENING OF TENDERS:

2.6.1 The tenders shall be opened on 18th April, 2011 in the presence of bidders or their authorized representatives who wish to be present at the time of opening of bids on due date. Authorization letter to this effect shall be submitted by the bidder before they are allowed to participate in bid opening (Format is given in **ANNEXURE-II N**). In the event of the date being a closed holiday, the tender would be opened on the next working day at the same time. Unsealed tenders shall neither be opened nor considered. Such unsealed tenders shall be returned to the concerned bidder after received their written request. The Tender Opening Committee [TOC] shall open the properly sealed tenders. It shall inspect the seals of the financial bid envelope available inside.

2.7 Compliance and Details

Compliance Report on all the terms and conditions of the contract must be submitted by the bidder as per the **ANNEXURE-II J**

2.8 Validity and Evaluation

2.8.1 The bids should be valid for a period of at least six months from the date of opening of the tender, within which the award shall be finalized.

2.8.2 The Pre qualification and technical bids will be evaluated for satisfaction of the terms of the tender.

2.8.3 Conditional tenders are liable to be rejected.

2.8.4 The financial bid of only those bidders will be opened whose technical bids are declared responsive.

2.8.5 The evaluation of the responsive bids will be based on financial offers made by the various bidders based on the total of each item and resultant grand total.

2.8.6 If on check there are differences between the rates quoted by the contractor in words and in figures or in the amount worked out by him, the following procedure shall be followed.

- (1) When there is a difference between the rates in figures and in words, the rates, which correspond to the amounts worked out by the contractor, shall be taken as correct.
- (2) When the contractor does not work out the amount of an item or it does not correspond with the rate written either in figures or in words, then the rate quoted by the contractor in words shall be taken as correct.
- (3) When the rate quoted by the contractor in figures and in words tallies but the amount is not worked out correctly the rate quoted by the contractor shall be taken as correct and not the amount.

2.9 Acceptance of Tender

2.9.1 DTRTI is not bound to accept the lowest tender. DTRTI reserves the right to award the work to more than one agency depending upon urgency and requirement. Further, the contractor would not have any claim on the quantum of work allotted under the contract.

2.9.2 DTRTI reserves the rights to accept one or more bids in part or in full or reject all bids without assigning any reasons thereof.

2.9.3 DTRTI reserves the right to disqualify such bidders who have a record of not meeting the contractual obligations against earlier contracts entered into with DTRTI, or with any central or state government.

2.9.4 DTRTI reserves the right to award the work on experimental basis for a period of not less than 2 weeks and not more than 12 weeks, to see and evaluate the performance of the bidder, before formal award of the tender. The bidder will do the work as per the terms and conditions of the tender.

2.9.5 The successful bidder will have to provide irrevocable Bank Guarantee for a sum of ten percent of the Annual Contract Value drawn on a Nationalized Bank payable at Bangalore as **Performance Security** and sign contract. The testing period shall not reckon towards the period of the award of the tender.

2.9.6. Notwithstanding anything contained in para 2.9.4, DTRTI may award the work order to the successful bidder immediately on opening of the Financial bid. The work order will be issued in writing and communicated through e-mail as provided by the successful bidder and sent by post to the address as provided in the tender document.

2.9.7 The timelines for submission of 'Performance Security' and start of service will commence from the date of receipt of work order.

2.10 Performance Security

The successful bidder shall be required to furnish a performance security equal to 10% of the total annual contract value, within ten days after receipt of work order. The security should be in the form of irrevocable Bank Guarantee issued by a nationalized bank in favour of DTRTI, Bangalore and valid for a period of 24 months from the date of execution of agreement of contract in the form provided in the Tender document at **ANNEXURE-II K**

2.10.1 The performance security shall be discharged/returned on expiry and successful completion of the contract, within a period of 2 months. In case of non-execution of the contract, in part or in full, the performance security shall be forfeited, after giving due notice to the contractor in respect of the defective/improper performance/execution or breach of any of the terms of the contract etc.

2.10.2 Any sum of money due or payable to the contractor, including the performance security refundable to him under the contract, may be apportioned by this office, against any amount of loss/penalty/caused/imposed on the contractor, which the contractor may own to DTRTI, Govt. of India, under this contract or any other contract or transactions.

2.11 Signing of contract.

The successful bidder shall present himself for signing the contract along with the Performance Security immediately after receipt of work order from DTRTI.

2.12 Start of services

Start of services shall be made by the successful bidder within 10 days from the date of award of contract

2.13. Relationship with employees

2.13.1 Near relatives of all Income Tax Department employees either directly recruited or on deputation are prohibited from participation in tenders and execution of works. In this regard certificate should be given as per **ANNEXURE-II O**

2. 13.2 for the scope of this tender near relations are defined as under

(i) Member of Hindu Undivided Family

(ii) They are husband and wife.

(iii) The one is related to the other in the manner as father, mother, sons(s) & son's wife (daughter in law), Daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) & Sister's husband (brother in-law).

2.14 Delays in Contractor Performance

Start of services shall be made by the successful bidder in accordance with the time schedule specified in the work order. In case the service is not started on the stipulated date as indicated in the work order, DTRTI reserves the right to cancel the work order and/or recover liquidated damage charges. The cancellation of the work order shall be at the risk and responsibility of the successful bidder and DTRTI reserves the right to award the work at the risk and cost of the defaulting successful bidder.

2.15 Liquidated Damages

2.15.1 The date of start of services specified in the work order should be deemed to be the essence of the contract and the services should be started on that date. Extension will not be given except in exceptional circumstances. Should, however, the service be started after the date specified in the work order, such starting of services will not deprive DTRTI of its right to recover liquidated damages as per **Clause below**.

2.15.2 Should the successful bidder fail to start services, DTRTI shall be entitled to recover liquidated damages to the extent of the difference in charges incurred by DTRTI in making alternative arrangements long with penalty of Rs.1000 per day for the delay period.

2.16 Penalty

In case of **breach of any conditions** of the contract and for all types of losses caused by the contractor, **DTRTI shall make deductions** as deemed suitable or as specified in the contract, from the bills preferred by the contractor.

2.17 Labour Regulations

2.17.1 The successful bidder shall obtain a valid labour licence under the Contract Labour (R&A) Act 1970 and the Contract Labour(R&A) Central Rules 1971, before commencement of the work a copy of which he shall submit to DTRTI. He shall continue to have a valid license until the completion of work. The contractor shall also abide by and comply with the provisions of the Child Labour (Prohibition and Regulation) Act 1986, Payment of Wages Act 1936, Minimum Wages Act 1948, Employees Liability Act 1938, Workmen's Compensation Act 1923, Industrial Dispute Act 1947, Maternity benefits Act 1961 and Apprentices Act, 1961 or the modifications thereof or any other laws relating thereto and the rules made there under from time to time. The successful bidder is fully responsible to observe the above laws as amended from time to time in regard to his employees and compensation and other benefits/risks in relation to employees to be engaged by him. Provisions of EPF and Misc. Provisions Act 1952 & Employees Provident Fund Scheme 1952 by the successful bidder in respect of labourers/employees engaged by them for performing the works of DTRTI.

2.17.2 The successful bidder shall indemnify DTRTI against payments to be made under and for the observance of the laws without prejudice to his right to claim indemnity from sub-contractors.

2.17.3 The regulation aforesaid shall be deemed to be part of this contract and any breach thereof shall be deemed to be a breach of this contract.

2.17.4 10% [Ten percent] of total monthly manpower bills shall be retained by DTRTI and only after confirmation of employee EPF, ESI payment with proof will the same be released.

2.17.5 DTRTI shall have the right to deduct from the money due to the successful bidder, any sum required or estimated to be required, for making good the loss suffered by a worker or workers, by reason of non-fulfillment of the conditions of the contract of the benefit of the workers, non-payment of wages or of deduction made from his or their wages which are not justified by their terms of the contract or non-observance of the Regulations.

2.17.6 The event of any failure in this regard and in the event of any loss/damages caused directly or indirectly to DTRTI, the same will be payable by the successful bidder along with such penalty as may be decided by DTRTI which shall not be less than 10 percent of the total loss suffered by DTRTI.

2.18 SAFETY REGULATIONS

2.18.1 During the execution of work, unless otherwise specified, the contractor shall at his own cost provide the materials for and execute all work necessary for the stability and safety of all equipment, structures, excavations and works and shall ensure that no damage, injury or loss is caused or is likely to be caused to any person or property.

2.18.2 The successful bidder shall be responsible to take all precautions to ensure the safety of the property whether of public or company property and shall post such lookout men as may in the opinion of the officer in charge be required.

2.19 STATUS OF THE SUCCESSFUL BIDDER AND ITS STAFF MEMBERS

2.19.1 The successful bidder shall have the legal status of an independent contractor. Neither the successful bidder nor its staff members, nor any person employed by the successful bidder or its agents for, or within the frame work of, the performance of the services under the present contract shall be considered in any way as being staff members of DTRTI

2.19.2 The DTRTI shall accept no liability for, nor any financial or other consequences arising from, sickness, injury, damages or death of the personnel of the successful bidder, of the staff members or of any sub-contractor or agent or of any person performing on their behalf any work under the present contract, including the time spent in travel, nor for any damages which may arise by reason of the neglect or default of any of them.

2.19.3 The successful bidder shall accept no liability other than that due to its negligence or that of its staff members, agents or persons employed by it or its agents for sickness, injury, damages or death of persons provided by the successful bidder including on duty travel.

2.19.4 The successful bidder shall indemnify and hold harmless the DTRTI in respect of any claim arising out the contractor or its staff members negligent or unlawful performance under the present contract and brought against the DTRTI by any person for a liability as referred to in paragraphs 9.2 and 9.e above, including their heirs and assigns, or by third parties.

2.19.5 The contractor shall, at his expense, take out appropriate insurance to cover all risks, damages or injuries, including related claims, which might occur to any person, including a third party, or to any property, including equipment, papers and documents, and arising out of, or connected with the contractor or its staff members performance under the present contract.

2.19.6 For the purposes of this article, the term third party shall be deemed to include, inter alia, officials of successful bidder and its agents and officials as well as any person or entity employed by

the contractor or engaged for the contractor, in order to perform services for, or supplying goods to the contractor in connection with the implementation of the present contract.

2.19.7 Notwithstanding anything to the contrary contained in this contract, the successful bidder shall not be liable, and shall only be required to indemnify the DTRTI in respect of claims or liabilities that arise out of the negligence, breach of contract or unlawful conduct of the contractor or its staff members or agents in the performance of this contract.

2.20 Extension and Termination of Contract

The DTRTI reserves the right to terminate the contract in part or in full at any time with one week's notice without assigning any reasons thereof for which no letter of reason/explanation can be sought for by the successful bidder. The DTRTI will also have the right to extend this contract on the same rates, terms and conditions at one time or in spells of lesser time period upto a cumulative maximum period of six months or till an alternate arrangement is made whichever is earlier. Any further extension on the same rates, terms and conditions will be mutually agreed upon.

2.21 Termination for default

The DTRTI may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the successful bidder terminate the contract.

- If the successful bidder fails to provide the services as per the terms and conditions of this contract on the dates and on the specified times as requisitioned by DTRTI
- If the successful bidder fails to perform any other obligations(s) under the contract.
- If the successful bidder, in either of the above circumstances does not remedy his failure within a period as authorized by DTRTI in writing after receipt of default notice from DTRTI
- In the event of termination of contract under pursuant of above Para-2.21(i) the DTRTI may take the same services upon such terms and manner as it deems appropriate and the successful bidder shall be liable to DTRTI for any excess cost for the said service during the rest period for which contract is terminated.

2.22 Termination for insolvency

DTRTI may at any time terminate the contract by giving written notice to the successful bidder without compensation to the successful bidder if the successful bidder becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy, which has accrued, or will accrue thereafter to the DTRTI.

2.23 Sub contracting and post agreement conditions

The successful bidder shall not be permitted to transfer their rights and obligations to any other organization or otherwise i.e. no subletting of the contract in part or whole, without written permission of the DTRTI shall be allowed.

2.24 Arbitration

2.24.1 In the event of any question, dispute or difference arising under this agreement or in connection therewith, except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to sole arbitration of the Commissioner of Income Tax, DTRTI, Bangalore or in case his designation is changed or his office is abolished then in such case to the sole arbitration of the officer for the time being entrusted, whether in addition to the functions of the Commissioner of Income Tax, DTRTI, Bangalore or by whatsoever designation such officer may be called (hereinafter referred to as the said officer) and if the Commissioner of Income Tax, DTRTI, Bangalore or the said officer is unable or unwilling to act as such the sole arbitration or some other person appointed by the Commissioner of Income Tax, DTRTI, Bangalore or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996.

2.24.2 There will be no objection to any such appointment that the arbitrator is a Government servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as Government Servant he has expressed views on all or any of the matters under dispute. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reasons whatsoever such Commissioner of Income Tax, DTRTI, Bangalore or the said officer shall appoint another person to act as arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

2.24.3 The arbitrator may from time to time with the consent of parties enlarge the time for making and publishing the award. Subject to aforesaid Arbitration and Conciliation Act, 1996 and the Rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

2.24.4 The venue of the arbitration proceeding shall be the office of the Commissioner of Income Tax, DTRTI, Bangalore or such other places as the arbitrator may decide.

2.25 Force Majeure

Neither successful bidder nor DTRTI shall be liable for any delay, default or failure under this agreement if such delay, default or failure arose as a direct consequences of force majeure including strikes, lock out, war and civil unrest.

2.26 Court Jurisdiction

2.26 All disputes arising out of or in any way connected with the agreement shall be deemed to have arisen at Bangalore and only courts in Bangalore shall have jurisdiction to determine the same.

Chapter-3

THE OTHER CONDITIONS

1. The successful bidder or his authorized representative should daily report in person and with deployment report latest by 8.30 A.M. to the Officer-in-Charge at DTRTI and produce a book for taking day to day instructions. The successful bidder will submit daily report of labour deployment by 8.30 A.M every day.
2. Routine notice / instructions will be given by the Officer-in-Charge at DTRTI. The successful bidder shall make sure that he or/ and his authorized representative are available during working hours for receiving and implementing the instructions. The successful bidder, at the time of signing the contract agreement, shall intimate the department in writing the name of his authorized representative with power of attorney and shall give an undertaking that his authorized representative is competent to receive and implement the instructions of the Department and also make necessary purchases at short notice whenever required in case the contractor is absent for extreme reasons beyond his control.
3. All the Housekeeping works including all buildings, canteen and open areas as detailed under the scope of work are essentially required to be carried out satisfactorily on all the days of the calendar month excluding Sundays & holidays with respect to Administrative Block and on all days including public holidays with respect to Hostel Block.
4. The whole of the work included in the contract shall be executed by the successful bidder and shall not directly or indirectly transfer, assign or underlet or any part share of interest therein nor shall take a new partner without the written consent from DTRTI and no subletting shall relive the successful bidder from the full and entire responsibility of the contract or from the active supervision of the work during the progress
5. The successful bidder shall provide uniform with personal protective equipment [PPE] i.e hand gloves, shoes, goggles, etc., required as per the categories of work to the workers/ labours. All the staff, supervisors and manager should sport their photo identity card prominently on their uniform. Above uniform will be supplied by the successful bidder at his own cost and contractor should ensure that the staff is on duty at all times in neat and clean uniform.
6. The colour and pattern of the uniform, shall be got approved by DTRTI before procurement. A penalty of Rs. 50/- per day per worker/ labour shall be deducted for non-wearing of uniform at DTRTI premises.
7. Conduct of Staff of Contractor:-
 - a. The staff employed, including manager of the successful bidder, should be courteous, civil and polite in behaviour towards all the trainee officers and the personnel of DTRTI establishment. An affidavit in **ANNEXURE-II I** will have be furnished by the bidders on their antecedents.
 - b. The contractor and/or his staff shall neither use any of his equipment or DTRTI material for playing radio/music/games/cards etc. nor any of the equipment like TV, A/C in rooms etc. would be used by the contractor or his staff.
 - c. The penalty clause will apply if the staff engaged is found/ reported to be demanding tips in cash/kind. This may also lead to cancellation of contract.
 - d. The successful bidder will ensure that his staff employed is not loitering in the corridors, chewing pans/smoking beedies, cigarettes etc.
 - e, The staff of the successful bidder should leave the campus immediately after completion of their job on the campus. They should not be found on the campus loitering or otherwise.
 - f. While on duty, the staff deployed by the successful bidder shall not use any room for their personal conveniences. In addition to imposition of penalty, breach of this clause may lead to the termination of the contract.
 - g. The persons engaged by the successful bidder shall also be subjected to check by the security and other personnel authorized by the DTRTI. DTRTI reserves the right to ask the successful bidder to dispense with services of any person engaged by it, who is reported to be of doubtful integrity.

8. Quarterly health checkup of all personnel to be carried out by a registered medical practitioner and the medical report submitted to the Officer in-charge of the DTRTI. This is to ensure that no personnel deployed are carriers of any infectious and or contagious diseases.
9. Accommodation
A single room office will be provided for the legitimate use by the contractor for execution of the work under the contract. Successful bidder is responsible for any lapse in maintaining the accommodation. Penalty will be imposed for any occupancy by outsiders in the accommodation. A EPABX telephone direct dialing facility would be provided by DTRTI at actual cost recoverable basis. However internal communications are free of cost. Suitable place will be earmarked for the contractor for keeping his materials such as brooms, dusters etc. in each hostel.
10. The Agency shall provide caution / display board etc. to the work site as per the requirement of work.
11. **As a policy, DTRTI desires to put in place as many environment friendly initiatives within its campus. It will be responsibility and endeavor of the service provider to cooperate and help DTRTI achieve its desired results**
12. The details of activities with frequency, floor area, type of floor, etc., are detailed at **ANNEXURE. II A to II B**
13. The cleaning activity should be automated wherever feasible. The proposed list of equipment, cleaning chemicals and detergents to be used by the service provider for different activities are enclosed at **ANNEXURE – II G**. In case the agency prefers to use any other brand, the same should technically and commercially equivalent equipment of product. The deviation from the recommended brand usage will have to be justified scientifically with supporting documents.
14. The service provider will ensure the safety and up keep of all furniture, fixture and all other equipments. A detailed list of all such furniture, fixture, equipments etc will be provided to the successful bidder at the time of award of the contract. The service provider will put in place necessary system to guard against damages, loss, pilferage, theft etc of all such items as provided in the list
15. It will be the duty of the service provider to bring to notice of the officer in-charge at DTRTI immediately as and when such damages, loss, pilferage, thefts etc occur and act according to his/her instructions.
16. Replacement [cost of material] and repair of non-functional electrical fittings though is not a part of this contract, the service provider would be required to report all such defects immediately to the officer in-charge of DTRTI. However it will be duty of service provider to carry out the service of replacement of such items.
17. Service provider will be responsible for minor repair works to all plumbing and sewage lines and rectify such defects on top priority.
18. Theft
The successful bidder shall be responsible for any theft of the items from the rooms or any other area given to contractor for cleaning. The details of the stolen materials/stores, will be given to the contractor in writing by the designated authority and the full cost of the material reported stolen will be recovered from the successful bidder within 4 weeks from the date of theft. The decision of DTRTI authorities on this will be final and binding on the successful bidder.
19. Penalty
 - a. The successful bidder shall be imposed a penalty upto Rs.100 Per occasion per 10 sq mts area of cleaning as per decision of the Office In-Charge at DTRTI for non performance or improper performance of the work. Penalty shall also be imposed @ Rs. 100/- per toilet area if suitable cleaning and hygienic condition is not maintained by the successful bidder. The amount of penalty will be decided by the Officer- in charge at DTRTI according to his inspection report of that occasion and approved by the controlling officer of the DTRTI. However the amount of the penalty will not be more than 25% of the amount of the bill raised by the successful bidder. However total penalty of the duration for the tender

must not exceed 100% of total amount of contract. **The penalty will be over and above the ‘no work no payment’ principle.**

b. For repeated occasions of penalty, the DTRTI shall be free to increase the basic rate of Rs.100 to Rs.150/-.

20. Complaint Register

A complaint register will necessarily be kept at the Reception for registering complaints of the trainees and the DTRTI personnel with regard to any aspect of the service provided by the successful bidder. The complaint register needs to be signed by the supervisor / manager / receptionist employed by the successful bidder on daily basis.

21. Payment

a. The successful bidder's monthly bills should be supported by muster rolls/attendance for the respective month which should be duly certified by the Officer in-charge at DTRTI. The Officer in charge at DTRTI shall also render certificate regarding satisfactory completion of work every month. If agreed manpower are not deployed, then proportionate labour wages will be deducted from the monthly bill

b. The successful bidder shall prefer bills of the actual work done every month by 5th of the following month along with the supporting document as mentioned in para above. The bills will be paid within maximum 4 [four] weeks thereafter, by A/c payee cheque, payable at Bangalore and will be sent to his company address by registered post or received personally. However, any deterioration in service or non-payment of wages to his staff will not be acceptable on the plea of delay in receipt of payment.

c. 10% of total monthly manpower bills shall be retained by DTRTI and only after confirmation of employee EPF, ESI payment with proof will the same be released.

d. The DTRTI shall recover at source, Income Tax on the gross bill value, payable per month to the successful bidder at the rates prescribed and remit the same to the concerned authorities.

e. Penalties, damages, and contract non-compliance recoveries quantified, if any, will be recovered from the monthly bill payments.

f. The successful bidder shall not petition for revision of rates tendered by him under any circumstance at any stage of work, either during execution or when the final claims are settled.

22. The following basic infrastructure will be provided by the DTRTI for the service provider to carry out their function.

Housekeeping:

- Enclosure to keep the cleaning equipments and store related materials
- Linen room with rack and linen on alternate floors of the hostel block. A portion of the same to be used by the personnel as change room

Catering:

- All cooking vessels, storing vessels, serving equipments, pot washing, vessel washing, and plate washing equipments.
- Storeroom with store rack to store kitchen consumables
- Room for stay of Cook

Laundry:

- Laundry equipments along with necessary plumbing facility, water, electricity and drying space

Reception:

- Reception table with all storage spaces, computer, necessary software for room management and other utilities

Chapter-4

PERFORMANCE APPRAISAL:

Performance appraisal of service contract is done as per **ANNEXURE – II F** based on the following criteria:-

- Maintaining the cleaning schedule [As per Annexure-II A]
 - Frequency of the Housekeeping cleaning schedule [As per Annexure-II B]
 - Maintaining the Checklist for Gents / Ladies Toilet [As per Annexure-II D(1 &2)]
 - Display / submission of Restroom Inspection Card [As per Annexure-II E]
 - Performance level matrix [As per Annexure-II F]
 - Feedback on catering service and food quality from the users
 - Feedback on Reception services by the hostel residents
- 2 The performance shall be reviewed by Officer-in-Charge at DTRTI through performance appraisal system once in two months [As per **ANNEXURE-II L**]. If the performance level reduces below 70%, then the agency's performance shall be re-viewed on monthly basis for next 03 [Three] months.
 - 3 On monthly review, if the performance level is not improved for subsequent THREE months, then the said contract is liable for CANCELLATION at risk and cost.
 - 4 The payment to the agency shall be released based on satisfactory performance level. However, when it falls below satisfactory performance level, payment shall be released with warning to improve their performance as per requirement stipulated to achieve satisfactory performance level.
 - 5 The contract may be terminated by either party by giving one month notice; however DTRTI can terminate the contract by giving 24hrs notice for breach of any terms and conditions of contract on the part of the contractor.
 - 6 The contract will be valid for ONE YEAR from the date of commencement of contract.
 - 7 The contractor shall attend to complaints relating to Housekeeping, catering, support services received from the employees of DTRTI and shall be attended promptly. A register will be maintained for recording the complaints.

[FORMAT FOR PRE-QUALIFICATION CRITERIA]

Sl.No	Description of the requirement	Compliance [Yes/No]	Annexure reference
1	Registration details under Facility Management, Catering service category		
2	Five years experience certificate in providing Facility management and catering services to larger industrial/Institutional establishments that has more than 500 employees.		
3	Copy of Profit and Loss Account and Balance Sheet for last completed financial year certified by Registered Chartered Accountant or duly audited published Annual Report must be submitted as a proof of minimum turnover of 10 crore		
4	list of clients and work certificates for doing the same nature of job for at least three establishments for three consecutive years		
5	Service Tax registration number and proof		
6	PAN and copy of PAN card		
7	ESI registration proof		
8	PF registration proof		
9	Proof of direct employment of 1000 personnel or more for preceding year		
10	Certificate from competent authorities or bodies for having trained employees for the tasks as requested through this NIT		
11	Proof of any ISO certifications obtained		
12	Proof of having adequate infrastructure (office, telephone number, Fax machine, net connection etc) for ensuring satisfactory services		

Cleaning Schedule:

Sl. No	Activity	Frequency
1	External facade of building (external facade, STR. glazing & ACP cladding)	Quarterly
2	Mosaic/Granite/Vitrified/Marble/Wood/Kota flooring, Vitrified tiles, steel surface	Daily
3	Internal wall / Column surfaces with wall paneling / stone cladding, sills, wood, jails, etc.,	Monthly
4	Ceilings(Dusting)	Monthly
5	Doors, windows, workstations, partitions including frames and handles	Daily
6	Stainless steel/Brass/Aluminum metal surfaces such as door/window/coloum cladding, hardware & frames	Weekly
7	Desk, bench top & table surfaces, Ledges and other equipments(Dusting)	Daily
8	AC vents / grills Lighting and window panel	Weekly
9	Dust bins & waste paper bins in toilets and at open areas within buildings	Daily
10	Fire extinguishers & wall hangings	Daily
11	Switches, electric points buttons	Daily
12	Telephone & computers	Daily
13	Venetian / vertical blinds, Light bulbs, Fans	Weekly
14	Upholstery (with Vacuum cleaning)	Daily
15	Cob webs	Monthly
16	Door mats	Daily
17	Removal of garbage	Daily
18	Common Area Floor- Mechanised cleaning	Weekly
19	Over the roof top [Terrace]	Weekly
20	Roads(mechanized sweeping)	Daily
21	Drainage & Culvert (manual water cleaning)	Monthly
22	Open Areas (mechanized sweeping)	Daily

FREQUENCY OF HOUSE KEEPING CLEANING SCHEDULE

Internal Area Location	Cleanable Surface Area (sq.mt.)	Cleaning Task	Frequency/ Shift	Shift / Day	Product as prescribed	Equipment / Tools (as prescribed)
Admin cum Training Block						
Reception & 5 Flr Common area - granite/V tiles	2100	Dry Mop	3	1	NA	Acrylic Dry mop Set
Reception & 5 Flr Common area - granite/V tiles	2100	Wet Mop	1	1		Wet mopping system
Group Discussion Class Rooms & Office/library- V tiles	900	Wet Mop	1	1		Wet mopping system
Group Discussion Class Rooms & Office/library-V tiles	900	Dry Mop	1	1	NA	Acrylic Dry mop Set
Classrooms- wooden wall & floor pannel	900	Dry Mop	1	1	NA	Acrylic Dry mop Set
Tables and Chairs	1500	Spray & Wipe	1	1		Cloth & duster
Classrooms- wooden wall & floor pannel	900	Damp Mop	1	1		Wet moping system
Glass doors, Steel railing and Lifts	500	Spray & Wipe	1	1		Window cleaning set

Hostel Block						
Internal Area Location	Cleanable Surface Area (sq.mt.)	Cleaning Task	Frequency/ Shift	Shift/ Day	Products as specified	Equipment / Tools (as prescribed)
G-F Lobby- Granite/V tiles	516	Dry Mop	2	1	NA	Acrylic Dry mop Set
G-F Lobby	516	Wet Mop	2	1		Wet moping system
Common corridors Marble	1400	Wet Mop	1	1		Wet moping system
Common corridors	1400	Dry Mop	2	1	NA	Acrylic Dry mop Set
Rooms- Mosaic	2400	Damp Mop	1	1		Wet moping system
Rooms-Mosaic	2400	Spray & Wipe	1	1		Cloth & duster
Glass partitions/doors Lifts	1000	Spray & Wipe	1	1		Cloth & duster

Periodical Cleaning					
Location	Surface Area (sq. mt.)	Cleaning Task	Frequency / month	Products as specified	Equipment / Tools (as prescribed)
Common floor area of Both blocks and wash room floors	4000	Machine Scrubbing	4		Single Disc scrubber and Wet & Dry vacuum cleaner
Computers and Cloth chairs	500	Dry vacuuming	4	NA	Wet & Vacuum cleaner

Washroom maintenance- admin block						
Surface Type	Surface Area (sq.mt.)	Cleaning Task	Frequency / Shift	Shift/ Day	Products as specified	Equipment / Tools (as prescribed)
TB / UB	52 Urinals and Toilet Bowls	Toilet Bowl Cleaning	1	1		Power Pads
TB / UB	All fitting in wash room	Spray & wipe – sanitation	4	1		Bowl cleaning brush
Floor- tiles	280	Wet moping	4	1		Wet mop system
Walls- tiles	927	Spray & Wipe	1	1		Cloth and duster

Washroom maintenance- Guesthouse Block.						
Surface Type	Surface Area (sq.mt.)	Cleaning Task	Frequency / Shift	Shift/ Day	Products as specified	Equipment / Tools (as prescribed)
TB / UB	86 Urinals and Toilet Bowls	Toilet Bowl Cleaning	Once in week			Bowl cleaning brush
TB / UB	All fittings inside wash room	Spray & Wipe- sanitizing	1	1		Bowl cleaning brush
Floor- tiles	300	Wet Mop	1	1		Wet mop system
Walls- tiles	700	Spray & Wipe	1	1		Cloth and duster

External Area and Basement						
External Area Location	Surface Area (sq.mt.)	Cleaning Task	Frequency / Shift	Shift / Day	Products as specified	Equipment / Tools (as prescribed)
Basement and Payments	1000	Mechanised Sweeping	1	1	NA	Manual Sweeper with vacuum filter

NOTE: COBWEB CLEANING OF ALL THE BUILDINGS- MONTHLY

Note: The agency shall deploy the necessary machineries required for the above House keeping services.

Internal Area Location	Cleanable Surface Area (sq.mt.)	Cleaning Task	Frequency / Shift	Shift/ Day	Products as specified	Equipment / Tools (as prescribed)
Dinning area and Kitchen cleaning						
Tables and Chairs	150	Spray & Wipe	4	1		Cloth & duster
Kitchen floors and Walls- tiles	250	Wet Mop	3	1		Wet moping system
Plates cleaning		As and when required				Power pad
Hoods and vents	50	Spray & Wipe	1	1		Cloth & duster
Grill and oven cleaning	50	Spray & Wipe	1	1		Spray bottles

Sumps & Rain harvesting path Cleaning				
External Area Location	Surface Area (sq.mt.)	Cleaning Task	Frequency	Equipment / Tools
Sumps and Water tanks	4 No	Mechanised Sweeping	4 times monthly	Scrubbing Manual- water
Rain water harvesting	Filling dips	To removed soil filling	As and when require	Manual
Gardening	5000	Watering and grass maintenance	Daily basis	Grass cutter and tools

Menu- for canteen in Hostel cum Guest House

1. per person per plate cost to be given in quote.
2. Minimum guaranteed number will be 25 people.

Breakfast

Any two of under				Any two of under
Idly + Vada	+		+	Cereals/Milk
Dosa to order		Sambar		Tea/Coffee
Bread+Butter+Jam		Chutney		Fruit juice
Puri bhajji				
Aloo Paratha				
Egg to order				
Spring Rolls				

Lunch

Evening snack

		Any two of below
Plain steam rice		Aloo Bonda
Variety rice [jeera, lemon]		Onion Bhajji
Pulka		Vegetable sandwich
Sambar		Vegetable Spring Rolls
Rasam		French Fries
Vegetable paliya		Salted Peanuts
Dal fry/Rajma masala/		Peanut Masala
Curd		Paneer pakoda
Papad, Pickle		+
Vegetable salad		Coffee/Tea/Fruit juice

Dinner

Starter [any one] soup	Main course	Dessert [any one]
Tomato	Roti/Nan	Fruit salad
Veg clear	Steam rice	Ice cream
Sweet corn	Jeera rice/Vegetable pulao	Payasam
	Dal fry/Green moong dal/Rajma	
	Seasonal vegetable	
	Salad	
	Curd, Pickle	

Check List for Gents / Ladies Toilet- admin block

Clean Areas	Method	Items to use as prescribed	Frequency				Remarks
			0830	1145	1430	1600	
Inside Toilet Area							
Wall tiles / Skirting	Wash & wipe dry	Cleaner sanitiser					
Flush tank	Wash & wipe dry						
Flush knob	Wipe & clean						
Cistern / commode – inside	Brush & flush						
Seat / Lid	Sponge scrub / wipe						
Yellow stains	Brush & flush						
Wash basins	Scrub / wipe						
Steel taps / fittings	Scrub / wipe						
Door knobs / partitions	Wipe & clean						
Floor tiles	Scrub & wash						
Buckets / mugs	Wash & wipe dry						
Air refreshners	Refill / in place on wall	1 cube Refill as required					
Urinal	Refill / in place in urinals	Urinal screen– 1 cube Refill as required					


Check List for Gents / Ladies Common Toilet- Hostel block

Clean Areas	Method	Items to use	Frequency				Remarks
			0830	1145	1430	1600	
Inside Toilet Area							
Hand wash Dispenser	Wet wipe & refill	Hand wash soap oil					
Mirror / frame	Dust / wet wipe	Dry & wet cloth					
Mirror	Spray & wipe	Cloth & duster					
Waste bin	Wash & dry wipe	Insert garbage bag empty waste					
Toilet floor mat	First dust & wash	Water & vacuum					
		HK Staff – initials					
		Supervisor – Initials					

**Dust mop refills / sticks / mop cloth/Spray Bottle – wash & dry same & store in a closed place.
Report flush / taps / cistern leakages if any check lights functioning & report problems to Supervisor**

REST ROOM INSPECTION CARD

TOILET : _____ **LOCATION** : _____ **DATE** : _____

Time											HK Boy	HK Supervisor	Remarks
	Mirror	Basin	Soap	Bowl	T/roll	Urinal	Floor	Wall	D/bin	Smell			
8:30 AM													
11:45 AM													
2:30 PM													
4:00 PM													

HK SUPERVISOR _____
(Housekeeping Supervisor)

Authorised Representative of Contractor _____

Performance Level Matrix:

KEY PERFORMANCE	Requirement	*P	*C
Admin Block, hostel, Canteen, Security Rooms,	Free of dirt / stain / odor / litters. Cleanliness of floor, wall, sofa sets, glass tables, glass partitions, glass doors, reception tables, chairs, steel railing, corridor glass Chairs to be properly arranged. Refilling of drinking water in classrooms for faculty and participants on lecture days Refilling of drinking water in all faculty, staff and in occupied hostel rooms Display/White boards to be clean. Emptied & cleaned dustbins Cleanliness of logo and glass backdrop.	*H/B	*Sup
Garbage and food waste disposal	Thorough disposal thrice daily.	H/B	Sup
Raw material store, inflammable stores,	Cleaning once daily. Storage to be kept clean and tidy.	H/B	Sup
AC diffusers, Blinds, light fittings, Ceiling sensors, fire extinguishers	To be cleaned weekly	H/B	Sup
Toilets and Pantry	Walls to be cleaned once a day. Wipe clean all cubicles and urinals using an mentioned disinfectant and hygienic sanitary blocks Wipe clean all basins/ taps/ wall dryers/ fixtures and fittings Replenish all consumables including hand towels and toilet rolls as required Floors cleaned and moped at least 3 to 4 times per day	H/B	Sup

* P – Performed by.

C – Checked by.

*H/B – House keeping boy.

Sup – Supervisor.

Machine deployment Matrix

The following machineries (DIVERSEY OR NILFICK make or its technically and commercially equivalent brand) shall be deployed by the Agency for conducting the House Keeping Services.

Sl. No.	Machines to be used	Quantity	Unit
1	Sign boards (two parts)	5	Nos
2	Wet & dry vacuum cleaner	1	Nos
3	Glass cleaning set (squeeze and washer 35cm)	3	Nos
4	Manual road sweeper(with vacuum fan, 30 Ltr capacity, 500 mm main brush)	1	Nos
5	Single disc floor scrubber machine	1	Nos
6	Wringer trolleys (30 Ltr with division plate and drainage plug)	6	Nos
7	Ladder for cleaning ceiling areas	2	Nos
8	High rise stools	1	Nos
9	Telescopic poles (aluminum length 9 m)	1	Nos
10	Tricycle for garbage collection and moving to salvage yard	1	Nos
11	Wet Mop set-flat mop	16	Nos
12	Acrylic dry mop set	12	Nos
13	Dust pan with room	6	Nos
14	Spray Bottles	75	Nos
15	Feminine Hygiene care sanitary disposal unit [PCI Cannon Hygiene make or equivalent	6	Nos

Note: The said machines and Tool has to be brand new and to be installed inside the campus in presence of Officer in-charge at DTRTI.

ANNEXURE-II H

Man Power Deployment Matrix- Both buildings

Following is Manpower requirements- for carry out the job as per the given SOP

Category	Job Nature	No	Shift
Un skilled	House Keeping	16	One shift
Semi Skilled	House Keeping- machine operating	2	One shift
Semi Skilled	Kitchen - multi purpose	4	two shift
Semi Skilled	Food handlers/Cooks	3	two shift
Semi Skilled	Guest house- reception	1	three shifts
Skilled	Supervisor- HK and Kitchen	2	two shift
Skilled	Site Manager	1	One shift
Semi-Skilled	Laundry operator	1	One shift
Skilled	Laundry In charge	1	One shift

ANNEXURE-II I

[FORMAT OF AFFIDAVIT]

Sir,

Sub:

Authority:

I, the undersigned hereby state that labourers / employees working [As per list enclosed] for M/s. _____ in DTRTI Contract No. _____ are free from all adverse antecedents. In the event of any unusual or illegal or unacceptable act / incidents / accidents caused by the labourers / employees working for M/s. _____

I take full responsibility for the lapses and misconduct on the part of labourers engaged by me.

Thanking You

Yours faithfully,

Signature:

Name:

[FORMAT OF TENDER COMPLIANCE REPORT]

To

Sub: Regarding tender for providing “**Integrated Facility Management Services** for DTRTI

Dear Sir,

I have gone through the complete terms and condition of the Tender for Providing Integrated Facility Management Services at DTRTI, Bangalore and accept the same.

Place:

Date:

Signature of Bidder

Name:

ANNEXURE-II K

[FORMAT PERFORMANCE SECURITY GUARANTEE BOND FORM]

1. In consideration of the Direct Taxes Regional Training Institute , Bangalore, having agreed to exempt _____(hereinafter called the said Contractor from the demand under the terms and conditions of an agreement/ No. _____dated _____made between _____ and _____for one year for the work of _____(hereinafter called the said Agreement), of security deposit for the due fulfillment by the said Contractor of the terms and conditions contained in the said Agreement, on production of a bank guarantee for _____we (name of the Bank) _____(hereinafter referred to as 'the Bank') at the request of _____(contractors do hereby undertake to pay to the DTRTI an amount not exceeding _____against any loss or damage caused to or suffered or would be cause to or suffered by the DTRTI by reason of any breach by the said Contractor of any of the terms or conditions contained in the said agreement.

2. We (name of the Bank _____do hereby undertake to pay the amount due and payable under this guarantee without any demur, merely on a demand from the DTRTI stating that the amount claimed is due by way of loss or damage cause to or suffered by the DTRTI by the reason of breach by the said contractor of any terms or conditions contained in the said Agreement or by reason of the contractor failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the DTRTI in these count shall be final and binding on the bank. However our Liability under this guarantee shall be restricted to an amount not exceeding_____

3. We undertake to pay to the DTRTI any money so demanded notwithstanding any dispute or dispute raise by the contractor/supplier(s) in any suit or proceeding pending before any court or tribunal relating there to our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge or our liability for payment there under and the contractor/suppliers(s) shall have no claim against us for making such payment.

4. We (name of the bank) ____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the dues of the DTRTI under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till DTRTI certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor and accordingly discharges this guarantee. Unless a demand or claim under the guarantee is made on us in writing on or before the expiry of 24 months from the date hereof, we shall be discharged from all liability under this guarantee thereafter.

5. We (Name of the Bank) _____further agree with the DTRTI that the DTRTI shall have the fullest liberty without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor from time to time or to postpone for any time or from time to time any of the powers exercisable the DTRTI against and said contractor and forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor or for any forbearance, act or omission on the part of the DTRTI or any indulgence by the DTRTI to the said contractor or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharge due to the change in the constitution of the Bank or the contractor/supplier(s).

7. We (name of the Bank)_____lastly undertake not to revoke this guarantee during its currency except with the previous consent of the DTRTI in writing.

Dated the day of for

(Indicate the name of the Bank)

ANNEXURE-II L

[FORMAT OF PERFORMANCE APPRISAL]

HOUSEKEEPING, GARDENING, LAUNDRY, RECEPTION and CATERING WORKS

The Performance appraisal of service Contractor shall be filled by the Officer in-Charge in presence of the Contractor.

Name of the work	:	
Name and address of Contractor	:	
Accepted Tender Amount	:	
Completion period as per tender	:	
Cost on Completion	:	
Period Covered by this Appraisal	:	

Evaluation based on the following :-		M a r k s				
A	Consistently Exceeds Job Requirements	4				
B	Fully satisfies Job Requirements	3				
C	Slightly Below Job Requirements	2				
D	Immediately Needs To Be Improved	1				
E	Factor Does not Apply To This Position	NA				
A	KNOWLEDGE OF JOB (1-least ; 4-higest)	1	2	3	4	NA
1	Equipment, quantity and quality of Chemicals used					
2	Applies cleaning techniques effectively.					
3	Determines the care required to accomplish tasks appropriately.					
4	Kitchen and food handling					
5	Laundry washing and chemical usage					
	TOTAL					
B	QUALITY	1	2	3	4	NA
1	Completion of work to departmental standards.					
2	Maintains consistent daily performance					

	level.					
3	Maintains cleaning schedules.					
4	Food served Quality and taste					
5	Cleaning and Hygiene Standards in Kitchen					
6	Canteen staff healthy & Hygiene standards					
7	Laundry service and quality of wash					
	TOTAL					

C	E. SAFETY	1	2	3	4	NA
1	Complies with department regulations.					
2	Is concerned with safety of self and others.					
3	Properly uses cleaning chemicals and equipment.					
4	Wears appropriate attire for working conditions.					
	TOTAL					

D	EQUIPMENT AND SUPPLIES	1	2	3	4	NA
1	Properly cares for and maintains equipment.					
2	Maintains adequate inventory of supplies.					
	TOTAL					

E	OTHER	1	2	3	4	NA
1	Meets attendance standards					
2	Meets punctuality standards					
3	Complies with departmental policies					
4	Contractor's organization at site.					
	TOTAL					

TOTAL OF ALL SECTION						
----------------------	--	--	--	--	--	--

Overall Job performance Level.

- 1. Excellent > 90% (more than 79 marks)
- 2. Good > 80% (more than 71 marks)
- 3. Satisfactory > 70% (more than 62 marks)
- 4. Needs Training > 60% (more than 53 marks)
- 5. Below Standard < 60% (less than 53 marks)

(Minimum 50 % marks in each section to be obtained for getting satisfactory or above Performance level)

[FORMAT FOR TECHNICAL BID]**Schedule-1:**
Machine deployment Matrix

The following machineries (DIVERSEY or NILFICK make or technically and commercially equivalent brand) shall be deployed by the Agency for conducting the House Keeping Services.

Sl. No.	Machines to be used	Equipment Make & brand	Quantity	Unit	Rate (Rs)	Amount (unit x rate) Rs
1	Sign boards (two parts)		5	Nos		
2	Wet & dry vacuum cleaner		1	Nos		
3	Glass cleaning set (squeeze and washer 35cm)		3	Nos		
4	Manual road sweeper(with vacuum fan, 30 Ltr capacity, 500 mm main brush)		1	Nos		
5	Single disc floor scrubber machine		1	Nos		
6	Wringer trolleys (30 Ltr with division plate and drainage plug)		6	Nos		
7	Ladder for cleaning ceiling areas		2	Nos		
8	High rise stools		1	Nos		
9	Telescopic poles (aluminum length 9 m)		1	Nos		
10	Tricycle for garbage collection and moving to salvage yard		1	Nos		
11	Wet Mop set-flat mop		16	Nos		
12	Acrylic dry mop set		12	Nos		
13	Dust pan with room		6	Nos		
14	Spray Bottles		75	Nos		
15	Feminine Hygiene care sanitary disposal unit [PCI Cannon Hygiene make or equivalent		6	Nos		

Note: The said machines and Tool has to be brand new and to be installed inside the campus in presence of Officer in-charge at DTRTI.

Schedule-2:
Man Power Deployment Matrix- Both buildings

Following is the Manpower requirements- for carry out the job as per the given SOP

Category	Job Nature	No	Shift	Rate per person	Total (No of persons x shift x rate)
Un skilled	House Keeping	16	One shift		
Semi Skilled	House Keeping- machine operating	2	One shift		
Semi Skilled	Kitchen - multi purpose	4	two shift		
Semi Skilled	Food handlers/Cooks	3	two shift		
Semi Skilled	Guest house- reception	1	three shifts		
Skilled	Supervisor- HK and Kitchen	2	two shift		
Skilled	Site Manager	1	One shift		
Semi-Skilled	Laundry operator	1	One shift		
Skilled	Laundry In charge	1	One shift		

- Rate quoted shall be inclusive of all taxes, services tax, vat, etc., as applicable time to time.
 - Rate quoted for man power shall be as per Minimum wages Act as prevailing in the State or Center, whichever is higher and inclusive of ESI, PF, EDLI, etc.,

Schedule-3:

CONSUMABLE MATERIALS (MONTHLY REQUIREMENT)

The materials as per the specified brands like AMWAY, M/s DIVERSEY or equivalent in terms of technical, chemical, quality and commercial. All materials brought inside the campus shall be accounted for at Security before bringing inside. The dilution rate is also mentioned in respect of products of Diversey as example for optimum use of chemicals

Sl No	Description	Make and brand	Qty required for One Month	Rate in Words & Figures	Unit	Amount
1.	Bath room cleaner cum sanitizer (1:50 DILUTION)		10		Ltr	
2.	Hard surface – cleaning detergent (1:50 DILUTION)		55		Ltrs	
3.	Toilet bowl cleaner direct use		25		Ltrs	
4.	Glass cleaner (1:50 dilution)		5		Ltrs	
5.	Air freshener for rooms (direct use- water based)		10		Ltrs	

6.	Air purifiers for bath rooms and toilets		20		Nos
7.	Urinal cake		60		Nos
8.	Hand wash(direct)		30		Ltr
9.	SS polish-		2		Ltr
10.	Stain remover-		1		Bottle
12.	Plastic bucket – 15 Ltrs capacity		5		Nos
13.	Power Pad- manual scrubbing pad		15		Nos
14.	Furniture cleaning cloth [1 x 1] feet		10		Nos
15.	Glass cleaning cloth [1 x 1] feet		10		Nos
16.	Wet mop refill		15		Nos
17.	Mop cloth [45 x 45] Cms		50		Nos
18.	Cob web stick 5 to 6 feet long		10		Nos
19.	Dust pans		15		Nos
20.	Hand gloves		20		Pairs
21.	Manual dish washing –Liquid(1:50 dilution)		15		Ltr
22.	Multipurpose cleaner (1:50 dilution)		10		Ltr
23.	grill Cleaner- direct		2		Ltr
24.	heavy duty degreaser(1:50 dilution)		5		Ltr
25.	Antibacterial hand wash		5		Ltr
26.	Manual Broom		5		Nos
	Total cost for One Month				
	Total cost for Twelve Months				

SCHEDULE 'A'

RATE QUOTATION FOR RENDERING HOUSE KEEPING, GARDENING, LAUNDRY, RECEPTION and CATEREING SERVICES BY PROVIDING MANPOWER IN DTRTI.

Category	Job Nature	No	Shift	Rate per person	Total (No of persons x shift x rate)
Un skilled	House Keeping	16	One shift		
Semi Skilled	House Keeping- machine operating	2	One shift		
Semi Skilled	Kitchen - multi purpose	4	two shift		
Semi Skilled	Food handlers/Cooks	3	two shift		
Semi Skilled	Guest house- reception	1	three shifts		
Skilled	Supervisor- HK and Kitchen	2	two shift		
Skilled	Site Manager	1	One shift		
Semi-Skilled	Laundry operator	1	One shift		
Skilled	Laundry In charge	1	One shift		

Sl No	Description	Lump sum quote per Month	Total Per Annum [In Rs]
1	Lump sum quote for Housekeeping, gardening, catering, laundry and reception services as per the scope of work [Minimum Trained Man Power should be provided as per man power deployment matrix submitted along with the Technical Bid and supported with individual lump sum.		
	Grand Total in Rs.		

(Total Amount in words, RUPEES _____)

_____)

Note:

- Rate quoted shall be inclusive of all taxes, services tax, vat, etc., as applicable time to time.
- Rate quoted for Man power shall be as per minimum wages Act as prevailing in the State or Center, whichever is higher, and inclusive of ESI, PF, EDLI, etc.,

OPENING OFFICER

SIGNATURE OF THE CONTRACTOR WITH SEAL

SCHEDULE 'B'**CONSUMABLE MATERIALS (MONTHLY REQUIREMENT)**

The materials as per the specified brands like AMWAY, M/s DIVERSEY or equivalent in terms of technical, chemical, quality and commercial.. All materials brought inside the campus shall be accounted for at security before bringing inside.

Sl No	Description	Make and brand	Qty required for One Month	Rate in Words & Figures	Unit	Amount
1.	Bath room cleaner cum sanitizer (1:50 DILUTION)		10		Ltr	
2.	Hard surface – cleaning detergent (1:50 DILUTION)		55		Ltrs	
3.	Toilet bowl cleaner direct use		25		Ltrs	
4.	Glass cleaner (1:50 dilution)		5		Ltrs	
5.	Air freshener for rooms(direct use- water based)		10		Ltrs	
6.	Air purifiers for bath rooms and toilets –		20		Nos	
7.	Urinal cake		60		Nos	
8.	Hand wash(direct)		30		Ltr	
9.	SS polish-		2		Ltr	
10.	Stain remover-		1		Bottle	
12.	Plastic bucket – 15 Ltrs capacity		5		Nos	
13.	Manual scrubbing pad		15		Nos	
14.	Furniture cleaning cloth [1 x 1] feet		10		Nos	
15.	Glass cleaning cloth [1 x 1] feet		10		Nos	
16.	Wet mop refill		15		Nos	
17.	Mop cloth [45 x 45] Cms		50		Nos	
18.	Cob web stick 5 to 6 feet long		10		Nos	
19.	Dust pans		15		Nos	

20.	Hand gloves		20		Pairs
21.	Manual dish washing –Liquid(1:50 dilution)		15		Ltr
22.	Multi purpose cleaner (1:50 dilution)		10		Ltr
23.	Grill Cleaner- direct		2		Ltr
24.	Heavy duty degreaser(1:50 dilution)		5		Ltr
25.	Antibacterial hand wash		5		Ltr
26.	Manual Broom		5		Nos
	Total cost for One Month				
	Total cost for Twelve Months				

SCHEDULE ‘C’

CHARGES FOR DEPLOYING THE MACHINERIES AS MENTIONED IN SCOPE OF WORK.

Sl. No.	Machines to be used	Equipment Make & brand	Quantity	Unit	Rate (Rs)	Amount (unit x rate) Rs
1	Sign boards (two parts)		5	Nos		
2	Wet & dry vacuum cleaner		1	Nos		
3	Glass cleaning set (squeeze and washer 35cm)		3	Nos		
4	Manual road sweeper(with vacuum fan, 30 Ltr capacity, 500 mm main brush)		1	Nos		
5	Single disc floor scrubber machine		1	Nos		
6	Wringer trolleys (30 Ltr with division plate and drainage plug)		6	Nos		
7	Ladder for cleaning ceiling areas		2	Nos		
8	High rise stools		1	Nos		
9	Telescopic poles (aluminum length 9 m)		1	Nos		
10	Tricycle for garbage collection and moving to salvage yard		1	Nos		
11	Wet Mop set-flat mop		16	Nos		
12	Acrylic dry mop set		12	Nos		
13	Dust pan with room		6	Nos		
14	Spray Bottles		75	Nos		

Sl. No.	Particulars		Rate per Month	Total Cost
1.	Charges for deploying and using machinery for Housekeeping work as per machine deployment matrix as per Annexure II G. of scope of work and other machinery mentioned elsewhere in the scope of work of the tender document	:	Rs.----- --per Month	Rs.-----for 12 Months
TOTAL Charges for Deploying the Machineries for Twelve Months in Figures				Rs.-----
(TOTAL AMOUNT FOR 12 MONTHS IN WORDS _____ _____)				

OPENING OFFICER

SIGNATURE OF THE CONTRACTOR WITH SEAL

ABSTRACT

BREAK UP DETAILS OF QUOTATION

Contractors are required to Furnish the following break up details of Cost of Material, Tools, Transportation etc., as detailed below:-

1	Lump sum quote for Integrated Facility Management Services as per the scope of work [Man Power should be provided as per scope of work] Schedule A	:	Rs.
1.1	Total Cost of Consumable materials & tools for 12 Months. Schedule B	:	Rs.
1.2	Hire charges for machinery for Twelve Months Schedule C	:	Rs.
1.3	CATERING CHARGES PER PLATE AS per the given MENU at ANNEXURE-II C BREAKFAST:..... LUNCH:..... EVENING SNAK:..... DINNER:.....	:	Rs.
1.4	Laundry consumable charges per Month (Per Kg charges need to be explained as separate attachment)	:	Rs.
Total Value for 12 Months			
(TOTAL AMOUNT FOR TWELVE MONTHS IN WORDS_____)			

The contract amount will be arrived by taking into consideration Slno.1, 1.1 & 1.2 rates/amount. The rates quoted in 1.3 & 1.4 will be tabulated separately

OPENING OFFICER

SIGNATURE OF THE CONTRACTOR WITH SEAL

