

TENDER DOCUMENT

**FOR
ENGAGING INTEGRATED FACILITIES
MANAGEMENT SERVICES
AT
DTRTI, BENGALURU**

OPEN TENDER

F.No.58/House-keeping/2016-17/DTRTI dated 05/07/2016

**GOVERNMENT OF INDIA, MINISTRY OF FINANCE
DIRECT TAXES REGIONAL TRAINING INSTITUTE (DTRTI),
No. 17, Near HMT Watch Factory, Jalahalli, Bengaluru-560013
Tel: 080-23452841/23082001/23452565/23082000,
E-mail: dtrti.bang@gmail.com
Visit us at: www.dtrtibangalore.com**

भारत सरकार
वित्त मंत्रालय

क्षेत्रीय प्रत्यक्ष कर
प्रशिक्षण संस्थान



GOVERNMENT OF INDIA
MINISTRY OF FINANCE

**DIRECT TAXES REGIONAL
TRAINING INSTITUTE**

No.17, Near HMT Watch Factory, Jalahalli, Bengaluru-560013
Telephone: 080-23452841/23082001/23452565, Fax: 080-23082026, E-Mail: dtrti.bang@gmail.com

F.No.58/House-keeping/2016-17/DTRTI

Dated: 05-07-2016

NOTICE INVITING TENDER

- A. Sealed Tenders for Hiring/Engaging Integrated Facility Management Services at DTRTI, Jalahalli, Bengaluru** are invited by Additional Director General (Trg.), Direct Taxes Regional Training Institute [DTRTI], Bengaluru from the bidders with experience/financial/infrastructure capabilities in accordance with relevant clauses of the tender documents in DTRTI, Bengaluru and Offices as per Annexure in the Prescribed Format of tender document.
- B. The tender document along with terms and conditions can be downloaded from the website www.incometaxindia.gov.in, www.dtrtibangalore.com, www.eprocure.gov.in, www.incometaxbengaluru.in. The sealed tender should be addressed to the Additional Director General (Trg.), DTRTI, Bengaluru.**
- C. The details are given below:-**

C.1	Description of Scope of Work	House-keeping, Gardening, Catering, Laundry and Reception services providing of 24 x 7 manned Helpdesk call together herein after referred as 'Integrated Facility Management Services, for the area within the compound of the DTRTI Campus. Include days during working hours, as detailed at Annexures 10.1 to 10.6.
C.2	Type Of Tender	TWO BID/TWO PACKET SYSTEM/Technical and Financial Bids separately.

C.3	Contract Period in Years	Two year from date of notification of award of Contract subject to further extension as per para 2.35.1 subject to mutual agreement by both the parties.
C.4	Earnest Money Deposit	Rs. 1,00,000/-
C.5	Mode/Validity of E.M.D.	Crossed Demand Draft/Pay Order/Bankers Cheque issued by Scheduled Banks drawn in favour of 'ZAO, CBDT, Bengaluru ' valid for at least 180 days from the date of Technical/Financial Bid Opening.
C.6	Performance Bank Guarantee	5% of the successful price bid
C.7	Validity of performance Bank Guarantee	180 days after expiry of Contract.
C.8	Tender start Date & Time	05/07/2016 11.00 Hrs
C.9	Tender Closure Date & Time	26/07/2016 17.00 Hrs.
C.10	Date & Time of Opening of Technical bid	29/07/2016 16.00 Hrs.
C.11	Date & Time of opening of Financial Bid	Shall be decided later and intimated to Bidders successful in Technical Bid through e-mail/mobile/landline
C.12	Bid Validity	180 days from date of opening of financial bid
C.13	Deposit of Bid Documents	Two Sealed envelopes to be deposited in tender box [one marked as Technical Bid for Integrated Facility Management Services at DTRTI, Jalahalli, Bengaluru and other as Financial Bid for Integrated Facility Management Services at DTRTI, Jalahalli, Bengaluru] by specified date and time as in C.9.

C.14	Period of commencement of Work	Within 30 days of issue of letter of acceptance, failing which penalty per day @0.05% of the annualized contract value
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- D.** The tender process shall be as detailed in **Chapter 2** of this Notice Inviting Tender [NIT].
- E.** The service providers are requested to study the full document before participating in the tender process and give compliance report in **ANNEXURE-13** with signature on all the pages of the tender document as a proof of having read it.
- F.** 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.
- G.** Adopting un-ethical means will debar an applicant from the tendering process besides inviting other action as per rule.




 Additional Director General (Trg.)
 DTRTI, Bengaluru

(एस. राधाकृष्णा/S. RADHAKRISHNA)
 अपर महानिदेशक (प्रशिक्षण)
 Additional Director General (Training)
 क्षेत्रीय प्रत्यक्ष कर प्रशिक्षण संस्थान
 Direct Taxes Regional Training Institute
 बेंगलूरु, Bengaluru

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CHAPTER-1

1. SCOPE OF WORK

The scope of work includes providing Housekeeping, Gardening, Catering, Laundry and Reception services together herein after referred as 'Integrated Facility Management Services, for the area within the compound of the DTRTI Campus. Scope of work also include providing of 24 x 7 manned Helpdesk call center for receiving, registering and complaint compliance monitoring with the help of software. The campus encompasses Training cum Administration Block and Guesthouse cum hostel building, Pump house, Sewage Treatment Plant, Waste Recycling Plant, Guardroom and land appurtenant. 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.

Timely availability of all the men, material and machinery at the building selected for housekeeping shall be the sole responsibility of the contractor and in the event of his/her failure to do so, DTRTI reserve the right to get it done by others and expenditure incurred shall be deducted from the payments due to the contractor along with penalty as deemed fit by competent authorities.

The contractor shall take all necessary steps to ensure that due to housekeeping work, official work and beneficiaries are not put to inconvenience during any time and there is no safety hazard/any other hazard at workplace.

Monitoring of the levels of quality of the housekeeping services shall be done on regular basis by officers of the DTRTI and in the event of quality of housekeeping being found to be unacceptable, "Penalty" shall be imposed. The contractor or his employees will not be allowed to take out any item without the explicit written authority of the officer in charges or authorized representatives of the DTRTI.

The brief of the services includes the following:

1.1. HOUSE-KEEPING SERVICES

The House-keeping, Gardening, Catering, Laundry and Reception services should be carried out as per details given in **Annexure – 10.1& 10.6** by deploying adequate number of trained personnel, providing and using machineries, equipment, cleaning & washing solution detergents and consumables.

House-keeping jobs shall include Cleaning of rooms, corridors, stores, toilets, staircases including furniture, anything and everything up to ceiling height and ceiling, external facet, roof, glass panes with suitable Eco-Friendly and Bio-Degradable, Cleaning chemicals, cleaning materials, suitable hand mechanically and electrically operated equipments/mechanized dry and wet scrubbers/vacuum cleaners and specified manpower, on all days {Only liability on the part of DTRTI being provision of Electricity, water, access and minimum storage space where material/equipment can be stored}.

The activity shall be carried out during the working hours of the institute and shall ensure clean work environment of international standards for the entire duration of operation by the personnel working in the premises. The Institute works from 09:30 hours in the morning to 18:00 hours in the evening. The Institute works on all days except on Saturday, Sundays and Government holidays when skeleton staff will operate. The house-keeping crew working in the institute 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.

The various tasks in the house keeping services are given below:

1.1.1. HOUSE KEEPING SERVICES [INSIDE]

- Sweeping and mopping of the entire area including corridor, staircase, lift area etc., with necessary machines and consumables as specified in **Annexures – 11 & 12**. Description of the work to be completed is specified in **Annexure-10.1&10.2**.

- Scrubbing the floor areas as and when required.
- Upkeep and removing satisfactorily cobweb on walls and surrounding areas
- Scrubbing of the toilet floor area as and when required.
- Vacuum cleaning to be done every weekly 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 (cupboards and storewells), telephones, computers and fixtures like bulbs, fans etc.
- Periodic sterilized cleaning of water jug/flask and refilling it with drinking water in classrooms, officers/official's tables and in Hostel rooms when it is under occupation
- Regular cleaning /as and when required cleaning /Periodic deep cleaning of used cups, saucers and plates in the admin block/hostel block
- 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 and officials have 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 through designated agencies after proper segregation between paper, plastic, e-waste, rubber, metal etc.
- Operate the organic waste recycling plant for which representatives of DTRTI will train the operator
- Report to the Officer in-charge of DTRTI immediately on noticing, about room occupants who do not adhere to waste segregation
- 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/liquid soap 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 **Annexures –10.2**, etc.

- Maintaining all toilets in hygienic conditions by cleaning & wiping of WC seats & flush fittings with specified disinfection solution and keeping them odor free, using specified Toilet bowl cleaner daily for admin building and hostel once in a week.
- Cleaning of all sinks & countertops, partitions, urinary stalls, tiled walls, 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, liquid soaps in the dispensers, as required.
- Cleaning and removing of all chokes/blockages in the water supply and sanitary lines.
- Periodical cleaning and upkeep of Wet riser and Dry riser system.
- There are 2 Nos. shoe polishing machine. The periodical check-up and cleaning of the machine and putting cream/polish in machine.
- Display of Inspection card as per Annexure-10.5 &10.6, duly signed by the Housekeeper and Supervisor [shall be displayed on the backside of all common toilet door, Bathroom entry door of all hostel rooms and in kitchen corridor wall]
- Any other tasks as and when arises or as directed by the officer in-charge at DTRTI which are required and fall within the scope of facility management.
- All of the above are subject to the inspection any time by the Officer in-charge and reporting to him. Any discrepancy/violation of the rules shall lead to the appropriate penalty as decided by the Additional Director General (Trg.), DTRTI.

1.1.2 HOUSE KEEPING SERVICES [OUTSIDE]

- Upkeep of all the roads, footpaths, passages, open areas, signage boards.
- Upkeep of all the Buildings and surrounding area.
- Upkeep and maintenance of cleanliness of water curtain system including the mosaic tiles, water, glass panes, steel portions and fixtures etc.
- Periodic cleaning of external Alco panel and glass facade
- Satisfactory upkeep and periodic deep cleaning of all overhead terrace tanks including underground water storage tanks and sumps using detergents.
- Whenever complaints are received or incidence of choking of sanitary fixtures, gully traps, man holes and sewer lines are noticed, 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 .

- Daily upkeep and satisfactory sweeping of dry leaves & green materials, depositing the same in organic waste treatment plant or in case of any eventuality of it not functioning, depositing it in compost pits for purpose of composting and spreading a layer of 100 mm 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.
- Satisfactorily removing 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 overhead tank, neighboring structures / buildings.
- Dead animals shall be removed and buried if situation permits 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, dried and wipe cleaned every day.
- Cleaning and removal of waste and mud accumulated in the roads and drains due to rains.
- Cleaning of water deposits over the roof of water fountain wall at hostel and admin blocks.
- Cleaning and clearing and removal of waste for free of flow of water over the roof terrace and chhajja tops of all the buildings for rainwater harvesting.
- Cleaning, removal and depositing of sludge generated from the Sewage Treatment plant and depositing into the organic recycling plant or any suitable place in consultation with the officer in charge.
- Daily cleaning of the dustbins and garbage after segregation and washing of inorganic plastic packets etc. to remove their organic content & thereafter moving it to the designated organic & inorganic area in the salvage yard or outside DTRTI premises.
- Transporting inorganic garbage/dry waste to government authorized disposal yard/or to entitles suggested by DTRTI, after segregation. Cost shall be borne by the service provider.
- Dumping of the inorganic garbage/dry waste should not be more than week in any case.
- Weekly cleaning of designated organic & inorganic area.
- All types of pesticides/medicine/wood powder/etc. whatever is required for organic waste converter shall be provided by the service provider in sufficient quantity as per Annexure-11 under the supervision of Officer in

charge, a copy of the bill duly certified by the officer in charge shall be produced to the DTRTI for reimbursement.

- Any other tasks as and when arises or as directed by the Officer in-charge at DTRTI which are required and fall within the scope of facility management.
- All of the above are subject to the inspection any time by the Officer in-charge and reporting to him. Any discrepancy/violation of the rules shall lead to the appropriate penalty as decided by the Additional Director General (Trg.), DTRTI.

1.2 GARDENING SERVICE

- Watering, pruning of plants/grass, weeding, lawn moving, periodic manuring of plants, putting pesticides to the plant, repotting etc.
- Planting of plants and trees as per the requirement of the DTRTI
- All types of pesticides/medicine/tools/machines/grass cutting blades as per annexure-11 & 12 shall be provided by the service provider in sufficient quantity under the supervision of Officer in charge, a copy of the bill duly certified by the officer in charge shall be produced to the DTRTI for reimbursement.
- Any other tasks as and when arises or as directed by the officer in-charge at DTRTI which are required and fall within the scope of gardening services.
- All of the above are subject to the inspection any time by the Officer in-charge and reporting to him. Any discrepancy/violation of the rules shall lead to the appropriate penalty as decided by the Additional Director General (Trg.), DTRTI.

1.3.1 CATERING SERVICE (HOSTEL & GUEST HOUSE)

- Need to serve the food in-time as per the menu and number of persons decided in consultation with the Officer in-charge of the DTRTI. The food items should be chosen from within the items given in 'Annexure-10.3 and should be supplied on all days including public holidays excepting on days and times when the kitchen will be directed to be closed for the DTRTI.
- No general minimum guarantee is given, since the cost of all kitchen equipment, electricity, water and manpower costs on the days and sessions on which kitchen will be kept non-operative would be borne by DTRTI.

- Persons on official duty at DTRTI will be charged for food at amounts not exceeding Rs. 225/- per day subject to the following conditions:
 - Breakfast Rs. 40.00
 - Lunch Rs. 80.00
 - Dinner Rs. 80.00
 - Evening snacks Rs. 25.00
 - The officials having Grade Pay less than Rs.4,200/- shall be charged at amounts not exceeding Rs. 150/- per day subject to the following conditions:
 - Breakfast Rs. 30.00
 - Luch Rs. 50.00
 - Snacks Rs. 20.00
 - Dinner Rs. 50.00
 - These rates are exclusive of the price of the tea/coffee/milk/snacks/biscuits provided during training hours in cafeteria which will be reimbursed by the DTRTI as per bullet no. 4 of clause 1.3.1. In case of revision in rates prescribed by the government, the above rates are subject to revision. However, DTRTI reserves the all the rights to revise the food charges as and when required. The persons who are on non-official stay & use the canteen facility can be charged at higher rate in consultation with DTRTI. Since all the equipment, manpower, electricity, water charges are borne by the DTRTI, no minimum guarantee of plates.
 - The following food items shall be used by the service provider:
 - quality of the edible oil to be used in the canteen shall not be below than Saffola Gold oil/Sundrop Heart oil/Sundrop Superlite oil.
 - The quality of the rice to be used in the canteen shall be good like bullet rice or basmati rice etc. as per the requirement of the food dish.
 - The quality of flour to be used in the canteen will be good like Ashirwad/Annapurna/Shakti Bhog etc.
 - Jam, pickles, butter etc. shall be qualitative in consultation with the DTRTI.
 - Vegetables shall be fresh and good quality.
 - The menu given in the annexure 10.3 with the same number & quality of items can be varied as per requirement/in consultation with the Officer in charge at DTRTI.

- Serve coffee/tea and snacks within the canteen area/cafeteria/prescribed area of the admin block during the training hours and at other times in the canteen area as per the directions given by the Officer In-Charge. The Bill, certified by the officer in-charge, for the tea/coffee/snacks/biscuits provided to the trainees/faculties/guest faculties during the training hours (usually twice a day or as and when required) shall be produced to the DTRTI for reimbursement.
- All the food preparation, storage, serving utensils of international standards, weighing measure is provided by the DTRTI. Any extra utensils found/required, should be duly communicated and justified in writing well in advance to the Officer-in-Charge of the DTRTI before putting it into use.
- **A sufficient quantity and good quality of Sugar/tea/milk/coffee sachets/bags has to be provided directly to the room twice a day (usually during morning or check in time and evening/night time) at no extra cost.**
- **Egg and soup on demand at extra cost.**
- **No non-veg items (except egg on demand) is permitted.**
- Water and electricity shall be provided by DTRTI.
- Cooking gas need to be provided by the service provider
- Minor repairs of the kitchen equipment including refrigerator and RO water purifier shall be taken care by the service provider and the cost of the same shall be borne by the service provider.
- Any major requirement/complaint regarding any equipment/repair shall be brought to the notice of the officer in charge well in advance in writing.
- Vegetables, grocery, edibles oils, ingredients of good quality and of brands approved by the DTRTI, need to be provided and the same to be inspected any time by the officer in-charge of the DTRTI before/after its usage.
- Day to day stock inventory of all vegetables, grocery and other items used for the preparation of food need to be maintained for purpose of inspection and report to DTRTI as and when required.
- No usage of any type of artificial colouring agents/essence/soda powder in preparation of food items
- All vegetables, grocery items semi-prepared and prepared foods to be stored in closed containers at any given point of time.
- 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/any person authorized by DTRTI.
- Kitchen/ food handlers need to be in two shifts for total day requirement.

- Food serving 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, freezers, storing and serving vessels to be kept clean and in proper hygienic standards
- All food items to be stored fully covered in cold storage containers
- All food plate placement trays to be emptied at frequent intervals and cleaned after proper segregation between organic & inorganic wastes.
- All in-organic wastes like packets for milk, oil, grocery covers and containers etc. to be duly cleaned off its organic components.
- Segregated waste to be periodically sent to organic waste conversion plant and in-organic to its storage area.
- Room service of food articles is not permitted without the knowledge of the officer in-charge of the DTRTI and will have to be done as and when specific request is made by the officer in-charge
- Display of kitchen Inspection card as per Annexure-10.4 duly signed by the Housekeeper and Supervisor at the appropriate place within the kitchen area
- Maintenance of food complaint register and taking necessary corrective steps based on the complaints in consultation with the officer in charge.
- Maintenance of food coupon Issue register.
- The service provider shall charge only the prescribed rates for the meals/breakfast/snacks/tea/coffee as decided by the Additional Director General (Trg.), DTRTI time to time. In any case, amount charges shall not exceed the amount fixed by DTRTI. Any changes with regard to the food rates shall be done with the consent of the Additional Director General (Trg.), DTRTI.
- Separate accounts for mess charges shall be maintained. Receptionist shall not do account maintenance for mess.
- Any other tasks as and when arises or as directed by the officer in-charge at DTRTI which are required and fall within the scope of catering services.
- All of the above are subject to the inspection any time by the Officer in-charge and reporting to him. Any discrepancy/violation of the rules shall lead to the appropriate penalty as decided by the Additional Director General (Trg.), DTRTI.

1.4. LAUNDRY SERVICE

- Need to launder, dry and iron the soiled linen
- Need to provide trained manpower and specified detergent
- 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, the guests' dress materials on demand as per rates fixed by this tender and delivery of cleaned items within 2 days.
- Proper record of receipt and issue to be maintained and charges collected from the users directly and formal receipt to be issued.
- Charges collected for the ironing/washing of clothes of guests/trainees shall be submitted to the officer in-charge during the first week after the end of the month concerned. Details of the charges collected shall be presented to the officer in charge separately as and when required.
- Machine, Drier, Water, Electricity will be provided by DTRTI.
- 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.
- Suitable, sufficient quantity and prescribed chemicals/afterwash/detergent powder and cake shall be used as per Annexure-12
- Any other tasks as and when arises or as directed by the officer in-charge at DTRTI which are required and fall within the scope of laundry services.
- All of the above are subject to the inspection any time by the Officer in-charge and reporting to him. Any discrepancy/violation of the rules shall lead to the appropriate penalty as decided by the Additional Director General (Trg.), DTRTI.

1.5. RECEPTION SERVICE [HOSTEL]

Need to operate the reception counter on 24X7 basis, 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 prescribed by DTRTI time to time. 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, damage charges to official properties, penalty charges and collect the same from the users.
- Issue proper detailed official receipt for all money received.
- Maintenance of data of visitors of the room allottees
- Maintenance of room complaint register and taking necessary corrective steps based on the complaints in consultation with the officer in charge
- Maintenance of House-keeping deficiency complaint register and taking necessary corrective steps based on the complaints in consultation with the officer in charge
- Maintenance of games/sports area usage and item issue and receipt register
- To inspect/get inspected the hostel room as per the check list prepared by the officer in-charge before/after every check in/check out.
- Report to the officer in-charge immediately for any missed out/damaged material so that the penalty may be raised as soon as possible.
- Any other tasks as and when arises or as directed by the officer in-charge at DTRTI which are required and fall within the scope of Reception services.
- All of the above are subject to the inspection any time by the Officer in-charge and reporting to him. Any discrepancy/violation of the rules shall lead to the appropriate penalty as decided by the Additional Director General (Trg.), DTRTI.
- The Service provider is required to put in place a Helpdesk call center for monitoring the performance of the facility management service as an added service. It shall be manned 24 x 7 x 365 days with calls/queries received and recorded electronically with the help of software. The Service provider is responsible to respond, rectify, and report to the helpdesk on all the queries raised. The Service provider shall deploy necessary hardware and software for recording of all quires/complaints received with respect to management of facilities of DTRTI and with no-break-down in service at any point of time. The software used for recording of the quires/complaints shall be of proven integrity in the market on its reliability of data capture, data retrieval, audit log and report generation. The Service provider shall ensure that the calls can be registered through telephonic call, Short Massaging Service or by Electronic mail or in person. The Service provider shall provide and display the helpdesk toll-free telephone number at all vantage portions within the

campus for the visibility and usage of the campus users. Helpdesk data will be used for reviewing performance of Service Provider as per the Key Performance Indicators put in place.

1.6. Any other work which is not covered in the scope of the work but DTRTI decides to give it to the service provider. Bill for the same shall be raised separately from the regular bill by the service provider.

CHAPTER-2

2. TERMS & CONDITIONS

2.1. INSTRUCTIONS TO TENDERERS/BIDDERS

The tender document which is non-transferable can be seen / downloaded from the website www.dtrtibangalore.com, www.incometaxindia.gov.in, www.incometaxbengaluru.in during the period as mentioned in C.8 and C.9 of NIT. DTRTI reserves all rights to extend the deadline for submission of bids.

2.2 ELIGIBILITY CRITERIA

The bidder must fulfill the following conditions:

- 1) Tender will be issued to only those specialised firms /contractors who comply the following eligibility criteria. Tenderers shall submit documentary proof of eligibility criteria, failing which the tender will be summarily rejected. Bidders are advised to visit the DTRTI Campus at the address given on the first page of this document, for on-the-spot assessment before submitting their bids.
- 2) Bidder should be registered in India and providing Facility services as mentioned in scope of work.
- 3) Should have satisfactorily completed (at least one of them should be in Central Government/Central Autonomous Bodies/Central PSU) either three similar works each costing not less than Rs. 20,00,000/-or two similar works each costing not less than Rs. 30,00,000/- or one similar work costing not less than Rs. 50,00,000/-, during the last 5 years ending last day of the month of March 2015.Detailed list of clients and work certificates would be required.
- 4) The Contractor shall have in possession valid ISO 9001:2000 certification. Copy of certificate has to be attached with the Technical Bid.
- 5) Bidder shall have at least two years' experience in providing similar services to organizations having around 200 persons at any given point of time.
- 6) Total contract amount for facilities services received by the tenderer during the last 3 (three) financial years and in the

current financial year shall be a minimum 150% of the advertised tender value against each work. Tenderer has to produce attested certificates from the employer/client-audited balance sheet duly certified by Chartered Accountant etc. along with the tender offer.

- 7) Contractor shall submit Solvency certificate from nationalized bank 200% of the annualized tender value.
- 8) Since the contract also entails mechanized cleaning, the contractor, should own the cleaning equipments which should be seen in Balance Sheet & certified by Chartered Accountant. (Sufficient proof to be given). They should submit the list of owned machine & equipment indicating the value of each item with supporting bill vouchers.
- 9) The average annual turnover of the contractor in the last 3 financial years should be minimum of 500 Lacs. Financial statements should be enclosed for evidence.
- 10) Contractor should enclose certified copy of registration certificate under Employee Provident Fund Act and also latest proof of the same (Challans to be attached).
- 11) Tenderer should enclose certified copy of registration certificate under Employee State Insurance Act and also latest proof of the same (Challans to be attached).
- 12) Latest copy of license from Labour Commissioner to employee contract labour under contract labour Act.
- 13) The tenderer would be required to provide certified copy of Income Tax PAN Card of the Tender.
- 14) Tenderer should submit certified copy of service tax registration certificate which should be in the name of the Tenderer.
- 15) Bid should be complete and covering the entire scope of job and should conform to the General and Special conditions indicated in the bid documents. Incomplete and non-conforming bids will be rejected outright.
- 16) **No Joint Venture/consortium is allowed to participate in the tender process.**
- 17) Should not have been blacklisted by any Central/State/Govt. agency.

- 18) Should not have incurred any loss in more than two years during the last five years ending 31st March 2015. Financial statements should be enclosed for evidence.
- 19) The bidder should have adequate infrastructure like office, telephone number, Fax machine, internet connection etc.
- 20) The bidder should certify to be in possession of infrastructural arrangement for the purposes of biometric attendance of its personnel.

DTRTI may consider relaxation of any of the norms mentioned above if the bidders have exemplary previous record on quality of service from the four existing customers of it. This is subject to actual verification of the credentials.

2.3 SUBMISSION OF TECHNICAL & FINANCIAL BIDS:

Bids should be complete, covering entire scope of work and conform to all the conditions laid down in the tender documents failing which their bids shall be summarily rejected outright without further information to the bidder and without assigning any reason and no correspondence shall be entertained in this regard.

2.3.1(a) Tender is in two parts:

- (i) **Technical Bid** containing details of General Nature viz. E.M.D., Details required for Eligibility Criteria, Experience of contractor as asked for in the tender. It should also contain the details of Machine deployment, Man power deployment and consumable requirement without the commercial columns filled.
- (ii) **Financial Bid** shall contain Schedule of rates duly filled, signed and stamped on each page.

The above two envelopes should be separately sealed and superscripted as “**Envelope No.1-Technical Bid**” and as “**Envelope No.2-Financial Bid**” and enclosed in a larger Envelope super scribing as Techno-Financial Bid with Tender Notice No.F.No.58/House-keeping/2016-17/DTRTI dated 04/07/2016, description of work, due date, date of opening on the cover and addressed to Additional Director General (Trg.), DTRTI, Bengaluru.

- 2.3.1(b) Financial bid of only those tenderers whose technical bid are found acceptable, in order and complete in all respects shall be opened by constituted committee in this office on notified time, date, place in presence of Qualified bidders or their duly nominated representatives and commercial bid of tenderers' who do not qualify as per contents of the technical bid shall be returned to them along with their E.M.D. and financial bid (without opening).
- 2.3.1(c) No price should be mentioned in Technical Bid otherwise the bid is liable to be rejected.
- 2.3.1(d) The Department reserves the right to reject any bid without assigning any reasons thereof, in the interest of the work.
- 2.3.1(e) Any deviation from the clauses hidden/intentional/unintentional shall be considered as contravention of the clauses of tender document and same shall also be grounds of rejection.
- 2.3.1(f) The tender form should be legibly written or typed quoting all in words as well as figures duly signed by tenderer with Seal of Agency/Firm.
- 2.3.1(g) The tender document is not transferable.
- 2.3.1(h) Each tenderer shall submit only one tender as per scope of work.
- 2.3.1(i) No tenderers shall have any cause of action or claim against DTRTI, Bengaluru for rejection of his bid.
- 2.3.1(j) Conditional Tenders/Non-compliance of any of conditions set in tender document shall render the bid to be summarily rejected.
- 2.3.1(k) **A certificate of compliance point-wise to the effect shall be furnished that all details contained in the tender has been clearly understood and complied with as per Annexure-13.**
- 2.3.1(l) The Tender documents submitted should be signed and stamped by the authorized signatory of the organization on each page of the documents which are serially numbered (both technical and financial, the failure to do so will be treated as non-fulfillment of the tender conditions and the bid shall be summarily rejected.

2.3.2. PRECAUTIONS WHILE FILLING THE BIDS

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

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

- The bid document book signed on all pages.
 - **ANNEXURE-15** duly signed for its compliance without the financial columns being filled.
 - The bid may be signed on behalf of company or firm by the person so authorized by the company/firm
 - Compliance report of acceptance of terms and conditions including manpower and material deployment matrix in **ANNEXURE- 13**
- (b) **The financial bid envelope should be sealed with the personal seal of the bidder and contain only the Annexure-16 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 bidder has to comply with the provisions of the Minimum wages Act of State in respect of all employees engaged. 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. DTRTI holds no liability to increase the rates after their acceptance due to any reason whatsoever except when wages are revised statutorily by the Govt. Compliance report of acceptance of terms and conditions including manpower and material deployment matrix are in **ANNEXURE- 13**
- (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.

2.4. THE BID DOCUMENT

2.4.1. CONTENT OF BIDDING DOCUMENTS

The services required, bidding procedures and contract terms are described in the bidding document. In addition to the Invitation for Bids, the Tender documents shall include:

- Annexure 1 :** Tender Document Acknowledgement Performa.
- Annexure 2 :** Bid submission Performa.
- Annexure 3 :** Bid submission Agreement Performa.
- Annexure 4 :** Checklist.
- Annexure 5 :** Performa for Contractors past services.
- Annexure 6 :** Performa of Authorization Letter for attending Tender opening.
- Annexure 7 :** Certificate on participation of near relatives of DTRTI
- Annexure 8 :** Performa of Performance Bond Bank Guarantee.
- Annexure 9:** Affidavit to take full responsibility for lapses of employees of the Contractor

- Annexure 10.1 to 10.6 :** Scope of work.
- Annexure 11 :** Machine Deployment Matrix.
- Annexure 12:** Consumables Requirement Details.
- Annexure 13 :** Tender compliance report
- Annexure 14 :** Format for Performance Appraisal .
- Annexure 15:** Format for Technical Bid
- Annexure 16:** Format for Financial Bid
- Annexure 17:** Performance Matrix.

The bidder is expected to study carefully all the instructions; failure to furnish all information required by the tender documents will be at the contractor's risk. Tenders not complying with tender conditions and not conforming to tender specifications will result in the rejection of its bid without seeking any clarifications.

2.5 PREPARATION OF BIDS

LANGUAGE AND SIGNING OF BID

- 2.5.1.** The bid prepared by the contractor and all correspondences and documents relating to the bid exchanged by the Contractor and the DTRTI shall be written in English language. Supporting documents and printed literature furnished by the Contractor may be in any other language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the bid, the translation shall prevail.
- 2.5.2.** Bids shall be submitted in the prescribed bid Proforma as per **Annexure 1 to 17**. The prescribed Proformas at **Annexures 1 to 17** duly filled in and signed should be returned intact whether quoting for any item or not. When items are not being tendered for, the corresponding space should be defaced by some such words as "Not Quoting".
- 2.5.3.** In the event of the space on the bid Proforma being insufficient for the required purpose additional pages may be added. Each such additional page must be numbered consecutively, showing the tender number and should be duly signed, in such cases reference to the additional page (s) must be made in the bid.
- 2.5.4** The bid Proforma referred to above, if not returned or if returned but not duly filled in will be liable to result in rejection of the bid.
- 2.5.5.** The bidders are advised in their own interest to ensure that all the points brought out in the checklist are complied within their bid failing, which the offer is liable to be rejected.

- 2.5.6. The bid papers, duly filled in and complete in all respects shall be submitted together with requisite information and Annexure/Appendices. It shall be complete and free from ambiguity, change or interlineations.
- 2.5.7. The contractor should indicate at the time of quoting against this tender their full postal and fax addresses.
- 2.5.8. The contractor shall sign the bid with the exact name of the firm to whom the contract is to be issued and same should be sealed by an executive officer of the Contractor's organization. In case of a company the same shall be sealed with the company seal.
- 2.5.9. The contractor shall clearly indicate their legal constitution and the person signing the bid shall state his capacity and also source of his ability to bind the Contractor.
- 2.5.10. The power of attorney or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the contractor, shall be annexed to the bid. DTRTI may reject outright any bid not supported by adequate proof of the signatory's authority.
- 2.5.11. The Contractor shall have to accept all the terms and conditions (**Annexure 1-17**), as laid down in the bidding document.
- 2.5.12. Any interlineations, erasures or overwriting shall be valid only if they are initialed by the person or persons signing the bid.
- 2.5.13. The complete bid including the prices must be written by the contractors in indelible ink. Bids and or prices written in pencil will be rejected.

2.6 CLARIFICATION IN RESPECT OF INCOMPLETE OFFERS

Prospective contractors are advised to ensure that their bids are complete in all respects and conform to terms, conditions laid down in the tender. Bids not complying with the requirement of the tender documents are liable to be rejected summarily.

2.7. PRICE SCHEDULE/FORMAT

2.7.1. The Contractor shall complete the financial bid format furnished in the bidding document as part of Annexure-16, indicating the rate in Indian Rupees only.

2.7.2. Bid Prices

2.7.2.1. Prices quoted by the contractor shall be valid and constant during the contractor's performance of the contract and will not be subject to any variation on any account.

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

- a) When there is a difference between the rates in figures and in words, the rates, which correspond to the amounts worked out by the bidder, shall be taken as correct.
- b) When the bidder 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 bidder in words shall be taken as correct.
- c) When the rate quoted by the bidder in figures and in words tallies but the amount is not worked out correctly the rate quoted by the bidder shall be taken as correct and not the amount.

2.8. INCOME TAX LIABILITY

The contractor will have to bear all Income Tax liability both **corporate and personal tax/Liability** of the wages etc. for the personnel deployed by him.

2.9. PERIOD OF VALIDITY OF BIDS

The Bid shall be valid for acceptance for the period as indicated in the "Invitation for Bid" (hereinafter referred to as validity period) and shall not be withdrawn on or after the opening of bids till the expiration of the validity period or any extension agreed to thereof. In exceptional circumstances, prior to expiry of the original bid validity period, the Competent Authority of DTRTI may request the contractor for specific

extension in the period of validity. The requests and the responses shall be made in writing. The Contractor will undertake not to vary/modify the bid during the validity period or any extension agreed to thereof.

2.10. TELEX/TELEGRAPHIC/TELEFAX/XEROX/PHOTOCOPY BIDS

2.10.1. Telex/Telegraphic/Tele fax/Xerox/Photocopy bids **will not be considered.**

2.11. DEADLINE FOR SUBMISSION OF BIDS

2.11.1. The Bid must be submitted at the address specified in Invitation for Bids not later than 17.00 Hrs (IST) on the notified date of closing of the tender. Offers sent by hand delivery should be put in the Tender Boxes/reception desk at the specified office not later than 17.00 Hrs. (IST) on the specified date. All outstation tenders, if sent by post, should be sent under registered cover.

2.12. LATE BIDS

2.12.1. Contractors are advised in their own interest to ensure that bid reaches the specified office will before the closing date and time of the bid. Any bid received after dead line for submission of bid, will be rejected and returned unopened.

2.13. AMENDMENT OF BID DOCUMENT

2.13.1. 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.

2.13.2. 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.

2.13.3. In order to afford reasonable time to the prospective bidders 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.

2.14. OPENING OF BIDS

2.14.1. The tenders shall be opened on 29.07.2016 at 04.00PM 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-6**). 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 sealed tenders.

2.14.2. COMPLIANCE AND DETAILS: Compliance Report on all the terms and conditions of the contract must be submitted by the bidder as per the **ANNEXURE-13**

2.15. UNSOLICITED POST TENDER MODIFICATIONS

Unsolicited post-tender modification will straight away lead to rejection of the offer.

2.16. EVALUATION OF BID

2.16.1. Evaluation and comparison of bids will be done as per provisions of Financial Bid Format as part of **Annexure-16**.

2.17. EXAMINATION OF BID

2.17.1. The committee constituted by competent authority will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order. The committee shall determine the conformity of each bid to the bidding documents.

2.18. NON CONFIRMATION TO STIPULATIONS OR SPECIFICATIONS

The Contractor must note that his/her Bid will be rejected in case the tender stipulations are not complied with strictly or the services offered do not

conform to the required specifications indicated therein. The lowest Bid will be determined from among those Bids, which are in full conformity with the required specifications.

2.19. CONTACTING DTRTI AUTHORITIES

2.19.1. No contractor shall contact any of the DTRTI authorities on any matter relating to its bid, from the time of the opening to the time the contract is awarded.

2.20. CRITERIA FOR THE AWARD OF CONTRACT

2.20.1. DTRTI will award the contract to the successful contractor whose bid has been determined to be in full conformity to the bid documents and has been determined as the lowest evaluated bid.

2.21. COMMITTEE DULY CONSTITUTED BY COMPETENT AUTHORITY OF DTRTI, RESERVES THE RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS.

Committee duly constituted by Competent Authority, DTRTI, Bengaluru reserves the right to reject, accept or prefer any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Contractor or Contractors or any obligation to inform the affected Contractor or Contractors of the ground for its actions and decisions. DTRTI, Bengaluru also reserve to itself the right to accept any bid in part or split the order between two or more contractors.

2.22 NOTIFICATION OF AWARD (NOA)

2.22.1. Prior to the expiration of the period of bid validity, DTRTI Authority will notify the successful contractor in writing that its bid has been accepted. 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. The timelines for submission of 'Performance Security' and start of service will commence from the date of receipt of communication of successful bid.

2.22.2. The notification of award will constitute the formation of the contract.

2.22.3. Upon the successful contractor's furnishing performance Bank Guarantee, pursuant to clause 2.25, DTRTI will promptly notify each unsuccessful contractor and discharge their bid securities/EMD.

2.23. MOBILISATION PERIOD

Successful contractor shall be required to mobilize for commencement of services within a maximum of 10 days from the date of LOI/ notification of award(NOA), failing which penalty as specified in 1.2.15 shall be Imposed.

2.24. SIGNING OF CONTRACT

The successful bidder shall present himself for signing the contract along with the Performance Security immediately after receipt of communication of successful bid from DTRTI. The successful contractor is required to sign a formal detailed contract with DTRTI, Bengaluru within a maximum period of 45days of date of LOI/NOA. Until the contract is signed, the LOI shall remain binding amongst the two parties.

2.25. PERFORMANCE BANK GUARANTEE

2.25.1. Within 15 (fifteen) days of the receipt of notification of award (NOA) from the DTRTI, Bengaluru, the successful Contractor shall furnish the Performance Bank Guarantee in accordance with the conditions of the contract and as per 1.2.6 and 1.2.7, in the Performance Bank Guarantee Form provided at **Annexure-8** of the bidding documents.

2.25.2. The security should be in the form of irrevocable Bank Guarantee issued by a nationalized bank in favour of Commissioner, DTRTI, Bengaluru and valid for a period of 30 months from the date of execution of agreement of contract in the form provided in the Tender document at **ANNEXURE-8**.

2.25.3. The performance security shall be discharged/returned on expiry and successful completion of the contract, **within a period of 6**

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.

2.25.4. 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 owe to DTRTI, Govt. of India, under this contract or any other contract or transactions.

2.25.5. Failure of the successful Contractor to comply with the requirement of clause 24.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid Earnest Money Deposit, in which event the DTRTI may make the award to the next lowest evaluated bid.

2.26. REPRESENTATION FROM THE CONTRACTOR

The contractor(s) can submit representation(s) bearing reference to bid/tender number in connection with the processing of the tender directly to the DTRTI, Bengaluru.

OPERATING CONDITIONS

2.27. START OF SERVICES

2.27.1. Start of services shall be made by the successful bidder immediately on receipt of work order with starting strength and **within 10 days** with full strength of staff from the date of award of contract. The payment during this startup period will be based on actual manpower and consumables employed.

2.28. RELATIONSHIP WITH EMPLOYEES

2.28.1. 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-7**.

2.28.2. 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).

2.29. DELAYS IN CONTRACTOR PERFORMANCE

2.29.1 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.

2.30. LIQUIDATED DAMAGES

2.30.1. 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**.

2.30.2. Should the Service Provider 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 along with penalty as specified as specified in the respective clauses.

2.31. PENALTY

2.31.1. In case of **breach of any conditions** of the contract and for all types of losses caused by the successful bidder, **DTRTI shall levy penalty and make deductions** as deemed suitable or as specified in the contract, and deduct the same from the bills preferred by the Service Provider. The penalty will be over and above the 'no work no payment' principle.

2.31.2. For convenience, various penalties enforceable on breach of contract terms as per this agreement are summarized as under:

Sl. No	Nature of breach	Penalty [Rs.]
1	Delay in start of service	Penalty per day @0.05% of the annualized contract value
2	Failure to improve performance evaluation grade after notification	10,000/- per month
3	Non-wearing of approved uniform	50/- per day per person
4	Staff engaged is found/ reported to be demanding tips in cash/kind	100/- per incidence
5	loiter in the corridors, chit chatting, chew pans or smoke beedies, cigarettes etc. by employees	50/- per incident per person
6	Found in procession or use of cellular phone while on duty by employees	50/- per incident per person
7	Use of other than allocated rooms for personal convenience	50/- per incident per person
8	Usage of rooms allocated to the Service provider by others	1000/- per incident
9	Failure to report loss/damage to DTRTI property	100/- per incidence and also compensation of the damage/loss caused of the damage as decided by the DTRTI for any untoward happenings

10	Non-cleaning of area as per the SLA	1000/- per day which can be increased to Rs.1500/- per day if repetitive or serious in nature as decided by the DTRTI
11	Non-cleaning of toilet as per the SLA	1000/ per day which can be increased to Rs.1500/- per day if repetitive or serious in nature as decided by the DTRTI
12	Non-maintenance of registers or non-recording or wrong entries into the registers	50/- per incident
13.	Default in collection of laundry charges, rental and deposit to officer in charge at DTRTI	10,000/-per incident
14	Penalty for non-recovery from room occupants for damaged or missing items	100/- per incident per item
15	Penalty for not maintaining the quality/standard of the food as per the standard prescribed by DTRTI	500/- per incidenceper day and also compensation as decided by the DTRTI for any untoward happenings
16	Penalty for the deviation from the standard food menu as provided by the DTRTI	500/- per incidence per day
17	Penalty for using sub-standard/expired edible materials	1000/- per item per incidence per day and also compensation as decided by the DTRTI for any untoward happenings
	Non-performance of any activity mentioned the tender documents but not covered in the penalty schedule	1000/- per day which can be increased to Rs.1500/- per day if repetitive or serious in nature as decided by the DTRTI

2.32 LABOUR REGULATIONS

2.32.1. COMPLIANCE OF LABOUR LAWS:

The Contractor shall at his own cost comply with the provision of labour laws, rules orders and notifications whether central or state or local as applicable to him or to this contract from time to time. These Acts/Rules include without limitation to the followings:

- a) The Minimum Wages Act, 1948 Rules and orders issued there under from time to time.
- b) The Workmen's Compensation Act, 1923 with Rules, Orders and Notifications issued there under from time to time.
- c) The Payment of Gratuity Act, 1972 with rules, orders and Notifications issued there under from time to time.
- d) The Mines Act, 1952, The Factories Act, 1948 or the Shops and Establishment Act, whichever is applicable with Rules, orders and issued there under from time to time.
- e) The Payment of Bonus Act, 1965 with Rules, orders and Notifications issued there under from time to time.
- f) The Payment of Wages Act, 1936 with rules, orders and Notifications issued there under from to time.
- g) The Employees Provident Fund & Miscellaneous Provisions Act, 1952 with Notifications issued there under from time to time.
- h) The Employees State Insurance Act, 1948.
- i) The Interstate Migrant Workmen (Regulation of Employment and Condition of Service) Act, 1979 and Central Rules framed there-under.
- j) All other Acts/Rules/Bye-laws; orders notifications, etc., present or future applicable to the contractor from time to time for performing the contract job.

2.32.2. The Service Provider 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 shall be observed by the Service Provider in respect of labourers/employees engaged by them for performing the works of DTRTI.

2.32.3. The Service Provider shall indemnify DTRTI against payments to be made under and for the non-observance of the laws, without prejudice to his right to claim indemnity from sub-Service Providers, if any.

2.32.4. 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.

2.32.5. To ensure regular payment of EPF and ESI dues, the date of billing cycle will be 1st of each month. The bills should be submitted along with proof of payment of these statutory dues for its processing for payment by the DTRTI.

2.32.6. DTRTI shall have the right to deduct from the money due to the Service Provider, 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.

2.32.7. In the event of any failure in this regard or any loss/damages caused directly or indirectly to DTRTI, the same will be payable by the Service Provider along with such penalty as may be decided by DTRTI.

2.32.8. All employees of the Contractor shall be employees of the Contractor. DTRTI, Bengaluru will not have any liability to absorb them at any point of time nor can they claim any right for employment.

2.32.9. The contractor shall have a valid license obtained from Licensing Authority under the Contract labour (Regulation & Abolition) Act, 1970.

2.32.10. The contractor shall submit the EPF code number obtained from the authorities concerned under the Employees provident Fund and Miscellaneous Provisions Act, 1952.

2.32.11. The contractor shall maintain all records/registers required to be maintained by him under various labour laws mentioned above and produce the same before the Statutory Authorities when required. These shall among other things include the following:

- i. Muster Roll
- ii. Register of Wages
- iii. Register of Deductions
- iv. Register of Fines
- v. Wage Slip
- vi. Register of Advances

2.32.12. The contractor shall also submit periodical reports/returns to the various statutory authorities such as the Contract labour (Regulation & Abolition) Act, 1970, Employees Provident Fund Act, etc.

2.32.13. The contractor shall provide Kits/Liveries to his employees, if any, required under law.

2.32.14. If any of the persons engaged by the contractor misbehaves with any of the officials of the DTRTI, Bengaluru or any beneficiary of DTRTI, Bengaluru commit any misconduct with regard to the property of the DTRTI, Bengaluru or suffers from any serious communicable disease, the Contractor shall replace them immediately. In case Authority of DTRTI, Bengaluru feel that the conduct of any of CONTRACTOR'S employees is detrimental to the interests of DTRTI, Bengaluru the DTRTI shall have the unqualified right to request for the removal of such employee either for incompetence, unreliability, misbehavior, security reasons, etc., while on or off the job. The CONTRACTOR shall comply with any such request to remove such personnel at CONTRACTOR'S expense unconditionally. The CONTRACTOR will be allowed a maximum of two working days to replace the person by competent qualified person at CONTRACTOR'S cost.

2.32.15. The contractor shall not engage/employ persons below the age of 18 years. An age certificate has to be presented for all new appointment alongwith the bill.

2.32.16. The contractor shall issue appointment letters to the persons engaged by him for deployment under this contract, a copy of which should be submitted to DTRTI for record.

2.32.17. The contractor should supervise accordingly to manage the deployment of persons engaged under the Contract and to ensure 'proper working.

2.32.18. The contractor shall get the antecedents of the persons engaged by him verified from police station concerned and produce a certificate in this regard to DTRTI, Bengaluru and also obtain entry passes, gate passes (IF APPLICABLE) for the person deployed by him for work from the concerned department of the DTRTI, Bengaluru through section in charge.

2.32.19. The Contractor shall pay wages directly to his workmen. The contractor shall also ensure that no amount by way of commission or otherwise is deducted & recovered from the wages.

2.32.20 Any increase in state govt. minimum wages will be reimbursed to the contractor after providing documentary evidence.

2.32.21. The contractor shall deploy adequate number of persons for execution of the work undertaken on contract regulating their working hours and weekly off within the statutory limits. The contractor shall be responsible for payment of overtime wages to his workmen if any, in case they are required to work beyond the prescribed hours under law.

2.32.22. Contractor shall provide proper identification cards to his employees to be deputed by him for work, duly signed by the contractor or authorized person on behalf of contractor.

2.32.23. The personnel deployed by the contractor for job shall meet the following requirements:

- i) Should be medically fit, this is liable to be cross checked by doctors specified by DTRTI, Bengaluru if required.
- ii) Should possess good conduct and discipline.

2.32.24. The requirement given in the scope of work is only indicative. DTRTI, Bengaluru reserves the right either to increase or decrease it as per requirement. The decision of DTRTI, Bengaluru authorities in this regard shall be final and binding on the Contractor.

2.33. SAFETY REGULATIONS

2.33.1. During the execution of work, unless otherwise specified, the Service Provider 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.

2.33.2 The Service Provider shall be responsible to take all precautions to ensure the safety of the property whether of public or DTRTI property and shall post such lookout men as may in the opinion of the officer in charge be required.

2.34. STATUS OF THE SERVICE PROVIDER AND ITS STAFF MEMBERS

2.34.1. The Service Provider shall have the legal status of an independent Service Provider. Neither the Service Provider nor its staff members, nor any person employed by the Service Provider 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

2.34.2. 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 Service Provider, of the staff members or of any sub-Service Provider 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.

2.34.3. The Service Provider shall accept liability 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 Service Provider including on duty travel.

2.34.4. The Service Provider shall indemnify and hold harmless the DTRTI in respect of any claim arising out the Service Provider's or its staff members' negligent or unlawful performance under the present contract and any suit brought against the DTRTI by any person for a liability as referred to in paragraphs 2.34.2 and 2.34.3 above, including their heirs and assignees, or by third parties.

2.34.5. The Service Provider shall, at its 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 Service Provider or its staff members performance under the present contract.

2.34.6. For the purposes of this article, the term third party shall be deemed to include, interalia, officials of Service Provider and its agents and officials as well as any person or entity employed by the Service Provider or engaged for the Service Provider, in order to perform services for, or supplying goods to the Service Provider in connection with the implementation of the present contract.

2.34.7. Notwithstanding anything to the contrary contained in this contract, the Service Provider shall only 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 Service Provider or its staff members or agents in the performance of this contract.

2.34.8. No employee shall be employed on direct or indirect recommendation made by any of the employees of the Income Tax Department or their relations.

2.35. EXTENSION AND TERMINATION OF CONTRACT

2.35.1. The DTRTI reserves the right to terminate the contract in part or in full at any time with one month's notice without assigning any reasons thereof for which no letter of reason/explanation can be sought for by the Service Provider. 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 up to a cumulative maximum period of twelve months or till an alternate arrangement is made whichever is earlier. Any such further extension on the same rates, terms and conditions will be mutually agreed upon.

2.36 TERMINATION FOR DEFAULT

2.36.1. The DTRTI may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Service Provider terminate the contract with effect from 10 days of the date of the termination notice, if:

- a) the Service Provider 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
- b) the service provider causes any loss to DTRTI of its assets or resources.
- c) the Service Provider fails to perform any other obligations(s) under the contract.
- d) the Service Provider, 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
- e) In the event of termination of contract in pursuant of above Para-2.36 the DTRTI may take the same services upon such terms and manner as it deems appropriate and the Service Provider shall be liable to DTRTI for any excess cost for the said service during the remaining period for which contract is terminated.
- f) If the service provider defaults on any condition relating to labour regulations and laws

2.37. TERMINATION FOR INSOLVENCY

DTRTI may at any time terminate the contract by giving written notice to the Service Provider without compensation to the Service Provider if the Service Provider 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.

2.38. SUB-CONTRACTING AND POST AGREEMENT CONDITIONS

The Service Provider shall not be permitted sub-contract any of the services. Relaxation of this clause will be considered only with respect to certain specialized works. However, without prior written permission of the DTRTI no such sub-contracting is permissible. While seeking such permission, the details of services or works which are required to be sub-contracted, the period of contract, the complete details of the sub-Service Provider etc. will have to be furnished. Also all the terms of the contract binding on the Service Provider as per the contract will also be binding on the sub-Service Provider.

2.39. PAYMENT

2.39.1. PAYMENT PROCEDURE: The contractor shall submit monthly bills to DTRTI with the following documents for verification and payment:

- I. Proof of deposition of statutory levies like EPF/ESI etc. (with a list of individual names and amount deposited in their accounts.
- II. Proof of payment to his personnel for the jobs completed during the previous month.
- III. The monthly bills should be supported by muster rolls/attendance for the respective month, all daily and monthly inspection sheets of toilets, kitchen and rooms, cleaning equipment deployment, cleaning consumable purchase and issue register. These 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, machinery and consumables are not deployed, then proportionate labour wages, hire charges and consumable cost will be deducted from the monthly bill.

2.39.2. The Service Provider shall prefer bills of the actual work done every month by 1st of the following month along with the supporting document as mentioned in para above and proof of ESI and PF payment. The bills will be paid within maximum 4 [four] weeks thereafter, by A/c

payee cheque, payable at Bengaluru 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.

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

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

2.39.5 The Service Provider 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. The only exception to this will be on account of any statutory rules and laws governing tax rate or wage revisions.

2.39.6. Income Tax or any other applicable taxes shall be deducted at source at the time of payment to the contractor in accordance with the provisions of the relevant Acts as applicable.

2.40. ARBITRATION

2.40.1. 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 Additional Director General (Trg.), DTRTI, Bengaluru or in case his/her designation is changed or his/her 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 Additional Director General (Trg.), DTRTI, Bengaluru or by whatsoever designation such officer may be called (hereinafter referred to as the said officer) and if the Additional Director General (Trg.), DTRTI, Bengaluru or the said officer is unable or unwilling to act as such the sole arbitration or some other person appointed by the Additional Director General (Trg.), DTRTI, Bengaluru or the said officer. The agreement to

appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996.

2.40.2. There will be no objection to any such appointment that the arbitrator is a Government servant or that he/she has to deal with the matter to which the agreement relates or that in the course of his/her duties as Government Servant he/she 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/her office or being unable to act for any reasons whatsoever such Additional Director General (Trg.), DTRTI, Bengaluru 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 strange at which it was left out by his/her predecessors.

2.40.3. 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.

2.40.4. The venue of the arbitration proceeding shall be the office of the Additional Director General (Trg.), DTRTI, Bengaluru or such other places as the arbitrator may decide.

2.41. FORCE MAJEURE

Neither Service Provider 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.

2.42. COURT JURISDICTION

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

2.43. After opening the technical bid, an enquiry can be conducted based on the eligibility criteria and the experience details provided by the Bidders for satisfaction of DTRTI. If required, the further details in this regard, can be called from the bidders. Qualification in the Technical bid round will depend on the enquiry report (if required for the satisfaction of DTRTI) submitted by officer concerned. Evaluation by DTRTI will be done on the basis of core & non-core competencies/deficiencies. Therefore, based on the criteria as mentioned in this tender document, a decision would be taken for awarding the contract.

2.44. The decision of the Additional Director General (Trg.), DTRTI, Bangalore shall be final in all the matter.

2.45. Reimbursement of bill for consumables shall be done on actual usage basis for which the bill (in original) of used consumables during the month has to be presented to DTRTI which must be duly certified by the officer in-charge.

CHAPTER-3

3. OTHER OPERATIONAL CONDITIONS

- 3.1.** The Service Provider or his authorized representative should daily report in-person with man-power deployment report latest by 08.30 A.M. to the Officer-in-Charge at DTRTI and produce a book for taking day to day instructions. The Service Provider will submit daily report of labour deployment by 08.30 A.M every day. The same will pass through biometric attendance.
- 3.2.** Routine notice / instructions will be given by the Officer-in-Charge at DTRTI. The Service Provider 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 Service Provider is absent for extreme reasons beyond his control.
- 3.3.** All the House-keeping 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.
- 3.4.** The whole of the work included in the contract shall be executed by the Service Provider 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 Service Provider from the full and entire responsibility of the contract or from the active supervision of the work during the progress
- 3.5.** The Service Provider 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 Service Provider at his own cost in sufficient members to ensure cleanliness & hygiene and Service Provider should ensure that the staff is on duty at all times in neat and clean uniform. No relaxation on wearing of uniform on any day, including holidays will be entertained by the DTRTI.

3.6 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/wearing dirty uniform at DTRTI premises.

3.7 Conduct of Staff of Service Provider:-

- a. The staff employed, including manager of the Service Provider, should be courteous, civil and polite in behaviour towards all the trainee officers, the personnel of DTRTI establishment, visitors and other members who are within the premise. An affidavit in **ANNEXURE - 9** will have to be furnished by the bidders on their antecedents before deploying them for work within the campus.
- b. The Service Provider and/or his staff shall neither use not spent any part of their duty hour on recreational or entertainment activities.
- c. The penalty of Rs.100/- per incident 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 Service Provider will ensure that its staff employed does not loiter in the corridors, chit chat, chew pans or smoke beedies, cigarettes etc. A penalty of Rs.50/- per incident per person will be levied.
- e. The Service Provider will ensure that its staff employed, other than supervisory rank staff **do not** carry their mobile phones or any other gadgets to the campus. Any communication while on duty, from the family or friends to the staff members employed within the campus shall be routed through the supervisory staff of the successful bidder. A penalty of Rs.50/- per incident per person will be levied.
- f. The staff of the Service Provider should leave the campus immediately after completion of their job on the campus. They should not be found on the campus loitering or otherwise.

- g. While on duty, the staff deployed by the Service Provider shall not use any room for their personal conveniences. In addition to imposition of penalty of Rs.50/-, breach of this clause may lead to the termination of the contract. A separate facility is earmarked behind the Hostel block for this purpose.
- h. The persons engaged by the Service Provider shall also be subjected to check by the security and other personnel authorized by the DTRTI. DTRTI reserves the right to ask the Service Provider to dispense with services of any person engaged by it, who is reported to be of doubtful integrity. The decision on this will be taken by the Additional Director General (Trg.), DTRTI, Bengaluru.

3.8. 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.

3.9. Accommodation

A single room office will be provided for the legitimate use by the Service Provider for execution of the work under the contract. Service Provider is responsible for any lapse in maintaining the accommodation. Penalty of Rs.1000/- per incident will be imposed for any occupancy by outsiders in the accommodation. A EPABX telephone direct dialing facility would be provided by DTRTI on actual cost recoverable basis. However internal communications are free of cost. Suitable place will be earmarked for the Service Provider for keeping his materials such as brooms, dusters etc. in each hostel.

3.10. The Agency shall provide caution / display board etc. to the work site as per the requirement of work.

3.11. As a policy, DTRTI desires to put in place as many environment friendly initiatives as possible, within its campus. It will be responsibility and endeavor of the service provider to cooperate and help DTRTI achieve its desired results.

- 3.12.** To encourage the staff of the service provider in identifying the occupants/offender who have violated any of the environmental friendly initiatives within the campus like segregation of waste between organic and inorganic, policies on alcohol and tobacco consumption, smoking, littering and dirtying, the fine (or part thereof) collected from the offender will be given as an incentive to the staff who identified and brought to the notice of the officer in-charge of the DTRTI through the manager of the service provider. This will be in addition to the wages the staff otherwise is entitled for carrying out their normal duties. A separate register and account will have to be maintained by the service provider for monitoring these reported offences and fines levied and collected by the officer in-charge from the offender. However, the statutory fine collected on account of violation of government norms would not be covered under this clause.
- 3.13.** It will be the duty of service provider to contact the agencies involved in collection of segregated inorganic waste and ensure its periodic pickup from the campus as and when the containers allocated for the same becomes full. The service provider will require maintaining complete account of nature of such item, its quantity, weight and amount obtained on such sales and furnish to the officer in-charge. The sums collected on account of such disposal shall belong to the government.
- 3.14.** It shall be the duty of the service provider to weigh the raw organic waste received at the Organic waste conversion plant before its conversion and also weigh the final product before issue for usage for garden or other purposes. A proper day to day receipt and issue account will have to be maintained in a register and periodically got inspected by the officer in-charge
- 3.15.** The details of activities with frequency, floor area, type of floor, etc., are detailed at **ANNEXURE- 10.1& 10.2**
- 3.16.** 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 –11&12**. In case the agency prefers to use any other brand, the same should technically and commercially equivalent of

the stated product. The deviation from the recommended brand usage will have to be justified scientifically with supporting documents.

- 3.17.** The service provider will ensure the safety and upkeep of all furniture, fixture and all other equipments. A detailed list of all such furniture, fixture, equipments etc. will be provided to the Service Provider 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.
- 3.18.** 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. Failure or delay to bring to the notice of the Officer-in-charge would attract a penalty of Rs.100/- per day per incident and also recovery of cost of such damaged, lost, pilfered, stolen etc. irrespective of who had committed the offence.
- 3.19.** 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.
- 3.20.** Service provider will be responsible for minor repair works to all plumbing, carpentry and sewage lines and rectify such defects on top priority. Cost of any material replacement, if any, will however be borne by the DTRTI provided prior approval has been obtained from the Officer in-charge. The bill for the materials in original, certified by the officer in charge shall be produced to DTRTI for reimbursement.
- 3.21. Theft**
The Service Provider shall be responsible for any theft of the items from the rooms or any other area given for cleaning. The details of the stolen materials/stores, will be given to the service provider in writing by the designated authority and the full cost of the material reported stolen will be recovered from the Service Provider within 4 weeks from the date of theft. The decision of DTRTI authorities on this will be final and binding on the successful bidder.

3.22. Penalty

- a. The Service Provider shall be imposed a penalty as per decision of the Office In-Charge at DTRTI for non-performance or improper performance of the work 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. **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/-.

3.23. COMPLAINT REGISTER

A complaint register will necessarily be kept at the Reception of hostel & admin block and canteen for registering complaints of the trainees and the DTRTI personnel with regard to any aspect of the service provided by the service provider. The complaint register needs to be signed by the supervisor / manager / receptionist employed by the Service Provider on daily basis. The complaints shall be attended to immediately in consultation with the officer in charge.

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

A. HOUSEKEEPING:

- An independent room with table, chairs, cupboards, internet and telephone connection for usage as office
- Enclosure to keep the cleaning equipments and related materials
- Linen room with rack and linen in hostel block. A portion of the same to be used by the personnel as change room
- A toilet with washbasin in hostel block for housekeeping staff
- Organic waste converter equipment in a separate shed.

B. CATERING:

- All large 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

C. LAUNDRY:

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

D. RECEPTION:

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

- 3.25.** The Service Provider 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. The only exception to this will be on account of any statutory rules and laws governing tax rate or wage revisions.
- 3.26.** The Department may increase/decrease number of persons required from time to time. If any person is to be deployed as per the requirement of the department, the Service Provider is under obligation to provide such personnel including technical personnel required for the Integrated Facility services.
- 3.27.** The Department may increase/decrease number of persons required from time to time. If any person is to be deployed as per the requirement of the department, the bidder is under obligation to provide such personnel including technical personnel required for the services.

CHAPTER: 4

4. PERFORMANCE APPRAISAL

4.1. Performance appraisal of service contract shall be done as per ANNEXURE – 14 based on the following criteria:-

- Frequency of the Housekeeping cleaning schedule [As per Annexure-10.1 & 10.2]
- Display/submission of Restroom/Kitchen/Hostel room Inspection Card [As per Annexure-10.4, 10.5 & 10.6]
- Performance level matrix [As per Annexure-17]
- Feedback on catering service and food quality from the users
- Feedback on Reception services by the hostel residents

4.2. The performance shall be reviewed by Officer-in-Charge at DTRTI through performance appraisal system once in two months [As per ANNEXURE-14]. If the performance level reduces below 70%, then the agency's performance shall be re-viewed on monthly basis for next 03 [Three] months.

4.3 On monthly review, if the performance level is not improved for subsequent THREE months, then the contract is liable for CANCELLATION at risk and cost of the service provider.

4.4 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 a penalty of Rs.10,000/- per month and with a warning to improve their performance as per requirement stipulated to achieve satisfactory performance level.

4.5 The Service Provider shall promptly attend to all the complaints received relating to the services under the contract. An electronic register will be maintained for recording the complaints and showing compliance thereof. These complaints shall be attended to immediately in consultation with the officer in charge.

4.6. REGISTERS TO BE MAINTAINED

4.6.1. For effective performance and monitoring of all the facilities as per this contract, the following registers are mandatorily to be

maintained. The formats of these registers shall be obtained or got approved from the DTRTI. Non-maintenance or non-recording or wrong recording of required parameters in the registers and check-sheets will attract a penalty of Rs.50/- per incident.

Type of chart/Registers	Periodicity of change	Timeline
Common washroom activity inspection sheet	Daily	Placing of fresh and removal of previous by 0745 hrs
Kitchen inspection sheet	Daily	Placing of fresh and removal of previous by 0615 hrs
Display of menu chart in canteen notice board & kitchen	Weekly	Placing of fresh and removal of previous by Monday 0715 hrs
Display of hostel room inspection check sheet	Monthly	1 st of every month
Procurement, issue & stock register of provisions/vegetables	Yearly	Everyday entry
Organic waste collection and production register	Yearly	Everyday entry
Food token issue register	Yearly	1030/1445/1900/2200 hrs
Manpower deployment register	Yearly	Entry by 0800 & 1700 hrs daily
Room allotment register	Yearly	As and when allotted or vacated

Daily cash collection register	Yearly	As and when collected
Visitors register	Yearly	As and when they come and leave
Laundry receipt, washed and issued register	Yearly	As and when they are received/washed/dispatched
Asset damaged/lost reporting register	Yearly	As and when incident happen
Asset fault repair reporting register	Yearly	As and when incident happen
Deficiency in housekeeping services register	Yearly	placed before the officer in-charge every day
Civil/Electrical Fault reporting register	Yearly	Placed before the officer in-charge every day
Food complaint register	Yearly	Placed before the officer in-charge every day
Machine deployment register	Yearly	Placed before the officer in-charge 1 st of every month
Consumable procurement register	Yearly	Placed before the officer in-charge 1 st of every month

TENDER DOCUMENT ACKNOWLEDGEMENT PROFORMA

Dated:

To

Additional Director General (Trg.)
DTRTI, Bengaluru
Dear Sir,

We hereby acknowledge receipt of a complete set of Bidding Documents consisting of 17 Annexures (along with their Appendices) enclosed to the "Notice Inviting Tender" pertaining to providing of Integrated Facilities Management Services at DTRTI, Bengaluru against ***Tender No.58/House-keeping/2016-17/DTRTI dated 05-07-2016.***

We have noted that the closing date for receipt of the tender by DTRTI, Bengaluru is on 26/07/2016 at 17.00 hrs. (IST) and opening on 29/07/2016 at 16.00 hrs.(IST).

We guarantee that the contents of the above said Bidding Documents will be kept confidential within our organization and text of the said documents shall remain the property of DTRTI, Bengaluru and that the said documents are to be used only for the purpose intended by DTRTI, Bengaluru.

Our address for further correspondence on this tender will be as under:

Fax no :
Telephone and mobile no:
Bidder's address:

Yours faithfully,

Signature of Bidder

Note: This form should be returned along with offer duly signed.

BID SUBMISSION PROFORMA

Tender No.

To
Additional Director General (Trg.)
DTRTI, Bengaluru

Dear Sir,

1. I/We hereby offer to supply the services detailed in schedule hereto or such portion thereof as you specify in the Acceptance of Tender at the price given in the said schedule and agree to hold this offer open till _____.
2. I/We have understood and complied with the "Instructions to Bidders" and accepted the "General Terms and Conditions": at Annexures-1 to 17 for providing services and have thoroughly examined and complied with the specifications, drawings, Special Conditions of Contract and/or pattern and am/are fully aware of the nature of the service required and my/our offer is to provide services strictly in accordance with the requirements.
3. Bid submission Agreement as per Performa at Annexure 3 has been duly signed and submitted herewith.
4. The following pages have been added to and form part of this tender (if needed to be filled and added).

Yours faithfully,

Signature of Bidder

Address

Dated:

Signature of witness

Address

Dated

Note: This form should be returned along with offer duly signed.

BID SUBMISSION AGREEMENT

Dated:

No. _____

To
Additional Director General (Trg.)
DTRTI, Bengaluru

Sub: PROCURING THE TENDER DOCUMENTS

Ref: TENDER NO. _____

DTRTI, Bengaluru and the Bidder agree that the Notice Inviting Tenders (NIT) is an offer made on the condition that the Bid would be kept open in its original form without variation or modification for a period of (state the number of days from the last date for the receipt of tenders stated in the NIT) days AND THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT. They further agree that the contract consisting of the above conditions of NIT as the offer and the submission of Bid as the Acceptance shall be separate and distinct from the contract which will come into existence when bid is finally accepted by DTRTI. The consideration for this separate initial contract preceding the main contract is that DTRTI is not agreeable to sell the NIT to the tenderer and to consider the bid to be made except on the condition that the bid shall be kept open for (so many) days after the last date fixed for the receipt of the bids and the Bidder desires to make a bid on this condition and after entering into this separate initial contract with DTRTI promises to consider the bid on this condition and agrees to keep the bid open for the required period. These reciprocal promises form the consideration for this separate initial contract between the parties.

If Bidder fails to honour the above terms and conditions, DTRTI shall have unqualified, absolute and unfettered right to encash /forfeit the bid security submitted in this behalf.

Authorized Signatory

Authorized Signatory

(BIDDER)

(DTRTI, Bengaluru)

(One copy of this agreement duly signed must be returned along with offer.)

ANNEXURE-4**CHECK LIST**

The bidders are advised in their own interest to ensure that the following points/aspects in particular have been complied with in their own interest failing which the offer is liable to rejected.

1. Please tick whichever is applicable and cross whichever is/are not applicable.
2. Please sign each sheet
3. The check-list duly filled must be returned along with the offer.

Sl. No.	Clause reference	Description	Bidders Response Yes/No/NA	Ref. Page No. In the offer
1.	C.4	Earnest Money deposit with Details		
2.	C.5	Validity of EMD		
3.	C.13	Deposit of Tender Documents		
4.	2.2.1) to 20)	Eligibility Criteria		
5.	2.3.1	All Pages duly signed and stamped		
6.	2.3.2	Compliance of Labour Laws		
7.	2.5	Preparation of bid		
8.	2.4.1 (Annexure-1)	Tender documents acknowledgement Performa		
9.	2.4.1(Annexure-2	Tender submission Performa.		
10.	2.4.1(Annexure-3)	Tender submission agreement		
11.	2.4.1 (Annexure-4)	Check List		
12.	2.4.1 (Annexure-5)	Contractor's past services experience Performa		
13.	2.4.1 (Annexure-6)	Authorization letter for attending Technical/commercial Tender opening		

14.	2.4.1 (Annexure-7)	Certificate on participation of near relatives of DTRTI		
15.	2.4.1 (Annexure-8)	Performa of Performance Bond Bank Guarantee		
16.	2.4.1 (Annexure-9)	Affidavit to take full responsibility for lapses of employees of the Contractor		
17.	2.4.2 (Annexure-10.1 to 10.6)	Scope of work		
18.	2.4.1(Annexure-11)	machine Deployment Matrix		
19.	2.4.1(Annexure-12)	Consumables Requirement Details		
20.	2.4.1(Annexure-13)	Tender compliance report		
21.	2.4.1(Annexure-14)	Format for Performance Appraisal		
22.	2.4.1 (Annexure 15))	Format for Technical Bid		
23.	2.4.1 (Annexure 16)	Format for Financial Bid		
24.	2.4.1 (Annexure 17)	Performance Matrix.		

ANNEXURE-5

CONTRACTOR'S PAST SERVICES (EXPERIENCE PERFORMA)

S.No.	Name & Address of The Client	Period from _____ to _____	Description of Services successfully completed	Remarks

NOTE- WORK ORDERS & COMPLETION CERTIFICATES FROM CLIENTS TO BE ENCLOSED ALONGWITH THIS PROFORMA

Signature/Seal of the Contractor

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

To
The Additional Director General (Trg.)
DTRTI, Bengaluru

Sub: Authorization for attending bid opening on.....[date]In the tender of
"Integrated Facility Management Services at DTRTI

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of (Bidder) in order of preference given below:-

Order of preference	Name	Specimen Signature
I.		
II.		

Alternate Representative

Signature of bidder
Or Officer authorized to sign the bid Documents on behalf of the bidder

Note:

1. Maximum of two representatives will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

Participation of near relatives of DTRTI employees in the tender/execution of works in DTRTI.

I -----S/o -----R/o-----
----- hereby certify that none of my relative(s) as defined in Clause 2.28.1 of Chapter-2 of the tender document is/are employed in DTRTI unit as per details given in tender document. In case at any stage, if it is found that the information given by me is false / incorrect, DTRTI shall have the absolute right to take any action as deemed fit/without any prior intimation to me.

BIDDER'S SIGNATURE/OFFICIAL SEAL/STAMP

PROFORMA OF BANK GUARANTEE TOWARDS PERFORMANCE SECURITY

Ref No. _____ Bank Guarantee No. _____

Dated: _____

To

Additional Director General (Trg.)
DTRTI, Bengaluru.

Dear Sir,

Inconsideration of DTRTI, having entered into a CONTRACT No. _____ dated _____ (hereinafter called 'the CONTRACT' which expression shall include all the amendments thereto) with M/s. _____ having its registered/head office at _____ (hereinafter referred to as the 'BIDDER') which expression shall, unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assignees) and DTRTI having agreed that the TENDERER shall furnish to DTRTI, Bengaluru.

1. DTRTI, Bengaluru a performance guarantee for Indian Rupees for the faithful performance of the entire CONTRACT.
2. We (name of the bank) _____ registered under the laws of _____ having head/registered office at _____ (hereinafter referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on first demand in writing any/all moneys to the extent of Indian Rs. (in figures) _____ (Indian Rupees (in words) _____) without any demur, reservation, contest or protest and/or without any reference to the TENDERER. Any such demand made by DTRTI on the Bank by serving a written notice shall be conclusive and binding, without any proof, on the bank as regards the amount due and payable, notwithstanding any dispute(s) pending before any Court, Tribunal, Arbitrator or any other authority and/or any other matter or thing whatsoever, as liability under these presents being absolute and unequivocal. We agree that the

guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged by DTRTI in writing. This guarantee shall not be determined, discharged or affected by the liquidation, winding up, dissolution or insolvency of the TENDERER and shall remain valid, binding and operative against the bank.

3. The Bank also agrees that DTRTI at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance, without proceeding against the TENDERER and notwithstanding any security or other guarantee that DTRTI may have in relation to the TENDERER's liabilities.
4. The Bank further agrees that DTRTI shall have the fullest liberty without or consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said CONTRACT or to extend time of performance by the said TENDERER(s) from time to time or to postpone for any time or from time to time exercise of any of the powers vested in DTRTI against the said TENDERER(s) and to 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 TENDERER(s) or for any forbearance, act, or omission on the part of DTRTI or any indulgence by DTRTI to the said TENDERER(s) or any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
5. The Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the CONTRACT and all dues of DTRTI under or by virtue of this CONTRACT have been fully paid and its claim satisfied or discharged or till DTRTI discharges this guarantee in writing, whichever is earlier.
6. This Guarantee shall not be discharged by any change in our constitution, in the constitution of DTRTI or that of the TENDERER.
7. The Bank confirms that this guarantee has been issued with observance of appropriate laws of the country of issue.
8. The Bank also agrees that this guarantee shall be governed and construed in accordance with Indian Laws and subject to the exclusive jurisdiction of Indian Courts of the place from where the purchase CONTRACT has been placed.

9. Notwithstanding anything contained herein above, our liability under this Guarantee is limited to Indian Rs.(in figures) _____
(Indian Rupees (in words) _____ only) and our guarantee shall remain in force until _____. (Indicate the date of expiry of bank guarantee).

Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of DTRTI under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of DTRTI under this Guarantee shall be valid and shall not cease until we have satisfied that claim.

In witness whereof, the Bank through its authorized officer has set its hand and stamp on this _____ day of _____ 20 ____ at _____.

WITNESS NO. 1

Signature
Full name and official address
(in legible letters) with stamps
WITNESS NO. 2

Full name, designation and
address in legible letters
Signature Attorney as per power of
Attorney No.

Dated

Signature
Full name and official
Address (in legible letters) with stamps

[FORMAT OF AFFIDAVIT]

Sir,

Sub:

Authority:

I, the undersigned hereby state that labourers / employees working [As per list enclosed] for M/s. _____ in DTRTI campus at No 17, Near HMT Watch Factory, Bengaluru 560 013 _____ 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 and also take responsibility to pay the compensation to concerned, if any, as decided by the DTRTI.

Thanking You

Yours faithfully,

Signature:

Name:

ANNEXURE -10.1

1. SCOPE OF WORK FOR INTEGRATED FACILITIES MANAGEMENT SERVICES

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

ANNEXURE -10.2

FREQUENCY OF HOUSE KEEPING CLEANING SCHEDULE

Internal Area Location	Cleanable Surface Area (sq.mt.)	Cleaning Task	Frequency/ Shift	Shift / Day	Product	Equipment / Tools(as prescribed)
Admin cum Training Block						
Reception & 5 Flr Common area – granite/ V tiles	2000	Dry Mop	2	1	As Prescribed	Acrylic Dry mop Set
Reception & 5 Flr Common area - granite/ V tiles	2000	Wet Mop	1	1	As Prescribed	Wet mopping system
Group Discussion Class Rooms& Office/library- V tiles	1100	Wet Mop	1	1	As Prescribed	Wet mopping system
Group Discussion Class Rooms& Office/library-V tiles	1100	Dry Mop	1	1	As Prescribed	Acrylic Dry mop Set
Classrooms- wooden wall & floor panel	1500	Dry Mop	1	1	As Prescribed	Acrylic Dry mop Set
Tables and Chairs	1500	Spray & Wipe	1	1	As Prescribed	Cloth & duster
Classrooms- wooden wall & floor panel	1500	Damp Mop	1	1	As Prescribed	Wet moping system
Glass doors, Steel railing and Lifts	620	Spray & Wipe	1	1	As Prescribed	Window cleaning set

Hostel Block

Internal Area Location	Cleanable Surface Area (sq.mt)	Cleaning Task	Frequency/Shift	Shift/Day	Products	Equipment / Tools (as prescribed)
G-F Lobby- Granite/V tiles	1010	Dry Mop	2	1	As Specified	Acrylic Dry mop Set
G-F Lobby	1010	Wet Mop	2	1	As Specified	Wet moping system
Common corridors Marble	1250	Wet Mop	1	1	As Specified	Wet moping system
Common corridors	1250	Dry Mop	2	1	As Specified	Acrylic Dry mop Set
Rooms- Mosaic	2100	Damp Mop	1	1	As Specified	Wet moping system
Rooms-Mosaic	2100	Spray & Wipe	1	1	As Specified	Cloth & duster
Glass partitions/doors Lifts	1000	Spray & Wipe	1	1	As Specified	Cloth & duster

Guard room

Internal Area Location	Cleanable Surface Area (sq.mt.)	Cleaning Task	Frequency/Shift	Shift/Day	Products	Equipment / Tools (as prescribed)
Vitrified tiles	10	Dry Mop	1	1	As Specified	Acrylic Dry mop Set
Vitrified tiles	10	Wet Mop	1	1	As Specified	Wet moping system

STP & OWC

Internal Area Location	Cleanable Surface Area (sq.mt.)	Cleaning Task	Frequency/Shift	Shift/Day	Products	Equipment / Tools (as prescribed)
Hard floor	20	Mechanized sweeping	1	1	As Specified	Picobello or equivalent

Periodical Cleaning

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

Washroom maintenance- admin block

Surface Type	Surface Area (sq.mt.)	Cleaning Task	Frequency / Shift	Equipment / Tools (as prescribed)
TB / UB	52 Urinals and Toilet Bowls	Toilet Bowl Cleaning	1	Power Pads
TB / UB	All fitting in wash room	Spray & wipe – sanitation	2	Bowl cleaning brush
Floor- tiles	280	Wet moping	2	Wet mop system
Walls- tiles	927	Spray & Wipe	1	Cloth and duster

Clean Areas	Method	Items to use	Frequency		
			08:30	16:00	Remarks
Inside Closet Area	Brushing	As Prescribed			
Wall tiles / Skirting	Wash & wipe dry	As Prescribed			
Flush tank	Wash & wipe dry	As Prescribed			
Flush knob	Wipe & clean	As Prescribed			
Cistern/commode – inside	Brush & flush	As Prescribed			
Seat / Lid	Sponge scrub / wipe	As Prescribed			
Yellow stains	Brush & flush	As Prescribed			
Wash basins	Scrub / wipe	As Prescribed			
Steel taps / fittings	Scrub / wipe	As Prescribed			
Door knobs / partitions	Wipe & clean	As Prescribed			
Floor tiles	Scrub & wash	As Prescribed			
Buckets / mugs	Wash & wipe dry	As Prescribed			
Air refreshers	Refill / in place on wall	As Prescribed			
Urinal	Refill / in place in urinals	As Prescribed			

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

Clean Areas	Method	Items to use	Frequency	
			08:30 am daily	Remarks
Inside Closet Area	Brushing	As Prescribed	08:30 am daily	
Hand wash Dispenser	Wet wipe & refill	As Prescribed	08:30 am daily	
Mirror / frame	Dust / wet wipe	As Prescribed	08:30 am daily	
Mirror	Spray & wipe	As Prescribed	08:30 am daily	
Waste bin	Wash & dry wipe	As Prescribed	08:30 am daily	
Toilet floor mat	First dust & wash	As Prescribed	08:30 am daily	

External Area and Basement						
External Area Location	Surface Area (sq.mt.)	Cleaning Task	Frequency / Shift	Shift / Day	Products	Equipment / Tools (as prescribed)
Basement and Pavement	1000	Mechanized Sweeping	1	1	As Specified	Manual Sweeper with vacuum filter

- NOTE:** 1. COBWEB CLEANING OF ALL THE BUILDINGS – MONTHLY
 2. The agency shall deploy the necessary machinerles required for the above House-keeping services.

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

Sumps, Overhead tanks & Rain harvesting path Cleaning				
External Area Location	Surface Area (sq.mt.)	Cleaning Task	Frequency	Equipment / Tools
Sumps	3 nos.	Mechanized Sweeping	monthly	Scrubbing Manual-water
Overhead tanks	3 nos.	Mechanized Sweeping	monthly	Scrubbing Manual-water
Rain water harvesting	Filling dips	To removed soil filling	As and when require	Manual
Gardening	5000	Watering, plant replacement and grass maintenance	Daily basis	Grass cutter and tools

ANNEXURE-10.3

MENU FOR CANTEEN IN HOSTEL CUM GUEST HOUSE

1. Per person cost to be given in the quote.
2. No general minimum guarantee is given, since the cost of all kitchen equipment, electricity, water and manpower costs on the days and sessions on which kitchen will be kept non-operative would be borne by DTRTI.
3. Please refer to 3rd bullet of clause 1.3.1.

- Note:**
1. Since all the equipment, manpower, electricity, water charges are borne by the DTRTI, no minimum guarantee of plates.
 2. The above menu with the same number & quality of items can be varied in consultation with the Officer in charge at DTRTI.

Breakfast:

Any two (except compulsory item) of under plus the compulsory item			Any two (including compulsory item) of under
Idly + Vada / Rava Idly		Sambhar	Cereals/Milk
Dosa to order		Chutney	Tea/Coffee (compulsory item)
Whole wheat bread (compulsory item)		Sauce	Fresh Fruit juice (Seasonal)
Puri-sagu		Butter (compulsory item)	
Aloo Paratha/vegetable paratha	+	Jam (compulsory item)	+
Spring Rolls			
Pongal			
Upma-Kesari bhat / Poha			
Shavige Bhat			
Sabudana khichadi			
Chhole-Bhatoore			
Veg sandwich/ Cornflex			

Lunch / Dinner

Sl. No.	Any one item of each Row (Items shall be as per menu provided by the DTRTI time to time)	
1.	Plain steam rice	
2.	Variety rice like jeera, lemon, pulao, Fried rice, etc.	
3.	Roti item like Pulka, chapatti, paratha, puri, etc.	
4.	Sambar	
5.	Rasam	
6.	Paliya item like Vegetable dry paliya, seasonal paliya etc.	
7.	Dal item like Dal fry, Rajma masala, Dal tadaka, Moong dal, etc.	Gravy item like kadai paneer, palak paneer, veg curry, etc.
8.	Curd	
9.	Papad	
10.	Pickle, Chatani, etc.	
11.	Salad item like sprouts, green salad etc.	
12.	Dessert item like Fresh Fruits (Seasonal), Payasam, Ice-cream etc.	

Evening snacks

Any one of below
Aloo Bonda, Paav-Bhajji, Onion Bhajji, Dry Chana Masala, Vegetable sandwich, French Fries, Vegetable Spring Rolls, Pakoda, -- -- Salted Peanuts, Peanut Masala, Aloo/Besan Samosa, Bhel Poori, Paneer, Masala Poori, Mathari, Sabudana Khichadi, Madur Vada, Paneer Pakoda, Mirchi Bhajji, Bread Pakoda

+

Coffee/Tea (compulsory), Fresh Fruit juice(Seasonal) on demand
--









Note: 1. A sufficient quantity and good quality of Sugar/tea/milk/coffee sachets/bags has to be provided directly to the room twice a day (usually during morning or check in time and evening/night time) at no extra cost.

2. Egg and soup on demand at extra cost.

ANNEXURE-10.4

Kitchen Inspection card

DATE: _____











Activity	1	2	3	4	5	6	7	8	9
Inspection Time									Signature of Supervisor
	Soap wash by all staff	Wearing apron	Wearing head cover	Wearing face mask	Wearing kitchen slipper	Tidy kitchen floor & cooking area	Tidy towel	Neat stores	
06.30 AM									
08.30 AM									
10.30 AM									
12.30 PM									
02.30 PM									
04.30 PM									
06.30 PM									
08.30 PM									

REST ROOM INSPECTION CARD

TOILET:

LOCATION:

DATE:

											House-keeping boy	House-keeping supervisor	Remark
TIME	Mirror	Basin	Soap	Bowl	T/roll	Urinal	Floor	Wall	D/bin	Smell			
8:30 AM													
11:45 AM													
2:30 PM													
4:00 PM													

Signature and name of Housekeeping Supervisor

Signature and name of
Authorized Representative of Contractor

- Note:**
1. Dust mop refills / sticks / mop cloth/Spray Bottle – wash & dry the same & store in a closed place.
 2. Report flush / taps / cistern leakages if any; check lights functioning & all other problems and report to Supervisor

ANNEXURE-10.6

Month		Date																															
Room No		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Wet & dry cleaning	Room floor																																
	Balcony floor																																
	Inside of the steel Bin																																
	Toilet wall																																
Deep & dry cleaning	Washbasin																																
	Toilet																																
	Toilet floor																																
	Tea kettle																																
	Water jug																																
	Tray																																
	Sugar/tea bag cup/spoons																																
	Tumblers																																
Dry cleaning/ dusting	Tea-poy																																
	Chairs																																
	Sofa																																
	Table																																
	Cot																																
	Telephone																																
	Door handles																																
	Switches																																
Light fittings																																	

Month		Date																														
Room No		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Dry cleaning/ dusting	Wardrobe & hangers																															
	Bamboo Bin																															
	Room walls																															
	Toilet exhaust fan																															
	Mosquito mess, sliding door window frames & glass																															
Dry mopping	Wall mixers																															
	Toilet seat & cover																															
	Washbasin bottle trap																															
	Two way bib cock																															
	Health faucet																															
	Washbasin mixer & bottle traps																															
	Washbasin mirror																															

Month		Date																														
Room No		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Dry mopping	Buckets & mugs																															
	Toilet paper holder																															
Refilling	Drinking water																															
	Tea bag																															
	Coffee bag																															
	Sugar cube																															
	Milk sachets																															
	Bath liquid soap																															
Changing	Bed sheets																															
	Pillow cover																															
	Bath towel																															
	Hand towel																															
	Tea bag/sugar bag/milk sachet																															
Dry cleaning	Mattress protector																															
	Blanket																															
	Curtain																															
	Mattress																															

		Date																															
Month		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Room No																																	
Reporting on	Wall wetting																																
	Equipment breakage																																

ANNEXURE –11**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	Equipment Make & brand	Quantity	Unit
1	Sign boards (two parts)		10	Nos
2	Wet & dry vacuum cleaner		2	Nos
3	Dry vacuum cleaner		1	Nos
4	Glass cleaning set (squeeze and washer 35cm)		3	Nos
5	Manual road sweeper(with vacuum fan, 30 Ltr capacity, 500 mm main brush)		1	Nos
6	Single disc floor scrubber machine		1	Nos
7	Electric scrubber dryer		1	Nos
8	Wringer trolleys (30 Ltr with division plate and drainage plug)		12	Nos
9	Ladder for cleaning ceiling areas	Bathla or equivalent	2	Nos
10	High rise stools	Bathla or equivalent	1	Nos
11	Telescopic poles (aluminum length 9 m)		1	Nos
12	Tricycle for garbage collection and moving to salvage yard	Roots or equivalent	1	Nos
13	Wet Mop set-flat mop	Flat mop-Full set with holder, aluminum handle and refill	16	Nos

Sl. No.	Machines to be used	Equipment Make & brand	Quantity	Unit
14	Acrylic dry mop set	Acrylic dry mop full set- aluminum handle, holder and refill	12	Nos
15	Dust pan with broom		6	Nos
16	Spray Bottles		75	Nos
17	Feminine Hygiene care sanitary disposal unit [PCI Cannon Hygiene make or equivalent		6	Nos
18	Lawn mower [electric]		1	Nos
19	Floor Squeeze Full set		10	Nos
20	Cobweb brush with telescopic pole 6 Mtr		1	Nos
21	3inch paint brush (long handle)		10	Nos
22	Patti Blade(small & Big)		12	Nos
23	Click mop (handle & clip)		9	Nos
24	Cobweb brush		1	Nos
25	Feather Dusters (for Computers)		6	Nos
26	Bamboo ladder [Biggest]		1	Nos
27	Grass cutting machine		1	No

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.

CONSUMABLE MATERIALS

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	Quantity required for One Month (consumption based on usage to be specified)	Unit
1	Bath room cleaner cum sanitizer (1:50 DILUTION)			Ltr
2	Hard surface – cleaning detergent (1:50 DILUTION)			Ltrs
3	Toilet bowl cleaner direct use			Ltrs
4	Glass cleaner (1:50 dilution)			Ltrs
5	Air freshener for rooms(direct use- water based)			Ltrs
6	Urinal cake			Nos
7	Hand wash(direct)			Ltr
8	SS polish-			Ltr
9	Stain remover-			Bottle
10	Plastic bucket – 15 Ltrs capacity			Nos
11	Manual scrubbing pad			Nos
12	Furniture cleaning cloth [1 x 1] feet			Nos
13	Glass cleaning cloth [1 x 1] feet			Nos
14	Wet mop refill-Flat mop			Nos
15	W/C round brush			Nos
16	Shining cloth			Nos
17	Hand gloves			Pairs
18	Manual dish washing –Liquid(1:50 dilution)			Ltr

Sl No	Description	Make and brand	Quantity required for One Month (consumption based on usage to be specified)	Unit
19	Multipurpose cleaner (1:50 dilution)			Ltr
20	Grill Cleaner- direct			Ltr
21	Heavy duty degreaser(1:50 dilution)			Ltr
22	Antibacterial hand wash			Ltr
23	Manual Broom			Nos
24	Spray bottle trigger			Nos
25	Laundry wash powder			kg
26	Conq R Dust- wooden floors			bottle
27	Face mask			Nos
28	Floor Squeezee refill 35 cms			Nos
29	Sponge (Wall cleaning form)			Nos
30	Head cover			Nos
31	After wash liquid for smell in clothes			Kg
32	Blue for white clothes			Ltr
33	Grass cutting blades			Nos
34	Floor scrub pad for machine			Nos
35	Pesticides/medicine for garden as per requirement			Kg
36	Pesticides/wood powder and other necessary items for organic waste converter machine			kg

Note: Bill (original copy) of above consumable actually used during the preceding month duly certified by the officer in charge shall be produced to the DTRTI for reimbursement.

[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, Bengaluru and accept the same.

Place:

Date:

Signature of Bidder

Name:

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	:	
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	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	Complies with government policies					
	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) |

Note: *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	Whether complied
1	Sign boards (two parts)		10	Nos	
2	Wet & dry vacuum cleaner		2	Nos	
3	Dry vacuum cleaner		1	Nos	
4	Glass cleaning set (squeeze and washer 35cm)		3	Nos	
5	Manual road sweeper(with vacuum fan, 30 Ltr capacity, 500 mm main brush)		1	Nos	
6	Single disc floor scrubber machine		1	Nos	
7	Electric scrubber dryer		1	Nos	
8	Wringer trolleys (30 Ltr with division plate and drainage plug)		12	Nos	
9	Ladder for cleaning ceiling areas (Bathla or equivalent)		2	Nos	
10	High rise stools (Bathla or equivalent)		1	Nos	
11	Telescopic poles (aluminum length 9 m)		1	Nos	
12	Tricycle for garbage collection and moving to salvage yard (Roots or equivalent)		1	Nos	
13	Wet Mop set-flat mop with holder, aluminum handle and refill		16	Nos	
14	Acrylic dry mop set with full set-aluminum handle, holder and refill		12	Nos	
15	Dust pan with broom		6	Nos	
16	Spray Bottles		75	Nos	

Sl. No.	Machines to be used	Equipment Make & brand	Quantity	Unit	Whether complied
17	Feminine Hygiene care sanitary disposal unit [PCI Cannon Hygiene make or equivalent		6	Nos	
18	Lawn mower [electric]		1	Nos	
19	Floor Squeeze Full set		10	Nos	
20	Cobweb brush with telescopic pole 6 Mtr		1	Nos	
21	3inch paint brush (long handle)		10	Nos	
22	Patti Blade(small & Big)		12	Nos	
23	Click mop (handle & clip)		9	Nos	
24	Cobweb brush		1	Nos	
25	Feather Dusters (for Computers)		6	Nos	
26	Bamboo ladder [Biggest]		1	Nos	
27	Grass cutting machine		1	Nos	

Note: *The said machines and Tools have to be installed inside the campus in presence of Officer in-charge at DTRTI and should be brand new. The date of purchase should be specified and in case of an outworn or nonfunctional machine or equipment, the contractor shall replace the same at his/her cost immediately.*

SCHEDULE-2:**MAN POWER DEPLOYMENT MATRIX- BOTH BUILDINGS**

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

Category	Job Nature	Shift-1	Shift-2	Shift-3	Timeline for reporting
Skilled personnel deployment					
Skilled	Head Cook	1	-	-	07:30 hrs
Skilled	HELP DESK	1	1	1	06:00/14:00/ 22:00 hrs
Skilled	Supervisor- House-keeping and Kitchen	1	1	-	06:00/14:30 hrs
Total no of skilled personnel deployed (6)		3	2	1	
Semi-skilled personnel deployment					
Semi-Skilled	Assistant cook	1	1	-	06:00/14:30 hrs
Semi-Skilled	Laundry operator	1		-	06:00/14:30 hrs
Semi-Skilled	Gardner	1		-	07:30 hrs
Semi-Skilled	Machine operator	1			07:30 hrs
Total no of semi-skilled personnel deployed (5)		4	1		
Unskilled personnel deployment					
Un Skilled	Housekeeping Campus	18		-	07:30 hrs
Un Skilled	Helper in Kitchen	1	1	-	06:00/14:30 hrs
Un Skilled	Kitchen cleaning personnel	2	2		06:00/14:30 hrs
Un Skilled	Organic waste converter operator	1			07:30 hrs
Total no. of unskilled personnel deployed(25)		22	3		

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

SI No	Description	Make and brand	Qty required for One Month(consumption based on usage to be specified)	Unit
1	Bath room cleaner cum sanitizer (1:50 DILUTION)			Ltr
2	Hard surface – cleaning detergent (1:50 DILUTION)			Ltrs
3	Toilet bowl cleaner direct use			Ltrs
4	Glass cleaner (1:50 dilution)			Ltrs
5	Air freshener for rooms(direct use- water based)			Ltrs
6	Urinal cake			Nos
7	Hand wash(direct)			Ltr
8	SS polish-			Ltr
9	Stain remover-			Bottle
10	Plastic bucket – 15 Ltrs capacity			Nos
11	Manual scrubbing pad			Nos
12	Furniture cleaning cloth [1 x 1] feet			Nos
13	Glass cleaning cloth [1 x 1] feet			Nos
14	Wet mop refill-Flat mop			Nos
15	W/C round brush			Nos
16	Shining cloth			Nos
17	Hand gloves			Pairs
18	Manual dish washing –Liquid(1:50 dilution)			Ltr

SI No	Description	Make and brand	Qty required for One Month(consumption based on usage to be specified)	Unit
19	Multipurpose cleaner (1:50 dilution)			Ltr
20	Grill Cleaner- direct			Ltr
21	Heavy duty degreaser(1:50 dilution)			Ltr
22	Antibacterial hand wash			Ltr
23	Manual Broom			Nos
24	Spray bottle trigger			Nos
25	Laundry wash powder			kg
26	Conq R Dust- wooden floors			bottle
27	Face mask			Nos
28	Floor Squeegee refill 35 cms			Nos
29	Sponge (Wall cleaning form)			Nos
30	Head cover			Nos
31	After wash liquid for smell in clothes			Kg
32	Blue for white clothes			Ltr
33	Grass cutting blades			Nos
34	Floor scrub pad for machine			Nos
35	Pesticides/medicine for garden as per requirement			Kg
36	Pesticides/wood powder and other necessary items for organic waste converter machine			kg

Note: Bill (original copy) of above consumable actually used during the preceding month duly certified by the officer in charge shall be produced to the DTRTI for reimbursement.

FORMAT FOR FINANCIAL BID

SCHEDULE 'A'

Rate quotation for rendering house-keeping, gardening, laundry, reception and catering services by providing manpower in the prescribed format

Following is Manpower requirements for carry out the job as per the given scope of work

Category	Job Nature
SKILLED PERSONELL DEPLOYMENT	
Skilled	Head Cook
Skilled	HELP DESK
Skilled	Supervisor- HK and Kitchen
TOTAL NO OF SKILLED PERSONELL DEPLOYED (6)	

SEMI-SKILLED PERSONELL DEPLOYMENT	
Semi-Skilled	Assistant cook
Semi-Skilled	Laundry operator
Semi-Skilled	Gardner
Semi-Skilled	Machine operator
TOTAL NO OF SEMI-SKILLED PERSONELL DEPLOYED (5)	

UNSKILLED PERSONELL DEPLOYMENT	
Un Skilled	Housekeeping Campus
Un Skilled	Helper in Kitchen
Un Skilled	Kitchen cleaning personnel
Un Skilled	Organic waste converter operator
TOTAL NO OF UN SKILLED PERSONELL DEPLOYED(25)	

Sl No	Description	Lump sum quote per Month(in Rs)			Total Per Annum [In Rs]		
		Excluding Service Tax	Applicable rate of ST	Quote inclusive of ST	Excluding Service Tax	Applicable rate of ST	Quote inclusive of ST
1	Manpower quote for Housekeeping, gardening, catering, laundry and reception services as per the scope of work Trained Man Power should be provided as per manpower deployment matrix submitted along with the Technical Bid and supported with individual lump sum.						
	Grand Total in Rs.						

(Total Amount in words, RUPEES _____)

Note:

1. Rate quoted shall be inclusive of all taxes, duties, fees, royalties, octroi, cess, etc., as applicable from time to time.
2. Rate quoted for Man power shall be as per Minimum Wages Act as prevailing in the State, and inclusive of variable DA, ESI, PF, EDLI, etc.as on the date of submitting the bid and should not contain any component of Management fee. The management fee should be quoted in the Abstract.

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.

CONSUMABLE MATERIALS (MONTHLY REQUIREMENT)

Sl No	Description	Make and brand	Qty required for One Month((consumption based on usage-to be specified)	Timeline for Deployment
1	Bath room cleaner cum sanitizer (1:50 DILUTION)	Taski R1		By 1 st of every month
2	Hard surface – cleaning detergent (1:50 DILUTION)	Taski R2		-do-
3	Toilet bowl cleaner direct use	Taski R6		-do-
4	Glass cleaner (1:50 dilution)	Taski R3		-do-
5	Air freshener for rooms(direct use-water based)	Taski R5		-do-
6	Urinal cake			-do-
7	2 in 1 bath & Hand wash(direct) liquid soap	Softcare 2 in1		-do-
8	SS polish	Suma Inox		-do-
9	Stain remover-	Emerel cream		-do-
10	Plastic bucket – 15 Ltrs capacity			-do-
11	Manual scrubbing pad	Power pad		-do-
12	Micro fiber cleaning cloth [1 x 1] feet of 3 colours	Microfiber Blue colour taski by diversey		-do-
13	Glass cleaning cloth [1 x 1] feet	Microfiber Yellow colour taski by diversey		-do-
14	Wet mop refill-Flat mop			-do-
15	W/C round brush			-do-
16	Shining cloth			-do-

SI No	Description	Make and brand	Qty required for One Month((consumption based on usage-to be specified)	Timeline for Deployment
17	Hand gloves			-do-
18	Manual dish washing –Liquid(1:50 dilution)	Suma Det		-do-
19	Multipurpose cleaner (1:50 dilution)	Suma Extra		-do-
20	Grill Cleaner- direct	Suma Grill		-do-
21	Heavy duty degreaser(1:50 dilution)	Suma Break UP HD		-do-
22	Antibacterial hand wash	Soft care Antibacterial Hand wash		-do-
23	Manual Broom			-do-
24	Spray bottle trigger	Diversey		-do-
25	Laundry wash powder	Calx Ultra		-do-
26	Conq R Dust- wooden floors	Diversey		-do-
27	Face mask			-do-
28	Floor Squeezee refill 35 cms	Diversey		-do-
29	Sponge (Wall cleaning form)			-do-
30	Clip Mop refill- 450Gm loop ended	Taski By Divesey		-do-
31	Dry Mop refill- Acrylic Blue colour	Diversey		-do-
32	Detergent for dishwasher	Diversey		-do-
33	Rinse Aid for dish washer	Diversey		-do-

Sl. No.	Particulars		Rate per Month	Total Cost
1.	Charges for consumables	:	Rs.----- ---per Month	Rs.-----for 12 Months
TOTAL Charges for Deploying the consumables 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 services as detailed below:-

1	Manpower quote for Integrated Facility Management Services as per the scope of work [Manpower 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	Management fee	:	Rs.
1.3	CATERING CHARGES PER PLATE AS per the given MENU at ANNEXURE-10.3 BREAKFAST:..... LUNCH:..... EVENING SNACK:..... DINNER:..... Note: Since all the kitchen equipment, labour, electricity, water costs etc are borne by the DTRTI, the bidder is required to factor only the cost of grocery, vegetables, and cooking gas while giving the above quote.	:	Rs.
1.4	Laundry consumable charges per Month (Per Kg charges need to be explained as separate attachment)	:	Rs.
1.5	Catering charges per person per day for coffee/tea/biscuits/snacks during the training hours as per 4 th bullet of clause 1.3.1.	:	Rs.

The contract amount will be arrived by taking into consideration Sl.no. 1, 1.1, 1.2, 1.3, 1.4 and 1.5..

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SIGNATURE OF THE CONTRACTOR WITH SEAL

PERFORMANCE LEVEL MATRIX

KEY PERFORMANCE	Requirement	*P	*C
Admin Block, hostel, Canteen, Security Rooms, STP, OWC plants	<p>Free of dirt / stain / odor / litters.</p> <p>Cleanliness of floor, wall, sofa sets, glass tables, glass partitions, glass doors, reception tables, chairs, steel railing, corridor glass</p> <p>Chairs to be properly arranged.</p> <p>Refilling of drinking water in classrooms for faculty and participants on lecture days</p> <p>Refilling of drinking water in all faculty, staff and in occupied hostel rooms</p> <p>Display/White boards to be clean.</p> <p>Emptying and cleaning of dustbins</p> <p>Cleanliness of logo and glass backdrop.</p>	*H/B	*Sup
Garbage and food waste disposal	Thorough disposal thrice daily.	H/B	Sup
Raw material store, inflammable stores,	<p>Cleaning once daily.</p> <p>Storage to be kept clean and tidy.</p>	H/B	Sup
AC diffusers, Blinds, light fittings, Ceiling sensors, fire extinguishers	To be cleaned weekly	H/B	Sup

Toilets and Pantry	<p>Walls to be cleaned once a day.</p> <p>Wipe clean all cubicles and urinals using an mentioned disinfectant and hygienic sanitary blocks</p> <p>Wipe clean all basins/ taps/ wall dryers/ fixtures and fittings</p> <p>Replenish all consumables including hand towels and toilet rolls as required</p> <p>Floors cleaned and moped at least 3 to 4 times per day</p>	H/B	Sup
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* P – Performed by.

C – Checked by.

*H/B – Housekeeping boy.

Sup – Supervisor.