

Indian Institute of Science, Bangalore
560012



Website : www.iisc.ac.in/opportunities/tenders

Contact: 080-2293 2765/2202/2008

Request for Proposals (RFP)

For

**“Providing Facility Management Services at New Boys & Girls
Hostel Blocks in IISc, Bangalore”**

DISCLAIMER

This tender document for providing Facility Management Service at IISc Hostel Buildings, Bangalore herein after referred as 'IISc HB' contains brief information about the purpose and scope, the selection process for the successful bidder and the terms and conditions for carrying out the work at IISc HB. The purpose of the tender document is to provide bidders with information to assist the formulation of their bid application (The 'Application').

The information ('information') contained in this tender document or subsequently provided to interested parties (The 'Bidders(s)', inwriting by or on behalf of Indian Institute Of Science(IISc) is provided to bidder(s) on the terms and conditions subject to which such information is provided.

This tender document does not purport to contain all the information that each bidder may require for making its bid. This tender document has been prepared with a view to provide the relevant information about the IISc HB available with IISc and has not been prepared keeping in mind the investment objectives, financial situation and particular needs of each bidder. IISc advises each bidder to conduct its own investigations and analysis and satisfy itself of the accuracy, reliability and completeness of the information given in this tender document and to obtain independent advice from appropriate sources. IISc, its employees and advisors make no representation or warranty and shall not be liable in any manner whatsoever to the accuracy, reliability or completeness of the information provided in this tender document.

Intimation of discrepancies in this tender document, if any, may be given by the Bidders, immediately to the office of the IISc. If IISc receives no written communication, it shall be deemed that the Bidders are satisfied with the information provided in the tender document. In particular, IISc shall not be responsible / liable for any latent or evident defect or character of the IISc HB/IISc HB including but not limiting to the following

- 1.All applicable statutory laws and provisions.
- 2.Technical and financial feasibility of the IIScHB

Any character or requirement for the IISc HB, which may be deemed to be necessary by the Bidder should be independently established and verified by the Bidder before making the bid.

This tender document is not an agreement and is not an offer or invitation by IISc to and other party. The terms on which the contract is to be performed and the right of the successful Bidder shall be as set out in separate agreement executed between IISc and the successful Bidder broadly in the format set out herein.

IISc reserves the right to accept to reject any or all applications without giving any reasons thereof. IISc will not entertain or be liable for any claim for costs and expenses

in relation to the preparation of the documents to be submitted in terms of this tender document.

The word 'BID', 'RFP' and 'Tender' is used interchangeably in the document. Also the words 'Client' and 'Employer' wherever used in this document refers to IISc.

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SECTION 1: INVITATION FOR TENDERS**Tender Notification**

Scope of Work	“Providing Facility Management Services at New Boys & Girls Hostel Blocks in IISc, Bangalore”
Estimated Value of work	Rs 98,00,000/-
Period of Work Completion	1 (One) Year from the date of Work Order extendable after review
Name of the Client	Indian Institute of Science, Bangalore
Address of the Client	Registrar Indian Institute of Science Bangalore – 560 012 Tel No. 080-2293 2765/2202/2008 e-Mail: office.ccmd@iisc.ac.in
Tender Processing Fee	Rs. 5,000/- including 18% GST (Non-refundable)
Amount of Earnest Money to be deposited with the Tender	Rs.1,96,000/-
Last date and Time for submission of tender	24-02-2020 at 15:00 hrs
Date and Time of opening of Tender (Technical Bid)	25-02-2020 at 15:30 hrs.
Date and Time of opening of Tender (Financial Bid)	Shall be intimated to technically Qualified bidders.
Date, Time & Venue of Pre-bid meeting	18-02-2020 at 15.00 hrs. Centre for Campus Management and Development Indian Institute of Science Bangalore – 560 012

1. Tender documents can be downloaded from the website:
<https://www.iisc.ac.in/business-with-iisc/tenders/>
2. Interested Companies/Firms/Agencies may put bid document, complete in all respects along with Earnest Money Deposit (EMD) and other requisite documents, in the Tender Box kept in the CCMD, Indian Institute of Science, Bangalore-12, on or before the deadline indicated in Section 1

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A. General

1. Scope of Tender

The REGISTRAR, Indian Institute of Science invites tenders from eligible Bidders, for **“Providing Facility Management Services at New Boys & Girls Hostel Blocks in IISc, Bangalore”** (as defined in these documents). The eligible Bidders may submit tenders”

2. Eligibility Criteria

- 2.1 Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of India or any State Government of Union of India. (authorized signatory should provide an undertaking).
- 2.2 Tenders from Joint ventures are not acceptable.
- 2.3 All Bidders shall provide the required information accurately and sufficient details in Section 3: Qualification Information.
- 2.4 The Agencies/Company/Authorities/Contractors/Firms should be registered with appropriate Registration Authority (Labour Commissioner etc) with the same nature of work are eligible to apply.
- 2.5 The Tenderer should have maintained assets successfully in the last five years i.e., between 2014-15 to 2018-19 a single similar nature of work of value not less than **Rs. 1,47,00,000 /-**
- 2.6 The bidder /Company / Firm / Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.
- 2.7 The Tenderer shall have achieved in two consecutive financial years Assets maintenance turnover value not less than **1,96,00,000/- in the last five years i.e. 2014-15 to 2018-19. Also produce Auditor certified balance sheet containing Professional fees details.**
- 2.8 Work completion certificate for having completed at least one work of similar nature of value not less than the estimated value of contract certified from the competent Administrator authority/Employer shall be uploaded. The work completion certificate shall mention the nature of Asset Maintenance works executed and the date of commencement and date of completion of the work.
- 2.8 The Tenderer shall Submit the valid and present certificate copies of PAN, GST, Contractor’s Registration passbook in technical bid, **failing which the tender will be rejected.** If necessary, bidder shall produce all the original documents for verification.
- 2.10 The work shall be carried out as per the directions of the Project Engineer cum Estate Officer and Engineer-in-charge.
- 2.11 Blacklisted contractors/in govt/Quasi govt/boards/BBMP etc., are not eligible to quote, if found such tenders will be rejected
- 2.12 The successful Bidder shall execute an Agreement within 10 days from the date of Receipt of intimation from this office, The Tender Document will form the part and

- parcel of the agreement, failing which the tender will be deemed to be cancelled.
- 2.13 The materials shall be got approved by the Project Engineer cum Estate Officer, IISc before execute the work.
 - 2.14 Further details of the work can be obtained from this office.
 - 2.15 The rates quoted in the schedule shall be inclusive of all applicable taxes (inclusive of GST).
 - 2.16 The IISC. reserves the right to accept / reject any or all the tenders without assigning any reasons.
 - 2.17 The work shall be commenced with all men and machinery within 10 days from the date of work order, failing which it would be presumed that the successful Tenderer is not interested in the work and action will be taken to get the work executed through alternate agency at the risk and cost of the former Tenderer.
 - 2.18 Conditional tenders will not be accepted.
 - 2.19 Bidders who meet the above specified minimum qualifying criteria, shall be eligible.
 - 2.20 Even though the Bidders meet the above criteria, they are subject to be disqualified if they have:
 - Made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or
 - Record of poor performance such as abandoning the works, not properly completed the contract, inordinate delays in completion, litigation history, or financial failures etc
 - 2.21 Either the Registered Office or one of the Branch Office of the bidder should be located in Bangalore.
 - 2.22 The bidder /Company / Firm / Agency should have at least three years of experience in providing similar services to Public Sector Companies / Banks / Government Departments/ Research Organizations / Reputed Private Sector Companies/CFTI's
 - 2.23 The Financially Qualified Bidder i.e., L1 should submit Performance Bank guarantee of 5% of the total Value of Estimated work Valid upto to 3 months. The Contractor shall be required to extend the performance guarantee for an appropriate period as per contractual requirements.

3. Site visit:

The Bidder at his own responsibility is encouraged to visit and examine the Site of Works and its surroundings and obtain all information that may be necessary for preparing the Tender and entering into a contract for the Works. The cost of visiting the Site shall be at the Bidder's own expense.

B. Tender documents (Two bid system – Technical & Financial)

The Tender document can be downloaded from Institute website:

<https://www.iisc.ac.in/business-with-iisc/tenders/>

It may be noted that all subsequent notifications, changes and amendments on the project/document would be posted only on the same website: _

<https://www.iisc.ac.in/business-with-iisc/tenders/>

Necessary details could also be obtained through telephone at 080-2293 2765/2008/2002.

4. Content of Tender documents

The bidders should go through the Tender Document and submit separately sealed covers i.e. Technical Bid and Commercial Bid hard copies to CCMD.

5. Amendment of Tender documents

- 5.1 Before the deadline for submission of tenders, the IISC, may modify the tender documents by issuing corrigendum / addendum.
- 5.2 Such corrigendum/ addendum thus issued shall be part of the tender documents and shall be published in Institute Website.
- 5.3 To give prospective Bidders reasonable time in which to take corrigendum/ addendum into account in preparing their tenders, the IISC. shall extend as necessary the deadline for submission of tenders.

C. Preparation of Tenders

6. Documents comprising the Tender

- 6.1 **The Technical Bid** submitted by the Bidder shall contain the documents as follows:
 - (a) Earnest Money Deposit & Tender processing fee is to be paid through DD as specified in the Tender document.
 - (b) Any other documents / materials required to be completed and submitted by Bidders in accordance with these instructions. The required documents shall be filled in without exception.
- 6.2 **The financial bid** submitted by the Bidder shall contain the documents as follows:

Priced Bill of Quantities: hardcopy of commercials should be enclosed.

7. Tender prices

- 7.1 The contract shall be for category of Service based on the priced Bill of Quantities submitted by the Bidder.
- 7.2 The Bidder shall fill in rates for all items in each category described in the Bill of Quantities. Items for which no rate or price is entered by the Bidder will be rejected for incomplete Documents.
- 7.3 All prevailing duties, taxes, and other levies payable by the contractor under the contract, or for any other cause, shall be included in the rates, prices and total Tender Price submitted by the Bidder.
- 7.4 GST on each line item should be quoted separately

8. Tender validity

- 8.1 Tenders shall remain valid for a period not less than **180 days** after the deadline date for tender submission. A tender valid for a shorter period shall be rejected by the IISC. as non-responsive.
- 8.2 In exceptional circumstances, prior to expiry of the original time limit, the IISC. may request that the Bidders may extend the period of validity for a specified additional period. The request and the Bidders' responses shall be made in writing or by email. A Bidder may refuse the request without forfeiting his earnest money deposit. A Bidder agreeing to the request will not be required or permitted to modify his tender, but will be required to extend the validity of his earnest money deposit for a period of the extension, and in compliance with n all respects.

9. Earnest money deposit

9.1 Earnest Money Deposit/ Bid security

The Bidder shall furnish, as part of his tender, Earnest Money Deposit (EMD) of Rs. 1,96,000/- The Bidder can pay the Earnest Money Deposit (EMD) in the using any of the following payment modes:

- Demand Draft (DD) in the name of Registrar, IISc.

EMD amount will have to be submitted by the bidder taking into account the following conditions:

- a. EMD will be accepted only in the form of Demand Draft will be maintained in Bank account until the finalization of the Tender.
 - b. The entire EMD amount for a particular tender has to be paid in a single transaction
- 9.2 The earnest money deposit of unsuccessful Bidders will be returned after awarding the contract to the successful bidder.
 - 9.3 The earnest money deposit may be forfeited:
 - (a) If the Bidder withdraws the Tender after tender opening during the period of tender validity;
 - (b) If the Bidder fails within the specified time limit to
 - (i) Sign the Agreement; or
 - (ii) Furnish the required Security deposit

10. Format and signing of Tender

Bidder shall sign all the pages of the tender document as a token of acceptance of all the terms and conditions of the contract and submit hard copy.

D. Submission of Tenders

11. Tenders must submit hard copies of the sealed covers to Office of CCMD, before the notified date and time.

12. Deadline for submission of the Tenders

The Bidder shall submit a set of hard copies of all the documents in a sealed cover to IISc., required as a pre-qualification bid (Technical bid) and Commercial Bid.

The IISc. may extend the deadline for submission of tenders by issuing an amendment in accordance in which case all rights and obligations of the IISc and the Bidders previously subject to the original deadline will then be subject to the new deadline.

13. Late Tenders

Bidder shall not be able to submit the bid after the bid submission time. IISc will not be liable (or) responsible for any delay due to any reason.

14. Modification and Withdrawal of Tenders

14.1 No Tender may be modified after the deadline for submission of Tenders.

14.2 Withdrawal or modification of a Tender between the deadline for submission of Tenders and the expiration of the original period of Tender validity.

Tender Opening and Evaluation

15. Tender Opening:

15.1 The IISc will open all the Tenders received in the presence of the Bidders or their representatives who choose to attend on the specified date, time and place specified. In the event of the specified date of Tender opening being declared a holiday for the IISc. The Tenders will be opened at the appointed time and location on the next working day.

15.2 The IISc. will evaluate and determine whether each tender meets the minimum qualification /eligibility criteria.

15.3 The IISc record the Tender opening

16. Process to be confidential

16.1 Information relating to the examination, clarification, evaluation, and comparison of Tenders and recommendations for the award of a contract shall not be disclosed

to Bidders or any other persons not officially concerned with such process until the award to the successful Bidder has been announced.

17 Clarification of Tenders

- 17.1 To assist in the examination, evaluation, the IISC. may, at its. Discretion, ask any Bidder for clarification of his Tender. The request for clarification and the response shall be in writing or by e-mail along with the section number, page number and subject of clarification, but no change in the price or substance of the Tender shall be sought, offered, or permitted.
- 17.2 No Bidder shall contact the IISC. on any matter relating to its Tender from the time of the Tender opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the IISC., he should do so in writing.
- 17.3 Any effort by the Bidder to influence the IISC. in the IISC.'s Tender evaluation, or contract award decisions may result in the rejection of the Bidders' Tender.

18 Correction of errors

- 18.1 Tenders determined to be substantially responsive will be checked by IISC. for any arithmetic errors. Errors will be corrected by the IISC. as follows:
- (a) Where there is a discrepancy between the rates in figures and in words, the lower of the two will govern; and
 - (b) Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.
- 18.2 The amount stated in the Tender will be adjusted by the IISc. in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount the Tender will be rejected, and the earnest money deposit may be forfeited.

19. Evaluation and comparison of Tenders

19.1 Opening of the Financial bid will be preceded by the Evaluation of the Pre-qualification Offer will be done by the Evaluation Committee constituted for the purpose. Applicants who qualify as per the eligibility criteria given above will be shortlisted for further evaluation and are required to give a presentation of their methodology and understanding of the project. The past performance and credentials of the firm will be assessed by a panel of experts. This will form a part

of technical evaluation besides the documentary credentials submitted by the applicant.

Technical evaluation once completed, the qualified applicants would be invited for opening of Financial Proposal. Financial bids of only those applicants who score a minimum of 45 marks out of 60 in the Technical Qualification Criteria will be opened. The selection of the successful applicant would be on the "Quality cum Cost Basis (**QCBS**)".

Sl.No	Sub. Head	Marks
1	Turnover of the company	10
2	Firm's previous experience of similar works	10
3	Value of works Taken up by the firms	10
4	Credentials of Staff members proposed to be engaged for project of IISC (Refer Tech Form I)	10
5	Submission of Project Approach and Methodology including Proposed Staffing Schedule / Manpower Deployment to cover the scope work (A Brief report not more than 20pages).(Refer Tech form II)	10
6	Presentation before Selection Panel in support of firm's credentials, understanding of the Scope of work, methodology to maintain the assests covering above points, satisfactory answers to the queries of members of Selection Panel (Duration 15 to 20 mins).	10
	Total Technical Score	60
	Financial Score	40

19.2 TECH - FORM-I

FORM FOR CURRICULUM VITAE (CV) FOR PROPOSED KEY PERSONNEL

1. Proposed Position:

2. Name of Personnel:

3. Date of Birth:

4. Nationality:

5. Educational Qualification:

{Summarize college/university and other specialized education of Personnel, giving degrees obtained)

6. Employment Record:

(Starting with present position, list in reversed order, every employment held. List all positions held by staff member since graduation, giving dates, names of employing organization, title of positions held and location of assignments. Experience period of specific assignment must be clearly mentioned).

7. Relevant Project Experience

Furnish list of relevant project experience which describe the suitability and eligibility of the Personnel for this Tender with brief description of role, responsibility and duration of the services performed; brief description of the project.

8. Summary of the CV

(Furnish a summary of the above CV. The information in the summary shall be precise and accurate. The information in the summary will have bearing on the evaluation of the CV).

A) Education:

Field of Graduation and year

Field of any other degree / expertise and Year

B) Professional Experience as below:

I) Total professional experience: Yrs.

ii) Positions held:

a) Yrs.

b) Yrs.

c) Yrs.

iii) Essential Work Experience: Yrs.

C) Regular Employment with the Firm: (Yes/No)

If yes, how many years:

If no, employment Arrangement with the firm:

9. Details of the current assignment and the time duration for which services are required for the current assignment.

Certification:

1. I am willing to work on the project and I will be available for a minimum period of One years for the project assignment.

2. I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualification and my experience.

Signature of the Candidate

Place

Date

Signature of the Authorized Representative of the firm

Place

Date

Note: Each page of the CV shall be signed by blue ink/digital signature by both the staff members and the Authorized representative of the firm. Photocopies shall not be considered for evaluation.

19.3 TECH - FORM-II

UNDERSTANDING OF TOR, METHODOLOGY AND WORK PLAN PROPOSED FOR PERFORMING THE ASSIGNMENT

The descriptive part of submission under this will be detailed precisely under the following topics. This will be evaluated while evaluation of technical proposal by Technical Evaluation Committee.

1) Understanding of TOR

The Bidder will submit his understanding of the TOR specified in the RFP in a brief manner underlying the crucial and important aspects of it. The Bidder may supplement various requirements of the TOR if he considers this would bring more clarity and improvements over the existing requirements and assist in achieving the various tasks laid down in the TOR.

2) Methodology

The Bidder will submit his methodology for carrying out this assignment, outlining his approach toward achieving the Objectives laid down in the project brief TOR. Scope of Services laid down in the TOR is indicative for achieving the specified Objectives. The Bidder should briefly explain how he will build upon them once the Facility Management Contract is awarded to him.

3) Work Plan

The Bidder will submit a brief write up on their proposed team of personnel explaining how various Fields of Expertise and experience needed for this assignment has been fully covered by their proposal. The Bidder should specify the sequence of important activities and quality assurance plan for carrying out the Facility Management services.

Note: The above submission should also give deployment of Key Personnel and their duration of deployment including detailed activity identification.

Authorized Representative

Name:

Designation:

Signature of the Authorized Representative

Particulars of Key Personnel

S. No.	Designation of Key person	Name	Educational Qualification	Length of Professional Experience	Present Employment		No. of Eligible Assignments ^{\$}
					Name of Firm	Employed Since	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							

20. METHOD OF OPENING OF PROPOSAL

Proposals received will be opened and scrutinized on the date and time specified in the Bidding schedule.

The Financial proposal of all the eligible firms who pass in technical evaluation shall only be opened.

The Contractor/Agency must quote his fees in the following format:

20.1 The Proposals will be opened in the presence of Bidders / their representative, who remain present or are deemed to remain present on the date & time mentioned in the Bidding Programme for such opening of financial proposals,

20.2 Over all evaluation of the proposal shall be made based on Quality & Cost based selection (QCBS) wherein Technical marks will carry weightage of 60% and financial marks will carry weightage of 40%.

20.3 In evaluating the Tenders, the IISC. will determine each Tender the evaluated Tender Price by adjusting the Tender Price as follows:

- (a) Making any correction for errors
- (b) Making appropriate adjustments to reflect discounts or other price modifications offered

20.4 The IISC. reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations, and alternative offers and other factors which are in excess of the requirements of the Tender documents or otherwise result in unsolicited benefits for the IISC. shall not be taken into account in Tender evaluation.

20.5 NEGOTIATIONS

The Bidder who is technically qualified and whose financial offer is valid and overall lowest as per para 20.2 fails to convince the Tender Evaluation Committee of his capability, capacity, credibility, his offer may be rejected or negotiated through appointed committee.

F. Award of Contract

21. Award criteria

21.1 The IISc. will award the Contract to the Bidder whose Tender has been determined to be substantially responsive to the Tender documents and who has offered the lowest evaluated Tender Price, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions (b) qualified in accordance with the provisions.

22. IISc.'s right to accept any Tender and to reject any or all Tenders

22.1 Notwithstanding the IISc. Reserves the right to accept or reject any Tender, and to cancel the Tender process and reject all Tenders, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the IISc's action.

23. Notification of award and signing of Agreement

23.1 The Bidder whose Tender has been accepted will be notified of the award by the IISc. prior to expiration of the Tender validity period by e-mail or confirmed by letter. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") will state the sum that the IISc. will pay the Contractor in consideration of the execution, completion, and maintenance of the Works by the Contractor as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price").

23.2 The notification of award will constitute the formation of the Contract, subject only to the furnishing of a performance security in accordance with the provisions

23.3 The Agreement will incorporate all agreements between the IISc. and the successful Bidder / Bidders. It will be kept ready for signature of the successful Bidder in the office of IISc. Following the notification of award along with the Letter of intent. The successful Bidder will sign the Agreement and deliver it to the IISc.

23.4 Upon the furnishing by the successful Bidder of the Security deposit, the IISc. will issue formal work order.

25. Corrupt or Fraudulent practices

25.1 The IISc requires that the Bidders observe the highest standard of ethics during the execution of such contracts. In pursuance of this policy, IISc.:

- (a) will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- (b) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a IISc contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a IISc contract.

SECTION 3: QUALIFICATION INFORMATION

The information to be filled in by the Bidder hereunder will be used for purposes of computing Tender capacity as provided in the Instructions to Bidders. This information will not be incorporated in the Contract.

- 1.1 Name of Agency as registered :
- Postal Address for communication :
- Principal Place of business :
- Name of the Owner :
- Nature of Company/individual/partnership/firm etc :
- Name of the authorized person with contact details :
- Constitution or legal status of Bidder :
- Place of Registration : [Attach self-attested photo copy]
- 1.2 Total value of Facility Management works executed and payments received in the last five years (In Rs. Lakhs)

2014-15 _____

2015-16 _____

2016-17 _____

2017-18 _____

2018-19 _____

- 1.3 (a) Details of contracts for Facility Management Services on works of similar nature over during the five years specified in 1.2 above.

Project Name	Name of the Employer	Description of work	Contract number	Value of Contract	Stipulated Period of completion	Actual date of completion	Remarks (Reason for delay)
1	2	3	4	5	6	7	8

[Attach satisfactory certificate and date of completion from the concerned Competent Administrative Authority/Employer]

- (b) Details of single Govt / Semi Government/CFTI/IIT/IISCERs similar nature of work .

- 1.4 Information on works for which Tenders have been submitted and works which are yet to be completed as on the date of this Tender.

(A) Existing commitments and on-going works:

Description of work	Place & state	Contract Number And Date	Name & Address of the Customer	Value of contract Rs. Lakhs	Specified period of completion	Value of work remaining to be completed (Rs. Lakhs)	Anticipated date of completion
1	2	3	4	5	6	7	8

[Details to be furnished with necessary work order signed from concerned Engineer-in-charge not below the rank of Executive Engineer or Competent Authority. Work order/Testimonials will be verified, if required]

(B) Works for which Tenders already submitted:

Description of work	Place & state	Name & address of the Customer	Estimated value of work Rs in lakhs	Stipulated period of completion	Date when decision is expected	Remark If any
1	2	3	4	5	6	7

- 1.5 Reports on the financial standing of the tendered, such as profit and loss statements and auditor's reports (audited balance sheet) and Annual Turn Over for the last five years to be submitted as per the format below:-

Sl.no	Year	Turn Over Amount	Remark
1	2	3	7
2	2014-15		
3	2015-16		
4	2016-17		
5	2017-18		
6	2018-19		

***Note: A separate certificate from Chartered Account stating turnover for the last five years to be enclosed]**

- 1.6 Evidence of access to financial resources to meet the qualification requirement specified in ITT

(b): Cash in hand, Letter of Credit etc. List them below and attach certificate from

the Banker in the suggested format as under:

SECTION : 4**PROFORMAS****4.1 BANK GUARANTEE FOR PERFORMANCE SECURITY**

*(On Stamp Paper of Appropriate Value and as amended from time to time from Nationalized Bank & operable in Bangalore)

To

The Registrar.

Indian Institute of Science
Bangalore , INDIA.

Tel. _____

Fax: _____

In consideration of "Indian Institute of Science, IISc", "IISc", which expression shall, unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having M/s. _____ having _____ awarded its office to at (Hereinafter referred as the which expression shall repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a contract by issue of IISc's Contract Agreement no. /Letter of acceptance No. _____ dated _____ and the same having been unequivocally accepted by the Consultant, resulting in a Contract valued at Rs _____/- (Rupees _____) excluding GST for **"Providing Facility Management Services at New Boys and Girls Hostel Blocks in IISc, Bangalore"**.

(Herein after referred as the "Contract"), and the Consultant having agreed to furnish a Bank Guarantee to the IISc as "Performance Security as stipulated by the IISc in the said Contract for performance of the above Contract amounting to Rs. _____ ./- (Rupees _____)

We, _____ having registered office at _____, a body registered/constituted under the _____.(hereinafter referred to as the Bank), which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and

assigns) do hereby unconditionally guarantee and undertake to pay the IISC immediately on demand any or, all money payable by the Consultant to the extent of Rs _____. (Rupees _____) as aforesaid at any time up to _____ without any demur, reservation, contest, recourse or protest and/or without any reference to the consultant. Any such demand made by the IISC on the bank shall be conclusive and binding notwithstanding any difference between the IISC and the General Consultant or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the Guarantee herein contained shall be irrevocable and shall continue to be enforceable till the IISC discharges this guarantee. The IISC shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee, from time to time to vary or to extend the time for performance of the contract by the Consultant. The IISC shall have the fullest liberty without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the consultant and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the IISC and the Consultant any other course or remedy or security available to the IISC. The bank shall not be relieved of its obligations under these presents by any exercise by the IISC of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the IISC or any other indulgence shown by the IISC or by any other matter or thing whatsoever which under law would but for this provision have the effect of relieving the Bank.

The Bank also agrees that the IISC 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 Consultant and notwithstanding any security or other guarantee that the IISC may have in relation to the Consultant's liabilities.

The IISC shall be entitled to make unlimited number of demands under this Bank Guarantee, provided that the aggregate of all sums paid shall not

exceed the Guaranteed amount.

The Bank shall make the payment hereunder against the receipt of a demand without any proof for document, notwithstanding any dispute by the Consultant, and such a demand shall be a conclusive evidence of the Banks liability to pay the IISC.

The Bank Guarantee shall be continuing irrevocable obligation.

Any waivers, extensions of time or other forbearance given or variations required under the Contract or any invalidity, unenforceability or illegality of the whole or any part of the Contract or rights, of any Party thereto, or amendment or other modification of the Contract, or any other fact, circumstance, provision of statute of law which might, entitle the Bank to be released in whole or in part from its undertaking, were its liability to be secondary and not primary, shall not in any way release the Bank from its obligations under this Bank Guarantee.

Any demands shall be deemed to have been duly served: if delivered by hand, when left at the property address for service; and if given or made by pre-paid registered post or facsimile transmission, when received.

This Bank Guarantee shall be governed by and construed in accordance with the laws of the Republic of India and the parties to this Bank Guarantee hereby submit to the jurisdiction of the Courts of India (Specifically Bangalore) for the purposes of settling any disputes or differences which may arise out of or in connection with this Bank Guarantee, and for the purposes of enforcement under this Bank Guarantee.

Notwithstanding anything contained herein,

- a) Our liability under this Bank Guarantee is limited to Rs. _____. (Rupees _____) and it shall remain in force up to and including _____ (date of expiry of liability) and shall be extended from time to time for such period as may be desired by Consultant, on whose behalf this guarantee has been given.
- b) This Bank Guarantee shall be valid up to _____.
- c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if IISc serve upon us a written claim or demand on or before _____ (date of expiry of Guarantee / date of

expiry of grace period, whichever is later).

(Signature of the Authorized Official)

(Name & Designation with Bank Stamp)

NOTE:

- (i) The bank guarantee(s) contains the name, designation and code number of the officer(s) signing the guarantee(s).
- (ii) The address, telephone no. and other details of the Head Office of the Bank as well as of issuing branch should be mentioned on the covering letter of issuing Branch.
- (iii) The bank guarantee for Rs.10,000 and above is signed by at least two officials (or as per the norms prescribed by the RBI in this regard).

Form of Tender

Description of the Works: “ **Providing Facility Management Services at New Boys & Girls Hostel Blocks in IISc, Bangalore**”

To

The Registrar,
Centre for Campus Management and Development
Indian Institute of Science
Bengaluru – 560 012

Dear Sir,

We offer to execute the Works described above in accordance with the Conditions of Contract

This Tender and your written acceptance of it shall constitute a binding contract between us. We understand that you are not bound to accept the lowest or any Tender you receive.

We undertake that, in competing, if the award is made to us, in executing the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

We hereby confirm that this Tender complies with the Tender validity and Earnest money deposit required by the Tender documents.

We hereby authorized IISc and its authorized representatives to conduct any enquiries or investigations to verify the statements, documents and information submitted for this tender.

We attach herewith our current income-tax clearance certificate.

Yours faithfully,

Authorized Signature:

Name & Title of Signatory: _____

Name of Bidder

Address:

THE ARTICLES OF AGREEMENT

Articles of Agreement made at Bangalore, this between the INDIAN INSTITUTE OF SCIENCE, BANGALORE 560012, (hereinafter referred to as the OWNER or EMPLOYER which expression shall include its successors and assigns and all the persons for the time being in the Management of the Institute) represented by its REGISTRAR of the ONE PART, andher einafter referred to as the “CONTRACTOR”, (which expression shall include their partners, their respective heirs, executors, administrators and assigns) on the OTHER PART.

Whereas the Employer is desirous of getting the work of “ **Providing Facility Management Services at New Boys & Girls Hostel Blocks in IISc, Bangalore**”(hereinafter called the work) executed by the Contractor at the rates quoted by him amounting to **Rs...../- (Rupees Only)** which is the estimated amount put to tender.

And whereas the Contractor has agreed to execute the aforesaid work on terms and conditions mentioned herein and subject to Tender Conditions of Contract and in accordance with the particular specifications, general notes and the schedule of quantities, schedule of rates, payment and penalty condition.

And Whereas the contractor has deposited a sum of **Rs/- (Rupees Only)** with Employer as security for the due performance of this Contract.

Now it is hereby agreed and declared by and between the parties hereto as follows;

1. In consideration of the payment to be made to them as hereinafter provided, the contractor shall, subject to the terms, conditions, specifications, schedule of quantities, drawings, etc., more particularly stated in the Schedules aforesaid, execute and complete the work within **1 (One) Year** starting after 10 days of issuance of work order or from the date of handing over of site, whichever is later.

2. The Employer shall pay to the contractor such sums as shall become payable hereunder at the time and in the manner specified in the conditions contained in the schedule aforesaid.

3. The time allowed for carrying out the work as entered in the tender Agreement shall be strictly observed by the contractor and shall be deemed to be the essence of the contract on the part of the contractor and shall be reckoned from 10 days after the date on which the order to commence the work is issued to the Contractor or the date of handing over of site, whichever is later. The work shall throughout the stipulated period of the contract be proceeded with all due diligence and the Contractor shall pay as compensation an amount equal to one percent, or such smaller amount, as the Director, Indian Institute of Science (whose decision in writing shall be final) may decide on the amount of estimated cost of the whole work as shown in the tender for every day that the work remains un commenced or unfinished, after proper dates.

4. The Director of the Indian Institute of Science, without prejudice to his rights under the contract in any respect of any delay or inferior workmanship or otherwise, or to any claim for damages in respect of any breaches of the Contract and without prejudice to any rights of remedies under any of the provisions of this contract or otherwise and whether the date of completion has or has not elapsed, by notice in writing absolutely determine the contract in any of the following cases:-

- (i) If the contractor having been given by the Project Engineer-cum-Estate Officer, CCMD a notice in writing to rectify reconstruct or replace any defective work or that the work is being performed in any inefficient or otherwise improper or un workmanlike manner, shall omit to comply with the requirements of such notice for a period of seven days of such notice thereafter or if the contractor shall delay or suspend the execution of the work so that in the judgment of the Project Engineer-cum-Estate Officer, CCMD (which shall be final and binding) either he will be unable to secure completion of the work by the date for completion of the work or he has already failed to complete the work by that date.
- (ii) If the Contractor being a company passes a resolution or if the Court passes an order to wind up the company or if a receiver or a manager is appointed on behalf of the creditors of the company or under circumstances which entitles the Court or the creditors to appoint a receiver or manager which would entitle the Court to make a winding up order.
- (iii) If the Contractor commits breach of any of the terms or conditions of this contract;
- (iv) If the contractor assigns or sublets without written approval of the Project Engineer-cum-Estate Officer, CCMD or becomes insolvent.

When the Contractor has made himself liable for action under any of the cases aforesaid, the Project Engineer-cum-Estate Officer, CCMD on behalf of the Director of the Institute shall have powers:

- (a) To determine or rescind the Contract as aforesaid (in which termination or recession notice in writing to the Contractor under hand of the Project Engineer-cum-Estate Officer, CCMD shall be conclusive evidence) Upon such determination or recession the security deposit of the Contractor shall be liable to be forfeited and shall absolutely be at the disposal of Institute.
- (b) To employ labour paid by the Institute and supply materials to carry out the work or any part of the debiting the Contractor with the cost of the labour and the price of the materials (of the amount of which cost and price certified by the Project Engineer-cum-Estate Officer, CCMD shall be final and conclusive
- (c) against the Contractor) and crediting him with the value of the work done in all respect on the same manner and at the same rates as if it has been carried out by the contractor under the term of his contract. The certificate of the Project Engineer-cum-Estate Officer, CCMD as to the value of the work done shall be final and conclusive against the contractor, provided always that action under the sub-section shall only be taken after giving notice in writing to the contractor. Provided also that if the expenses incurred by the Institute are less than the amount payable to the contractor at his agreement rates, the difference shall not be paid to the Contractor.

After giving notice to the contractor to measure up the work of the contractor and to take such part thereof as shall be un-executed out of his hands and to give it to another contractor to complete in which case any expenses which may be incurred in excess a sum of which would have been paid to the original contractor if the whole work had been executed by him (of the amount of which excess the certificate in writing of the Project Engineer-cum- Estate Officer, CCMD shall be final and conclusive) shall be borne and paid by the original contractor and may be deducted from any monies due to him from the Institute under this contract or any other account whatsoever, of from his security deposit or the proceeds of sales thereof, or a sufficient part thereof as the case may be.

In the event of any one or more of the above courses being adopted by the Project Engineer-cum-Estate Officer, CCMD, the contractor shall have no claim to compensation for any loss sustained by him by reason of his having purchased or procured any materials or entered into any engagements or made any advances on account or with a view to the execution of the work or the performance of the contract. And in case action is taken under any of the provisions, aforesaid, this contractor shall not be entitled for recover or be paid any sum for work thereto/for actually performed

under this contract unless the Project Engineer- cum-Estate Officer, CCMD has certified in writing the performance of such work and the value payable in respect thereof and he shall only be entitled to be paid the value so certified.

5. The schedules above mentioned including the General Rules and Directions to Contractors and the following documents, viz.,

- i) Letter of Intent
- ii) Letter of Acceptance
- iii) Conditions of Contract
- iv) Contractor's Bid – Bill of Quantities
- v) Technical Specifications
- vi) The pre-Bid meeting proceedings and corrigendum
- vii) Any other document listed in the Contract Data as forming part of the contract

shall form an integral part of agreement and the decision of the Project Engineer-cum-Estate Officer, CCMD in reference to all matters of dispute as to material and workmanship shall be final and binding on both the parties.

6. The employer reserves to himself the right of altering the drawings of the works and of adding to or omitting any item of work from or of having portions of the same carried out departmentally or otherwise and such alterations or variations shall not vitiate this agreement.

7. This agreement comprises the work aforesaid and all subsidiary works connected therewith even though such works may not be shown on the schedule appended hereto.

8. Notwithstanding anything contained in the tender submitted by the contractor, all of this agreement shall be binding on both the parties.

9. Where counter terms and conditions, printed or copied, are offered by the contractor, the same shall not be deemed to have been accepted by the Employer, unless specific written acceptance thereof is furnished by the Employer. Notwithstanding the foregoing, no verbal agreement or inference from conversation with any office members/representatives/employees of the Employer before, during or after the execution of the agreement, shall in any way affect or modify any of the terms/obligations contained herein.

10. In the event the contract is terminated by the Employer due to any aforementioned act/omission on the part of the contractor, or for any reason whatsoever, the Employer shall be entitled to engage the services of any other person, agency or Contractor to meet its requirement, without prejudice to its rights including claim for damages against the Contractor.

11. The Employer shall be indemnified for all losses due to commissions and omissions of persons deployed by the contractor. If any loss or damage is caused to the Employer on account of any negligence, carelessness, acts of omissions. Commissions of contractors, his employees or staff, the same shall be made good by the contractor. The contractor shall defend, indemnify and hold the Institute harmless from any liability or damage, law suits, penalties imposed by any State of Central Government Department or statutory body or by a third party for reasons of violation of any of statutory provisions or requirements by the contractor. The Employer shall not be liable for any damage or compensation payable to any workmen or to any person as a consequence of this work and the Employer shall be completely indemnified accordingly.

12. In case of disputes including all questions relating to the performance of the obligations under this agreement and all the dispute and differences which shall arise either during or after the agreement period or other matters arising out of or relating to this agreement or payments to be made in pursuance thereof shall be decided by the Director of IISc whose decision shall be binding on the contractor. The Contractor hereby agrees to be bound by the decision of the Director.

IN WITNESS WHEREOF the parties hereto have set their respective hands the day and the year here in above written.

In the presence of:
Contractor.

Signed by for and on behalf of the said

In the presence of:
Employer.

Signed by for and on behalf of the said

REGISTRAR
INDIAN INSTITUTE OF SCIENCE
BANGALORE-12

INDIAN INSTITUTE OF SCIENCE, BANGALORE-12

Asset Management Tender

I/We, hereby tender for the execution for the Indian Institute of Science, Bangalore-12 of the works specified in the under mentioned memorandum within the time specified in such memorandum at the rates specified therein and in accordance, in all respects, with the specifications, instructions in writing which have been read by me/read and explained to me and with such materials as provided for by and in all other respects in accordance with such conditions as for as possible.

MEMORANDUM OF WORK

1.	GENERAL DESCRIPTION	“ Providing Facility Management Services at New Boys & Girls Hostel Blocks in IISc, Bangalore”
2.	ESTIMATED COST	Rs 98,00,000/-
3.	EARNEST MONEY	Rs 1,96,000/-
4.	TIME ALLOWED FOR THE COMPLETION OF THE WORK IN ALL RESPECT FROM THE DATE OF COMMENCEMENT OF THE WORK	1 (One) Year
5.	BILLS OF QUANTITIES.	Enclosed.
6.	SPECIFICATIONS.	The work shall be carried out strictly in accordance with the enclosed specifications and wherever items are not covered by those specifications in accordance with Specifications /requirements and directions of the Project Engineer-cum-Estate Officer, CCMD or his representatives.

I/We hereby agree to abide by and fulfil all the terms and provisions of the conditions contained in the articles of agreement, which have been read by me/us or in default thereof to forfeit and pay to the Registrar, Indian Institute of Science or his successors the sums of monies mentioned in the said conditions.

The sum of **Rs**/- (**Rupees**
Only) has been deposited in cash/Bank draft as Earnest Money the full value which is to be absolutely forfeited to the Registrar or his successors in Office should I/We fail to commence the work specified in the above memorandum and complete the same.

Dated this

Witness to Contractor's Signature:

Signature of the Contractor's

NAME
ADDRESS

OCCUPATION

The above tender is hereby accepted by me on behalf of the Indian Institute of Science, Bangalore-12.

**REGISTRAR
INDIAN INSTITUTE OF SCIENCE
BANGALORE**

Indian Institute of Science, Bangalore-12

A P P E N D I X	
1.Name of the work	“Providing Facility Management Services at New Boys & Girls Hostel Blocks in IISc, Bangalore”
2.Date of commencement of work	Within Ten days from the date of issue of work order or the date of handing over the site whichever is later
3.Time of Completion	1 (One) Year
4.Frequency of interim Certificate and payment	Once every month.
5. Period for payment of Running Bill.	Three weeks from the date of submission of each Running account bills by the Contractor.
6. Period for submitting the final Bill.	One month from the date of virtual completion of the work by the Contractor.

Section 5:**Conditions of Contracts**

1. A Schedule of Quantities (Bill of Quantities) is attached herewith. It should however, be clearly understood that these quantities are liable to alterations by omission, addition or variation, at the discretion of the Project Engineer Cum Estate Officer.
2. The tenderer shall insert all rates and amounts and the totals in the schedule of quantities. Rate for alternative items, when asked for, shall be entered in red ink and shall not be included in the total.
3. The tenderer is expected to inspect the site and acquaint himself with the local conditions and will be deemed to have so done before submitting the tender.
4. The successful tenderer is required to sign an agreement for the due fulfilment of the contract and start the work immediately on of the acceptance of his tender. A draft of the Articles of the Agreement is enclosed. The Earnest Money referred to in item No.3 of Memorandum contained in the “Item Rate Tender for Works”, will be forfeited and at the absolute disposal of the Employer if the Contractor defaults from signing the Agreement of in starting the work.
5. The rates quoted shall be for finished work and shall include for all necessary incidental work. Sales or any other tax on materials in respect of this contract will be payable by the Contractor. The Contractors cannot presume any details regarding the contract.
6. The duration of the work is **1(One)Year**
7. Institute reserves the right to accept or reject any tender without assigning reasons thereof. He further reserves the right of deleting any item of work in this contract at his discretion.
8. It is entirely the responsibility of the Contractor to arrange for and provide all materials required for successful completion of the work except such special materials that may be supplied if any.

9. Tenders determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Errors will be corrected by the Employer as Follows;
- a. Where there is discrepancy between the rates in figures and in words, the lower of the two will be governed and
 - b. Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will be governed.
 - c. Where there is a discrepancy in entries of unit rate between the Original and Duplicate, the lower will govern.
10. Work done as a sub- contractor under a prime contractor will not be considered for qualification.
11. “Prime Contractor” means a firm that performs a work itself and that the work is directly entrusted to the firm by the owner/ government/ local body/ quasi government/ Government undertaking bodies.
12. The agency shall ensure that the manpower deployed in IISc, are physically fit, well trained and are preferably in the age group of 22-55 years.
13. The successful bidder shall furnish the following documents in respect of the individual manpower who will be deployed at IISc, before the commencement of work:
- List of Manpower short listed by agency for deployment at IISc, containing full details i.e. date of birth, marital status, address etc;
 - Bio-data of the persons.
 - Character certificate from a Gazetted officer of the Central / State Government.
 - Certificate of verification of antecedents of persons by local police authority (PCC Certificate)
14. In case, the person employed by the successful bidder commits any act of omission / commission that amounts to misconduct /indiscipline/ incompetence / security risks, the selected agency will be liable to take appropriate disciplinary action

against such persons, including their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

15. The selected agency shall provide identity cards to the personnel deployed at IISc carrying the photograph of the personnel and personal information such as name, date of birth, age and identification mark etc.

16. IISc reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The Director, IISc is the final authority for settling any disputes and the decision of the Director in this regard shall be final and binding on all.

SAFETY

1. The Agency shall follow safety procedures in all respects.
2. The Agency will adhere to safe working practices and will take all safety measures necessary for safety of his employees. The agency will remain responsible for the safety of the engaged staff. The agency should provide all necessary safety instructions, personal protective safety equipment to the persons engaged by him as applicable and required.
3. All necessary Personal Safety Equipment's as considered adequate shall be made available by the Agency for use by personnel employed on the site and maintained in a condition suitable for immediate use. Agency shall take adequate steps to ensure proper use of equipment by those concerned. Special emphasis will be laid on Fire Safety norms and proper operation of Electrical gadgets/instruments & Firefighting equipment etc. placed at the disposal of respective dept. The Agency shall take appropriate safety measures against outbreak of fire and will be held responsible in case of such an incident occurring. Liability/responsibility in case of any Fire Accident or any other accident causing injury/death to mess workers /inmates or any of his staff shall be that of the Agency. The Institute shall not be responsible for such cases by

any means.

4. The safety committee of the institute or any such authority assigned with the responsibilities of safety, may inspect the premises and suggest safety mechanism to be followed by the contractor. This instructions are binding on the agency and any non compliance may lead to cancellation of contract.

Contract-Specific

1. The manpower employed by the agency shall be required to work normally as per the rotational Shifts ., i.e. from Morning to Evening from 09.00 hrs. to 18.00 hrs. with a lunch break of ½ hour from 1230 hrs. to 1300 hrs, Night Shift from 18.00hrs to 9.00hrs . Help Desk should be working 24/7 . Electricians, Plumbers should be available round the clock. Clearing of Blockage should be done immediately.
2. Penalty will be implemented if there is delay in attending of complaints received from students in hostel.
*Plumbing Complaint-should be attended within 3 hrs.
*Electrical Complaint should be attended within 2 hrs
3. The person deployed shall be required to report for work as specified at the work spot deputed.
4. The agency should employ personnel who can converse well in Hindi, Kannada and English. In particular, the manpower provided should be able to read and write addresses and names in Kannada & English.
5. **Mandatory clause:** The Agency should deploy Women housekeeping, helpdesk staff to New Girls Hostel.

LEGAL

1. For all intents and purposes, the selected agency shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed and deployed at IISc, for contractual services.
2. The Contractor undertakes to obtain any license, permit, consent, sanction etc. as may be required or called for from/by local or any other authority for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force. The Contractor undertakes to obtain such permission/license as may be required under the Central Contract Labour (Regulation and Abolition) Act, 1970. The Contractor undertakes to produce the license/permission etc. so obtained to IISc or furnish copies thereof as and when required by IISc. The Contractor also undertakes to keep and get renewed such license, permission etc. from time to time. The Contractor shall be responsible for any contravention of the local, municipal, central, state, any other laws, rules, regulations, etc.
3. The selected agency shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. IISc, shall in no way, be responsible for settlement of such issues whatsoever. IISc shall not be responsible for any damages, losses, FINANCIAL or other injury claims to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
4. The manpower deployed by the contractor for providing the services shall not have any claims of Master and Servant relationship vis-a-vis IISc nor have any principal and agent relationship with or against the IISc.
5. The manpower deployed by the contractor for the contract shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IISc, during the currency or after expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or and will have any claim for absorption or relaxation for absorption in the regular / otherwise capacity in IISc. The Contractor should communicate the above to all the manpower deployed in IISc by the contractor.

6. The selected agency will be required to pay minimum wages as prescribed under the Minimum Wages Act of Central Government along with all such other statutory dues like ESI, PF, etc. The agency will maintain proper record as required under the Law/ Acts. The agency shall make available its required records to IISc for periodic inspection at the end of every quarter of every financial year, to ensure statutory compliance to the satisfaction of IISc.
7. The selected agency will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at IISc.
8. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of the Income Tax Act 1961 and GST rules, as amended from time to time and a certificate to this effect shall be provided to the agency by IISc.
9. In case, the service provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IISc is put to any loss / obligation, monetary or otherwise, IISc will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms
10. The selected agency will indemnify IISc from all legal, FINANCIAL, statutory, taxation, and associated other liabilities.
11. Govt of India issued guidelines on payment of compensation in cases of death / permanent incapacitation of person due to unintended/ unforeseen occurrences during maintenance, operation and provisioning of Public services. Under these guidelines an amount of Rs. 10 Lakhs has to be paid as compensation in the cases where a persons is died and up to Rs.7.5 Lakhs in the case of disabled based on loss of earning capacity. Institute has the right to recover penalty in the cases where the incidents have happened with the negligence of the agency.

SECTION 6 : Scope of Work

Following Services need to be covered under broad **INTEGRATED FACILITIES MANAGEMENT SERVICES** as indicated:

This is a general guideline defined by the IISC Management to invite the professional Facilities Management Companies. The minimum service criteria for the Hostel Building management will be as follows:

1. No smell in the toilets at any time
2. Lobby's cleaned all the time no dust layer and stains on the floor, dados, ceiling and walls etc.
3. All the lights and fittings to be working conditions in all time
4. All fans and ventilation arrangements to be working all the times
5. All the water taps and WCs in working conditions all the time.

Hostel housekeeping has to be done 7-days a week. Hence the bidder is required to deploy the appropriate no. of contract labourers to take into weekly off for all.

1. Inside the Building & Common Areas

- Sweeping and mopping of all the tiled areas including the thoroughfares, lobby, rooms, path ways, open driveways, security area, pavements etc, with environmentally friendly chemicals and equipment etc of ISI standards.
- Cleaning of tiled area, whenever required on regular basis.
- Dustbins and trash receptacles shall be cleaned and sanitized on daily basis
- Sweeping and mopping of all the staircases, handrails, passages etc
- Dusting, cleaning and wipe-dry of the furniture tables, chairs, side rocks, cup boards, sofas, wood panelling

etc. in common utility area

2. Toilets/Bath Rooms

- Regular scrubbing, cleaning and refreshing of the toilets – including disinfectant treatment of toilets seats and bowl, water closets, urinals and wash basins
- Cleaning of doors and mirrors
- clean all the vents and window sills
- Emptying the dustbins

3. Outside the building premises

- Cleaning the porch and landscape area in the immediate periphery of the building and utility rooms
- Picking up the dry leaves, paper waste etc., in the periphery
- Regular cleaning of window glass/window panes/door panes etc.

Work schedule

- After carefully supervising the entire premises i.e. total area and the open area of the premises, one person to be deputed who would take care of the entire cleaning of inside as well as outside the premises.
- One supervisor shall be deputed to have overall cleaning of the premises done satisfactorily and proper usage of material shall be monitored.
- Shift would be of 8 hrs per person and tuned to the work schedule at the work site and conveyed to the concerned staff accordingly.
- Toilets to be cleaned daily, two times

- Corridors to be cleaned daily
- Surroundings and roof tops to be cleaned once in a week
- Students rooms to be cleaned as and when requested

Electro-Mechanical Services

- O&M of Electrical Distribution System (LT panels)
- Housekeeping of Elevators
- O&M of Public Address and Channel Music System

Plumbing Services

- O&M of Rainwater Harvesting System
- O&M of Washrooms(Plumbing and sanitary lines, leak free maintenance of flushing system ,water coolers etc)

Environmental Services

- House Keeping and Upkeep Services
- Waste Management
- Carpentry Services

Safety Services

- Key Management Service
- Operation of Security Equipment

Facility Administration Services

- Front Office Management
- Helpdesk Service

Note: As stated earlier, the Bidder is invited to add more details to this brief category of SOW after Property Assessment and during the submission of Response to this RFP. Evaluation Weightage shall be provided to those elaborating the Service Category beyond the mentioned job specification.

IISC shall enter into a separate Annual Maintenance Contract (both Comprehensive and Non-comprehensive in nature) for all the critical equipment installed at the premises for:

- Elevators.
- TFAs and FCUs.
- DG Sets and other Critical Electrical Equipment etc. DG Sets and other Critical Electrical Equipment etc.

The **FACILITY MANAGEMENT BIDDER** shall take overall and single point responsibility of Maintenance Management (Operations and Maintenance) of all such services as mentioned in the detailed SOW.

Inclusion & Exclusion of the Services:

Inclusions:

- (i) Replacement of bulbs/ tubes /chokes/starters/ Ballasts for common area /Service Rooms.
- (ii) Connectors/ contactors/ lugs/etc
- (iii) Belts / Bearings / Grease / cotton waste / Silica Gel / CTC and other similar minor items.
- (iv) Toilet Cleaning & Housekeeping Consumables including all other detergents required for the building. All machinery (Heavy duty or Light duty) required for the cleaning of international standards. Scope includes but not limited to providing trolleys/carts, glass cleaning equipment's, housekeeping tools, mops, accessories, tissues/dusters, soap dispenser, floor/toilet brush, plastic wiper, sponges & scrubber, garbage bags, safety products dispensers, air fresheners, utility liquids etc.
- (v) PVC / GI couplings, Bends, fuse and other similar minor items.
- (vi) Ventilation Fans / Pumps / Motors etc (After Warranty Period).
- (vii) Administrative support will be provided by FM Agency for all insurance claims.
- (viii) Submission of Daily Position Reports, Failure Investigation Reports, Operation & Maintenance Reports.

- (ix) Maintenance of Reports, Log Books etc for Operation & Maintenance of Various Systems & Equipment's.
- (x) Maintenance of Equipment History.
- (xi) Specialized Tools / Tackles i.e. Chain Pulleys, Telescopic Ladder required for operation and maintenance. All the specialized machinery required for working in height for cleaning or maintenance of both Building exterior / interior areas shall be included in the scope of facility management contractor.
- (x) Spares procurement of Capital Equipment.

7.2 Exclusions:

- (i) Capital Equipments Replacement / Major Repair (Beyond Rs. _____ each item of work) for items not covered in comprehensive AMC only.
- (iii) Improvement of Refurbishments like Periodical Painting etc.
- (iv) Statutory Payment to Govt Bodies
- (v) Annual Testing Fee / Rectification charges etc.
- (vi) Service Taxes as applicable.
- (vii) Insurance for Building, Fire, Equipment's (other than Preventive & Breakdown Maintenance) & Third party Insurance excluding FM Agency Personnel, their Equipment's & their Deployed Manpower and due to Negligence attributed to FM during Operation & Maintenance or otherwise processing. Necessary guidance and documentation will be carried out by FM Agency.

The details of the services required to be provided by the Bidder, under above mentioned services are as under:-

- **Plumbing Services**

The entire plumbing system for the IISC - HO Building is categorized and consists of:

• **O&M OF RAIN WATER HARVESTING SYSTEM:**

Service: Plumbing Services

Desired Service levels but not limited to:

Sl.No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level

In addition to the above, FM Bidders are responsible for managing all IISC requests to ensure an effective and efficient resolution of all electrical services. This includes, but is not limited to, all lighting tube, choke and bulb replacement, telephones, telephone cables.

Environmental Services shall cover all the major programs to maintain and improve appearance of the facility and provide safe and healthy work environment to its occupants.

The custodial services are required to address:

- House Keeping needs
- Pest Control
- Waste Management
- Minor Carpentry works

HOUSEKEEPING & UPKEEP SERVICES SERVICE:

Service: House Keeping & Upkeep Services

Desired Service levels but not limited to:

Sl. No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	Total cleaning of Main Reception including displays, furniture, artifacts etc.	As per shift schedule And thereafter immediately on demand.	Clean and dust free area all the time. Healthy working environment to the satisfaction level of the occupants, users and visitors. Expected Zero level of Complaints.

2	Total cleaning of Lift lobbies, Staircases, railings and Passages.	As above.	As above.
3	Total cleaning of Car Park areas, Utility areas, Terraces, Driveways & Pedestrian Walkways and external surfaces of the property.	As above.	As above.
4	Total cleaning of Toilets blocks of common use.	As above.	As above.
5	Total cleaning of Usable areas of common area including administrative & utility Offices rooms.	As above.	As above.
6	Placing fresh tablets / cakes of room fresheners, phenol etc. as may be required in Toilets blocks of common use.	As above.	As above.
7	Cleaning and sweeping of all the lifts / elevators in the building.	As per shift schedule and thereafter promptly on call.	As above.
8	Emptying, cleaning all the dustbins / waste-bins in the common areas of the building and deposit segregated waste at centralized waste collection yard.	As above	As above
9	Drainage system in the building including but	Regularly and all the time.	As above

	not limited to toilets, are to be kept operational.		
10	The scope of work also includes cleaning of all common areas, interior areas of office, working places, toilets, electrical rooms, floors, walls, columns, furniture, chairs, tables, litter bins, lifts, staircases, basements, terrace, parking, driveway, stores, telephone instruments, computers, partitions, mirrors, light fittings (internal & external), grills, diffusers, sanitary wares, washbasin, soap dispensers, pantry, etc., Building maintenance and cleaning - windows, aluminum frames, internal faces of glasses, granites, stills, stairwells, lobbies, WC areas and lighting system, internal & external pest control services, etc. Cleaning of all drainage pipelines (washbasin, sinks, urinals, etc.)	Regularly and all the time.	As above

11	Bidder must provide toilet fresheners, liquid soaps and other cleaning material of approved quality by IISC in all toilets.	Regularly and all the time.	As above
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• **Desired Cleaning Frequency & Schedules**

Sl. no.	Area	SUB AREA	Activity description	Frequency
1	All Floors	Common area Internal	Door mat washing	W
		Common area internal	Sofa cleaning thorough	W
2	Reception	Lobby area	Furniture cleaning	M
			Floor cleaning	D
3	Lift lobby & Corridor	Walls	Wall cleaning	W
4	Venation blinds	Cabins, labs		W
5	Emergency stairs	Common area Internal	Wipe clean the railing	M
		Common area Internal	Wipe clean the wall mounted Sign	Y
		Common area Internal	Fire extinguisher cleaning	M
		Common area Internal	Wipe clean the window sill	BW
		Common area Internal	Wet mop the floor	W
		Common area Internal	Wipe clean the door and door accessory	BW
		Common area Internal	Glass cleaning	W

		Common area Internal	Tube fitting cleaning (M&E)	W
6	Rest rooms	Washroom Cubicles	Light fixtures cleaning	BW
			AC grill and light fixtures	BW
			Cleaning	
			Curtain washing	Q
			Floor scrubbing	D
			Fittings polishing	BW
			High level dusting	BW
			Tile wiping	W
			Under washbasin cleaning	BW
			Wall Tile / granite scrubbing	W
			Mirror cleaning	D
			Ceramic fixture cleaning and Disinfecting	D
7	Periphery	External	Road cleaning	D
			Trash bin washing	W
			External drain cleaning	W
			2 Wheeler parking cleaning	BW
			4 Wheeler parking external Cleaning	M
			Storm water chambers cleaning	M
8	Sewage chamber Cleaning	External	Sump to be cleaned	M
9	LT panel room	Utilities external	Floor scrubbing	W

			Cobweb cleaning	W
10	Pump room	Utilities external	Floor scrubbing	W
		Utilities external	Cobweb cleaning	W
11	UPS		Floor Manual scrubbing w	W
12	Recreation Centre	Common area	Carpet cleaning	M
			Furniture cleaning	W
			AC grill and light fixture cleaning	M
13	Terraces	Common area	Floor sweeping	D
			Terrace deep cleaning	M
14	Basement	Common area	Floor washing	W
			Sprinkler pipe cleaning	M
			Office thorough cleaning	M
15	Lift machine room	Interior	Thorough Cleaning	M
16	Electrical Rooms	Common area	Electric room mats cleaning	BM
17	Indoor plants cleaning	Common area internal	Foliage & pots	W

D = Daily, W = Weekly, BW = Bi Weekly, M= Monthly, BM = Bi Monthly, Q = Quarterly, Y = Yearly

- Suggested Daily Schedule of activities:**

(1) All floor areas: spot clean all marks, stains and spills ; Vinyl or Tiles : scrub or spray to remove scuff marks when necessary ; Clean and polish entrance doors and hardware – remove finger and/or scuff marks ; Clean all common areas and workstation dustbins at least every four hours ; ensure correct placement of workstation articles, including desktop monitors, keyboard & keyboard trays, in/out filing cabinets, workstation pedestal storage cabinets and workstation chairs & desktop telephone instruments and indoor plants. ;

ensure all personal & official articles are left in original location & condition without any damage to above.

(2) Front Office/Foyer/Reception Area: Floors to be buffed and polished (all stone, slate and ceramic tiled floors to be washed with neutral detergents.) ; Reception desk and surfaces to be wiped/dusted thoroughly ; Wipe clean and polish walls in foyer and any glass entrance doors and mirror windows to be spot cleaned for finger marks, stains and any other marks – All glass surfaces to be kept thoroughly clean of dust, stains and finger/hand marks at all times ; Flower boxes & Indoor plants to be cleared of rubbish ; Doormats to be cleaned and footpath outside premises (if applicable) to be swept. ; Sweep all external walkways and landings; Clean all stairwell landings, staircases and window sills (as applicable).

(3) Pantry and Break-out Areas & Recreation Areas: Sweep and mop floors using disinfectant. ; Clean all sinks, sanitary fittings, stone slabs and storage cabinets;

(4) Office Floors: Empty all waste bins at least once every four hours; Wipe bins and replace bin liners as required; vacuum carpet areas twice a day; Clean tables, sofas, chairs, cabinet tops and conference and meeting room furniture and equipment; clean doors and partitions ; clean writing boards, soft boards, and all electrical/electronic Audio Visual equipment, including cleaning of Television or drop-down projector screens, remotes, Audio/Video conferencing cameras and operating equipment, remote controls and all accessories that are stored in Meeting Room(s).

(5) Other MEP Areas: Clean all floors/walls/doors daily; Remove all rubbish; Cleaning must be performed under supervision of relevant IT and/or M&E personnel.

(6) Washrooms & Office Common Areas: MSP will be responsible for cleaning all washrooms and office common areas. MSP is required to monitor the standards of cleaning and report and resolve any issues highlighted by IISC's internal or external customers and visitors.; All minor rectification works related to washroom fittings, Plumbing lines, urinal sensors, ventilation and odour, washroom accessories including soap dispensers, toilet roll holders, paper towel fold dispensers, electrical hand dryers,

shoe polish/buffing machines and/or any other fixtures installed inside washrooms will be part of MSP's scope. Appropriate lighting level to be maintained in all Washrooms.

- **Suggested Weekly Schedule of activities:**

Wet-Wipe all internal doors, workstation partition metalwork/woodwork/plastic surfaces and all wall surfaces.; Clean all desktop and table surfaces.; Thoroughly wash and clean all waste bins in office, office common and washroom, pantry, break-out and recreation rooms, conference and meeting rooms, Front Office, and all other areas covered under the scope of this RFP.; Vacuum clean all corners, edges and under-furniture spaces.; Wash and Clean all doormats ; clean all blinds, drapes and upholstery ; Clean all A/C Vents, Lighting fixtures and Window Panels.

- **Suggested Monthly Schedule of activities:**

All Windows (externally/internally), All Glass Doors including doorframes and handles.; Dust all interior walls, ledges, window sills, furniture and fixtures and office equipment.; vacuum upholstered furniture.; Deep clean all conference, meeting and training rooms and closed offices and all carpeted areas.

- **Suggested Quarterly Schedule of activities:**

Carpet and Upholstery Shampoo.; Polish all hard floors and all fine wood/veneer finishes that shall include but will not be limited to the following – Executive furniture, conference room/meeting room/training room/front office/visitor area furniture, walls, baseboards, doors and mouldings.

FM Bidder is also required to manage the Janitorial & Housekeeping Services to ensure the following:

Daily inspections to monitor performance and to ensure laid-down timelines of periodic cleaning are being strictly adhered to. Ensure all housekeeping checklists are completed as per agreed upon SOPs. FM Bidder to manage all services as per the specified scope and management of any ad-hoc requests by IISC. Ensure all Housekeeping equipment deployed at the facility is maintained in an operational, safe and clean manner and is not in a state of disrepair or partly functional.

Ensure all Housekeeping resources are well-groomed, uniformed, and hygienic and do not emit any foul body odor which may impact any of IISC's internal/external customers and

visitors. Ensure all consumable stocks are maintained as per minimum ROL (Re-Order Levels) and all chemicals are accompanied by the Material Safety Data Sheets for Employee Health & Safety. Housekeeping Manual is maintained. Ensure all Statutory Compliance as per State regulations are kept in order including BGV (Back Ground Verification) as per IISC norms.

• FAÇADE CLEANING SERVICES

Façade require ongoing maintenance to prevent them from falling into disrepair as a result of the ravages of time and use. Facility Bidder is required to draw a systematic approach through careful planning in maintenance with IISC management to yield longer life span of the structure and to maintain and enhance aesthetic look of the structure.

Service: Façade Cleaning Services

Desired Service levels but not limited to:

Sl.N o.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	Periodic façade cleaning with all Environmental Health & Safety aspects covered. Coordinate with tenants to draw out a scheduled monthly program.	As per schedule - monthly.	<ul style="list-style-type: none"> • Ensure original sheen and luster of the façade is not lost. • Ensure glass façade do not get dull and the transparency is lost. • All requisite EHS guidelines and • standard practices are followed

• PEST CONTROL

Pest control should cover but not limited to:

- General disinfestations against Mosquito, Spiders etc.
- General disinfestations against cockroaches, houseflies and mosquito larvae, Rodent and Reptile Control
- Anti-Malarial fumigation

Service: Pest Control Services**Desired Service levels but not limited to:**

Sl.No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
	<p>The Facility Management Bidder has to run regular and effective pest control activities to ensure that no 'pests' come to existence in the premises.</p> <p>The 'pest' control measures shall be administered only through government approved 'pest control agencies'.</p>	<ul style="list-style-type: none"> ○ General disinfestation s against mosquitoes, spiders etc- Once a fortnight ● General disinfestation s against cockroaches, house flies and mosquito larvae- Once a fortnight. ● Anti-malarial fumigations- Once a fortnight. ● Rodent and reptile controlled based. 	<ul style="list-style-type: none"> ● No 'pests' or termite is visible in the premises area. ● Neat and clean as well as healthy work environment to the satisfaction level of the occupants and the visitors. ● MSDS to accompany all pesticides brought into the facility
	<p>Pest Control Management Program must be shared with IISC Management prior</p>	<p>As defined in the agreement</p>	<p>The FM Bidder shall provide MSDS, Names of Chemicals & their Potency that will be used, Schedule for each</p>

	to commencement of the operations		Pest Treatment & Necessary Equipment / Tools to his workers for performing their work. While carrying out pest control FM Bidder must ensure there is no physical damage to documents, property, equipment etc. IISC reserves the right to levy penalty in case of damage on actual.
	<p>Daily Routine Inspection service Spray Floors/Corners/Niches and any other areas prone to insect infestation/breeding very alternate working day for house flies, mosquitoes, roaches, rodents, common lizards and snakes. Inject non-chemical insect baits into wall voids and areas likely to harbour and breed insects for maximum preventive control, allowing for immediate occupation of treated areas without causing any disturbances or</p>	As defined in the agreement	Install, operate and maintain electrical insect baits in all high traffic insect-prone areas within the premises. Provide services for at additional cost subject to prior approval from IISC for wood destroying insects such as termites. Provide and maintain pheromone impregnated lure traps, discretely placed in all areas and monitor traps on a fixed periodicity to ensure complete and effective pest control management within the premises. Rodent control measures including mechanical and adhesive monitoring traps/pads shall be maintained in sub-floor

	damages to occupants and installed office electrical and electronic equipment, subject to prior approval from IISC		and above false-ceiling areas where appropriate throughout the premises Common Lizard & Snake repellent devices as appropriate
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Note:

Besides, areas which are likely to be more infested, like drain outlets in pantries and toilets, disinfestations need to be carried out on weekly basis preferably on Sundays and Holidays.

- **WASTE MANAGEMENT**

Implement effective waste management policy in consultation with IISC Management through comprehensive understanding along the entire waste continuum – ranging from waste disposal to waste recycling and processing, and to waste minimization. It should basically revolve around the concept of 3 R's: Reduce, Reuse and Recycle. Waste would be generated daily from the following sources:

- Garden Waste.
- Paper Waste from Office and other Occupied Area.
- Organic Waste from Kitchen, Pantries, Restaurant and Cafeteria.
- Debris from Interior Fit – out Work and Refurbishment.
- Oil Waste and other Waste Matter generated during Maintenance Work.

Service: Waste Management Services

Desired Service levels but not limited to:

Sl. No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	Safely transport the waste out of Estate on daily basis as per norms prescribed by the Government Act / Rules or / and Municipality bye-laws.	Daily	<ul style="list-style-type: none"> No waste is visible in the premises area. Healthy work environment to the satisfaction level of the occupants and the visitors.

- 1) Responsibility of segregations of waste lies with the Agency/service provider. Dry/Wet waste segregation should be as per the new Solid Waste Management Rules (SWM), 2016 notified by Union Ministry of Environment, Forests and Climate Change (MoEF&CC).
- 2) Collection/Transportation and disposal of the segregated municipal solid waste should be done as per the Institute policy/rules without any additional cost.
- 3) The agency should strictly adhere to the solid waste management policy of the Institute as applicable and as amended from time to time.
- 4) Penalty will be imposed for violation and disposing the waste not as per Institute norms. Penalty will be charged as per norms available in force and decision of the Institute will be final and binding on the Agency/Service provider.

- **WATER BODY CLEANING SERVICES**

IISCHB Campuses has water bodies. These have to be maintained continuously to ensure good quality of water at all times.

Service: Lake / Water Body Cleaning Services

Sl.No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	Periodic cleaning and necessary treatment of adjoining and submerged	As per cleaning program.	<ul style="list-style-type: none"> Ensure that there is no water discoloration and foul smell.

	civil construction (UG water tanks)		<ul style="list-style-type: none"> • Ensure no weed and algae growth happens. • Ensure harmful gases that deplete the oxygen are not produced due to slow decomposing of debris.
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Desired Service levels but not limited to:

• **CARPENTRY SERVICES**

It is desired of the Facility Management Bidder to carry out minor repairs related with carpentry jobs.

Service: Carpentry Services

Desired Service levels but not limited to:

Sl.No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	To carry out all the minor repair works	Routine check-up, and immediately attend on call during normal working hours.	<ul style="list-style-type: none"> • Ensure all interior & exteriors are maintained properly • Follow checklist for specific locations and fixtures.

- **Safety Services**

The Facility Management Bidder would be responsible for the maintenance of the following safety aspects:

Electronic Security Surveillance Systems including CCTVs.

- Fully Automatic Fire Detection & Alarm Systems.
- Fire Hydrants and Sprinklers.
- Smoke Detectors.
- Fire Extinguishers.

The complete Safety Services for the IISC properties should include but not limited to the following, in its entirety:

- Initiate, draw and implement a blueprint for effective safety of the Estate.
- Implement an effective Fire Safety Plan in conjunction with IISC Management.
- Set-up life safety and emergency response procedures.
- Maintenance of electronic security surveillance systems, fully automatic Fire Detection & Alarm, Fire Suppression system with Sprinklers, Smoke Detectors, and Fire Extinguishers.
- Keep liaison with local police, traffic authorities, fire brigade and other government agencies.
- Carry out Safety Audit Surveys.

- **KEY MANAGEMENT SERVICE**

Service: Key Management Service

Desired Service levels but not limited to:

Sl.No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	Devise plan for storage, issues and receipts of keys of all locations of the common area and other strategic locations of safety and security concern.	Keys of the building are to be kept under the safe custody of authorized persons only.	<ul style="list-style-type: none"> • Ensure availability of keys on requests and emergency situations. • Maintain logs for all issues and receipts

- **Facility Administration Services**

- **Front Office Management**

Service: Reception / Front Office

Desired Service levels but not limited to:

Sl.No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	FM Bidder will ensure all Front Office resources are well groomed with good English/ vernacular are language & inter-personal skills and are polite, courteous	The Front Office services will be available as per specified timings as mutually agreed for each facility. FM Bidder will provide Front	<ul style="list-style-type: none"> • Manage telephone board. Receive and make calls to internal customers. Coordinate communication between calling party and employees. • Check and ensure working of telephone lines, EPABX,

and adhere to standards that are satisfactory to IISC Management.	Office Services at a designated location within IISC premises under scope of agreement.	extensions, FAX machines etc. <ul style="list-style-type: none"> • Maintain call records and verify monthly telephone bills. • Manage Visitors to IISC Facility.
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• **HELPDESK SERVICE**

Service: Helpdesk Service

Desired Service levels but not limited to:

Sl.No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	Provide responsive service to all occupants for general inquiries and service related complaints and requests. Receive, and coordinate for early closure of the calls, communicate and set escalations.	Provide sufficient resources to address customer service requests round the clock in a manner that complies with the service level response goals.	<ul style="list-style-type: none"> • Ensure availability of response team during business hours. • Respond back to complainants / requestors confirming the status of their complaints / request. • Communicate the applicable service level objectives to the service stakeholders. • Ensure satisfactory closure of all calls. • Reconcile and implement follow-up actions for work orders that remain open including proactive communications with the caller. • Implement customer satisfaction survey that measures customer satisfaction, track and analyze performances for necessary service improvement.

			<ul style="list-style-type: none"> • Generate periodic reports and MIS to reflect authentic service performances.
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• **COORDINATION SERVICES**

Facility Management Bidder shall be responsible for necessary regular coordination and keep liaison with the institute LT Maintenance, Maintenance cell, Water supply Maintenance.

- All in all waste disposal from IISC premises. Facility Management Bidder is required to follow the local regulation for Waste Management including the Environmental guidelines of the local authorities or the International Standard Practices.
- Liaison with all the statutory and public bodies, ensuring timely payment of all dues and taxes etc. payable to the concerned, keeping all the NOCs and necessary permits duly validated at all times and initiating prompt action for renewal of the same.
- Liaison with all the Public Utility Authorities such as Fire Prevention Authorities, Electrical Inspectorate, Police Department etc.

Facility Management Bidder shall regularly coordinate with Water Supply Management, HT supply, Nursery, Samadhan for the smooth functioning of the facility for:

- Uninterrupted electric power supply from LT substation / Maintenance Cell and Private Power suppliers.
- Water supplier vendor for Tanker water as & when required.
- In all cases where there is a maintenance contract / warranty between OEM of the Equipment and IISC, the overall supervision shall lie with the Facility Management Bidder and the billing shall be processed after due diligence from the Facility Management Bidder.
- Recommendation for Machinery OEM shall be directly done by IISC Management; however the Facility Management Bidder shall provide all the required details to arrive at conclusion for finalization of AMC with OEM or any other preferred Maintenance Contractor. Facility Management Bidders Team shall strictly follow the recommendation of OEM for performing regular maintenance.
- Effective Coordination with all the AMC Contractors.
- Assist IISC Management technically and administratively, in the process of taking of the premises from the Project Contractors and maintain the asset register.

- As a part of proper administrative control, the Facility Management Bidder shall be responsible for Controlling and Monitoring all Services (if allotted to other Bidders) including the ones that do not get allotted to them.

Service: Coordination Service

Desired Service levels but not limited to:

Sl. No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	Coordinate with all AMC contractors, OEM, Govt. bodies etc. for smooth functioning of facility with regard to operational aspects of plant and machinery, statutory compliance etc.	As may be required during normal working hours.	<ul style="list-style-type: none"> Timely payment of all dues and taxes etc. payable to the concerned department. Availability of validated NOCs and renewals. Ensure no services are affected due to lack of or unavailability of proper coordination.
2	Building Owner coordination		FM Bidder is required to represent IISC as and when requested to resolve all issues related to Building Owner's responsibility for repairs & maintenance. Records must be kept in relation to the number of requests made, completion levels and response times. Such information must be made available to IISC for the purposes of reviews. For PPM, Repairs & Maintenance Services that are at Building Owner's scope, cost and liability, the FM Bidder will liaise with the Building Owner to ensure work is

			undertaken in a prompt, professional, timely and safe manner and that all of IISC's FM team members are aware of actual status of all such works. The FM Bidder will also ensure that all Building common areas that are shared by NBH & NGH with other Hostel are kept clear and clean of debris, stored materials and have sufficient lighting and ventilation at all times so as to ensure no health & safety risks to IISC Employees/Students.
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• DOCUMENTATION MANAGEMENT

Service: DMS

Desired Service levels but not limited to:

Sl.No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	The FM Bidder will be responsible for documenting and reporting the delivery of all Facilities Management services.	Routine	Site-specific documentation remains the property of IISC at all times but will be managed by the Bidder on behalf of IISC. This includes but is not limited to all Reports, Contracts, Lease Agreements, Legal & Regulatory Compliance, Emergency Evacuation Plans and Asset

			<p>Register for each Facility under scope of agreement.</p> <p>Any proprietary Documentation and/or systems introduced by the Bidder will remain the property of the FM Bidder.</p> <p>IISC encourages the Bidders to use its Documentation Management System (DMS) to report and archive all site-specific Documentation so as to have access to all relevant documentation in one database.</p>
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- **Management Information System**

Service: Reports, Returns and Controls

Desired Service levels but not limited to:

Sl.No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	Monthly Management Report (MMR) to be furnished.	Monthly	<p>Consumption of consumables For:</p> <ul style="list-style-type: none"> • Soft Services • MEP Services • Civil & Carpentry • Indoor Plants/Landscaping <p>PPM activities for the month detailing actual vs scheduled. Help Desk MIS. Expense report – Budgeted, Actuals & Provisions. Energy consumption - by utility, by facility.</p>

		<p>All deviations and exceptions to planned activities.</p> <p>Facility Inspection & Monthly Building Risk Assessment.</p> <p>Monthly occupancy/churn report.(head count).</p> <p>Statutory Legal & Regulatory Compliance.</p> <p>Help desk TAT report</p> <p>Highlight Critical Issues / Problems with recommended solutions which should contain the technical recommendations/ alternatives, cost, time schedules, etc.</p> <p>Customer Feedback Analysis.</p> <ul style="list-style-type: none"> • Facility Management <p>Annual Report containing the following :</p> <ul style="list-style-type: none"> • Energy Audit / Conservation measures. • Progress Report • Any other reports as needed from time to time.
2	Quarterly Reports	<ul style="list-style-type: none"> • Energy consumption analysis. • Expense Variance Analysis. • Cost benchmarking within the Circle/Region. • Performance Management Review. • Suggestions, if any, for modifications, up gradation with supporting estimate. • Facility Management Biannual Report containing the following: • Comprehensive Analysis of each service.

			<ul style="list-style-type: none"> • Highlight Critical issues / Problems with recommended solutions which should contain the technical recommendations / alternatives, cost, time schedules, etc. • Carry out quarterly feedback surveys for customer satisfaction.
3	Incident & Accident Reporting		<p>FM Bidder is required to report all Incidents & Accidents (both HSE and MEP Services) to IISC within 15 minutes of Incident/Accident. A preliminary report is required within One hour for incidents/accidents involving IISC employees Safety and/or IISC business disruption. The Report must outline the following minimum reporting requirements:</p> <ol style="list-style-type: none"> 1. Time, Date & Place of Incident/Accident 2. Estimated Impact to IISC Employees and/or IISC Business Up-time. 3. Injuries, if any to People, Damages, if any to Facility and/or Equipment(s). 4. Corrective Action Taken by Bidder. 5. First Level of Investigation 6. The Final Report on Employee and/or Business Impact must be submitted within 48 hours from time & date of Incident/Accident as

			<p>reported to IISC and must outline the following in detail:</p> <ul style="list-style-type: none"> • Root-Cause Analysis • Detailed Description of the Incident/Accident • Detailed Damages to IISC for Human Resources, Facilities • Infrastructure & • Business Operations • Witness Descriptions (Minimum Three) • Rectification Requirements & Cost Estimate • Preventive Action Plan to ensure no occurrence of similar Incident/Accident in same/other IISC facilities <p>7. Risk Assessment & Mitigation Strategy</p>
4	MIS		<ol style="list-style-type: none"> 1. Centralized Help Desk System for Each Regional cluster 2. Documentation & Reporting of all budgeted / non budgeted FM related expenditure 3. Expense Reporting & Tracking versus IISC Annual Operating Plan for FM 4. Performance Management System 5. Asset Management 6. PPM Management 7. Contract Management 8. Conference, Meeting & Training Room Booking Services 9. Front Office and Visitor

			<p>Management</p> <p>10. Lease Management</p> <p>11. Statutory Legal & Regulatory Compliance Management</p> <p>12. Procurement & Vendor Management</p> <p>13. HSE Management with emphasis on Incident / Accident Reporting and Equipment / Facility / Business up-time and Occupancy / Vacancy Tracking for each facility in conjunction with IISC Space Management Team.</p>
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- SOCIAL & ENVIRONMENTAL STATUTORY REQUIREMENT COMPLIANCE PROGRAM**

The Facility Management Bidder shall comply with all the statutory requirements prescribed by the local as well as central government authorities from time to time and submit a monthly report along with all the required proof of compliances, to the IISC Management along with the monthly invoice. The Facility Management Bidder shall also produce all the relevant statutory documents for inspections by the IISC Management and the government authorities.

a. Occupational Health and Safety With regards to the Occupational Health and Safety, the Facility Management Bidder shall adhere to meet all requisite compliances for its employees, or employees of agents or sub contractors where applicable. Facility Management Bidder shall be liable for liabilities arising due to non-compliance issues. The Facility Management Bidder is also responsible for Safety Management Program to protect the contractors' employees from potential work place hazards. Thorough procedures, processes and practices need to be implemented and tested by the Facility Management Bidder on a regular basis without any violation of the pre-defined processes.

b. Social and Environmental program

Facility Management Bidder in all its activities and services is required to evaluate and exercise practices to minimize the impacts of operations on the environment, through three R's – Reduce, Recycle and Re-use, judicious selection of materials and cleaning agents etc. Evaluate potential hazardous situations in day-to-day business activities, raise awareness and encourage and enable staff to make a contribution in achieving environmental improvement.

Service: Social and Environmental Statutory Requirement compliance program

Desired Service levels but not limited to:

Sl.No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	All in all responsible for occupational health & safety of its and agents' employees and contractors' employees. Provide safe and healthy work-place environment. Contribute towards the environmental improvement.	Always as demanded by each function. To practice at all times.	<ul style="list-style-type: none"> • Ensure all applicable Laws relating to health and safety are adhered to throughout the duration of the Agreement. • Use energy and water efficiently. • Always try to reduce use of materials, reuse rather than dispose wherever possible, and promote recycling.
	Bidder is responsible to ensure all contractors and vendors working on site perform works in accordance with statutory and local regulations as they apply to Health, Safety & Environment		<p>FM Bidder is required to undertake the following:</p> <ul style="list-style-type: none"> • Review, in conjunction with IISC FM, existing Emergency Evacuation Procedures. • Implement and manage all aspects of the procedures as

<p>(HSE). Contractors and Vendors must also comply with the IISC policy on HSE. Breaches of any applicable legislation by a contractor or vendor must be brought to the attention of the Location IISC FMG Head, of any incident / accident reported on site, immediately. All Contractors and Vendors must strictly adhere to the 'Work Permit' (WP) system that is part of IISC HSE Policy. The FM Bidder shall additionally lead on any projects related to certification on HSE as decided for implementation by IISC FM Bidder will be responsible for ensuring Fire Warden and First Aider kits are available at all facilities and are correctly stocked at all times in accordance with legislative requirements, ISO-14001 and OSHAS-18001 standards and as per the Site BCP. They will be responsible for coordinating with IISC's designated personnel or</p>		<p>agreed with IISC relating to emergency preparedness and response:</p> <ul style="list-style-type: none"> • Arrange for the appropriate training wherever necessary for IISC employees • Conduct trial emergency evacuations as agreed with IISC • Coordinate with Landlord / Building Owner to conduct periodic emergency evacuation drills in coordination with respective IISC Team. • Maintain all equipment necessary for the delivery of the service including fire warden and first aider kits, walkie-talkies, bull-horns etc. and track and report improvement on each evacuation and report the same as part of HSE Reporting to IISC FM. • Review Emergency systems and procedures bi-annually
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	<p>department(s) for the formulation and implementation of procedures and drills related to the facility's Fire Safety, Health & Safety, and Security and Emergency response requirements. FM Bidder is also required to liaise with Landlords/Building Owners of rented premises to ensure all building emergency evacuation procedures are followed. They shall actively participate in all emergency evacuation drills and coordinate all activities in this regard on behalf of IISC</p>		<p>to ensure ongoing compliance</p> <ul style="list-style-type: none"> • Provide reports documenting the results of the reviews, emergencies and trial evacuations • Formulate and issue emergency management guidelines were not available • Follow ISO-14001 and OSHAS- 18001 Policy and operate and update the 'Site BCP', as required
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SUGGESTED BREAKDOWN OF VENDOR & CLIENT SERVICE RESPONSIBILITIES

Sl no	Description of work	Vendor responsibility	Client responsibility	Remarks	Time line
01	Room complaints				
a	Light not working	Yes		Check, repair and/or replace	1. Repair And re fix 30 mins 2. Replacement 2 hours
b	Fan not working	yes		Check, repair and/or replace	1. Repair And re fix 30 mins 2. Replacement 2 hours
c	Door lock /door latch/tower bolt not working	yes		Check, repair and/or replace	1. Repair And re fix 30 mins 2. Replacement 2 hours

d	Glass broken	yes		Check, repair and/or replace	1. Replace – Depends on accessibility & availability of glass – min of 24 hours
2	Bath Room				
a	Geezer not working	yes		Check, repair and/or replace	1. Replace – Depends on accessibility & availability – min of 24 hours
b	Shower not working	Yes		Check, repair and/or replace	1. Replace – min of 2 hours
c	Doors not closing	yes		Check, repair and/or replace	1. Replace – min of 2 hours
3	Toilets				
a	Concealed pipe leakage	yes		Check, repair and/or replace	1. Break open the wall. 2. Replace pipe 3. Plaster the wall opening 4. Paint partial 5. 24 hours

Few examples for Major works

Sl no	Description of work	Vendor responsibility	Client responsibility	Remarks	Time line
02	Room Wall painting		yes	Major	
01	Ceiling plastering peel off		Yes	Major	

Additional Scope of Work (if required)

Electro Mechanical Services

- O & M of uninterrupted power supply/inverters for electronic system
- O & M of intelligent building management system(NA)

Safety Services

1. Life Safety and Emergency Preparedness Services(NA)

Facility Administration Services

1. Inventory Control Management Service (NA)

Note: As stated earlier, the Bidder is invited to add more details to this brief category of SOW after Property Assessment and during the submission of Response to this RFP. Evaluation weightage shall be provided to those elaborating the Service Category beyond the mentioned job specification

IISC shall enter into a separate Annual Maintenance Contract (both Comprehensive and Non-comprehensive in nature) for all the critical equipment installed at the premises for:

• **O&M OF FIRE FIGHTING SYSTEM:**

Sr. No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	<p>a. All in all Operation and Maintenance Fire Fighting Equipment, Fire Hydrant System, Pumps and Motors, in accordance with the Manufacturer's Instruction Manual.</p> <p>b. Periodic checking of all storage tanks of treated water tanks, Fire tanks etc.</p> <p>c. Periodic cleaning of all tanks.</p> <p>d. Maintain pre-defined water levels in fire tanks.</p> <p>e. Maintenance of all valves, pipes, taps, basin, commode, urinal etc. and other plumbing and sanitary fittings.</p> <p>f. Ensure that the pressure of the water supply for the firefighting system is maintained at the required level.</p> <p>g. Assist the pest control vendors in their effort.</p> <p>h. Attend to complaints for choking / clogging of drainage system.</p> <p>i. Maintenance of all valves, taps, basin, commode, urinal etc. and other plumbing and sanitary fittings of common areas.</p>	Round the clock the monitoring of the system installed.	<p>1. To be checked on defined intervals to ensure no complaints are received</p> <p>2. Ensure availability of water at all times.</p> <p>3. Ensure storm water lines are not clogged.</p> <p>4. Ensure all sanitary fittings installed within</p> <p>5. Common areas are in good working condition at all times.</p> <p>6. Periodically check the condition of charging wells.</p>

Total Area (in Sqmtr)

New Boys Hostel: 28682.00Sqmtr

New Girls Hostel:28682.00Sqmtr

Area details OF New Boys & Girls Hostel

Schedule 1

BOYS HOSTEL

AREAS CHART (IN SQM)

S.NO	FLOORS	LG	UG	1st	2nd	3rd	4th	5th	6th	7th	Terrace
1	WC	13.50	18.00	24.00	24.00	24.00	24.00	24.00	19.50	19.50	-
2	BATH ROOM	19.00	26.00	35.00	35.00	35.00	35.00	35.00	28.00	28.00	-
3	TOI/BATH	15.00	12.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	-
4	WASH	53.00	70.00	88.00	88.00	88.00	88.00	88.00	70.00	70.00	
5	STUDENTS ROOM	720.00	705.00	1200.00	1260.00	1260.00	1260.00	1260.00	885.00	975.00	-
6	OTHER ROOMS (Cloak,Laundry,Elec.,Computer,reading,TV,service,utility,store,office & warden rooms)	113.00	300.00	11.00	11.00	11.00	11.00	11.00	11.00	11.00	-
7	COMMON AREA (Staircase, corridor, lobby, internal & external tiled areas,courtyard & Terrace)	2707.50	1869.00	1346.00	1376.00	1376.00	1376.00	1376.00	1581.00	1581.00	2840.00
	TOTAL AREA	3641.00	3000.00	2710.00	2800.00	2800.00	2800.00	2800.00	2600.50	2690.50	2840.00

TILED AREAS (IN SQ.M)

S. N O	FLOORS	LG	UG	1st	2nd	3rd	4th	5th	6th	7th	Terr ace
1	WC	94.50	126.00	168.00	168.00	168.00	168.00	168.00	136.50	136.50	-
2	BATH ROOM	113.40	151.20	201.60	201.60	201.60	201.60	201.60	163.80	163.80	-
3	TOI/BATH	75.60	60.48	30.24	30.24	30.24	30.24	30.24	30.24	30.24	-
4	WASH /URINAL	167.58	223.44	279.30	279.30	279.30	279.30	279.30	223.44	223.44	
	WALLS										
1	WC	94.50	126.00	168.00	168.00	168.00	168.00	168.00	136.50	136.50	-
2	BATH ROOM	113.40	151.20	201.60	201.60	201.60	201.60	201.60	163.80	163.80	-
3	TOI/BATH	75.60	60.48	30.24	30.24	30.24	30.24	30.24	30.24	30.24	-
4	WASH /URINAL	167.58	223.44	279.30	279.30	279.30	279.30	279.30	223.44	223.44	

W.C ,WASH & URINALS (IN NOs)

S. N O	FLOORS	LG	UG	1st	2nd	3rd	4th	5th	6th	7th	Terr ace
1	WC	14	16	18	18	18	18	18	15	15	-
2	URINALS	6	8	10	10	10	10	10	8	8	-
3	WASH BASINS	16	20	22	22	22	22	22	18	18	-

RAILING (IN SQ.M)

S. N O	FLOORS	LG	UG	1st	2nd	3rd	4th	5th	6th	7th	Terr ace
1	BALCONY	247	244	343	355	355	355	355	280	298	-
2	STAIRCASE	110	110	80	80	80	80	80	70	90	20

DOOR WINDOW AREAS (IN SQ.M)

S. N O	FLOORS	NOS	L	W	AREA	2 SIDE AREA
A	WOODEN DOORS					
1	D1	2	2.40	2.40	11.52	
2	D2	6	2.00	2.10	25.20	
3	D5	635	1.00	2.10	1333.50	
4	D6W	635	0.75	2.10	1000.13	
5	D8	3	1.20	2.10	7.56	
6	D9	42	0.90	2.10	79.38	

TOTAL 2457

WOODEN AREA (2 SIDE)

4915

GRILL DOORS						
1	GD	2	3.00	2.10	12.60	
2	GSD	5	0.75	2.10	7.88	
3	SD	105	0.75	2.10	165.38	
FIRE DOORS						
1	FD3	19	2.00	2.10	79.80	
2	FD4	60	1.20	2.10	151.20	
3	TD7	277	0.75	2.10	436.28	

TOTAL 853
STEEL AREA (2 SIDE) 1706

B GLASS WINDOWS / VENTILATORS						
1	W	12	2.10	1.20	30.24	
2	W1	82	1.20	2.10	206.64	
3	W2	14	2.00	1.65	46.20	
4	W4	2	1.50	1.65	4.95	
5	W5	1	3.00	2.10	6.30	
6	WINDOWS BOTH SIDE OF D6	1270	1.13	1.20	1714.50	
7	LG3	20	3.00	2.40	144.00	
8	SG1	47	1.80	1.65	139.59	
9	SG2	9	1.50	1.65	22.28	
10	SG2a	9	1.20	1.50	16.20	

11	SG3	19	0.90	1.65	28.22	
12	LG3	19	3.00	3.00	171.00	
13	FG	7	4.00	3.00	84.00	
14	V	635	1.00	0.45	285.75	
15	V1	635	3.00	0.45	857.25	
16	V2A	75	0.90	0.45	30.38	
17	V2	150	0.90	0.60	81.00	
18	V3	45	0.60	0.45	12.15	
19	V4	2	1.80	0.45	1.62	
20	V5	2	1.50	0.45	1.35	
21	V6	20	3.00	0.45	27.00	

TOTAL 3911
GLASS AREA (2 SIDE) 7821

GIRLS HOSTEL
AREA CHART (IN SQM)

S.N O	FLOORS	LG	UG	1st	2nd	3rd	4th	5th	6th	Terrac e
1	WC	13.50	18.00	24.00	24.00	24.00	24.00	24.00	19.50	-
2	BATH ROOM	19.00	26.00	35.00	35.00	35.00	35.00	35.00	28.00	-
3	TOI/BATH	15.00	12.00	6.00	6.00	6.00	6.00	6.00	6.00	-
4	WASH	53.00	70.00	88.00	88.00	88.00	88.00	88.00	70.00	
5	STUDENTS ROOM	720.0 0	705.0 0	1200. 00	1260. 00	1260.0 0	1260. 00	1260. 00	885.0 0	-
6	OTHER ROOMS (Cloak,Laundry,Elec.,Computer,reading,TV,service,utility ,store,office & warden rooms)	113.0 0	300.0 0	11.00	11.00	11.00	11.00	11.00	11.00	-
7	COMMON AREA (Staircase, corridor, lobby, internal & external tiled areas,courtyard & Terrace)	2707. 50	1869. 00	1346. 00	1376. 00	1376.0 0	1376. 00	1376. 00	1581. 00	2840. 00
	TOTAL AREA	3641. 00	3000. 00	2710. 00	2800. 00	2800.0 0	2800. 00	2800. 00	2600. 50	2840. 00

TILED AREAS (IN SQ.M)

S.N O	FLOORS	LG	UG	1st	2nd	3rd	4th	5th	6th	Terrac e
1	WC	94.50	126.0 0	168.0 0	168.0 0	168.00	168.0 0	168.0 0	136.5 0	-
2	BATH ROOM	113.4 0	151.2 0	201.6 0	201.6 0	201.60	201.6 0	201.6 0	163.8 0	-
3	TOI/BATH	75.60	60.48	30.24	30.24	30.24	30.24	30.24	30.24	-
4	WASH /URINAL	167.5 8	223.4 4	279.3 0	279.3 0	279.30	279.3 0	279.3 0	223.4 4	
	WALLS									
1	WC	94.50	126.0 0	168.0 0	168.0 0	168.00	168.0 0	168.0 0	136.5 0	-
2	BATH ROOM	113.4 0	151.2 0	201.6 0	201.6 0	201.60	201.6 0	201.6 0	163.8 0	-
3	TOI/BATH	75.60	60.48	30.24	30.24	30.24	30.24	30.24	30.24	-
4	WASH /URINAL	167.5 8	223.4 4	279.3 0	279.3 0	279.30	279.3 0	279.3 0	223.4 4	

W.C & WASH (IN NOS)

S.N O	FLOORS	LG	UG	1st	2nd	3rd	4th	5th	6th	Terrac e
1	WC	14	16	18	18	18	18	18	15	-
2	WASH BASINS	16	20	22	22	22	22	22	18	-

ROOMS (IN NOs)

S.N O	FLOORS	LG	UG	1st	2nd	3rd	4th	5th	6th	Terrac e
1	STAIRCASE	11	11	8	8	8	8	8	7	2
2	LIFTS - 10 PASSENGER	2	2	2	2	2	2	2	2	2
3	LIFTS - 16 PASSENGER	2	2	2	2	2	2	2	2	2
4	ENTRANCE LOBBY / STAIRS LOBBY	2	1	2	2	2	2	2	3	-
5	RECEPTION	-	1	-	-	-	-	-	-	-
6	HOSTEL OFFICE / WARDEN	-	2	-	-	-	-	-	-	-
7	RECREATION ROOMS	-	1	-	-	-	-	-	-	-
8	INTERACTION SPACES	4	4	6	6	6	6	6	4	-
9	STUDENT'S ROOMS	48	47	80	84	84	84	84	59	-
10	UTILITY ROOMS (CLOAK,LAUNDRY, SERVICES)	4	2	-	-	-	-	-	1	-
11	COMPUTER ROOM	-	1	-	-	-	-	-	-	-
12	READING ROOM	-	1	-	-	-	-	-	-	-

RAILING (IN SQ.M)

S.N O	FLOORS	LG	UG	1st	2nd	3rd	4th	5th	6th	Terrac e
1	BALCONY	247	244	343	355	355	355	355	280	-
2	STAIRCASE	110	110	80	80	80	80	80	70	20

DOOR WINDOW AREAS (IN SQ.M)

S.N O	FLOORS	NOS	L	W	AREA	2 SIDE AREA
A	WOODEN DOORS					
1	D1	2	2.40	2.40	11.52	
2	D2	6	2.00	2.10	25.20	
3	D5	570	1.00	2.10	1197.00	
4	D6W	570	0.75	2.10	897.75	
5	D8	3	1.20	2.10	7.56	
6	D9	37	0.90	2.10	69.93	

TOTAL 2209

WOODEN AREA (2 SIDE)

4418

	GRILL DOORS					
1	GD	2	3.00	2.10	12.60	
2	GSD	5	0.75	2.10	7.88	
3	SD	95	0.75	2.10	149.63	

FIRE DOORS						
1	FD3	17	2.00	2.10	71.40	
2	FD4	54	1.20	2.10	136.08	
3	TD7	249	0.75	2.10	392.18	

TOTAL 770
STEEL AREA (2 SIDE) **1540**

B GLASS WINDOWS / VENTILATORS						
1	W	12	2.10	1.20	30.24	
2	W1	73	1.20	2.10	183.96	
3	W2	14	2.00	1.65	46.20	
4	W4	2	1.50	1.65	4.95	
5	W5	1	3.00	2.10	6.30	
6	WINDOWS BOTH SIDE OF D6	1140	1.13	1.20	1539.00	
7	LG3	16	3.00	2.40	115.20	
8	SG1	42	1.80	1.65	124.74	
9	SG2	8	1.50	1.65	19.80	
10	SG2a	8	1.20	1.50	14.40	
11	SG3	17	0.90	1.65	25.25	
12	LG3	17	3.00	3.00	153.00	
13	FG	6	4.00	3.00	72.00	
14	V	570	1.00	0.45	256.5	

					0	
15	V1	570	3.00	0.45	769.5	
16	V2A	67	0.90	0.45	27.14	
17	V2	135	0.90	0.60	72.90	
18	V3	40	0.60	0.45	10.80	
19	V4	2	1.80	0.45	1.62	
20	V5	2	1.50	0.45	1.35	
21	V6	16	3.00	0.45	21.60	

TOTAL 3496

GLASS AREA (2 SIDE) 6993

Schedule 2**Pest Control Service**

SL.No	Description	Frequency of Service
1	General disinfections against cockroaches, spiders, houseflies and mosquito larvae	Once in 6 Months
2	Anti Malarial Fumigation	As per Specification
3	Kitchen Fumigation	Montly

Schedule-3

SI No	Description
1	Plumbing Maintenance Works Cost of Consumable items/spare parts for minor plumbing & Sanitary maintenance & repairs viz. Washers, Nipples, Wsate pipe for Urinal/Washbasin, Nahani Trap CP gratings, Check nuts, Taflon tape, Rawl plug, PVC connection, Spindle for all types and make up CO fittings, M-seal, CI/GI pipe clamps, Screws, etc
2	Electrical Maintenance Works Cost of Consumable items/spare parts for minor Electrical maintenance & repairs viz PVC insulation tape, screws, Rawl plug, Small clamps, Connectors, 5/15 AmpsSwitches & Sockets of same model & make as existing, Capacitor / Condenser for ceiling & Exhaust fans, power supply for LED downlights, Electronic choke/driver for Tube light fittings, Tube starter, CFL lamps, Door bell, rewinding and change of bearing of fans, Geysers etc
3	Carpenter Maintenance Works Cost of Consumable items/spare parts for minor Carpentry maintenance & repairs viz handles, towerbolts, hinges, door stopper, door magnet stopper, aldrop, plastic buffers, glass corners, cupboard lock, multi lock, towel rod, hanger strips, screws, making & providing duplicate keys of main door in case of loss of original key by the occupant on bonafide requirement, replacement of nylon rope for drying clothes including hooks/ buttons as & when required on request of occupant, etc, (The items to be replaced shall be matching with the existing fittings as far as possible)

Schedule 4

Cost of Tools & Cleaning Equipment's (based on area details enclosed above in schedule 1)

Sl. No	Description
1	Single Disc Scrubber
2	Walk Behind Scrubber
3	High Pressure Jet
4	Wet & Dry Vacuum Cleaner
5	Scrubbing Pads

BILL OF QUANTITIES

SUMMARY OF PROJECT COST PER YEAR

(Based on the Area in Sqmtr)

Sr. No.	Description	Reference (for Quoting)	GST	Amount	Total Amount
1	Cost of Manpower	Schedule 1			
2	Cost of Cleaning Material	Schedule 1			
3	Cost of cleaning Tools	Schedule 1			
4	Cost of Pest Control	Schedule 2			
5	Cost of Consumable items for Plumbing, carpentry, Electrical & House keeping	Schedule 3			
6	Cost of tools, Plant & Accessories	Schedule 4			

Grand Total:

Amount (in words)

*The L1 Bidder will be asked to give detailed breakdown of GST for quoted rates

