

**TENDER FOR
“PROVIDING FACILITY MANAGEMENT SERVICES AT SPECIFIC
HOSTEL BLOCKS IN IISc, BANGALORE”**

Tender No. R(CMC)FMS/2024-09 dated 09th September 2024

<https://iisc.ac.in/all-tenders/>



**CONTRACT MANAGEMENT CELL
Indian Institute of Science
Bangalore-560012**

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GENERAL DEFINITIONS

1. IISc., or Institute means, The Indian Institute of Science, Bangalore
2. “Director” means, The Director of IISc or his authorized representative.
3. “Registrar” means The Registrar of IISc or his authorized representative.
4. ‘Areas’ means areas specified in this tender in general and any other areas specified by the Officer In charge / Asst Registrar (Hostels).
5. Selected agency/service provider means the successful bidder.

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SCHEDULE OF EVENTS & OTHER DETAILS
Schedule A**

Tender No. / Date	R(CMC)FMS/2024-09 dated 09th Sep 2024
Pre-bid meeting Date, Time	23rd Sep 2024 - 11.30 am via MS teams. The link is shared in IISc Tenders website.
Last date and Time for online submission (uploading) of tender	03rd Oct 2024 - 11.00 am
Validity of bid:	180 days from the date of Opening of tenders
Earnest Money Deposit	Rs. 3,00,000/- (Three Lakhs only) In the form of Demand Draft in favour of THE REGISTRAR, Indian Institute of Science, Bangalore payable at BANGALORE
Date & Time for opening of Technical Bid:	04th Oct 2024 - 11.00 am
Name and Address of the Client	Contract Management Cell, Located in Raman Building, Indian Institute of Science, Bangalore - 560 012 Phone No 080 22932500/22932049 Email: cmc.unit3@iisc.ac.in
Submission of Tender Document	e-procurement portal- https://eprocure.gov.in/eprocure/app Helpline no: 0120-4001005
Date and Time of opening of Tender (Financial Bid)	Shall be intimated to technically Qualified bidders through CPPP portal
Contract Commencement Date:	1st Nov 2024 (Tentative)
Contract Duration:	3 years (Three Years) (renewable annually after performance review)
Performance Security Deposit	5% of the annual contract value
FINANCIAL Turn-over of Bidder	Rs. 3,00,00,000/- (Rupees Three Crores) per annum for the last 3 FINANCIAL years.

TENDER NOTICE

1. The Registrar, Indian Institute of Science invites tenders in two bid (Technical and Financial) system from eligible Bidders, from reputed, experienced and financially sound Bangalore based registered security agencies for

**“PROVIDING FACILITY MANAGEMENT SERVICES AT
HOSTEL BLOCKS IN IISc, BANGALORE”**

2. The tender document can be downloaded from the web site: <https://iisc.ac.in/all-tenders/> and can also be downloaded from e-procurement website: <https://eprocure.gov.in/eprocure/app>. It may be noted that all subsequent notifications, changes and amendments on the project/document would be posted only on the same website.
3. Interested Companies/ Firms/ Agencies after applying in CPPP portal is advised to enclose and drop the Original Demand Draft for EMD, Uploaded copies of the Technical bid along with documents mentioned in Annexure I in the Tender Box kept in the Contract Management Cell, located in Raman Building, Indian Institute of Science, Bangalore-12, on or before the deadline indicated in Schedule A. **Financial bid should not be dropped in the tender box as it will be downloaded from the CPPP portal.**

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GENERAL INSTRUCTIONS FOR BIDDERS

1) The bids are invited under **two bid system i.e. Technical Bid and Commercial Bid via CPPP portal as given in Schedule A** . The Earnest Money Deposit (EMD) refundable (without interest), should be necessarily accompanied along with the Technical Bid of the agency in the form of Demand Draft from any of the Nationalized / Scheduled bank drawn in favour of **The Registrar, Indian Institute of Science, Bangalore** payable at Bangalore and valid for a period of 180 days. Bids not accompanied by EMD or without proper validity will be summarily rejected. Micro and small Enterprises if registered with any government bodies specified by Ministry of Micro, Small & Medium Enterprises (MoMSME) with valid certificate duly issued by GOI are exempted for submitting the earnest money deposit (EMD). The bid security may also be accepted in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (including e- Bank Guarantee) from any of the Commercial Banks or payment online in an acceptable form, safeguarding the purchaser's interest in all respects. Purchase preference policy to MSE will apply to the agencies which provide registration certificate issued by NSIC

2) The successful bidder shall have to deposit in a scheduled/nationalized bank, Performance Security Deposit as specified in the Schedule A. At the time of award of contract within 15 days of the receipt of the formal Work Order. The performance security deposit will have be furnished in the form of Bank Guarantee/Demand Draft drawn in favor of **The Registrar, Indian Institute of Science, Bangalore** payable at Bangalore. **The bank guarantee should be from a nationalized / scheduled bank only**. The performance security deposit should have 90 days validity beyond the date of completion of all the contractual obligations of the security service provider. 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).

3) All Bidders shall provide the required information accurately and enough as per details in Eligibility Criteria. The bidder should drop the Earnest Money Deposit (EMD) mentioning the name of the company in the backside of Demand Draft, along with the Technical bids and documents mentioned in the Annexure III in the Tender Box kept in the Contract Management Cell, located in Raman building,1st floor, Indian Institute of Science, Bangalore-12 on or before the last date of submission of tender.

4) The Tenderer shall upload the valid certificate copies of certificates as mentioned in Annexure III **failing which the tender will be rejected**. If necessary, bidder shall produce all the original documents for verification.

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- 5) Blacklisted contractors in State / Central Govt. Departments, Central / State PSUs, Autonomous Organizations/ Boards etc., are not eligible to quote, if found such tenders will be rejected.
- 6) The successful Bidder shall execute an Agreement within 30 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.
- 7) The rates quoted should be as per the financial bid only. The IISc reserves the right to accept / reject any or all the tenders without assigning any reasons.
- 8) Conditional tenders will not be accepted and is liable for rejection.
- 9) Bidders who meet the specified minimum qualifying criteria, shall be eligible.
- 10) 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.
- 11) The Tender document can be downloaded from e-procurement website: <https://eprocure.gov.in/eprocure/app>. It may be noted that all subsequent notifications, changes and amendments on the project/document would be posted only on the same website.

12) Content of Tender documents

The bidders should go through the Tender Document and submit online response through e-procurement portal only.

13) Amendment of Tender documents

Before the deadline for submission of tenders, the IISc may modify the tender documents by issuing corrigendum / addendum.

Such corrigendum/ addendum thus issued shall be part of the tender documents and shall be published online in e-Procurement portal.

To give prospective Bidders reasonable time in which to take corrigendum/ addendum into account in preparing.

14) Documents comprising the Tender

The Technical Bid submitted by the Bidder shall contain the documents as follows:

- a) Earnest Money Deposit in any of the payment modes specified in e-Procurement platform/GFR.
- b) Technical bid documents and all other documents mentioned in Annexure III.

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- c) 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.

The financial bid submitted by the Bidder shall contain the documents as follows:

Priced Bill of Quantities wherein only Contractors monthly service charge/ Administrative charge has to be mentioned through e-procurement portal, no hardcopy of commercial bid should be attached or disclosed.

15) Tender validity

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.

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 above clauses in all respects.

16) Earnest money deposit

The Bidder shall furnish, as part of his tender, earnest money deposit (EMD).

The Bidder can pay the Earnest Money Deposit (EMD) using the following payment mode:

- i) Demand draft Beneficiary Details :

Account Holder Name - The Registrar, IISc Bengaluru

The bidder has to attach the Technical Bid Documents for our reference. The bidder should drop the Earnest Money Deposit (EMD) mentioning the name of the company in the backside of Demand Draft, along with the Technical bids and documents mentioned in the Annexure III in the Tender Box kept in the Contract Management Cell, located in Raman Building, Indian Institute of Science, Bangalore-12 on or before the last date of submission of tender. EMD amount will have to be submitted by the bidder taking into account the following conditions:

- a) The entire EMD amount must be paid in a single demand draft
- b) The earnest money deposit of unsuccessful Bidders will be returned after awarding the contract to the successful bidder.

The earnest money deposit may be forfeited:

- a) If the Bidder withdraws the Tender after tender opening during the period of tender validity,

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- b) If the Bidder fails within the specified time limit to
 - i) Sign the Agreement; or
 - ii) Furnish the required Security deposit

17) Format and signing of Tender

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

18) Submission of Tenders

Tenders must be submitted on-line in the e-Procurement portal by the Bidder before the notified date and time.

19) 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) which were uploaded through e-procurement portal along with Original demand draft (EMD). The financial bid should not be enclosed in the said cover. In the event of any discrepancy between them, the original uploaded document in e-procurement shall govern.

The IISc may extend the deadline for submission of tenders by issuing an amendment, 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.

20) Late Tenders

In e-procurement system, Bidder shall not be able to submit the bid after the bid submission time and date as the icon or the task in the e-procurement portal will not be available. IISc will not be liable (or) responsible for any delay due to unavailability of the portal and the Internet link.

21) Modification and Withdrawal of Tenders

Bidder has all the time to modify and correct or upload any relevant document in the portal till the last date and time for Bid submission, as published in the e-procurement portal.

The Bidder may withdraw his tender before the notified last date and time of tender submission. No Tender may be modified after the deadline for submission of Tenders.

Withdrawal or modification of a Tender between the deadline for submission of Tenders and the expiration of the original period of Tender validity specified in Clause with subject "Tender Validity" above may result in the forfeiture of the earnest money deposit.

22) Tender Opening:

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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.

The IISC. will evaluate and determine whether each tender meets the minimum qualification eligibility criteria.

Bidder if required may be needed to submit all the Original Documents, which are submitted in e-procurement portal, to the IISC. for verification at the time of opening of Tender. The IISc will record the Tender opening.

23) Process to be confidential

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.

24) Clarification of Tenders

To assist in the examination, evaluation, the IISC. may, at his 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.

Subject to clause with heading “**Clarification of Tenders**”, 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.

Any effort by the Bidder to influence the IISc in the Tender evaluation, or contract award decisions may result in the rejection of the Bidders’ Tender.

25) Examination of Tenders and determination of responsiveness

Prior to the detailed evaluation of Tenders, the IISc will determine whether each Tender (a) meets the eligibility criteria (b) is accompanied by the required earnest money deposit and; (c) is substantially responsive to the requirements of the Tender documents.

A substantially responsive Tender is one which conforms to all the terms, conditions, and specifications of the Tender documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the service; (b) which limits in any substantial way, inconsistent with the Tender documents, the IISc's rights or the Bidder's obligations under the Contract;

If a Tender is not substantially responsive, it will be rejected by the IISc., and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

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26) Correction of errors

No corrections to uploaded bid is permitted by the portal. Tenders determined to be substantially responsive will be checked by IISc.

28) Evaluation and comparison of Tenders

Opening of the Financial bid will be preceded by the evaluation of the Pre-qualifying Offer (Technical bid). Evaluation of the Pre-qualifying Offer will be done by the Contract Management Committee constituted for the purpose. After evaluation is completed, all the Bidders who are qualified will be notified and will be intimated at the time of opening of the Financial bid. Financial bid will be opened in the presence of those who choose to be present or even in the absence of any Bidder.

The IISc will evaluate and compare the Tenders as per comparative statement downloaded from e-procurement portal. Only the commercial bids of technically qualified bidders would be considered. The lowest bid (L1) would be considered as the successful bidder. In case of tie (commercial bids of two or more bidders being equal), bidders having higher average turn-over (in the last 3 financial years) will be offered the contract. By submitting a bid for the tender, the agency implicitly agrees to the above condition.

Other related General Instructions to bidder

- 1) The bidder is required to enclose photocopies of the necessary documents as listed in Annexure III along with EMD and uploaded copies of Technical Bid and drop the documents in the Contract management cell, IISc on or before the last date of submission as mentioned in Schedule A.
- 2) Bids submitted after the due date shall not be accepted under any circumstances whatsoever. Any conditional bid is liable to be rejected.
- 3) The bidder shall submit the technical as per the format enclosed in Annexure I and Commercial bids to be submitted online in the portal.
- 4) The Earnest Money will be forfeited if the successful bidder fails to accept the offer.
- 5) The bidder should include in the technical bid, the list of clients where they are providing facility management services for the past last 3 financial years, along with name, phone / fax number of the contact person / email ID's and if required references for their services may be obtained from them.
- 6) All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be uploaded along with technical bid.

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- 7) The envelope containing Technical Bid only shall be opened on the scheduled date & time as given in Schedule A in the presence of representatives of the agencies/companies/ Firms, who wish to be present.
- 8) Technical Bids will be evaluated by a committee. The evaluation includes verifying the financial turn-over, registration certificates, legal, financial, statutory, taxation and other associated compliance of contract conditions. The committee may also evaluate the performance of the agency in any of their existing contracts which may include obtaining references and visits to the sites of the agencies existing contracts. Further, the committee may disqualify any bidder based on oral/written references indicating poor quality of service provided during existing or previous contracts.
- 9) Commercial bids of only technically qualified bidders will be opened online on a date & place (to be notified later) in presence of representatives of technically qualified bidders.
- 10) IISc reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or reject any or all tenders without giving notice or assigning any reason. The decision of the Director of IISc, in this regard shall be final and binding on all.

ESSENTIAL REQUIREMENTS OF THE BIDDER
COMPANY / FIRM / AGENCY

The bidder should fulfill the following technical specifications:

1. The bidder/ Company / Firm / Agency should be registered with the appropriate registration authority (Labour Commissioner etc.).
2. The bidder / Company / Firm / Agency should have experience in providing facility management services to Public Sector Companies / Banks / Government Departments / Research Organizations / Reputed Private Sector Companies for the last five financial years for the minimum value of Rs 1 Crore per year.
3. The bidder / Company / Firm / Agency should be registered with Income Tax and GST department.
4. The bidder / Company / Firm / Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.
5. Either the Registered Office or one of the Branch Office's of the bidder should be located in Bengaluru.
6. The bidder / Company / Firm / Agency should have its own Bank Account.
7. The bidder / Company / Firm / Agency should have a minimum FINANCIAL turnover during the last three years as specified in Schedule A.

SCOPE OF WORK

GROUP OF HOSTELS UNDER INTEGRATED FACILITIES MANAGEMENT SERVICES

Hostel Blocks & Room Numbers

S No	Hostel Blocks	Rooms
1	JINDAL	203
2	BPCL	159
3	C BLOCK	168
	TOTAL	530

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 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, Railing, Doors, dados, ceiling and walls etc.
3. All the lights, Fans and electro mechanical equipment's in the building should always be in good working condition.
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 laborer's 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, pathways, 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 washbasins
- Cleaning of doors and mirrors
- clean all the vents and windowsills
- Emptying & cleaning 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.
- Hostel Blocks surrounding areas

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

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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
- Garden and Surrounding areas including roads.

Electro-Mechanical Services

- Housekeeping of Elevators

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

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

Scope of O&M of Electrical equipments:

The operation and maintenance of all the electrical equipments and services including the repair /replacement. The make of the replacement item shall be as per the approved makes of the CCMD. The item shall be ISI/BIS/Approved 5 Star / Energy efficient one as per the instruction of the Engineer in Charge.

Inclusions:

- (i) 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.
- (ii) PVC / GI couplings, Bends, fuse and other similar minor items.
- (iii) Ventilation Fans / Pumps / Motors/ Geysor etc (After Warranty Period).
- (iv) Submission of Daily Position Reports, Failure Investigation Reports, Operation & Maintenance Reports.
- (v) Maintenance of Reports, Log Books etc for Operation & Maintenance of Various Systems & Equipment's.
- (vi) Maintenance of Equipment History.
- (vii) Specialized Tools / Tackles i.e. Chain Pulleys, Telescopic Ladder/Cranes etc required for operation and maintenance. All the specialized machinery

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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.

(viii) Spares procurement of Capital Equipment.

7.2 Exclusions:

- (i) Statutory Payment to Govt Bodies
- (ii) 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:

Service: Plumbing Services

Desired Service levels but not limited to:

Sl.No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	All plumbing related repairs, purchases and maintenance	As per requirement / Instruction of IISc officials	Highest Standard in Plumbing/Electrical Maintenance

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In addition to the above, Facility Management 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.

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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	As above	As above

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	centralized waste collection yard.		
9	Drainage system in the building including but not limited to toilets, are to be kept operational.	Regularly and all the time.	As above
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,	Regularly and all the time.	As above

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	stills, stairwells, lobbies, WC areas and lighting system, internal & external pest control services, etc. Cleaning of all drainage pipelines (washbasin, sinks, urinals, etc.)		
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

• **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

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		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

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			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

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			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,

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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 ops 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

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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.

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- 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 disinfestations against mosquitoes, spiders etc- Once a fortnight • General disinfestations 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.
	<p>Pest Control Management Program must be shared with IISC Management prior to</p>	<p>As defined in the agreement</p>	<p>The FM Bidder shall provide MSDS, Names of Chemicals & their</p>

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	commencement of the operations		Potency that will be used, Schedule for each 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.
	Daily Routine Inspection service Spray Floors/Corners/Niches and any other areas	As defined in the agreement	Install, operate and maintain electrical insect baits in all high traffic insect-

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	<p>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 damages to occupants and installed office electrical and electronic equipment, subject to prior approval from IISC</p>		<p>prone areas within the premises at three in every floor. 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</p>
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			monitoring traps/pads shall be maintained in sub-floor 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.

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- 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.

• **WATER BODY CLEANING SERVICES**

IISC HB 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	As per cleaning program.	<ul style="list-style-type: none"> • Ensure that there is no water discoloration and

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	adjoining and submerged civil construction (UG water tanks)		foul smell. <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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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.

FRONT OFFICE MANAGEMENT FOR EVERY HOSTEL BLOCKS

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 and adhere to standards that are satisfactory to IISC Management.	The Front Office services will be available as per specified timings as mutually agreed for each facility. FM Bidder will provide Front Office Services at a designated location within IISC premises under scope of agreement.	<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, extensions, FAX machines etc. • Manage Visitors to IISC Facility.

HELPDESK SERVICE

Service: Helpdesk Service

Desired Service levels but not limited to:

S.No.	Responsibility of the Bidder / FMS Agency	Frequency of Service	Required Service level
1	Provide	Provide	<ul style="list-style-type: none"> • Ensure availability of response team

	<p>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.</p>	<p>sufficient resources to address customer service requests round the clock in a manner that complies with the service level response goals.</p>	<p>24*7</p> <ul style="list-style-type: none"> • 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. • 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.

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- 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.

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- 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"> • 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.

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		<p>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.</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. All deviations and exceptions to planned activities. Facility Inspection & Monthly Building Risk Assessment. Monthly occupancy/churn report.(head count). Statutory Legal & Regulatory Compliance. Help desk TAT report Highlight Critical Issues / Problems with recommended solutions which should contain the technical recommendations/alternatives, cost, time schedules, etc.</p>

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			<p>Customer Feedback Analysis.</p> <ul style="list-style-type: none"> • Facility Management Annual Report containing the following : • 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. • Highlight Critical issues / Problems with recommended solutions which should contain the technical recommendations / alternatives, cost, time schedules, etc. • Carry out quarterly feedback

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			surveys for customer satisfaction.
3	Incident & Accident Reporting		<p>FM Bidder/Contractor 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

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		<p>time & date of Incident/Accident as 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

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			<p>4. Performance Management System</p> <p>5. Asset Management</p> <p>6. PPM Management</p> <p>7. Contract Management</p> <p>8. Conference, Meeting & Training Room Booking Services</p> <p>9. Front Office and Visitor 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.

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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 (HSE). Contractors and Vendors must also comply		FM Bidder is required to undertake the following: <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 agreed with IISC

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<p>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-</p>		<p>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
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<p>18001 standards and as per the Site BCP. They will be responsible for coordinating with IISC's designated personnel or 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>the same as part of HSE Reporting to IISC FM.</p> <ul style="list-style-type: none"> • Review Emergency systems and procedures bi-annually to ensure ongoing compliance • 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 lach/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	Geyzer not working	yes		Check, repair and/or replace	1. Replace – Depends on accessibility & availability – min of 24 hours
b	Shower/Jet Spray/ Tap not working	Yes		Check, repair and/or replace	1. Replace – min of 2 hours
c	Doors/Windows not closing	yes		Check, repair and/or replace	1. Replace – min of 2 hours

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d	Mirror	yes		Check, repair and/or replace	1. Replace – Depends on accessibility & availability of Mirror min of 24 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
4	Room/Bathroom/Toilet/Common Area				
a	Grouting of Ant/Rat Hole & Tile Joints	yes		Check, repair and/or replace	Repair – Depends on accessibility & availability – min of 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)- The IISc reserves the right to increase or decrease the scope of work/area to be service.

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Total Area

JINDAL BLOCK		
SALIENT FEATURES		
1	TOTAL No of Rooms Each measuring 12' x 10' with balcony measuring 6' x 4' and Furnishing, Guest rooms with attached restrooms, Cafeteria.	203
2	Built up Area	77380.96 Sft/7250 sqm

BPCL BLOCK		
SALIENT FEATURES		
1	TOTAL No of Rooms	158 rooms + 7 guest Rooms
2	Built up Area	53539.044 Sft/4973 sqm

BLOCK C		
SALIENT FEATURES		
1	TOTAL No of Rooms	171
2	Built up Area	5382 sqm

TERMS AND CONDITIONS

General

1. Bids submitted after the deadline shall not be accepted under any circumstances whatsoever.
2. Any conditional bid is liable to be rejected.
3. The Earnest Money will be forfeited if the bidder rescinds from the offer.
4. The contract is for the duration specified in Schedule A. The contract will be reviewed yearly, and upon satisfactory performance, will be extended for 1 year at a time, until the duration of the contract.
5. The contract may be extended, on same terms and conditions, for further periods, subject to a maximum of 2 year beyond the contract term specified in Schedule A.
6. The selected agency is required to execute an agreement within 30 days of the award of the work.
7. The scope of the contract can be extended to additional manpower, with a proportional increase in contract value, as mutually agreed upon, and approved by the competent authority of IISc.
8. The contract may be terminated before the contract period owing to deficiency in service or substandard quality of the service provided by the selected Company / Firm / Agency. Further, IISc reserves the right to terminate this contract at any time after giving two months notice to the successful bidder. Grade "A" Quality products only should be used.
9. The selected agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of IISc.
10. The agency will be bound by the details furnished by him / her to IISc, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the firm is found to be false at any stage, it would be deemed to be a breach of terms of contract making the firm liable for legal action besides termination of contract.

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11. The selected agency shall furnish a Performance Security Deposit in the form a bank guarantee in Scheduled / Nationalized bank, as specified in the Schedule A at the time of placing the work order within 15days of the receipt of the formal order. The performance security will be furnished in the form of the Bank Guarantee/Demand Draft drawn in favour of The Registrar, IISc, Bangalore-12 payable at Bangalore. The performance security should remain valid for a period of 3 years 6 months. The performance security will be returned on termination of the contract and completion of all the contractual obligations of the successful bidder.
12. The agency shall ensure that the manpower deployed in IISc, are physically fit, well trained and are 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:
 - (i) List of Manpower short listed by agency for deployment at IISc, containing full details i.e. date of birth, marital status, address etc;
 - (ii) Bio-data of the persons.
 - (iii) Certificate of verification of antecedents of persons by local police authority (Police verification 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. The selected agency shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed at the Institute.
17. The selected agency shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work, etc.
18. The selected agency shall designate a coordinator, out of the deployed personnel, who would be responsible for immediate interaction with the Contract Management Cell at the Institute, so that the services of the persons deployed by the agency could be availed without any disruption.

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19. The selected agency shall immediately provide a substitute in the event of any person leaving the job due to his / her personal reasons.
20. It will be the responsibility of the contractor to meet transportation, food, medical and any other requirement of contractor's manpower for carrying out the contract work. IISc will have no liability in this regard at any stage.
21. The selected agency undertakes to comply with all statutes, rules, regulations, and bylaws, during the entire period of this contract.
22. 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.
23. Biometric / Smart Card recording of attendance will have to be installed and maintained by agency. Biometric / Smart Card report will be accessed by CMC on daily basis. Biometric attendance sheet is mandatory to be attached with the bill.
24. Discrepancy in payment in the bills has to be notified to IISc within 60 days from the date of submission of bill to IISc or 60 days from the corresponding month the bill is claimed.
25. All Staff working under the contractor in IISc are to be rotated/changed once in one/two years in a periodical manner.
26. In the event of tie between the Bidders during selection, it is at the liberty of the institute to award contracts to one or multiple agencies/contractors

CONTRACT-SPECIFIC

1. The manpower employed by the agency shall be required to work normally in shifts as per the norms mandated by Govt of India. The working hours may vary and the manpower should be ready to work as per the requirement of the department. The manpower may also be called upon to perform duties on Sunday and other gazetted holidays, if required, by providing compensatory off. No extra wages will be paid for attending the office on such holidays. The attendant, if deputed for any official work outside IISc, shall not be entitled for any other emoluments except the actual bus fare for the purpose. The person deployed shall be required to report for work as specified at the work spot deputed.

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2. The person deployed shall be required to report for work as specified at the work spot deputed. The agency should employ personnel who can converse well in English and local languages. In particular, the manpower provided should be able to read and write addresses and names in English.
3. Skilled manpower deployed should possess the requisite skills like plumbing/carpentry/driving LMVs /Electrician/ operation of LCD projector / operation of PA system, etc with the necessary certificate / license/ training etc., from competent authority.
4. The Classification of the category of the contract labours will be based in the Ministry of Labour /Chief Labour Commissioner notification issued from time to time.
5. Bidders are invited, urged to inspect the Hostels prior to submitting a bid. The failure of any bidder to inspect Hostels will not constitute grounds for any claim or demand for adjustment or withdrawal of a bid after the bid opening.
6. The Bidder should inspect the site before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be submitted in the original and without making any additions, alternations, and as per details given in other clauses given hereunder.
7. The scope of the contract can be extended to additional facilities in the institute upto the extent of less than 20 rooms and a common area of 50000 sq feet free of charge.
8. Any damage caused by the staff of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by Director, IISc Bangalore or an Officer- In- charge and the same will be deducted from the monthly bill of the contractor

Site Inspection:

The contractor shall be deemed to have inspected the site before submission of his tender and acquainted himself with all aspects such as availability of Labour, Materials, working conditions, nature and volume of work involved, availability of site in full or in part at a time. No claim whatsoever for these reasons shall be entertained thereafter from the contractor.

The Bidder should inspect the site before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be submitted in original and without making any additions, alternations, and as per details given in other clauses given under this tender.

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LEGAL

1. For all intents and purposes, the bidder 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 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.
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.
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. The agency shall make available the required records to IISc for periodic inspection

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at the end of every quarter of every financial year, to ensure statutory compliance to the satisfaction of IISc. The Contractor shall ensure that all their personnel deployed under this contract will obtain additional insurance coverage under the Pradhan Mantri Suraksha Bima Yojna and Pradhan Mantri Jeevan Jyothi Bima Yojna and they shall submit the proof of such insurance coverage to the satisfaction of IISc. For manpower staff under the Skilled/Highly Skilled Category, ESIC is not applicable. The contractor shall provide medical/insurance cover to their staff on roll if they are not covered under ESIC. IISc will NOT reimburse the contractor the Insurance premium payment in this regard.

8. The selected agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IISc & income tax to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
9. The selected agency shall maintain all statutory registers under the applicable Law. The agency shall produce the same on demand to the concerned authority of IISc or any other authority under Law.
10. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of the Income Tax Act 1961, as amended from time to time and a certificate to this effect shall be provided to the agency by IISc.
11. 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
12. The selected agency will indemnify IISc from all legal, FINANCIAL, statutory, taxation, and associated other liabilities.
13. The contractor/agency is liable for payment of compensation in cases of death / permanent incapacitation of any of the staff deployed by them due to unintended/ unforeseen occurrences during maintenance, operation and provisioning of Public services. Institute has the right to recover penalty in the cases where the incidents have happened with the negligence of the agency. 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.

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FINANCIAL

1. The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage) / Commercial Bid (Second competitive stage) shall be returned to them without any interest. However, the E.M.D. in respect of the successful tenderer shall be adjusted towards the Performance Security Deposit. **Further, if the agency fails to provide Facility management service against the initial requirement within 15 days from date of placing the order the EMD shall stand forfeited without giving any further notice and the contract will be terminated.**
2. The proof of remittance of statutory deductions of PF, ESI to the appropriate agency, for those employed at IISc, must be provided by the selected agency to IISc every month along with the claim bill, failing which the claim bill shall not be settled.
3. The successful bidder will have to deposit a Performance Security Deposit as specified in Schedule A, within 15 days of the receipt of the formal order. The performance security will be furnished in the form of a Demand Draft or Bank Guarantee, from any Nationalized/Schedule bank, drawn in favour of The Registrar, IISc, Bangalore 560 012, payable at Bangalore The performance security should remain valid for a period of 4 years. The performance security will be returned on termination of the contract and completion of all the contractual obligations of the successful bidder.
4. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited besides annulment of the contract.
5. The agency shall raise the bill, in triplicate, along with attendance sheet in respect of the persons deployed and submit the same to the respective departments on or before 10th of the subsequent month. As far as possible the payment will be released within two weeks from the date of submission of bills. The following documents must accompany the bill.
 - a. Current month Invoice Copy
 - b. Current month Acquittance (Wage) Register duly signed by the individual contract Labourers
 - c. Current month Attendance Register
 - d. Current month ESI remittance challan with consolidate breakup details
 - e. Current month EPF remittance challan, as applicable, with consolidated breakup details
 - f. In addition Half yearly returns submitted to EPFO & ESIC are also to be submitted whenever due.
 - g. Biometric attendance sheet
 - h. Weekly report of complaint registered and resolution. (4 weekly reports to be attached for monthly billing)

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6. The Contractor hereby agrees that Absenteeism must not exceed 5% of the total deployment in any month. Further within each shift the absenteeism should not be more than 10% of the deployment. The above should be achieved without individual contract labour doing more than the maximum shift allowed by the contract (26/27 shift in a month).
7. In case the Contractor or any of his employees fails to fulfill his/their obligations for any day or any number of days to the satisfaction of the Institute for any reason whatsoever, the contractor shall pay, by way of liquidated damages, a sum of Rs. 50000.00 (Rupees Fifty thousand only) per day for the entire number of such days and IISc shall, without prejudice to its other rights and remedies, be entitled to deduct such damages from the money, if any, payable by it to the Contractor.
8. The contract labourers deployed by the agency shall not involve in any theft/pilferage/damage to Institute property. After necessary investigations, if proved that the Agency/their personnel are responsible for the incident, the agency is liable and will be penalized to the extent of the value of the loss and additionally Rs. 50,000/- for each such incident.
9. The Contractor commits himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during the contract execution.
10. The Contractor will not, directly or through any other person or firm, offer, promise or give to any of the Institute's employees involved in the execution of the contract or to any third person any material or immaterial benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the execution of the contract.
11. The Contractor will not commit any offence under the relevant Anti-corruption Laws of India: further the Contractor will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Institute as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically. The Contractor will not instigate third persons to commit offences outlined above or be an accessory to such offences. The involvement in any such activity shall entail a penalty of Rs. 50,000/- for each such incident. Other penalties if any will be imposed as per the clauses mentioned in the agreement to be executed.
12. The claims in bills regarding GST etc., if applicable, should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of IISc.

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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 the 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 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. These instructions are binding on the agency and any non compliance may lead to cancellation of contract.
- 5) The security agency will adhere to safe working practices and will take all safety measures necessary for safety of his workmen. He will remain responsible for the safety of his engaged persons. The agency should provide all necessary safety instructions, personal protective safety equipment to the persons engaged by him as applicable and required

MEDICAL EXAMINATION

The agency shall arrange for medical check-up for his employees deployed at IISc. The agency at his own cost has to carryout medical examination before the commencement of the contract and thereafter once in every year in respect of his employees to ensure their fitness to handle and submit certificate of Medical Fitness to IISc. The agency shall

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withdraw any person who is not found medically fit for the job and arrange for an appropriate substitute immediately.

TENDER EVALUATION CONDITIONS

1. The bidder shall quote the technical & commercial bids, in CPPP portal, as per the format enclosed in Annexure I and II.
2. Only the commercial bids of technically qualified bidders would be considered. The lowest bid (L1) would be considered as the successful bidder.
3. In case of tie (commercial bids of two or more bidders being equal), bidders having higher average turn-over (in the last 3 financial years) will be offered the contract.
4. By submitting a bid for the tender, the agency implicitly agrees to the above condition.

ANNEXURE I

TECHNICAL BID

(To be enclosed in a separate sealed envelope)

For providing Facility management Services to IISc

1. Name of Tendering Company/ Firm / Agency : _____
(Attach certificate of registration)
2. Name of proprietor / Director : _____
of Company/Firm/agency
3. Full Address of Reg. Office with Regn. No. _____
4. Regd. Office / Branch address in Bangalore _____

5. Telephone No/Mobile No : _____
6. E-Mail Address _____
7. PAN / GIR /TIN No. (Attach Attested Copy) _____
8. Labour Regn. No. (Attach Attested Copy) _____
9. GST Regn. No. (Attach Attested Copy) _____
10. E.P.F. Regn. No. (Attach Attested Copy) _____
11. E.S.I. Regn. No. (Attach Attested Copy) _____
12. Financial turnover of the tendering **Company / Firm / Agency** for the last 3 Financial Years:
(Attach separate sheet if space provided is insufficient)

COMMERCIAL Year	Indicate the Amount (Rs. In Lakhs)	Remarks, if any
2021-22		
2022-23		
2023-24		

Note: Attach last 3 years balance sheet/Auditors' certificate

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13. Give details of the major contracts handled by the tendering Company/ Firm / during the last three financial years in the following format. Attested copies of work orders may also be attached.

Sl. No.	Details of client with address, telephone numbers along with Email ID	Amount Contract (Rs. in Lakhs)	Duration of Contract	
			From	To
1				
2				
3				

(if the space provided is insufficient, a separate sheet may be attached)

14. Details of Earnest Money Deposit :
D.D./P.O. No. & Date & Bank

15. Additional information, if any
(Attach separate sheet, if required)

- 16 Details of MSME certificate issued by
Bodies specified by Ministry of MSME

CERTIFICATE OF ETHICAL PRACTICES

I. I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s, which are improper/Illegal during the execution of the contract awarded to us.

II. Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities /practices in my / our dealing with the Institute.

III. I / We will have no conflict of interest in any of our works / contracts at the Institute.

DATE

SIGNATURE OF THE TENDERER

ANNEXURE II

COMMERCIAL BID

FINANCIAL BID -SUMMARY OF PROJECT COST PER YEAR

(Based on the Area in Sqmtr)

Sr.No.	Description	Amount excluding GST
1	Cost for providing facility management Services per year (Payment will be made to Contractor on monthly basis i.e. quoted amount divided by 12)	

Note:

The quoted amount will be valid for the period of 3 years and no price escalation is possible on a yearly basis.

ANNEXURE III
CHECK-LIST
(To be enclosed with the Technical Bid)

Technical bid, sealed in a separate envelope superscribed as “Technical Bid”	
Earnest Money Deposit	
Proof of FINANCIAL Turn-over for previous three financial years in providing facility management services. (CA certificate to be provided)	
Copy of Registration certificate with Labour Department	
Copy of PAN/GIR Card	
Copy of the IT return filed for the last three FINANCIAL year	
Copies of EPF and ESI certificates	
Copy of GST registration certificate	
Proof of Regd Office/Branch Address in Bangalore	
Copies of the MSME Certificate issued by bodies specified by Ministry of MSME if any	
Work Experience of providing facility management services during the previous three financial years as per the eligibility criteria. Certificate from the client of the service provider to be provided as documentary proof. (List of firms where they have provided services and details of contact person(s).)	