

**Government of India**  
Ministry of External Affairs  
External Affairs Hostel  
K.G.Marg, New Delhi

No.Q/KGMC/474/01/2017

Dated: 7 November, 2017

**TENDER FOR PROVIDING Integrated Facility Management Services AT External Affairs Hostel (Old Hostel), Pt. Ravishankar Shukla Lane, Kasturba Gandhi Marg, NEW DELHI - 110001**



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**Government of India**  
Ministry of External Affairs  
External Affairs Hostel  
K.G.Marg, New Delhi

**SECTION-1**

**No. Q/KGMC/474/01/2017**

**Dated: 7 November, 2017**

**NOTICE INVITING E-TENDER**

**Subject: PROVIDING Integrated Facility Management Services AT External Affairs Hostel (Old Hostel), Pt. Ravishankar Shukla Lane, Kasturba Gandhi Marg, NEW DELHI - 110001**

On behalf of the President of India, Ministry of External Affairs invites **online bids** under **02 BID SYSTEM** for providing **Integrated Facility Management Services AT External Affairs Hostel (Old Hostel), Pt. Ravishankar Shukla Lane, Kasturba Gandhi Marg, NEW DELHI - 110001** from the eligible entities companies as per details given in the tender documents.

Tender No. <b>Q/KGMC/474/01/2017</b> Dated: <b>7 November, 2017</b>	
<b>Important Dates</b>	
Date of publishing	07/11/2017
Bid Document Download Start Date	07/11/2017
Clarification Start Date	08/11/2017
Clarification End Date	14/11/2017
Pre- bid meeting	15/11/2017
Bid Submission Start Date (online)	16/11/2017
Bid Submission End Date (online)	27/11/2017
Date of Technical Bid Opening (online)	29/11/2017
<b><i>EMD to be submitted in the form of Demand Draft in favour of " Pay &amp; Account Officer, Ministry of External Affairs, New Delhi" by 1700 hrs on <u>29/11/2017</u></i></b>	

2. The bid shall be submitted online only at Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app>. **Tender document fee- free of cost.**

3. The Competent Authority reserves the right to reject any or all the bids without assigning any reason and the decision of the competent authority of the Ministry shall be final and binding.

(Manoj Kumar Pujari)  
Under Secretary (Housing)  
Room No. 4017, JNB, New Delhi-110001

-----  
Tel: 49018363

**No.Q/KGMC/474/1/2017**  
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**SECTION-2**

ON NON-JUDICIAL STAMP PAPER OF RS.10/-

**AFFIDAVIT**

I/we ..... Partner(s)/Legal  
Attorney/Proprietor(s)/Accredited Representative(s) of  
M/s.....solemnly declare that :

2. I/we am/are submitting tender for ----- against Tender Notice No. ----- dated -----.
3. I/we or our partners do not have any relative working in the Ministry of External Affairs, New Delhi.
4. All information furnished by me/us in respect of fulfillment of eligibility criteria and information given in this tender is complete, correct and true. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
5. My/our bid shall be valid for a period of 120 days from the lastdate fixed for the bid submission in accordance with the Bidding Documents and shall remain binding upon us and may be accepted at any time before the expiry of the period.
6. If my/our bid is accepted, we commit to submit a Performance Guarantee in accordance with the Bidding Documents.
7. The Price-Bid submitted by me/us is " WITHOUT ANY CONDITION".
8. If any information or document submitted is found to be false/incorrect, MEA may cancel my/our Tender and can take any action as deemed fit including termination of the contract, forfeiture of all dues including Earnest Money (EMD) and blacklisting of my/our firm and all partners of the firm etc.
9. I/we also declare that the Government of India or any other Government body has not issued any show-cause notice or declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
10. The workers provided by us would not have any employer- employee relation with the Ministry of External Affairs and thereby not claim any regularization of their services or enhancement in their wages from Ministry.
11. We will deploy only police verified and well- trained workers as per the requirements of the scope of work.
12. We have modern equipment, latest technical expertise and sufficient manpower for the subject work.

13. We will use branded material only with quality upto the satisfaction off the client.
14. I/we also accept all the terms and conditions of this bidding document and undertake to abide by them; including the condition that Ministry is not bound to accept highest ranked bid / lowest bid or any other bid that it may receive.

**(Signature of the Tender with Seal)**

Seal of Notary

**Date :**

**No.Q/KGMC/474/1/2017**  
**Government of India**  
Ministry of External Affairs  
External Affairs Hostel  
K.G.Marg, New Delhi

**SECTION-3**

**(Introduction & Scope of work)**

**3.1 Introduction**

• **Tender Objectives**

The Ministry of External Affairs invites proposals from Integrated Facility Management Service Provider/Integrated Building Management Service Provider/House Keeping Services Provider, with intent to enter into an annual contract for providing integrated management facilities/housekeeping services for its property consisting of approximately 40 flats and 46 suites in four building blocks - A, B, C, & D – at External Affairs' Old Hostel at K.G. Marg, New Delhi.

**3.2 Brief Scope of work**

- House Keeping Services for MEA's Old Hostel at K. G. Marg, which has four block buildings - Blocks A, B, C, & D. Housekeeping services includes providing upkeep and maintenance - on daily basis - to common areas like corridors, staircases, terraces, internal and external roads and pathways, Canteen, multipurpose hall (the lounge) having a reception area at the ground floor area. It also includes upkeep and maintenance from inside of all Ambassadorial suites of 'D' Block and all transit suites of 'A' Block.
- Garbage removal (twice a day from suites and residences and daily disposal as per NDMC norms).
- Maintenance and repair including Engineering Services – (Carpentry/ Plumbing/civil and electrical).
- Horticulture Work - Green Area Maintenance of three existing gardens/parks, including landscaping, pruning of trees etc. on all the internal pathways and roads.
- To attend to Electrical, Plumbing and Carpentry works at all times of the day, so that an electrician, a plumber and a carpenter is always present in the Hostel to respectively attend to electrical faults, appearing not only in electrical lines/switches, but also in installed electrical appliances, like geysers, fans, ovens etc.; to attend to any kind of plumbing needs; and to attend to various carpentry works pertaining to fixed almirahs in bedrooms, stores and kitchen area, doors, windows, locking systems, furniture items etc. in whole of the premises of the Hostel.
- Security and access control services at all presently available entry/exit points.
- Pest Control in all the apartments/suites/ Common area of all the Blocks at regular interval and as a when required.
- Cleaning glazing which cannot be cleaned from inside the residences in all the four blocks. Terraces, staircases, common areas, window-panes in all the areas including those internal areas of "B" and "C" Blocks , where cleaning is beyond the capacity of the residents of these blocks.
- Facade cleaning and maintenance of all the four blocks.
- Mail Room management.

- Dry-cleaning of bed-linens, curtains, towels, cleaning/shampooing of sofa sets and other similar furnishing items available in all the transit suites of 'A' Block and all Ambassadorial suites of Block-D, in order to provide clean bed-linens and towels on circulation basis with the advance availability of stock for the same until the time the transit accommodation is occupied by the residents, or on actual requirement basis.
- Management of water supply (including maintenance of underground reservoir, pipelines pumping to overhead tanks, in-house plumbing maintenance, and immediate procurement of water tankers in case of shortage).
- Managing & Caretaking of Water storage tanks and underground water tanks.
- To administer and oversee the AMCs in respect of the following:
  - (i) DG set (01 nos.)
  - (ii) Lifts ( 04 Nos.)
  - (iii) All existing Air conditioners installed in all transit and Ambassadorial suites of 'A' and 'D' blocks (lounge, canteen, reception), and any other air conditioners that may be put up/installed subsequently in addition to the existing ones in A and D blocks.
  - (iv) To upkeep and maintain the available R O Systems in all the buildings/blocks and other additional ROs/water coolers that may be put up/installed as per requirement subsequently.
  - (v) All Fire Extinguishers installed in all the four blocks of the Buildings and other additional fire extinguishers that may be installed as per requirement subsequently.
- To provide an assessment, twice a year, on financial liability that MEA would need to meet on account of property/GST in respect of whole property of MEA's Old Hostel at KG Marg.

The final authority to increase the number of items mentioned at (1) to (v) rests with the Ministry of External Affairs. Service Provider needs to render the upkeep and maintained services in respect of these increased numbers of items.

### **3.3 Operations & Maintenance Services – Broad Outline**

This scope of work essentially indicates Operations & Maintenance services pertaining to upkeep & smooth working of the equipments. Required Preventive Maintenance will be carried out for the equipments at the facility as per benchmarked maintenance practices / OEM (Original Equipment Manufacturer) manuals.

### **3.4 Manpower**

- To provide and maintain efficient engineering services in the premises by deploying sufficient number of trained experienced and competent technical personnel.
- The employees of the Service Provider working in the complex will have bank accounts. Service Provider will provide proof of payment to the employees working in the complex and will meet all statutory requirements like PF (Provident Fund), ESIC (Employees' State Insurance Corporation) with proof being provided to MEA.
- Necessary training to staff will be provided by IFMSP/IBMSP/IHKSP on site as per the schedule prepared well in advance and also as and when required in between.
- Coordinate with AMC (Annual Maintenance Contract) contractors for scheduled and break down maintenance & follow up as required. Continuous efforts will be made to minimize the down time of equipment.

### **3.5 Materials, Consumables & Spares**

- To provide and maintain an efficient material management system.
- IFMSP will regularly advise MEA on the requirement of the material & consumables based upon the inventory levels as per the site requirement **except otherwise specified**. MEA shall arrange to supply the material to the IFMSP based on the approvals, excluding the materials covered under AMC.
- All equipments will be maintained at optimum operating levels. All scheduled maintenance required for the upkeep of the equipment will be carried out.
- **Tools & tackles required for the services will be supplied by the IFMSP/IBMSP/IHKSP.**

### **3.6 Providing 24x7 Operations & Technical Support**

- Manning and operation for the Engineering services, continuous monitoring of calls and complaints, work allocation to shift technicians and follow up on work progress.
- Generation of reports for Maintenance, maintaining & analyzing equipment operation logs for equipment.
- Implementing Preventive maintenance as per schedules & Manuals.
- Coordination & Monitoring of AMCs. Generation of reports for Maintenance, maintaining & analyzing equipment operation logs for equipment.
- Implementing Preventive maintenance as per schedules & Manuals.
- Coordination & Monitoring of AMCs.

### **3.7 Working Hours**

#### **(a) From Mondays to Saturday**

Working hours on average will be 8 hours, 6 days a week. i.e., from 9 am to 5.30 pm from Monday to Saturday with half hour of lunch break from 1pm to 1.30pm. After normal working hours there will be sufficient staff, as has been laid down in the Manpower Chart, to meet emergency requirements in the Hostel.

**(b) Sundays**

On Sundays, the IFMSP will provide **sufficient** manpower to carry out the work, **effectively** by deploying sufficient staff strength to perform cleaning and other functions in all the blocks, **as defined/required in brief scope of work**. It should be **ensured** that there should be **minimum** availability of electrician, plumber, housekeeping boy, lift man.

**(c) Emergency Requirement:**

During any kind of **housekeeping** emergency on any given point of time, IFMSP will ensure that sufficient staff strength is available to take **prompt remedial measures**.

**3.8 Other Services**

- Tracking and submitting inventory reports of all consumables on monthly basis/as and when required.
- Tracking and submitting all utilities consumptions and costs on monthly basis.

**3.9 Preventive Maintenance**

- PMC shall implement a predetermined program to maintain facilities equipment and systems according to MEA standards, industry best practices and manufacturer's recommendations. The electrical preventive maintenance program shall be designed to provide zero unscheduled downtime of building electrical services. The program shall include, but not be limited to, preventive tasks and frequencies, and predictive maintenance techniques. IFMSP will propose a detailed PM (Preventive maintenance) plan showing tasks and frequencies, which will be subject to the approval of the MEA. PMC (Property Management Consultants) will coordinate site maintenance shutdowns.
- A Planned Preventative Maintenance (PPM) program must be maintained at all times. Outstanding PPMs must be addressed with MEA on a monthly basis.
- Planned Schedule must be submitted to MEA at least 3 weeks in advance to ensure all actions required have been identified.
- All PPM work is subject to approval from MEA.

**Procurement of tools :**

IFMSP/IBMSP/IHKSP will acquire all tools necessary to perform work under this Agreement. In addition to standard hand and power tools, the definition of "tools" includes ladders, electronic testing equipment (multi-meters, Meggar etc.), and PPE (Personal Protective Equipment). IFMSP/IBMSP/IHKSP is responsible for specifying tools that are of appropriate type, quality and safety.

**Work-place Handbooks**

IFMSP/IBMSP/IHKSP will be required to review the existing workplace handbooks with Do's and Don'ts- asset service manual, etc. and update the same as required.

**Maintenance of Site Documentation**

IFMSP/IBMSP/IHKSP will be responsible for documenting and reporting every aspect related to the delivery of its services. Site-specific documentation remains the property of MEA at all times. This includes all reports, contracts, leases and the like.

**Statutory Compliance**

The IFMSP/IBMSP/IHKSP would need to ensure that the all the statutory requirements for operating building are in force and adhered to. These may include (but not limited to):

- Contract labour
- Pollution control board



- Electrical Inspectorate
- Any other aspect of occupying buildings and managing outsourced/vendor employee.

- **Detailed Scope of Work**

- **Maintenance and Operation of Water Pump House and Water Treatment Plant**

- It will be the responsibility of IFMSP/IBMSP/IHKSP that water supply to building is maintained/available with adequate pressure on 24x7 basis. He will maintain and operate all equipments installed in pump room and water treatment plant and isolating valves/controls provided at various places in the building. The Service Provider will maintain updated drawing of layout of distribution diagram of system, displayed appropriately for reference and action.
- It will be the duty of IFMSP/IBMSP/IHKSP to ensure that all equipments installed in the pump house and water treatment plant including pump house building and water treatment plant buildings are maintained safe for operation through planned and predictive maintenance. It will check all pumps, overhead and underground tanks for suspended and bacterial impurities; action taken to clean them with adequate advance notice to conserve water and shutdown of supply is planned to bare minimum period.
- IFMSP/IBMSP/IHKSP will also liaise with Water Supply Agencies to immediately procure water tankers in case of short supply of water in the Hostel.
- All tools, tackles, scaffoldings and test kits required to attend to various repairs, operations shall be deemed to be included in IFMSP/IBMSP/IHKSP's offer.

**3.10 Mail will be delivered to residences as soon as it is received.**

- **Lifts**

- It will be responsibility of IFMSP/IBMSP/IHKSP that all lifts are maintained serviceable and test run for all safety systems and record of serviceability. Salient systems to be checked are ARD (Automatic Rescue Device), emergency light, alarm-bell and intercom system in the car. Periodical training for security and E/M (Electro mechanical) staff on rescue operations and use of fireman switch shall be organized and feedback recorded. He will ensure that in car Do(s) & Don't(s) & Emergency contact Numbers are displayed appropriately inside the car.
- All such repairs / renewals generated shall be attended through **AMC management**.

**3.11 Internal & External Electrical/Plumbing/Carpentry fittings and Controls – maintenance and repairs/replacement:**

- It will be the responsibility of IFMSP/IBMSP/IHKSP to attend, maintain and repair all Electrical, Plumbing and Carpentry works at all times of the day, for which an electrician, a plumber and a carpenter is always present in the Hostel.

(i) It shall be the responsibility of IFMSP/IBMSP/IHKSP to attend to **electrical** faults (from inside or outside), appearing in electrical lines/switches, electrical conduits, distribution boards and panels etc., installed **electrical fixtures & appliances**, like, but not limited to geysers, fans, ovens, bulbs, tube lights etc. It shall be the liability of the Service Provider to repair and replace the aforementioned category of items whenever required.

(ii) It shall be the responsibility of IFMSP/IBMSP/IHKSP to attend to any kind of plumbing needs which may include but not limited to replacement of rotten water pipes (inside or outside), taps, showers, WCs, sinks and other fixtures in the bathrooms, kitchen, etc. It shall also be the liability of Service Provider to remove all kinds of clogging in flush systems, drains, and sinks in kitchen, bathrooms and the balconies so that proper and regular flow of water is maintained.

(iii) It shall be the responsibility of IFMSP/IBMSP/IHKSP to attend to various carpentry works pertaining to fixtures which may include but not limited to fixed almirahs/shelves in bedrooms, stores and kitchen area, doors, door-stoppers, windows, the locking systems etc. in whole of the premises of the Hostel.

For any kind of consumables required for carrying out electrical, plumbing and carpentry works, desired consumables, comprising of various types of civil, electrical, mechanical material, the conduits, water pipe lengths etc., will be forecasted by Service Provider for procurement by MEA. Adequate stock shall be maintained by Service Provider, for reducing response time in redressal of such complaints.

- All seepages, inside or outside the residences will be rectified by IFMSP/IBMSP/IHKSP.
- Any plastering or re-plastering, wherever required will be done by IFMSP/IBMSP/IHKSP.

### **3.12 Maintenance of Facade**

The IFMSP/IBMSP/IHKSP will take all measures to maintain the facade of the whole premises, clean and firm. All material required for repair of facade will be provided by the Ministry. All tools and equipments including scaffolding are to be provided by the IFMSP/IBMSP/IHKSP.

- **Housekeeping Services**

Housekeeping services, as defined in '**brief scope of work**', provided by " IFMSP/IBMSP/IHKSP " are of a comprehensive nature, i.e. to provide staff and material for cleaning and upkeep of common areas in residential premises. The standard approach is to ensure effective and hygienic cleaning of the premises at all times. It should be carried out on a composite daily basis by deploying trained, disciplined, uniformed house-keeping staff, under proper supervision and control. **All material & appropriate machines for housekeeping services shall be provided by the service provider. Only 'A' Grade house-keeping cleaning material is to be used. A list of machines/equipments/housekeeping material, along with the monthly charges thereon is to be provided by the IFMSP/IBMSP/IHKSP. Apart from the works as defined in 'brief scope of work', whenever any apartment falls vacant, it should be cleaned/prepared in a prescribed time-frame, before it is occupied by a new allottee.**

### **Garbage Collection**

The service provider shall collect garbage from each apartment and suite at least twice a day. The entire collected garbage should be periodically disposed off in accordance with the regulations of New Delhi Municipal Council. Heaps of dry leaves etc. collected from all the garden area should be properly disposed off. No garbage – organic/inorganic – shall be allowed to be accumulated in the Hostel area. The waste collected shall be segregated & collected in different colour bags for organic & inorganic waste & dumped to the dumping point by the house keeping personnel. The waste from the dumping point shall be collected by the service provider who shall pick up the waste and dispose it off to the corporation disposal point through their vehicles.

**Elevators will not be locked off or held on any floors to remove trash or equipment, only stair case will be used.**

### **Pest Control**

- Pest control is to be done in the common areas as well as inside the residences.
- Only 'A' grade safe material is to be used for pest control.
- Pest control is required for mosquitoes, ants, bees, flies, mice, rats, spiders, termites. As and when there is requirement of getting the concerned area fogged against mosquitoes and flying insects, appropriate action for spraying/fogging shall be undertaken.
- All man and material required for pest control work will be arranged and provided by IFMSP/IBMSP/IHKSP.

### **Landscape Maintenance / horticulture**

- The work which will be performed includes, but is not limited to the maintenance of all common areas including slopes, lawns, flowerbeds and pathways and terraces. IFMSP/IBMSP/IHKSP will furnish all necessary labour, supervision, equipments, tools, transportation, permits, insurance and taxes in its performance of these specifications. All landscaping debris will be removed from the premises by IFMSP/IBMSP/IHKSP at its cost. All personnel will be uniformed, in a neat and clean manner at all times.
- Supply of seasonal plants to maintain the aesthetics of the landscape as and when required. The maintenance includes timely cutting, pruning, watering, manure, spray of insecticide and Pesticides, Proper dose of Fertilization, Cleaning of Landscape Areas, and Plantation of Seasonal flowers as and when required. To carry out the maintenance work, **all material, labour, tools and tackles will be provided by the IFMSP/IBMSP/IHKSP** as and when required. A list of equipments and consumables along with the monthly charges thereon to be provided separately.

IFMSP/IBMSP/IHKSP shall use underground water for irrigation purpose. Sprinklers may be used for irrigation of the lawns and water may be given at the roots of grownup trees.

IFMSP/IBMSP/IHKSP shall maintain the landscaped areas of the premises in a first class condition as may be determined from time to time by MEA representative. In the absence of detailed drawings or specifications pertaining to specific items, IFMSP shall perform such work in accordance with accepted horticultural practice. IFMSP/IBMSP/IHKSP **will perform maintenance in accordance with the highest horticultural standards.**

**No burning of waste materials shall be permitted on the premises.**

### **Security and excess control**

Service provider shall deploy 09(nine) security guards plus one supervisor in the three shift and three guards in each shift. The security personnel will control the entry and exit of persons/vehicles. They will be required to maintain proper records of persons other than bonafied residents and personnel deployed in the respective complex, moving into and out of the hostel premises

It will be the responsibility of Agency to provide operational tools I.e batons, badges and Torch etc to the security guards.

The security personnel shall be responsible for the security and safety for the buildings, its boundaries, materials, furniture, fixtures, sanitary, electrical and other equipments and also the residents of the premises on round the clock basis.

### 3.13 DG Sets

- It will be the responsibility of IFMSP/IBMSP/IHKSP to ensure that DG Set remains operational on 24x7 basis and manned as per approved deployment. Operator will be responsible to operate, maintain the DG Set and maintain log of operation, break downs/tripping and fuel balance on standard log sheet to be placed at site by IFMSP. Log sheet will be a printed bound book sufficient to maintain record of operation and maintenance for one month minimum.
- Operator will perform a daily check on the Gen Set and connected panels. He will verify auxiliary power supply and raw power healthiness. He will test run DG for serviceability check. He will ensure that cooling system and AMF (Automatic Mains Failure) / Synchronizing panel are on auto mode. Whenever raw supply fails, DG supply will be restored within 30 seconds. Operator will log the record of hrs running and diesel consumption.
- All repairs / renewals generated shall be attended through **AMC management**.
- IFMSP/IBMSP/IHKSP will ensure planned preventive maintenance as per schedule and will undertake predictive and reactive maintenance also whenever required. The schedules will be planned and then approved from management before commencing any such work.

**No.Q/KGMC/474/1/2017**  
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K.G.Marg, New Delhi

**SECTION-4**

**(Minimum Eligibility Criteria)**

**4.1 MINIMUM ELIGIBILITY CRITERIA:**

The following shall be the minimum eligibility criteria for selection of bidders at technical bid stage of the bidding process:-

- (a) Legally Valid Entity: The Bidder shall necessarily be a legally valid entity in the form of a Limited Company, Private Limited Company registered under the Companies Act, 1956. Bidding in the form of JV/Consortium is not permitted. A copy of complete 'Memorandum of Article of Association' to be submitted along with the bid. **The bidder must be in existence for a minimum period of 5 years on 31/03/2017.**
- (b) Registration: The Bidder shall be registered with the Income Tax and is required to submit along with Technical bid, copies of tax returns for the last three financial years ending on March 31<sup>st</sup>, 2017. In addition proof towards following registrations shall be submitted: PAN, TAN, EPFO, ESI, GST, PSARA.
- (c) Licenses: The Bidder shall have appropriate License from Private Security Agency Regulation Act (PSARA) in case of Security Services.
- (d) Experience: Assuming the estimated annual value of the work to be around Rs. 1.5 crores , The bidder must have successfully completed one work of same nature of a value of Rs.1.2 crores or two work of same nature of value of Rs. 75 Lakhs each or three works of same nature of value of in at least three works of similar nature yearly value not less than Rs. 60 Lakhs each in the Central / State Govt Departments / Ministry's / Organizations of the Govt of India / State Govt. / PSU's and reputed Private Organizations during the last three financial years ending 31<sup>st</sup> March, 2017.
- (e) The agency should have average financial turnover of **Rs. 1,50,00,000** (Rupees one crore fifty lakhs only) per annum during each of the last three financial years ending 31.3.2017. The agency should not have incurred any loss during the last three financial years and have a positive net worth.
- (f) The eligibility criteria related to turnover and prior experience [as mentioned in points (d) and (e) above] has been relaxed for all Startups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality and technical specifications.
- (g) The weightage would be given to the agency having its presence in multiple locations in Delhi, NCR regions.

**4.2 Documents supporting the Minimum Eligibility Criteria:**

- (a) In proof of having fully adhered to the minimum eligibility criteria at 4.1 (a& b), attested copies of certificates of incorporation and Memorandum of Article of Association issued by the registrar of Companies shall be accepted. Attested copies of certificates of incorporation and Memorandum of Article of Association issued by the registrar of Companies shall be submitted with Technical Bid.
- (b) In proof of having fully adhered to minimum eligibility criteria at 4.1(c), attested copies of PAN, TAN, GST, Labour Registration, EPFO Registration, ESIC Registration shall be submitted. Attested copy of these documents to be uploaded with Technical Bid. All the licenses must be in the name of bidder. Copies to be attached with bidding document.
- (c) In proof of having fully adhered to minimum eligibility criteria at 4.1I, attested certified copy of GST Form can be accepted. Copy to be attached with Technical bid.
- (d) In proof of having fully adhered to minimum eligibility criteria at 4.1(d), attested copies of Work Order for completed works issued by the Central / State Govt Departments / Ministry's / Organizations of the Govt of India / State Govt / PSU's and big reputed Private Organizations shall be accepted. Attested copies of these documents to be uploaded with Technical Bid.
- (f) In proof of having fully adhered to minimum eligibility criteria at 4.1 (e), attested copy of the income tax return and audited balance sheets for the completed three financial years i.e. for 2014-15, 2015-16 and 2016-17 [P & L Account & Balance Sheet must be attached for 03 years] shall be accepted. Attested copies of these documents to be uploaded with Technical Bid. The Company should not have incurred loss during the last three financial years and should have a positive net worth.
- (g) The following documents may also be attached with the Technical bid:
  - (1) Power of Attorney/Authorization- firm's authorizing representative to bid on their behalf and sign all the documents
  - (2) Company's profile
  - (3) Signed bid document on all pages

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## **SECTION-5**

### **(Tender Fee, EMD, Performance Security, Validity of Contract & Payment terms)**

#### **5.1. TENDER FEE & EARNEST MONEY DEPOSIT (EMD)**

5.1.1 **Tender Fee** :There is no tender fee

5.1.2 **The Earnest Money Deposit (EMD)** of Rs.5,00,000/- (5 Lakhs only) in the form of Demand Draft in favour of "Pay & Account Officer, Ministry of External Affairs, New Delhi" payable at New Delhi is required to be submitted in a sealed envelope superscribed "Tender for Integrated Facility Management Services ", on or before the closing date and time of e-submission of online bids i.e. by 1700 hrs on ----- to Under Secretary (Housing), Room No. 4017, Jawaharlal Nehru Bhavan, New Delhi, failing which the bids will not be considered.

5.1.3 The submission of EMD is compulsory for all the Bidders except those who are registered with the Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department.

5.1.4 The bid security of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30<sup>th</sup> day after the award of the contract.

5.1.5 The EMD of the successful bidder will be returned on receipt of Performance security @ 10% of the annual contract value.

**5.1.6 EMD of a tenderer will be forfeited, if the tenderer withdraws or amend its tender or impairs or derogates from the tender in any respect within the period of validity of its tender.**

#### **5.2 PERFORMANCE SECURITY (GUARANTEE):**

5.2.1 The successful bidder has to deposit Performance Security Deposit (PSD) which will be a sum equivalent to 10% of the accepted contract value in favour of 'Pay and Accounts Officer, Ministry of External Affairs', payable at New Delhi in form of Demand Draft / Bank Guarantee /Fixed Deposit Receipt (FDR), within fifteen days of the acceptance of the LoA.Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.In case, the contract is further extended beyond the initial period, the PSD will have to be accordingly renewed by the successful bidder. No interest shall be paid on PSD

5.2.2 The Performance Security will be forfeited by order of the Competent Authority in the Ministry in the event of any breach or negligence or non-observance of any terms & conditions of the contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, portion of the said FDR as may be considered by the Ministry sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of service provider/contractor bill has been received and examined.

5.2.3 If the successful bidder fails to provide the PSD within fifteen days of the acceptance of LoA, such failure shall constitute a breach of the contract and the Ministry shall be entitled to make other arrangements at the risk, cost and expense of the Contractor.

5.2.4 On due performance and completion of the contract in all respects, the PSD will be returned to the Contractor without any interest on presentation of an absolute 'No Demand Certificate' from the Contractor and upon return in good condition of any specifications, samples or other property belonging to the client, which may have been issued to the Contractor, for carrying out work stipulated in the contract.

### **5.3 VALIDITY OF CONTRACT**

The contract, if awarded, shall be initially valid for a period of ONE YEAR (01 year) from the date of award. The contract may be extended for further period of 02 years [maximum tenure 03 years from day one of initial contract] on same terms and conditions and same rates, on year to year basis subject to satisfactory services provided by the vendor. However, in case of demolition of the complex, or part thereof, the Service Provider should be ready to reduce the staff deployment and monthly charges in proportions of the remaining livable floor area or as per the requirement decided by the Ministry. In case of breach of contract or in the event of fulfilling the minimum requirements / statutory requirements, the Ministry shall have the right at any time to terminate the contract forthwith in addition to forfeiting the performance security amount deposited by the Contractor and initiating administrative actions for black listing etc. solely at the discretion of the competent authority of the Ministry.

### **5.4. PAYMENTS**

5.4.1 After selection of the successful bidder as Contractor, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to the Contractor by the Ministry for the integrated facility management services i.e. housekeeping, E&M services, pest control services and providing security services.

5.4.2 The Contractor shall be paid on a monthly basis for the services rendered in the preceding month. The billing cycle will be the 1<sup>st</sup> of every month to the last day of the month. The Contractor shall submit correct invoice in terms of quality and commercial aspects within 10 days of the succeeding month and payment shall be released within 30 days of submission of acceptable invoices. The Contractor will also submit copies of GST and PF/ESIC Challans along with the list of staff with their individual PF/ESIC numbers at the time of submitting monthly invoices.



5.4.3 The initial cost of the contract shall be valid for a period of one year. No price escalation, other than revision of minimum wages as well as other statutory components such as ESI, EPF and Bonus, taxes, shall be entertained by the Ministry during the period.

5.4.4 After expiry of the initial period of the contract of one year and if the contract is renewed by the Ministry, the Contractor shall claim increase in the contract cost only on account of increase in the minimum wages as well as other statutory components such as ESI, EPF and Bonus, taxes as and when increased by the Government.

5.4.5 All payments shall be made in Indian Currency by means of Electronic Clearance Service (ECS).

5.4.6 The Ministry shall be entitled to deduct in accordance with applicable laws & regulations, income tax or withholding tax or other deductions (as the case may be), from any payments made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor.

5.4.7 The payment to the workers in accordance to minimum wages prescribed by the Govt. of NCT of Delhi alongwith the statutory compliance like EPF, ESI and Bonus is sole responsibility of the Service Provider. In case of revision in minimum wages by the Govt. of NCT of Delhi would be absorbed by the Ministry.

5.4.8 In case, the Service provider/Contractor fails to comply with any statutory, taxation liability under relevant laws and regulations, and as a result thereof of the Ministry is put to any loss/obligation, monetary or otherwise, the Ministry shall be entitled to get itself reimbursed out of the outstanding bills or the PSD of the Service provider/Contractor, to the extent of the loss or obligation in monetary terms.

5.4.9 No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.

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Ministry of External Affairs  
External Affairs Hostel  
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## **SECTION-6**

### **(Force Majeure & Penalty and dispute Settlement Clause)**

#### **6.1 Force Majeure**

- Notwithstanding the provisions of contract, the **IFMSP** (Integrated Facility Management Service Provider)/Integrated Building Management Service Provider (**IBMSP**)/Integrated House Keeping Service Provider (**IHKSP**) shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- For Purposes of this clause, "Force Majeure" means an event beyond the control of the IFMSP/IBMSP/IHKSP and not involving the IFMSP/IBMSP/IHKSP's fault or negligence and not foreseeable. Such events may include but are not restricted to acts of the MEA either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- If a Force Majeure situation arises, the IFMSP/IBMSP/IHKSP shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the MEA in writing, the IFMSP/IBMSP/IHKSP shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means not prevented by the Force Majeure event.
- The MEA may terminate this contract, by giving a written notice of minimum 60 days to the IFMSP/IBMSP/IHKSP being unable to perform a particular portion of the services for a period of more than 60 days.

#### **6.2. Penalty Clause**

- The IFMSP/IBMSP/IHKSP or an experienced supervisor engaged by the IFMSP/IBMSP/IHKSP shall personally visit installations under operation daily in every shift and ensure PPM is followed strictly. He shall also ensure proper manning of each installation by authorized Technician and by organizing the operators engaged by the IFMSP/IBMSP/IHKSP in such a manner that all services are manned, operated on 24x7 basis or as ordered by Management.
- The number of workers as agreed upon for work at the complex shall be available for work as per agreed schedule. If the number of the employees falls short of the agreement, proportionate wages shall be deducted from the bill for the respective month.
- If any of the assigned work is not found satisfactory, an amount of **twenty thousand** will be deducted for every major deficiency from the bill for the respective month. The decision of Joint Secretary(Establishment) will be final in this respect.
- Smoking, chewing of pan, intoxication, sleeping on duty is forbidden in the building.
- IFMSP/IBMSP/IHKSP shall provide and maintain all site documents, SOPs, Checklists, Trackers as per engineering best practice for safe and economical running of services. Draft SOPs, Check Lists, PPM (Planned Preventive Maintenance) Schedules shall be forwarded to MEA for approval before they are placed at site for application within month of acceptance of LOI (Letter of Intent). -19-

- If in case, the MEA decides to extend the contract after one year, it will solely be based on the basis of the services provided by the service provider/contractor during the course of contract of 1 year.
- For all purposes, the Service Provider/Contractor shall be the “Employer” within the meaning of different labour legislations in respect of persons so employed and deployed in the KG Marg, MEA Hostel. The persons so deployed shall have no claim whatsoever, any Master and Servant relations nor have any Principal and Agent relationship with or against the Ministry.
- In the event of any dispute between the Parties hereto, such dispute of differences shall be resolved amicably by mutual consultation. If such resolution is not possible, then, the unresolved dispute or difference shall be referred to arbitration under the ICADR Arbitration Rules, 1996. The authority to appoint a sole Arbitrator shall be with ICADR. The place of arbitration proceedings shall be Delhi. The Arbitrator shall make a reasoned award, which shall be final and binding on the Parties. The cost of the arbitration shall be shared equally by the Parties.

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**SECTION-7**

**(Instruction to submission online Bids)**

**7. Instruction to submission online Bids:**

- (a) The bid shall be submitted online only at Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app> . **Manual bids will not be accepted under any circumstances.**
- (b) All documents as per tender requirement shall be uploaded online through Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app>. Original draft towards EMD and Tender document fee shall be submitted on or before closing date of tender submission. Complete set of documents uploaded shall be submitted within 03 working days after the bid submission date.
- (c) Bids submitted online without required documents will be summarily rejected.
- (d) Both technical and financial bids are to be submitted concurrently duly digitally signed on the Central Public Procurement Portal.
- (e) The bidders shall have a valid digital signature certificate for participation in the online tender. The cost of digital signatures, if any, will be borne by respective bidder.
- (f) Prospective bidders are accordingly advised to go through instructions provided at Central Public Procurement Portal.
- (g) The online bids (complete in all respect) must be uploaded online in Two Covers (Cover-I: Technical Bid and Cover-II: Financial Bid) as per Annexure-I and Annexure-II respectively in PDF Format.**

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**SECTION-8**

**(TECHNICAL BID)**

ANNEXURE-I

TECHNICAL BID

TENDER NOTICE NO.Q/KGMC/474/1/2017 dated 03/11/2017

Cover-I (Technical Bid) (following documents to be uploaded online in .pdf format)		
<i>Sl. No.</i>	<i>Document</i>	<i>File Type</i>
1	Contact Details Form (Form-I)	.pdf
2	EMD of Rs. 12 Lakhs + Tender Fee of Rs 1000/- (both scanned copies)	.pdf
3	Scanned copy of Affidavit	.pdf
4	Certified copies of Registration and Incorporation particulars of Company	.pdf
5	Certified copies (i) PAN, (ii) VAT/Sales Tax, (iii) TAN, (iv) Labour Registration, (v) EPFO Registration, (vi) ESIC Registration, (vii) GST Registration	.pdf
6	Certified copies of last three years returns ending 31.03.2016 from Income Tax Department	.pdf
7	Proof of minimum experience of completion of at least --works of similar nature in the Central / State Govt Departments / Ministries /Organizations of Govt of India / State Govt / PSU's and reputed Private Organizations during the last 05 years ending 31-03-2017.	.pdf
8	Attested copy of the audited balance sheets for the completed three financial years i.e. for 2014-15, 2015-16 and 2016-17.	.pdf
9	Financial Capacity Form (Form-II) duly certified by company auditor	.pdf
10	Power of Attorney/ Authorization for signing the bid documents.	.pdf

Signature of the authorized  
signatory of the Bidder with  
seal of the firm/company

Name: \_\_\_\_\_

Mob No. \_\_\_\_\_

Date: \_\_\_\_\_

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**SECTION-9**

**TENDER NOTICE NO.Q/KGMC/474/1/2017**

**FINANCIAL BID**

The table below given is only for reference purpose. Financial Bid to be submitted online SEPARATELY in following format.

**NAME OF THE WORK: INTEGRATED FACILITY MANAGEMENT SERVICES**

**PRICE SCHEDULE**

**(This BOQ template must not be modified/replaced by the bidder and the scanned copy of duly filed in BOQ should be uploaded in \*.pdf format after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )**

Name of the firm:

		<b>Wages charged for manpower (A)</b>							
	Category	Type (Unskilled/ Semiskilled/ Skilled)	Manpower required	Min wages per worker quoted by the bidder	Statuary components			Total minimum wages including statuary components	Total monthly wages in ₹
					EPF	ESI	BONUS		
1.	Facility Manager	Skilled	1						
2.	Supervisors (Housekeeping/Gardening)	Skilled	3						
3.	Housekeeping Boys	unskilled	16						
4.	Gardeners	Unskilled	2						
5.	Reception/phone operator	Semiskilled	6						
6.	Engineer (Elec)	Skilled	1						
7.	Masson	Skilled	1						
8.	Carpenter	Skilled	1						
9.	Sewer man	Unskilled	1						
10.	EPABX/Intercom Tech	Skilled	1						
11.	Plumber	Skilled	2						
12.	Water Pump Operator	Skilled	3						
13.	Engineer (Civil)	Skilled	1						
14.	Electrician	Skilled	3						
15.	Technician	Skilled	2						
16.	Lift Technician	Skilled	3						
17.	Tech Assistant/Helper	Unskilled	2						

18.	Security Supervisor	Skilled	1						
19.	Security Guard	Unskilled	9						
		<b>Total</b>	<b>59</b>						

				<b>Cost per month in ₹</b>
			<b>Material and other charges (B)</b>	
			Management resources requirement	
			Pest Control	
			Housekeeping cleaning resource requirement	
			Laundry /drycleaing resource requirement	
			Garden/Landscape resources requirement	
			Security services resource requirements	
			Lift Maintenance resource requirements	
			Other services resource requirements	
			Sundry Expenses/overheads	
			Any Other charges (a)..... (b).....	
			Management Fee	
			<b>Total monthly charges (A+B) = C</b>	
			<b>GST on C</b>	
			<b>Grand total per month (D)</b>	
			<b>Total Cost per annum = D X 12</b>	

# This is 24\*7 service. Manpower includes relievers.

\* Wages should not be less than the minimum wages prescribed under the notification issued by Delhi Government. Rates should be quoted per person per month inclusive of all statutory requirements as per the Minimum Wages Act of 1948. Revision of minimum wages as per Delhi Government's rates shall be incorporated in the rates as and when applicable.

\*\* To be quoted in amount only, not in percentage. Bids having NIL/negligible Agency Charges will be rejected.

\*\*\* Payment will be made after deducting the applicable TDS.

Signature of the authorized signatory of the Tenderer with  
seal of the firm/company

Name: \_\_\_\_\_

Mob No. \_\_\_\_\_ Date: \_\_\_\_\_

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**CHECK LIST**

1. **Online tender**
2. **Two bid system**
3. **EMD**
4. **Dully filled affidavit**
5. **For legal valid entity:**
  - In the form of a Limited Company, Private Limited Company, Proprietorship, and Partnership firm
  - Registered under the Companies Act, 1956
  - Registrar of companies or other appropriate authorities.
  - Bidding in the form of JV/Consortium is not permitted.
  - Article of memorandum
6. **Existence:**
  - Company registration
  - ESI
  - EPF
7. **Annual turn over**
  - audited balance sheet (Last three years)
  - audited profit & loss account (Last three years)
  - Income tax returns (Last three years)
8. **Licenses:**
  - GST
  - PAN
  - TAN
  - ESI
  - EPF
  - PASARA
9. **Experience**