

**GOVERNMENT OF TELANGANA
TELANGANA STATE FIRE SERVICE AND CIVIL DEFENCE TRAINING INSTITUTE,
VATTINAGULAPALLI, RANGA REDDY DISTRICT**

Re.No. 144/DFO/TSFS&CDTI/2014

Dated: 11-09-2015

SHORT TENDER NOTIFICATION

Scaled Tenders are invited for Facility Management Services from reputed and registered firms (full range of cleaning/ Housekeeping Services) including plumbing, pest control and garbage Management for the Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District covering various locations of Administration & Training Block, Hostel Blocks-02 Nos, Class Rooms-04 Nos, Library, Field Training Block, Parade Ground, sports grounds, internal Roads, Swimming Pool, Bath Rooms & Toilet rooms & greenery, Model Fire Station, 12 Barracks and Store-I & Store -II.

Tender document may be obtained from the District Fire Officer, Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District **Mobile No. : 9704300655** on payment of Rs. 100/- (Rupees one hundred only) by way of Cash or Demand Draft drawn in favour of District Fire Officer, Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District from any Nationalized and Scheduled Bank, and it is non-refundable. Tender Schedule can also be downloaded from Website www.fire.telangna.gov.in from 16.09.2015 Those who download the Tender schedule from the above website will have to submit Rs.100/- by way of D.D. drawn in favour of " District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District " while submitting the sealed Tender. Sale of tender schedule will commence from 16.09.2015 and conclude on 22.09.2015 daily between 11.00 AM and 05.00 PM on all working days. Sealed tenders will be accepted on all working days from 16.09.2015 to 23.09.2015 till 5.00 PM. Prequalification Bid Tenders will be opened on 25.09.2015 at 1700 hrs. Comercail Bid/Price Bid will be opened on 28-09-2015 at 11:00 hrs. The sealed tenders should be addressed to "District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District" or can be dropped in the Tender Box kept at Reception Centre (with the Duty Officer) Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District.


**District Fire Officer
Telangana Fire Services &
Civil Defence Training Institute,
Vattinagulapalli, Ranga Reddy District**

**GOVERNMENT OF TELANGANA
TELANGANA STATE FIRE SERVICE AND CIVIL DEFENCE TRAINING INSTITUTE,
VATTINAGULAPALLI, RANGA REDDY DISTRICT**

Tender Document

Rc.No. 144/DFO/TSFS&CDTI/2014

Dated: 11-09-2015

Sub: Tenders for Facility Management Services at Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District various locations of Administration & Training Block, Hostel Blocks-02 Nos, Class Rooms- 04 Nos, Library, faculty Block, Field Training Block, Parade Ground, Several sports grounds, internal Roads, Swimming Pool, Bath Rooms, Toilets, greenery, Model Fire Station, 12 Barracks and Store-I & II-Called-for-Reg.

The District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District invites you to tender for facility management services at Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District various locations of Administration & Training Block, Hostel Blocks-02 Nos, Class Rooms- 04 Nos, Library, Field Training Block, Parade Ground, sports grounds, internal Roads, Swimming Pool, Bath Rooms, Toilets, greenery, Model Fire Station, 12 Barracks and Store-I & II-for a period of two years.

2. General information about the tender is as follows:-

- | | | |
|--------|--|--|
| (i) | Tender No. | Rc.No. 144/DFO/TSFS&CDTI/2014. Dt:11-09-2015 |
| (ii) | Sale of Tender forms | From 1100 hours on 16-09-2015 to 1700 hours to 22-09-2015 at Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District on all working days. |
| (iii) | Last date and time for receipt of sealed Tenders | 1700 hours on 23-09-2015 at Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District. |
| (iv) | Time and date for opening of pre-qualification bid | 25-09-2015 at 1700 hrs in the chambers of District Fire Officer Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District. |
| (v) | Time and date for inspection of sites | 16.09.2015 to till 22.09.2015 every day between 11.00 AM and 5.00 PM |
| (vi) | Time and date for opening of Commercial bids | 28.09.2015 at 11:00 hrs in the chamber of the District Fire Officer, FS&CDTI, Vattinagulapalli, Ranga Reddy District. |
| (viii) | Address for communication | District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli (Gowlidoddi- Journalist Colony), Ranga Reddy District. Mob No. 9704300655, Email- dfo1_fscdti@yahoo.com. |

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3. The details about the tender terms and conditions and other related information are given in the appropriate chapters as below: -
- | | |
|------------|--|
| Chapter -1 | Instructions to Bidders |
| Chapter -2 | General information |
| Chapter -3 | Terms and Conditions |
| Chapter -4 | Project Concept & Structure (Technical specifications) |
| Chapter -5 | Commercial Bid Format |

CHAPTER-1

INSTRUCTIONS TO BIDDERS

The Bid documents can be obtained against a written request from the following address on any working day between 1100 hrs and 1700 hrs from 16-09-2015 to 22 -09-2015 on payment of Rs. 100/- (non-refundable) in the form of a Demand Draft/Banker's Cheque in favour of "District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District", from any Nationalized / Commercial Bank / Scheduled Bank.

**District Fire Officer,
Telangana Fire Service and
Civil Defence Training Institute,
Vattinagulapalli, (Gowlidoddi- Journalist Colony),
Ranga Reddy District**

The Tender documents can also be downloaded from the website www.fire.telangna.gov.in. Applications submitted in the downloaded version should be accompanied by Demand Draft/Banker's Cheque of Rs. 100/- (non-refundable) in favour of "District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District", from any Nationalized / Commercial Bank / Scheduled Bank.

2. Any clarification with regard to the tender may be sought from the District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District", on Tel No. 9704300655 or sent by email ID to dfo1_fscdti@yahoo.com.
3. **General Information**
- (a) Interested prospective bidders are advised to go through the Tender documents carefully before participating in the bid.
 - (b) The Director General, Telangana State Disaster Response and Fire Services, Hyderabad reserves the right to modify the terms of conditions or cancel the entire tender process and also to initiate fresh tenders, if considered necessary, in the interest of fair competition.
 - (c) Any wrong or misleading information will lead to disqualification.
 - (d) Tenders received after due date and time will not be entertained.
4. The "Project Concept and Structure (Technical Specifications)" along with details is given in Chapter-4. The tenderer shall have to comply with the requirements as detailed therein.
5. The 'Commercial Bid Format' is given at Chapter-5. The bidders shall submit the commercial bid strictly as per the prescribed format. No other documents should be enclosed along with Commercial Bid.

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6. The tender documents complete in all respects duly sealed should reach the District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District, not later than 1700 hrs on 23-09-2015.
7. The bidders shall place Pre-qualification bid documents, as mentioned in para-1 of Chapter-2, and Commercial bid, as specified in Chapter-5, in two separate sealed covers, super scribed as "Pre-qualification bid", and "Commercial bid" respectively. These two bids should be further sealed in another envelope, which should be super scribed with the Tender No. and addressed to the District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District.
8. Amount (Rate) should be quoted in figures and words clearly inclusive of all taxes etc., per month for the buildings/grounds etc., i.e., Facility Management Service of Administration & Training Block, Hostel Blocks-02 Nos, Class Rooms- 04 Nos, Library, , Field Training Block, Parade Ground, sports grounds, internal Roads, Swimming Pool, Bath Rooms &Toilets greenery, Model Fire Station,12 Barracks and Store-I & II at Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District". All the Offices and grounds etc, should be treated as one.
9. The successful bidder will have to enter into an agreement with the District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District, for the performance of the contract on Rs. 100/- stamped paper, the cost of which has to be borne by the bidder. **The agreement bond should be submitted within 7 days from the date of receipt of intimation letter from this office. The format will be sent along with the letter of acceptance of bid.**
10. The sealed tender must be addressed to "District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District." and superscripted as `Tender for Facility Management Services of the buildings/grounds etc., i.e., **Facility Management Service of Administration & Training Block, Hostel Blocks-02 Nos, Class Rooms- 04 Nos, Library, Field Training Block, Parade Ground, Sports grounds, internal Roads, Swimming Pool, Bath Rooms, Toilets & greenery, Model Fire Station,12 Barracks and Store-I & II at Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District. *Telegraphic quotations will not be accepted under any circumstances. Tenders received after the stipulated time and date or incomplete in any respect shall not be considered and will be summarily rejected. Conditional bids are liable to be summarily rejected.***
11. Pre-qualification bids will be opened at 17.00 hours on 23-09-2015 at the Office of the District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District. Dates for further bid process will be intimated later. ***Persons carrying authorization letter from bidders only will be permitted.*** If due to any exigency, the due date for opening of tenders is declared as closed holiday, the tender will be opened on next working day at the same time or any other day and time as intimated by the Department.
12. The tenderers are permitted to tender on the explicit understanding that they shall not be entitled to resile from their offer or modify the terms and conditions given herein once the same have been received. If tender is withdrawn/amended or any further conditions are imposed by the tenderer, the earnest money deposited by the tenderer shall be forfeited without prejudice to any other remedies of the Government for such breach on the part of the tenderer.
13. **Each page of both Pre-qualification Bid and Commercial Bid should be signed by the Proprietor/Partner of the firm or by person who is duly authorized and legally competent to do so.** A person signing the forms or any document forming part of the contract on behalf of the firm shall be deemed to have been duly authorized by the Proprietor/Partner of the firm and actions taken by such person in pursuance of this contract shall be deemed to have been performed by the Proprietor/Partner.

14. The bidder / firm shall deposit Rs. 30,000/- (Rupees Thirty Thousand only) as “**Earnest Money Deposit**” in the form of Demand Draft or Banker’s Cheque from any of the Nationalised Banks / Commercial Banks / Scheduled Banks in favour of “District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District” and attach it along with Pre-qualification Bid documents. **The EMD should be valid up to 31-03-2016.** The earnest money of the successful bidder will be returned after the receipt of performance security as called for in the contract. The earnest money of the unsuccessful bidders will be returned 30 days after award of the contract. ***The earnest money shall not bear any interest.***
15. A Committee of Senior Officers of Fire Service Department , Hyderabad would go round the Buildings, Offices / grounds etc., where the bidders are currently undertaking similar Facility Management Services, assess their performance with reference to various documents submitted by them in response to the present Tender floated by the District Fire Officer, Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District and shortlist the bidders for Commercial Bid Process.
16. **Forfeiture of the Earnest Money Deposit (EMD):** The EMD will be liable to be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of his tender(Agreement). No separate order is required for forfeiture of EMD which follows on default and should be credited at once to Government Account.
17. **NO CONSORTIUM WILL BE ALLOWED.**
18. The Department may invite the Bidders, at their own cost, to make presentation for clarification and additional information on their capability / concept plan and technical proposal.


District Fire Officer
Telangana State Fire Services &
Civil Defence Training Institute,
Vattinagulapalli, Ranga Reddy District

General Information

1. General information about for Facility Management Service of Administration & Training Block, Hostel Blocks-02 Nos, Class Rooms- 04 Nos, Library, Field Training Block, Parade Ground, Several sports grounds, internal Roads, Swimming Pool, Bath Rooms & Toilets, greenery, Model Fire Station, 12 Barracks and Store-I& II at Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District.

The area covered under facility **Management Service of Administration & Training Block**, Hostel Blocks-02 Nos, Class Rooms- 04 Nos, Library, Field Training Block, Parade Ground, sports grounds and internal Roads, Swimming Pool, Bath Rooms and Toilets, greenery and Model Fire Station and 12 Barracks including Store-I&II comes approx to 10 acres of Land at Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District. The buildings are most prestigious structures suited to house officials of this Department. Training Activities (Out-door and (In-door) and their work functioning. The buildings/grounds mainly consist of offices of Training Institute Staff., Class Rooms, and Outdoor wings etc., of Telangana Fire Service and Civil Defence Training Institute and wishes to maintain the Facility Management Services to international standards. In this connection, the Telangana Fire Service and Civil Defence Training Institute invites tenders from reputed organizations suited to discharge the facility management services related to the maintenance and upkeep of the Training Institute. The facility management role would encompass general housekeeping, minor electrical works, , minor plumbing, Cleaning of Offices, Class rooms, Gardening Lawns, Parade/Sports grounds, and cleaning of Bath rooms etc.,

2. Details of Telangana State Fire Service and Civil Defence Training Institute buildings (Indoor& Outdoor blocks) Parade Grounds Vattinagulapalli, Ranga Reddy District.

Sl. No	Name of the Area	Plinth area (Approx)
1.	Administrative Block: Ground floor 1 st Floor corridor	17539 Sft
2.	Hostel Block-I (GF+FF+SF)	23359 Sft
3.	Hostel Block-II (GF+FF)	2387.98 Sft
4.	Quarter for a) Principal 01 No. (GF)	1560 Sft
5.	(b) Vice Principal 01 No.(GF)	1076 Sft
6.	(c) SFO 03 Nos (GF+FF)	2562 Sft
7.	(d) L/F& Dop-08 Nos (GF+FF)	4888 Sft
8.	(e) Model Fire Station (GF+FF)	6356.44 Sft
9.	(f) Swimming Pool(GF)	852.48 Sft
10.	(g) Shopping Complex (GF)	1867.32 Sft
11.	Parade Ground-01	To be inspected and assessed by Tenderer as existing
12.	Store-I	2000 Sft
13.	Store-II	2500 Sft
	Total	66948.22 Sft

Contd..6...

3 **SCREENING COMMITTEE**

Means a high level committee consisting of senior officers of this Department.. In the event of any ambiguity / contentious issue in the bid process, the decision of the Screening Committee shall be final and binding.

4 **COVER 1**

In the first step the District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District will evaluate the information submitted by the Bidder in Cover 1 of the Bid. Only Bidders meeting the minimum eligibility criteria shall be considered for the subsequent steps. The District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District on demand will return unopened the Cover 2 of the Bid i.e Financial Bid to the Bidders who do not meet the minimum eligibility criteria.

5 **COVER 2 - FINANCIAL BID**

The Financial Bid would seek to select the Bidder making the most competitive financial offer to the District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District. A ranked list of Bidders based on the results of the evaluation of this Document would be presented. The top ranked Bidder will be designated as the Successful Bidder.

6 **SITE VISIT AND SURVEY**

Bidders may, prior to submitting their Bid for the Project, visit and examine the sites of the Project and surroundings at their own expense and obtain and ascertain for themselves, at their own responsibility, all technical data, demand and other information necessary for preparing their Bids.

For the above purpose the District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District will endorse prospective Bidders' request for permission for a site visit. The Bidders may approach the District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District by sending an email to dfol_fscdti@yahoo.com or 9704300655 for permission/assistance for site visit.

7 The Bidders shall be deemed to have full knowledge of the site, whether physically inspected or not.

8 The Bidder can submit the Bid by registered post/ courier or submit the Bid in person, so as to reach the designated address by the time and date stipulated. Dept. shall not be responsible for any delay in submission of the Bids. Any Bid received by Dept. after the due date for submission of the Bids stipulated may not be opened.

9 The District Fire Officer, Telangana Fire Services and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District is **reserves the right to seek additional information from the Bidders, if found necessary, during the course of evaluation of the Bid. Non-submission, incomplete submission or delayed submission of such additional information or clarifications sought** by the District Fire Officer, Telangana Fire Services and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District **may be a ground for rejecting the Bid.** The Bid (and any additional information requested subsequently) shall **also bear** the initials of the Authorized Signatory and stamp of the entity thereof on each page of the Bid. Fire Service Dept., reserves the right to reject any or all of the Bids without assigning any reason whatsoever. If any claim made or information provided by the Bidder in the Bid or any information provided by the Bidder in response to any subsequent query by Director General of Telangana State Disaster Response and Fire Services, Hyderabad is found to be incorrect or is a material misrepresentation of facts, then the Bid will be liable for rejection.

10 **FINANCIAL BID PARAMETERS**

(a) Bidders are required to offer their best quotes in terms of Total Invoice Value Per month to be raised. The Total Invoice Value Per month to be raised on Dept. has to be in the form of a fixed sum payable monthly by the District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District.

(b) In the event two or more Bidders offer equal amount as Total Invoice Value Per month to be raised but lower than the rest of the Bidders/ the Bidders involved in the tiebreaker would be asked to re-submit their financial offer subject to the cap of the existing price offer.

11 **Responsibilities of the bidder**

(a) The successful bidder shall intimate the list of their employees with their bio-datas, mobile Nos. and photograph. The employees who are engaged for facility management services should not be minors and more than 60 years of age.

(b) The success bidder shall have all the equipment such as vacuum cleaner, plumbing machines, drilling machine etc. Telangana Fire Service and Civil Defence Training Institute shall not provide any machinery equipment.

(c) The District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District, Hyderabad has no responsibility for any injuries or accidents that may take place to their staff during performance of FMS during the contract period.


District Fire Officer
Telangana State Fire Services &
Civil Defence Training Institute,
Vattinagulapalli, Ranga Reddy District

Chapter-3

TERMS AND CONDITIONS

I. ELIGIBILITY FOR BIDDING

The prospective bidders should have experience in “Facility Management Services” and only those bidders who are presently undertaking “Facility Management Services” in any State Government / Central Government / Public Sector Undertakings / Multi-National Companies / Major Hospitals are only eligible to participate in the bidding

The prospective bidder shall have to enclose the following documents along with the tender to qualify in the pre-qualification bid.

- (a) Company / Firm Registration certificate.
- (b) General Information of the Bidder in Form P-1
- (c) List of Major customers as per Form P-2
- (d) Annual financial turn over details of the Bidder in Form P-3. (Turn over should not be less than Rs. 25,00,000/- each during the last three years)
- (e) EMD as indicated at para-14 of Chapter-I.
- (f) Service Tax returns for the years 2013-14 and 2014-15.
- (g) Documentary proof that the bidder is currently undertaking “**Facility Management Services**” in any Office(s) of State Government / Central Government / Public Sector Undertakings / Multi-National Companies / Major Hospitals. The bidders shall enclose documentary proof in the form of *Letter of Award of work and Agreement Bonds*. *The agreement or award of work should contain details, such as, total carpet area (Plinth, corridors, building area etc.), No. of personnel engaged to perform Facility Management Services together with their designation (Supervisors, lift operators, plumbers etc.) material used for cleaning, etc.*
- (h) Check lists for Housekeeping services now being used in the offices/organizations where Facility Management Services are being undertaken are to be attached.
- (i) The bidders who have been blacklisted by Government of TS / Central Government / any State Government / PSUs shall not participate in the tender process. The information should be furnished in Form P-4.
- (j) Check List as indicated at **Annexure-2**.

Note: The tenderers should affix their firm stamps on every page of the application along with the signature of the authorized signatory.

The amount mentioned in commercial bid is valid for 2 years. If any service taxes or any other taxes imposed by Govt. shall not bind the District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District. It should be borne by bidder only.

Failure to enclose any of the above documents will render the bidders disqualified in the pre-qualification bid.

II. OTHER CONDITIONS

1. Performance Guarantee:

On receipt of letter of acceptance of tender from the Department, the successful bidder shall within a period of ten working days thereof, deposit amount Rs. 50,000/- (Rupees Fifty thousand only) as Performance Security in the form of Demand Draft / Bank Guarantee from a Commercial / Nationalized bank/ Scheduled Bank in an acceptable form in favour of "District Fire Officer, Telangana Fire Services and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District, and deliver the deposit certificate to the Director General, Telangana State Disaster response and Fire Services, Hyderabad for custody. The performance security shall remain valid up to 30-09-2017. The decision of the Director General, Telangana State Disaster Response and Fire Services, Hyderabad shall be final in this respect. If the bidder fails to provide the said performance security within the stipulated period, such failure shall amount to a breach of the contract and the District Fire Officer Telangana State Fire Service and Civil Defence Training Institute. Shall be entitled to make other arrangements at the bidder's risk and cost without giving any further notice to him and, in addition, forfeit the earnest money of the contractor. The performance guarantee should be furnished as per the form as shown at Annexure-I

2. Quality:

The quality of the services rendered by the successful bidder according to the present Contract shall correspond to the technical specifications enumerated as per bid and shall also include therein modification suggested by the Director General, Telangana State Disaster Response and Fire Services, Hyderabad. Such modifications will be mutually agreed to. The successful bidder shall have no right to assign or sublet any part of the bid, once it is awarded to him.

3. Arbitration clause:

In case of any dispute, the matter can be referred to competent court at Hyderabad City only and not anywhere else.

4. Paying Authority:

Drawing and Disbursing Officer, District Fire Officer, Telangana Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District.



District Fire Officer

Telangana State Fire Services &
Civil Defence Training Institute,
Vattinagulapalli, Ranga Reddy District

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Annexure-1

Performance Security Form

(To be issued by a bank scheduled in India and having at least one branch in Hyderabad)

To:
**District Fire Officer,
Telangana State Fire Service and
Civil Defence Training Institute,
Vattinagulapalli, Ranga Reddy District**

(Tender Ref. No. 2012, dated - -2012)

WHEREAS _____ (Name of vendor) hereinafter called "the Vendor" has undertaken, in pursuance of Contract No _____ Dated _____ (Date), to provide facility management services _____ called "the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Vendor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the facility management services obligations in accordance with the contract.

WHEREAS we have agreed to give the Vendor a Guarantee;

THEREFORE WE hereby affirm that we are Guarantor and responsible to you, on behalf of the Vendor, up to a total of Rs. _____ and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the Contract and without cavil or argument, any sum or sums within the limit of Rs _____ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until sixty days beyond the agreement period of two years. i.e. . 09 .2017.

Place:

Signature and seal of guarantors

Date:

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Annexure-2

Check List (Cover – I)

The following are the particulars of compliance of the tender schedule.

S No.	Bid document reference	Remarks
1	Form P-1 (General Information)	
2	Form P-2 (Annual Financial Turn over)	
3	Form P-3 (List of major Customers)	
4	Form P-4 (Clean Track Record)	
4	Pre-qualification criterion	
5	Technical specifications	
6	Financial Bid format	
7	EPF/ESI returns	
8	General instruction to bidders	
9	Terms and Conditions	

The specifications and conditions furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Place: _____ Bidder's signature

Date: _____ and seal

**Form P-1 (Cover – I)
Bidder Information**

1.	Name of the Bidder Firm	
2.	Constitution under which Act (The Companies ATc,1956,/Partnership etc,)	
3.	Year of establishment	
4.	Registered Office Address	
5.	Phone no	
6.	Total Staff of bidding branch	
7.	Total Managerial Staff of bidding branch	
8.	Fax No	
9.	Email	
10.	Contact person name, Cell No. and Email ID	
11.	Details of EMD furnished	

Form P- 2

List of Major customers (Currently undertaking FMS)
(State / Central Govt Depts / PSUs / MNCs/Major Hospitals anywhere in India only)

Sl.No	Name of the Office / Organization with full postal address	Year of award of Contract	No. of persons deployed	Total area covered under FMS	Validity of the Contract

Form P- 3

Financial Turnover of the bidder (should not be less than 25 lakhs in each financial year)

Sl.No	Annual Financial Turn Over as certified by the Auditor	2012-13	2013-14	2014-15
1				

Form P4 -Declaration regarding Clean track Record

To,
**District Fire Officer,
Telangana State Fire Service and
Civil Defence Training Institute,
Vattinagulapalli, Ranga Reddy District**

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document No. 144/DFO/TSFS&CDTI/2014, dated: 11-09-2015. I hereby declare that my company as a vendor to participate in this specific tender process) has not been debarred / blacklisted by any Central or State Government / Semi Government Departments or organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices for providing facility management services. I further certify that I am the competent officer in my Company to make this declaration.

Yours faithfully,

(Signature of authorized person)
Name & Designation
Date:
Business Address:

Cell No.
Email ID:

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CHAPTER - 4

Project Concept & Structure (Technical specifications)

I. Scope of services for Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District.

II. (a) The scope of services would include the following broad heads of full cleaning / Housing keeping activities:

Sl. No	Name of the Area	Plinth area (Approx)
1.	Administrative Block: Ground floor 1 st Floor corridor	17539 Sft
2.	Hostel Block-I (GF+FF+SF)	23359 Sft
3.	Hostel Block-II (GF+FF)	2387.98 Sft
4.	Quarter for a) Principal 01 No. (GF)	1560 Sft
5.	(b) Vice Principal 01 No.(GF)	1076 Sft
6.	(c) SFO 03 Nos (GF+FF)	2562 Sft
7.	(d) L/F& Dop-08 Nos (GF+FF)	4888 Sft
8.	(e) Model Fire Station (GF+FF)	6356.44 Sft
9.	(f) Swimming Pool(GF)	852.48 Sft
10.	(g) Shopping Complex (GF)	1867.32 Sft
11.	Parade Ground-01	To be inspected and assessed by Tenderer as existing
12.	Store-I	2000 Sft
13.	Store-II	2500 Sft
	Total	66948.22 Sft

II Details of services required

The detailed scope of services that the Successful Bidder would be contractually obliged to deliver has been detailed in the following table.

Area	Desired Output
All kinds of Cleaning/Maintenance / housekeeping activities	
1. Entrance & Corridors, external features/ stairwells	Thoroughly clean glass or other doors, surrounding areas, window ledges, partitions, visible glass and approaches. Thoroughly cleaning of Campus surroundings, Gardening, Lawns, Parade Grounds, Sports Grounds, Swimming Pools, Internal Roads, Class Rooms, Messes / Hostel / Hostel Rooms Shifting of Logistics viz, Chairs, Tables, Electrical items, Tenting items, etc) Thoroughly clean all landings, ramps, stairwells, steps, entrances, porches, patios, balconies, external light fittings etc.
	Wipe all ledges and surfaces with a natural detergent and cloth, spot clean and remove all obvious stains. All should be free from dust and stains Spot clean glass Cleaning of roads and surrounding areas to maintain a dust free environment
2. Toilets and bathroom fixtures as follows: Admn Block : As existing Hostel Block -I : As existing	Thoroughly clean all basins, toilets, fittings and all vertical, horizontal surfaces with an approved detergent Clean thoroughly the inside of the toilet bowl. Clean the toilet seat, cistern and under the toilet bowl. Mop floor with neutral detergent Supply/replenish consumables soaps, naphthaline balls,

<p>Hostel Block-II : As existing</p> <p>Quarters of Principal, Vice Principal , SFO, Leading Fireman and Driver Operator.</p>	<p>phenyl. etc.</p> <p>Clean and wash all mirrors</p> <p>Scrub toilet floor (Machine scrub or manually)</p> <p>Wash all tiled surfaces below 1.8 m</p> <p>Wipe surfaces above 1.8 m with cloth having appropriate cleaning characteristics</p> <p>Thoroughly clean exhaust fans and vents. Spot clean and hot rinse showers Thoroughly clean showers, screens/curtains and bathroom furniture including chairs and commodes ,Replace naphthalene balls/urinal cubes</p> <p>Remove all wetness on floor and slabs Check for odour quality Use air-fresheners and deodorizers</p> <p>Make available one person at each of the toilet rooms on all working days during office hours.</p>
<p>3. Basins/Sinks/Benches (<i>areas other than toilets/bathrooms</i>)</p>	<p>Thoroughly clean all hand basins, sinks, associated fittings and fixtures Supply and replenish consumables.</p>
<p>4. Fixtures, fittings and furniture (<i>all areas including offices</i>)</p>	<p>Wipe with neutral: detergent cloth and spot clean</p>
<p>5. Low level surfaces</p>	<p>Wipe all surfaces with neutral detergent cloth, spot clean and remove any obvious stains</p>
<p>6. High level surfaces</p>	<p>Wipe all surfaces with neutral detergent cloth, spot clean and remove any obvious stains. Remove cobwebs as they appear</p>
<p>7. Walls, skirtings and ceilings</p>	<p>Wash with a neutral detergent</p>
<p>8. Hard Floors (<i>non-carpeted</i>)</p>	<p>Thoroughly sweep with a dust mop</p> <p>Wet mop with a neutral detergent, removing all marks, stains ,</p> <p>Buff with a polisher Vacuum sliding door tracks Strip and resurface (excluding low maintenance flooring) as required</p>
<p>9. Upholstery</p>	<p>Thoroughly vacuum with a filtered machine, detail comers, edges and sliding door tracks</p> <p>Spot vacuum, remove stains, spillages etc</p>
<p>10. Air conditioner ducts, grills, vents and fans (internal and external)</p>	<p>Thoroughly wipe with an appropriate detergent and cloth and keep vents free from dust, also wipe area surrounding the vent/fan – once in six months</p> <p>Minor repairs and maintenance of air conditioners in all the blocks</p>
<p>11. Doors/Frames</p>	<p>Spot clean and remove obvious marks</p> <p>Thoroughly clean all doors, including fire doors</p> <p>Thoroughly clean both sides of internal glass in doors and partitions including frames and sills</p> <p>Spot clean glass</p> <p>Clean venetian blinds once in a fortnight.</p>
<p>12. Windows</p>	<p>Thoroughly clean external and internal surfaces of glass, window frames, tracks and ledges</p>
<p>13. Electrical fixtures and appliances</p>	<p>Thoroughly clean all electrical fixtures and appliances including fountains and insect killing devices, if any.</p> <p>Periodically clean all motor vents, etc</p> <p>Clean all other electrical fixtures like fans, A/Cs once in a fortnight compulsorily.</p>

	The personnel should wear necessary protective equipment like gloves, shoes etc, so as to ensure that no mishap occurs. This department is not liable for any mishap. The firm shall undertake all necessary precautions only.
14. Glass surfaces	Thoroughly clean all glass surfaces
15. Façade cleaning & two stainless steel Columns cleaning at the entrance.	Once in every 3 months and two additional times in an year as and when instructed by Int. Dept..
16 Plumbing Works -Routine Maintenance & Minor Repairs	Thoroughly clean all overhead and water storage tanks periodically Regular checking and repairs of all sanitary fixtures and supply lines Maintenance of all valves, taps, floats and other plumbing and .sanitary fittings free from leakage Supply and drainage to and from water cooler and water filters.
Cleaning of Blinds, Curtains & Upholstery	The venation blinds, upholstery, curtains, towels etc. to be cleaned.
17. Others	Dust and vacuum clean all computers and any other objects on the desk Clean tables, chairs, sofas, couches etc and other furniture Clean ashtrays in all offices • Sanitize all telephone receivers Cleaning of Venetian blinds, Clean telephone instruments, intercoms and computers.

IV Minimum Required Outcome

Service Head	Required Outcome
All kinds of cleaning activities	
Entrance & Corridors/ external features, and stairwells	Landings/ ramps, stairwells, glass doors, surrounding areas, window ledges, partitions, visible glass, approaches, steps, entrances, porches, patios, eaves, external light fittings are free of Foreign Substances Handrails are clean and free of stains Corners of the wall are clean and free from accumulation of dust Roads and surrounding areas to be clean
2. Toilets and bathroom fixtures	Metal surfaces, shower screens and mirrors are free from streaks/ soil, smudges, soap build-up and oxide deposits Wall tiles and wall fixtures (including soap dispensers and towel holders) are free of Foreign Substances, soap build-up and mineral deposits Bath mats are free from stains/ smudges, smears, odours, mould and body fluids Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits Bathroom fixtures are free from unpleasant or distasteful odours Cleaning of Exhaust fans. Floors and slabs are completely dry at any point of time in the day. Polished surfaces are of a uniform luster Sanitary disposal units are clean and functional Consumable items are in sufficient supply

3. Basins/Sinks/Benches (areas other than <u>toilets/bathrooms</u>)	These areas should be dry, clean and tidy.
4. Fixtures, fittings and furniture (<i>all areas including offices</i>)	<p>Hard surface furniture is free from Foreign Substances Soft furnishings are free from Foreign Substances.</p> <p>Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs</p> <p>Inaccessible areas (edges, comers, folds and crevices) are free of dust, grit, lint and spots</p> <ul style="list-style-type: none"> • All high surfaces are free from dust and cobwebs <p>Curtains, blinds and drapes are free from stains, dust, cobwebs, lint and any signs of use and non-use Furniture has no pleasant or distasteful odour</p> <ul style="list-style-type: none"> • Shelves, bench tops, cupboards and wardrobes/lockers are clean inside and out and free of dust, litter and stains <p>Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs, and are mechanically intact All decorative paints are free of dust and debris</p>
5. Low level surfaces	Low-level surfaces should be free of all Foreign Substances.
7. High level surfaces	<p>High-level surfaces should be free of all Foreign Substances.</p> <p>High-level surfaces should especially be free of cobwebs.</p>
7. Walls, skirting's and ceilings	<p>Internal and external walls and ceilings are free of Foreign Substances.</p> <p>Walls and ceilings are free of marks cause by furniture, equipment or staff</p> <p>Light switches and light fittings are free of Foreign Substances and any other marks</p> <p>Polished surfaces are of a uniform luster</p>
8. Hard floors (<i>non-carpeted</i>)	<p>The floor is free of Foreign Substances or other liquids.</p> <p>The floor is free of polish or other build-up at the edges and corners or in traffic lanes.</p> <p>Inaccessible areas (edges, corners and around furniture) are free of Foreign Substances</p> <p>Polished or buffed floors are of a uniform lustre</p> <p>Appropriate signage and precautions are taken regarding pedestrian safety on newly <u>cleaned or wet floors</u>.</p>
9. Upholstery	<p>Inaccessible areas (edges, corners and around furniture) are free of Foreign Substances</p> <p><i>Tables, Chairs, Sofas, etc. to be cleaned by dry vacuum cleaner</i></p>
10. Air conditioner Ducts, grills, vents and fans	All ventilation outlets are kept unblocked and <u>free of Foreign Substances</u>
11. Doors/frames	<p>Internal and external doors and doorframes are free of Foreign Substances</p> <p>Doors and doorframes are free of marks caused by furniture, equipment or staff</p> <p>Air vents/ grilles and other ventilation outlets are kept unblocked and free of Foreign Substances and any other marks</p> <p><i>Door tracks and door jambs are free of grit and other debris</i></p> <p>Polished surfaces are of a uniform lustre</p>
12. Windows	<p>External and internal surfaces of glass are clear of all streaks, chewing gum, spots and marks, including fingerprints, smudges and Foreign Substances</p> <p>Window frames, tracks and ledges are clear <u>and free of Foreign Substances</u></p>

13. Electrical fixtures and appliances	<p>Electrical fixtures and appliances are free of Foreign Substances Electrical fixtures and appliances are kept free from signs of use or non-use Hygiene standards are satisfied where the fixture or appliance is used to produce edible items Motor vents, etc are free of dust and lint Drinking fountains are clean and free of Foreign Substances, stains, mineral build-up and litter Insect killing devices are free of dead insects, and are clean and functional</p>
14. Glass surfaces	<p>Glass surfaces are free of Foreign Substances Glass surfaces are clear, sparkling and free of stains, spots, scuffs or scratches</p>
15. Façade cleaning & two stainless steel Columns cleaning at the entrance.	<p>Once in every 3 months and two additional times in an year as and when instructed by the District Fire Officer.</p>
16 Plumbing Works -Routine Maintenance & Minor Repairs	<p>The plumber should be available on call during 10:00 AM to 6:00 PM. The plumber should carry out all operation /maintenance as per industry best practice.</p>
17. Others	<p>The area smells fresh There is no unpleasant or distasteful odour Room deodorizers are clean and functional The area appears tidy and uncluttered Fire access and exit doors are left clean and unhindered Service is undertaken with minimal noise, disturbance or interruption to the officials at work.</p>

V. Foreign Substances

Any material, including but not limited to/ dust, grit, dirt, chewing gum, beetle leaf juice, leaves, stains, cobwebs, rubbish, cigarette butts, bird excreta etc which in a wider **sense does** not belong to a particular surface.

VI. Output

The actual act or effort, which results in the Outcome for example, mopping a floor.

VII. Outcome

The effect or resultant consequence of the Output, for example, cleaning (Output) produces a clean and safe environment (Outcome) for office operations.

VIII. Material to be used for maintenance of Telangana State Fire Service and Civil Defence Training Institute

A) Toiletries and Consumables

Toiletries would include liquid soap, dispensers, room deodorisers and fresheners etc.

Consumables would include detergents, abrasives, naphthalene balls, garbage bags, disinfectants, brooms/brushes/mops/dusters, plastic buckets, dust pans, spray bottles, rags and scrubbing pads, rubber gloves etc.

Quality of Consumables: All consumables and toiletries used/replenished should be exacting to best industry practices and be of an eco-friendly nature as far as possible.

B) Uniform

All manpower provided by the Successful Bidder must be smartly dressed in a uniform with formal shoes. In addition, the employees should also be wearing an identity card displaying their names

C) Recommended List of Equipment

Recommended list of equipment consists of Automatic Floor Scrubber and Drier, Dry Vacuum Cleaners, Mopping Trolley and Glass Cleaning Kit to be deployed at the site after awarding the works.

D) Availability of Services

The facility management services required to be provided by the Successful Bidder are indicated at para VIII (2) in this Chapter. The bidder shall have to indicate number of personnel to be deployed in the first shift i.e. from 0700 hours to 1600 hours on all working days for both the buildings.

E) Format for Equipment to be used (Please clearly specify the machinery, consumables, cleaning and other equipment proposed to be used).

Cleaning Head/ Proposed equipment	Floor Cleaning	Vertical Surfaces including glass (Inside & Outside)	Cleaning of Toilets	Outdoor Cleaning (Driveways , Parkways and common areas)
Equipment Proposed				
Name & details of manufacturer				
Usage Norm (Area covered per unit time)				
Number of equipment				
Equipment Specifications				
Details of Proposed Consumables				

IX. Tenure of Contract and Renewal

The Facility Management Service Agreement would be for an initial period of 2 years to be renewed as per the terms set out in the Agreement.

B) The successful bidder shall depute the required personnel from 0700 hours to 1600 hours on all working days in Fire Service buildings.

1. **Cleaning of each floor shall be completed by 9.30 AM on all working days.**
2. **The Department would impose a cut of 25% on the monthly claim for unsatisfactory work or unsatisfactory performance.**
3. **The first floor of Administrative Building of the Training Institute shall be cleaned on all holidays also by 9.30 AM.**

XI. General Guidelines

1) Working Hours:

(i) **For Buildings:** The working hours for manpower deputed on site would be from 0700 hours to 1600 hours in the first shift on all working days. The scheduling of manpower can be done by the Successful Bidder in consultations with the District Fire Officer, Telangana Fire Services and Civil Defence Training Institute .

2) Internal check: Asst. District Fire Officer, Training Institute would carry out the internal check of the work done by the Housekeeping agency on regular basis, and report to the Officer, Telangana Fire Services and Civil Defence Training Institute on the performance of the agency.

3) Control room: The Successful Bidder would exercise surveillance, control the personnel and also monitor all complaints. The successful bidder would rectify the deficiencies if any brought to the notice of firm within one week.

4) PROJECT STRUCTURE

The Project envisages the entering of a Facility Management Service Agreement wherein the Successful Bidder shall be responsible for the entire upkeep and maintenance of the Facility. In lieu of the above, would be making monthly payments to the Successful Bidder. The Contract would be for a period of 2 years subject to the Terms & Conditions of the Agreement.

7) PRINCIPLES OF THE 'FACILITY MANAGEMENT SERVICES' AGREEMENT

1. Scope and Provision of Services

- a) Overall scope of services In line with the stipulations of the bid document, the Selected Bidder would be responsible for
- The full range of cleaning/housekeeping activities
 - Electrical Works- Routine Maintenance & Minor Repairs
 - Plumbing Works -Routine Maintenance & Minor Repairs.
 - Maintenance of open areas and gardens
- The Service scope, as defined above, shall be further detailed in the Agreement.

b) Contract

District Fire Officer would enter into a Facility Management Service Agreement wherein the Selected Bidder who shall be responsible for the entire upkeep and maintenance of the Facility.

In lieu of the above, District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute would be making monthly payments to the Successful Bidder. The Contract would be subject to the Terms & Conditions of the Agreement in line with the principles outlined herein.

c) Tenure of Agreement

The duration of the Services Agreement shall be for a period of two (2) years from the Date of Agreement.

d) Process after selection of Selected Bidder

After selection of the Selected Bidder the District Fire Officer, Telangana Fire Services and Civil Defence Training Institute would issue to the Selected Bidder a letter of Award (LoA).

The LoA shall initiate the process for the finalization of the Services Agreement incorporating all contractual terms between District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute and the Selected Bidder.

The 'Facility Management Services' Agreement shall be executed between the Selected Bidder and District Fire Officer, Telangana Fire Services and Civil Defence Training Institute within 15 days of the LoA.

At the time of signing the 'Facility Management Services' Agreement the Bidder will submit the Service Guarantee as stipulated in the Tender document.

7) Supporting Infrastructure for the project

District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute shall be responsible for making available the supporting infrastructure for the effective performance of services such as power, water, sewerage connection, telephone etc.

2. Rights and Responsibilities of different parties

a) Rights and Responsibilities of ID

The District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute shall have all rights associated with the overseer and owner of the facility.

The District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute has the right and responsibility of giving a 2 year contract to the Selected Bidder for providing the Facility Management Services

The District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute shall stipulate a Service Guarantee, which shall be for an amount equal to two months invoice value quoted by the Bidder the details of which will be provided at the time of award. The Service Guarantee shall remain valid during the currency of the Facility Management Service Agreement.

The District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute has the right to cancel the 'Facility Management Services' Agreement if the Selected Bidder defaults in fulfilling any of his obligations, rights and responsibilities detailed in the Agreement.

b) Rights and Responsibilities of the Selected Bidder

The District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute shall agree that it will not enter into any other agreements or do acts which will have an effect of being detrimental to the interest of the Selected Bidder during the tenure of the Agreement to the extent agreed to in the Agreement.

While the Selected Bidder has responsible during the period of Agreement for the following:

Upkeep of quality standards in services in all areas.

Maintenance of proper standards of safety, personal hygiene and personnel of Fire Service, Hyderabad relating in accordance with the practices adapted by the Industry at all times.

Responsibility for the conduct of all personnel functioning in the specified buildings.

In addition the Selected Bidder would also be responsible under the Agreement:

To fulfill the scope of services as outlined in the Tender document and detailed in the Agreement

To adhere to the scope of the Project as defined and to the usage of the facility as laid down in the Agreement

To convey or transfer to the District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute the rights and interest vested in the Selected Bidder on the request of the Government as per the terms set out in the Agreement.

3. Operational Issues

a)Operational Flexibility

The Selected Bidder would have complete operational autonomy in respect of the maintenance of the facility within the scope and usage as defined. He shall maintain the facility in accordance with the principles of Good Industry Practice and Internationally accepted standards of productivity, safety and technical sufficiency.

The role of the District Fire Officer, Telangana Fire Services and Civil Defence Training Institute would be that of periodic inspection & supervision, as outlined in the Agreement and access to relevant information to ensure compliance with the terms of the Agreement. The Selected Bidder shall extend all co-operation to the District Fire Officer, Telangana Fire Services and Civil Defence Training Institute in this regard.

b)Insurance

The Selected Bidder shall take insurance policies for sufficient amount to cover the Telangana State Fire Services and Civil Defence Training Institute against workman's compensation, material loss etc. and will keep the Telangana Fire Services and Civil Defence Training Institute indemnified against all such risks.

The Selected Bidder shall necessarily cover all its personnel deputed at the premises under the "Workmen Compensation Policy", "Group Personnel Accident policy" and any other Applicable Law and also ensure comprehensive general liability insurance covering liability for accidents arising from performance of services and resulting in property damage, bodily injuries, including death, sustained by any personnel.

c)Availability & Timings

The working hours are clearly mentioned above in this Chapter.

The Selected Bidder shall ensure compliance with the prescribed timings and timings for providing of certain selected services as outlined in the bid document and detailed in the Agreement.

While the Services shall be fully functional and available in full strength during the specified timings, the Selected Bidder would be required to maintain a skeletal staff, as mutually agreed and detailed in the Agreement, beyond the service timings for emergencies and for the purposes of the officials who may be working late or overnight.

d)Uniform

The Selected Bidder shall ensure that the staff deployed in the premises are smartly dressed in a uniform with formal shoes. In addition, they shall also wear an identity card displaying their names.

The Uniform selected shall be approved by District Fire Officer, Telangana Fire Services and Civil Defence Training Institute before usage.

e) Quality of Consumables

The Selected Bidder would be responsible to ensure during the contract that all consumables and toiletries used/replenished should be exacting to best industry practices and be of an eco-friendly nature as far as possible.

f)Internal Check

Asst. District Fire Officer, Telangana Fire Services and Civil Defence Training Institute would carry out the internal check of the work done by the Housekeeping agency on regular basis. He would report to the District Fire Officer, Telangana Fire Services and Civil Defence Training Institute or any other designated official on the performance of the agency.

g)Monitoring

In addition to the above, the Agreement would also specify a mechanism for monitoring the service performance with requirement for regular reporting as well as regular supervision by an duly designated official.

h)Control Room

The Selected Bidder would have a control room from where he would exercise surveillance, control the personnel and also monitor all complaints through a computer.

i)Clearances

All clearances & licenses required for the performance of services should be in place before the commencement of services.

4. Commercial Issues

a) Payment by

In return for the Services performed the District Fire Officer, Telangana Fire Services and Civil Defence Training Institute would make payment to the Selected Bidder as per the terms and conditions that would be prescribed in the Service Agreement.

The fee paid would be a consolidated amount for the services as defined in the Agreement, including the cost of all consumables, toiletries, out of Pocket Expenses etc. that may be deployed towards providing the services and any taxes and duties that might be applicable.

The invoice shall be raised on a monthly basis by the fifth (5th) day of each month in respect of the Services performed during the immediately previous month.

The District Fire Officer, Telangana Fire Services and Civil Defence Training Institute shall pay the Monthly Fee Invoice submitted by the Selected Bidder, within forty five (45) days after receipt.

- b) Statutory levies** All statutory levies, payable in respect of operations, if applicable, shall be borne by the Selected Bidder.
- c) Service Guarantee to the District Fire Officer, TSFS&CDTI** The Selected Bidder shall be required to submit the Performance Guarantee as stipulated in the Tender document at the time of the signing of the Agreement.
- d) Event of Default** In the event of the District Fire Officer, Telangana Fire Services and Civil Defence Training Institute Selected Bidder Event of Default (arising out of a material breach of the provisions of the Contract), the same would be attempted to be remedied by way of good faith negotiations between the District Fire Officer, Telangana Fire Services and Civil Defence Training Institute and the Selected Bidder.
- In the event of a failure of such negotiations, the Party not in Default would have the right to terminate the Contact.
- e) Dispute Resolution** In the event of any dispute between the District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute and the Selected Bidder, such dispute shall be first referred to a Panel consisting of the representatives of Fire Service, Hyderabad and the Selected Bidder who shall use their best endeavors in good faith to reach a reasonable and equitable resolution of the Dispute and produce written terms of settlement thereof within fifteen (15) days of receipt by either Party of notice of the Dispute, failing which and unless the Parties agree to the contrary, the Dispute shall be immediately referred for resolution by good faith negotiation between senior Officers of Fire Service, Department Hyderabad and the Selected Bidder having decision making power and who have not had substantive involvement in the matters involved in the Dispute. In the event that the senior officers above are unable to resolve the Dispute within twenty (20) days of the matter being referred to them for resolution, the dispute would be referred for arbitration under Arbitration and Conciliation Act, 1996. The place of Arbitration shall be Hyderabad.

5) Order of Precedence

- a) Precedence of the Document** While the several documents forming the Agreement are to be taken as mutually explanatory to one another, the priority of the following documents shall, in the event of any conflict between them, be in the order set out below:
- 'Facility Management Services' Agreement & various
Annexure thereto Letter of Award issued by Director General of Fire Service, Hyderabad.
Financial Terms accepted before finalization of bid selection

6) Termination

a) Grounds for Termination

Termination grounds would be the following:

- (i) Expiry of the Agreement Tenure
- (ii) Termination Ground for Selected Bidder prior to expiry of Agreement term

ID Default Events

Prolonged Force Majeure (FM) Events (exceeding 25 days)

- (iii) Termination Ground for Director General of Fire Service, Hyderabad.
prior to expiry of Agreement Term

Selected Bidder default events

Proposed takeover of Services

There would be a cure period of 10 days commencing from Default Notice which would not be applicable for FM events.

b) Right to Terminate

The District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute would have the right to terminate the Agreement, without assigning any reason whatsoever, by giving a notice of 7 clear days.

In such an event, the District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute would not be obligated to pay any compensation to the Selected Bidder other than the payment due under the Agreement for services rendered after adjusting there from any amount that may be justifiably due to the District Fire Officer, Telangana State Fire Services and Civil Defence Training Institute under the Agreement.

Contd..25...

CHAPTER - 5

COMMERCIAL BID FORMAT

Sl. No	Head	Amount (Rs)
1	Total Lumpsum amount per month with all inclusions as per the prevailing norms for the facility management services for maintenance of various places in the Telangana State Fire Services and Civil Defence Training Institute, Vattinagulapally, Ranga Reddy District, Hyderabad. i.e., Facility Management Service of Administration & Training Block, Hostel Blocks-02 Nos, Class Rooms- 04 Nos, Library, , Field Training Block, Parade Ground, sports grounds, internal Roads, Swimming Pool, Bath Rooms &Toilets greenery, Model Fire Station,12 Barracks and Store-I & II at Telangana State Fire Service and Civil Defence Training Institute, Vattinagulapalli, Ranga Reddy District”.	
2	(Rupees in words _____)	

Signature of Authorized Person

(full name, designation, Contact Number, email ID and stamp)