

REQUEST FOR PROPOSAL (RFP)

**SELECTION OF AGENCY FOR PROVIDING
COMPREHENSIVE FACILITY MANAGEMENT SERVICES (CFMS)
TO
MADHUSUDAN DAS REGIONAL ACADEMY OF FINANCIAL MANAGEMENT
(MDRAFM)**



**MADHUSUDAN DAS REGIONAL ACADEMY OF FINANCIAL MANAGEMENT
(MDRAFM), CHANDRASEKHARPUR, BHUBANESWAR**

TELEPHONE: 0674-2300394, e-mail : mdrafm@odisha.gov.in

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AUGUST, 2024

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DISCLAIMER AND CONFIDENTIALITY

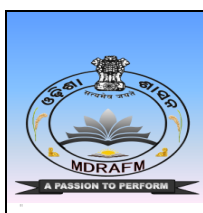
This Request for Proposal (RFP) for selection of an agency for the purpose is being issued by the **Director, MDRAFM**.

While the information in this RFP has been prepared in good faith, it does not support to be comprehensive or to have been independently verified. Neither MDRAFM nor any of its officers or employees, nor any of its advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed assignment, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updation, expansion, revision and amendment at the sole discretion of the Client. It does not claim to contain all the information that a recipient may require for the purposes for making a decision for participation in this selection process. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP including annexures/attachments/ amendments and obtain independent advice from appropriate sources. The tender Inviting authority and its advisors assume that any person who reads or uses this document is capable of evaluating the merits and risks of any investment or other decision with respect to a financial/property transaction, operation, its suitability and its financial, taxation, accounting and legal implications without any reliance on this document.

This RFP includes certain statements, information, projections and forecasts with respect to the proposed assignment. Such statements, information, projections and forecasts reflect various assumptions made by the management, officers and employees of the Client, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

The **Director, MDRAFM, Finance Department, Government of Odisha** shall be the sole and final authority with respect to selection of an agency for the purpose through this RFP.



**Madhusudan Das Regional Academy of Financial Management (MDRAFM),
Chandrasekharpur, Bhubaneswar, Odisha, 751023**
Contact Number -0674-2300394, Email - mdrafm@odisha.gov.in
Website: <https://mdrafm.odisha.gov.in>

Tender No: 01/2024-25/MDRAFM-OE-MAFM-OM-MAINT-0003-2023

Date: 22/08/24

Notice Inviting Tender

Director, MDRAFM, Bhubaneswar invites Request for Proposal (RFP) for selection of an Agency for providing Comprehensive Facility Management Services (CFMS) at MDRAFM, Chandrasekharpur, Bhubaneswar.

The complete RFP document covering the details of the scope of the services, eligibility criteria, selection process, and other details can be downloaded from www.odisha.gov.in/finance and <https://mdrafm.odisha.gov.in>.

The indicative bid process timelines are as below:

Sl. No	Activity	Time Line
1	Issue of RFP	28.08.24
2	Submission of Pre-Proposal Queries date & time	04.09.24 up to 5PM
3	Pre-Proposal Meeting date & time	09.09.24 at 11:30 AM
4	Upload of Pre-Bid clarification date and time	18.09.24 at 5 PM
5	Due date & time for submission of Proposal	08.10.24 up to 5PM
6	Opening of Technical Bid	09.10.24 at 11:30 AM
7	Opening of Financial Bid	Will be indicated Later

Bidders are advised to prepare and submit their proposals only after visiting the location and confirming the service level requirements and baseline information for the purpose of preparation of their proposal.

Any Clarifications/ Addendum/ Corrigendum/ Cancellation Notice of the RFP will be uploaded in the websites of www.odisha.gov.in/finance and <https://mdrafm.odisha.gov.in>. The authority reserves the right to accept/reject any/all proposals/cancel the entire selection process at any stage without assigning any reason thereof.

Director, MDRAFM

BIDDER DATA SHEET

SL NO.	DESCRIPTION	RELATED INFORMATION
01	Title of Request for Proposal (RFP)	Selection of Agency for providing Comprehensive Facility Management Services at MDRAFM, Chandrasekharpur, Bhubaneswar, 751023
02	Broad Scope of Services	<p>The Broad Scope of Services required under this RFP shall be inter alia as briefed below:</p> <ul style="list-style-type: none"> ➤ Housekeeping, Sanitation Services ➤ Garden and lawn maintenance ➤ Security Services and parking management ➤ Operation & Maintenance of all Electrical, Electronic Equipments and Accessories (excluding DG sets, Lift, Air Conditioners), PH fittings/Plumbing ➤ Solid Waste Management and Pest Control ➤ Deployment of Resources as Attendant, Assistance in Official Work of Training, library & Establishment Section and Multi-Tasking Assistant for Training Section, Class Room, Establishment & Administration section.
03	Contract Period	The Contract shall be for a period of 01 years (i.e. 12 Months) and may be extended for 2 more years annually subject to satisfactory performance and mutual consent.
04	Method of Selection	Least Cost Selection Process (LCS)
05	Bid Processing Fee (Non-Refundable)	Rs.10,000/- (Ten Thousand Only) through Demand Draft in favour of “ Deputy Director (DDO), Madhusudan Das Regional Academy of Financial Management ” payable at any scheduled commercial bank at Bhubaneswar.
06	Address for Submission of Proposal	<p>The Director Madhusudan Das Regional Academy of Financial Management (MDRAFM), Chandrasekharpur, Bhubaneswar, Odisha, 751023 Contact Number -0674-2300394, Email - mdrafm@odisha.gov.in</p>
07	Mode of Submission of Proposal	Speed Post / Registered Post / Courier only to the address as specified above during the office hour only. Submission of proposal through any other mode will be rejected.

08	Downloading RFP Document and other details of the selection process	Bidders can download the complete RFP Document from the websites of www.odisha.gov.in/finance and www.mdrafm.odisha.gov.in
09	Date of Issue of RFP	28/08/24
10	Deadline for Submission of Pre-Proposal Queries by the Bidder	Date and Time: 04/09/24 up to 5PM The queries should be sent to the indicated email id at mdrafm@odisha.gov.in within the deadline of submission as per the prescribed format at Annexure-II . Queries submitted beyond the above deadline will not be taken into consideration
11	Pre – Proposal Meeting	The Tender Inviting Authority will conduct a Pre Proposal Meeting with the bidders to address their individual queries and other issues if any. Date and Time: 09/09/24 at 11:30 AM Venue: MDRAFM
12	Issue of Pre-Proposal Clarification	The Pre-Proposal Clarification will be uploaded in the designated websites as mentioned in the RFP Document. Date and Time: 18.09.24 at 5 PM
13	Site Visit	Bidders are advised to prepare and submit their respective proposals only after visiting the site and validating project information . Prospective Bidders may make a visit to the site for necessary assessment of the required service for the purpose of bid preparation. The site visit will be facilitated by the Client during office hours (10 AM to 5.30 PM) on working days only from 05.09.24 to 06.09.24 for the prospective bidders.
14	Deadline of Submission of Proposal	The proposal should be submitted at the specified address as mentioned at Sl no. 6. Late bid will be rejected. Date and Time: 08.10.24 up to 5PM
15	Opening of Technical Bid	The technical bid will be opened by the tender inviting authority in the presence of authorized representative of the bidder. Date and Time: 09.10.24 at 11:30 AM

16	Date of Opening of Financial Proposal	The financial bid of only technically qualified bidders will be opened in the presence of authorized representative of the bidders. The client will issue written intimation to the technically qualified bidders accordingly.
17	Scope of Work, Obligations of Agency and Client for the proposed service	As detailed in scope of work, schedule of requirements of resources and service level benchmark at Section 3 .
18	Selection process	As per clause 2.5 and 2.6 under Section 2: Instructions to the Bidder.
19	Earnest Money Deposit / Bid Security	Rs.3,00,000/- (Rupees Three Lakh Only) through Demand Draft in favour of “Deputy Director (DDO), Madhusudan Das Regional Academy of Financial Management” payable at any scheduled commercial bank at Bhubaneswar.
20	Performance Security	Selected bidder must submit Performance Security of the amount equivalent to 6% of the Annual Contract Value in the form of Bank Guarantee (prescribed format at Annexure-III) / Fixed Deposit Receipt (FDR) pledged to Director, MDRAFM, Bhubaneswar, payable at Bhubaneswar.
21	Validity of Proposal	Proposals must remain valid for one hundred Twenty (120) days from the submission due date.
22	Language(s) of the submitted proposals	English
23	Currency for submission of financial bid	Indian Rupees (INR)
24	Selection Criteria for Pre-Qualification (Eligibility) Requirement	Bidders are requested to refer Clause 2.2.3 for details
25	Evaluation Criteria for Technical Proposal	Bidders are requested to refer Clause 2.4.7
26	Annual Comprehensive Facility Management Cost	Lowest evaluated financial bid for the first year quoted among the technically qualified bidder. Payments for the Annual Comprehensive Facility Management Cost shall be made by the Client on equal monthly installments basis during contract period. Annual enhancement of cost will be applicable as per clause Section 2: Information to the Bidder / Clause 2.10: Payment Term and enhancement of this RFP.

27	Signing of Service Agreement (SA)	Within 7(Seven) days from the date of issue of Offer Letter
28	Mobilization Period and Commencement of Service	15 days from the signing of Service Agreement (SA)
29	While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the knowledge, the Client holds no responsibility for accuracy of information and it is the responsibility of the bidder to check the validity of information/data included in this document. The tender inviting authority reserves the right to accept / reject any/all proposals / terminate the entire selection process at any stage without assigning any reason thereof.	

SECTION 1: BACKGROUND

BACKGROUND:

The Madhusudan Das Regional Academy of Financial Management (MDRAFM) was established in the year 1956, by the Finance Department, Government of Odisha with wide ranging aims and objectives to impart training on accounts and finance to both gazetted & non gazetted employees of the state government. It provides consistent support to other administrative department of the State Government with a view to make it a resource centre for financial administration in eastern region of the country. The present campus of the Institute is located within a spread out area of 7 Acre primary situated at Chandrasekharpur surrounded by major Institutions like Gopabandhu Academy, XIMB, STPI and ORSACS. The institution is committed to achieve excellence in imparting quality training in financial management for the optimum capacity building of the human resource in order to strengthen the state finance through practising fiscal prudence and financial propriety and ensure institutional effectiveness, good governance and effective public service delivery.

INFRASTRUCTURE DETAILS:

The spread out of MDRAFM Infrastructure is as follows:

1. Administrative Building
 - Training and Conference Halls
 - Administrative and Establishment Section
 - Library with Reading Room
 - Computer Lab
 - Cafeteria
2. Annexe Building
3. Hostel
4. Guest House
5. Auditorium and Sport Complex, Gym
6. Lawns and Garden
7. Parking Space

ADMINISTRATIVE BUILDING



The Administrative building of MDRAFM is located within an area of 18000sqft (carpet area of 15000sqft* 3 floors) and accommodates approximately 100 officials and support staff. It has following institutional arrangements:

It has following arrangements:



1. **Ground Floor:** Lobby (1no), Officers' Chamber (6nos), Office Establishment Rooms (2nos), Auditorium (1 no), Mini Conference Hall (2nos), Steno Room(1no), Library & Journal Section (3nos), Guest

	<p>Faculty Rest Room (1no), Attached Toilet (4nos), Common Toilet (4nos),</p> <p>2. First Floor: Officers' Chamber (5nos), Class Room (4nos), Auditorium (1 no), Computer Lab (1no), Examination Cell (1no), Training Section (1no), Attached Toilet (2nos), Common Toilet (4nos)</p> <p>3. Second Floor: Officers' Chamber (4nos), Caretaker Room (1no), Class Room (2nos), Conference Hall (1no), Terrace Cafeteria (1no), Attached Toilet (4nos), Common Toilet (3nos).</p> <p>4. The building also has one G+2 Lift, Lift Room and 3nos of Stair cases.</p> <p>5. The Administrative building also has two storied annex building having carpet area of 3000sqft.</p>
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CONFERENCE HALLS & AUDITORIUMS:





There are three numbers of conference halls and two numbers of Auditoriums of different dimension in the Administrative building of the Academy which are used for different purposes. The details are given bellow:

	<p>APJ Abdul Kalam Conference Hall (Second floor) Specification and Size: Rectangular shape (32*64Ft app)</p> <p>Seating Capacity:140 Details of Accessories and Equipment: sound system (Delegate) and Projectors (03nos), Ultra smart LED 55"-0, Desktop PC (1no), Common Toilet (2nos), Attached Toilet (1no).</p>
	<p>Mini Conference Hall-I (Ground Floor) Specification and Size: Rectangular shape (30ft. X 17ft), covered with carpet</p> <p>Seating Capacity:20 Details of Accessories and Equipment: sound system and video conferencing system, projector, interactive panel (1no), Desktop PC (1no).</p>


	<p>Mini Conference Hall-II (Ground floor) Specification and Size: Rectangular shape (31ft. X 17ft), covered with carpet</p> <p>Seating Capacity:20</p> <p>Details of Accessories and Equipment: sound system, projector, interactive panel (1no), Desktop PC (1no).</p>
	<p>Auditorium F-1 (First floor) Specification and Size: Gallery pattern (43ft. X 45ft)</p> <p>Seating Capacity:112</p> <p>Details of Accessories and Equipment: Sound System, Projector, Desktop PC (1no).</p>
	<p>Madhusudan Hall (Ground Floor) Specification and Size: Gallery pattern (44ftX 35ft.)</p> <p>Seating Capacity:80</p> <p>Details of Accessories and Equipment: Projector (01 no), Active LED (01 no), Interactive panel (01 no), Teacher tracking camera (02 no), 42 numbers of goose neck microphones, Handset (cordless), Ultra smart LED 55" (01 no)</p>

TRAINING HALLS:

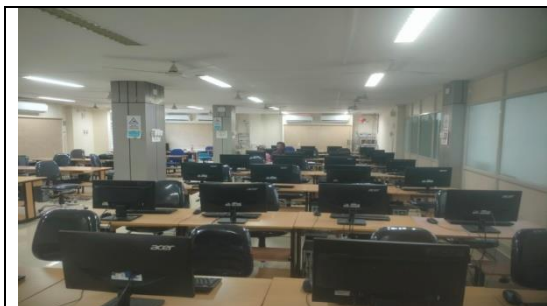
	<p>Smart Training Hall (Second floor) Specification and Size: Classroom pattern (30ft. X 17ft.)</p> <p>Seating Capacity:36</p>
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	<p>Smart Training Hall F-1(First floor)</p> <p>Specification and Size: Classroom pattern (30ft. X 17ft.)</p> <p>Seating Capacity:36</p> <p>Details of Accessories and Equipment: Projector and Sound System, Desktop (01 no)</p>
	<p>Smart Training Hall F-2 (First floor)</p> <p>Specification and Size: Classroom pattern (31ft.X17ft.)</p> <p>Seating Capacity:36</p> <p>Details of Accessories and Equipment: Projector and sound system, Desktop (01 no)</p>
	<p>Smart Training Hall F-3 (First floor)</p> <p>Specification and Size: Classroom (17ft.X 29ft.)</p> <p>Seating Capacity:36</p> <p>Details of Accessories and Equipment: Interactive panel, sound system, Desktop (01 no)</p>
	<p>Smart Training Hall F-4(First floor)</p> <p>Specification and Size: Classroom pattern (17ft.X29ft.)</p> <p>Seating Capacity:36</p> <p>Details of Accessories and Equipment: Interactive panel, sound system, Desktop (01 no)</p>

LIBRARY

	<p>The academy library is spread over an area of 2400 Sq ft. The Library comprises of different Sections i.e. Administrative Section, Text Book & Reference Section and Reading/Journal Section.</p> <p>Details of Assets :</p> <p>Almirah (26nos), Racks (54nos), Book Case (106nos), Journal Racks (03nos), Seating capacity of 16.</p>
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COMPUTER LAB



The Computer Laboratory has sitting arrangement for 50 numbers and covers approximately an area of 2000Sqft.
Details of assets : Monitor (97nos), CPU (90nos), Projector (13nos), Sound System (1no), Online UPS (3nos), UPS (75nos), Computer Table (56nos), Chair (84nos), Printer (14nos)

ANNEXE BUILDING



The Annexe building has two storied building having carpet area of 3000sqft.
Details of assets :
Cabin (5nos), Pantry (1no), Store (1no), Attached Toilet (4nos)

HOSTELS



The “MAHANADI” Hostel of MDRAFM consisting of Five numbers of Blocks i.e. one Ladies Block and Four numbers of Gents Blocks. Each Block comprises of Twelve numbers of Twin-sharing Rooms (Size 12ft*14ft) and thus the entire Hostel has the capacity to accommodate 120 persons. The Rooms are well equipped with all amenities required for resident Trainees. The Hostel has a well-furnished modular kitchen (Size 17ft*20ft) and two dining halls (Size 32ft*19ft& 35ft*21ft) adjacent to the kitchen to facilitate dine for 90 persons at a time. Also the Hostel consists of One Office Room, Yoga Room, Study Room, TV Room and One Sick Room.
Attached Toilet (61nos), Common Toilet (3nos), Staircase (6nos), Corridors and Arena, Periphery of hostel includes plinth protection area and green patches near about 01 Acre.

GUEST HOUSE



The Guest House comprises of Three Floors having Twenty-eight well furnished Twin-sharing Rooms out of which Twenty-four numbers of Rooms (Size 17ft*12ft) are used for accommodation of Trainees and Four numbers of Rooms are reserved for accommodation of Official Guests when required.

There is a Dining Hall (Size 17ft*44ft-) situated in the Ground Floor of the Guest House (Capacity-50pax). For smooth functioning of the Guest House, it has One Office Room and One Store Room.

Attached Toilet (28nos), Common Toilet (2nos), Staircase (1no), Corridors and Arena/Courtyard.

AUDITORIUM



Auditorium is about to be completed and handed over to MDRAFM in near future. It has capacity to accommodate 200 numbers of participants. The two storied building consists of auditorium (Size 69ft*38Ft), VIP Lounge, Green Room (2nos) in the 1st floor, Dining Hall (Size69ft*38ft) in the ground floor, Store Room (2nos), Corridors, Common Toilet (4nos) and Staircase (1no). To be handed over by R&B.

GYM & SPORTS FACILITIES



The size of the GYM 29*24ft. which has been carpeted by synthetic tiles. There is Ante Room (1 no) and Toilet (1 no).

GYM equipment namely trade mills dumbbells, plates, cycles, high lat pull mid row, half rack, super squat, multi bench, flat bench etc are installed.

Adjacent to the GYM, there are two badminton courts and one volleyball court surrounded by a lawn.

PARKING SPACE



The parking space is dispersed in the campus. One parking area is near the Administrative building covering about 20,000sqft area. The other parking spaces are available near the Hostel & below the GYM.

LAWN AND GARDEN



The total lawn and Garden area exclusive of those included above is 58,000Sqft. which is located in front of the Administrative Building and near the Auditorium.

The details of the Assets and Inventories of the Institutions are provided below for information of the bidders.

Assets of MDRAFM					
Inventory List of Light, Fan, AC, Exhaust Fan & Geyser of Administrative Building					
SL No.	Item List	Quantity (In Pieces)	SL No.	Item List	Quantity (In Pieces)
1	Ceiling Fan	173	28	Strip Light	9
2	Stand Fan	2	29	Delta Light	3
3	20w LED Tube light	114	30	Induction Cooker	1
4	Bar light	17	31	Refrigerator	1
5	Essential Bulb	16	32	Red Indicator Lamp	3
6	18w Ceiling Light	117	33	Point Light	5
7	9w LED Tube light	17	34	Mirror Light	19
8	Exhaust Fan	31	35	2-Way Outdoor UP-DOWN 4w LED Light	13
9	9w LED Bulb	11	36	Bulb kit	23
10	15w Surface Light	16	37	200w flood Light	3
11	18w Surface Light	3	38	50w Green Palco flood Light	6
12	15w Ceiling Light	47	39	50w flood Light	7
13	Calling Bell	19	40	100w Green Flood Light	1
14	Hand dry Machine	2	41	1 Feet Garden Light	30
15	8-12w Spot Light	76	42	100w flood Light	1
16	8w Ceiling Light	67	43	100w Street Light	3
17	3w Spot Light	92	44	60w Street Light	6
18	3w Surface Light	7	45	25w Street Light	1
19	3w Ceiling Light	28	46	Globe Light	14
20	Foot Light	32	47	LED Globe Light	22
21	18w Ceiling Light Square	23	48	Diamond Light	13
22	2/2 Ceiling Light	143	49	Stone Light	8
23	Geyser	1	50	1'/1' Square Ceiling Light	13
24	Wall Fan	16	51	Glow Sign LED Board	4
25	Automatic & Touch less Sanitizer Dispenser	3	52	Acrylic Light	4
26	Ceiling Hanging Pendant Light	9	53	AC	90
27	4'/1' Panel Light 36w	58			

Inventory List of Sound System		
SL No.	Item List	Quantity (In Pieces)
1	Amplifier	13
2	Lapel Micro Phone	5
3	Mixture	3
4	Handset	9
5	Ceiling Speaker	73
6	Wall Mount Speaker	17
7	Gooseneck Micro Phone	56
8	Delegate Micro Phone	22
9	DSP	5
10	Home Theatre System	1
11	Stand Speaker	2
12	Speaker Box	1

Inventory List of Hostel		
SL No.	Item List	Quantity (In Pieces)
1	Ceiling Fan	76
2	Bar Light	11
3	20w LED Tube-light	85
4	9w LED Bulb	134
5	Exhaust Fan	35
6	15w Ceiling Light	21
7	9w LED Tube Light	27
8	Wall Fan	17
9	Geyser	28
10	5w LED Tube Light	27
11	3w LED Tube Light	3
12	15w Surface Light	20
13	Hand Dry Machine	2
14	Essential Bulb	27
15	Spot Light Ceiling Lamp	44
16	60w Street Light	12
17	AC	71

Inventory List of Guest House & GYM Hall		
SL No.	Items List	Quantity (In Pieces)
1	Ceiling Fan	85
2	Bar Light	25
3	9w LED Bulb	60
4	C.F.L Bulb	11
5	Exhauster Fan	29
6	Calling Bell	28
7	Geyser	21
8	6w Ceiling Light	36
9	20w LED Tube-light	74
10	Zero Bulb	9
11	15w Ceiling Light(Round)	28
12	15w Ceiling Light (Square)	6
13	Wall Fan	14
14	Hand Dry Machine	2
15	15w Surface Light	26
16	Glow Sign LED Board	1
17	Wall Lamp Light	4
18	9w LED Tube light	6
19	Wall Hanging Light	4
20	7w Ceiling Light	10
21	60w Street Light	3
22	100w Street Light	4
23	100w Flood Light	10
24	50w Flood Light	1
25	Globe Light	6
26	A.C.	35

Inventory of Furniture of Guest House Buildings

Sl. No.	Items Name	Quantity of Items
1	Single Wooden Bed	4
2	Mattress	42
3	Pillow	42
4	Study Table	35
5	Dinning Chair	5
6	3 Seated Sofa	10
7	Led TV	6
8	Iron Almirah	21
9	Iron Single Bed	38
10	Wooden Study Table	16
11	Iron Frame Wooden Chair	32
12	Centre Table	2
13	Wooden Wardrobe	4
14	Pressing Mirror	4
15	Cane Centre Table	1
16	Cane Chair	4
17	Cloth Stand	8
18	Dining Table Godrej	5
19	Dinning Chair Godrej	30
20	Water Purifier (80 liter)	3
21	Wooden Dinning Table	2
22	Paper Stand	1
23	Washing Machine (Videocon)	2
24	TT Table	2
25	Carrom Board	2
TOTAL		321

Inventory of Furniture of Hostel Buildings		
SI No.	Items Names	Quantity of Items
1	Iron Single Bed	120
2	Single Mattress	120
3	Pillow	122
4	Iron Frame Wooden Table	63
5	Iron Frame Wooden Chair	54
6	Iron Almirah	18
7	Study Chair	17
8	Iron Frame Wooden Executive Table	1
9	Dinning Chair Godrej	24
10	Revolving Chair	1
11	Computer Table	1
12	Wooden Almirah	1
13	Shoes Shiner Machine	2
14	Telephone	1
15	Wooden Keyboard	1
16	Wooden Round Dinning Table	5
17	Wooden Dinning Table	8
18	LED TV	3
19	Wooden Dinning Chair	36
20	Conference Table	1
21	Visitor Chair	8
22	Iron Frame Study Chair	5
23	Study Table	15
24	Paper Stand	1
25	Water Purifier (80 Litters)	6
26	Washing Machine (Videocon)	5
27	Trunk	2
28	Wooden Box	1
29	Tin Drum	3
30	Wooden Single Bed	1
31	Cotton Mattress	24
TOTAL		670

Inventory of Furniture of Administrative Buildings					
SI No.	Items Names	Qty. of Items	SI No.	Items Names	Qty. of Items
1	Executive Table	8	26	Study Chair	4
2	Revolving Chair	79	27	Wooden Cushion Chair	11
3	Visitor Chair	298	28	Iron Rack	55
4	2 Seated Sofa	18	29	Iron Chest	1
5	Iron Almirah	47	30	Wooden Glass Fitted Almirah	2
6	Side Table	1	31	Iron Glass Fitted Almirah	20
7	Printer Table	3	32	Iron Book Case	106
8	Incumbency Chart	3	33	Iron Magazine Display Rack	3
9	Centre Table	8	34	Wooden Gutting Chair	17
10	Wooden Executive Table	1	35	Iron Frame Fiber Chair	1
11	Computer Table	87	36	Statue Stand	1
12	Wooden Wardrobe	1	37	Registration Table	3
13	Computer Chair	59	38	3 Seated Wooden Sofa	1
14	Air Conditioner Machine	196	39	Single Seated Wooden Sofa	2
15	3 Seated Sofa Godrej	1	40	3 Seated Godrej Sofa	5
16	Refrigerator	1	41	Study Table	60
17	Conference Table	5	42	Executive Study Table	2
18	Godrej Enlighten Seat-cum-Desk	80	43	Desk-cum-Bench	87
19	Dais Table	2	44	Wooden Podium	2
20	Iron From Wooden Executive Table	14	45	3 Seated Iron Framed Cushion Bench	1
21	Wooden Table	14	46	2 Seated Iron Framed Cushion Bench	1
22	Iron Frame Wooden Chair	28	47	3 Seated Stain Less Steel Bench	1
23	Wooden Stool	5	48	Glass Top Round Dinning Table	3
24	Plastic Chair	3	49	Stainless Steel Dinning Chair	12
25	Iron Frame Wooden Table	9		TOTAL	1372

SECTION – 2

INSTRUCTION TO THE BIDDERS

2.1 Project Information:

Location: MDRAFM, Chandrasekharapur, Bhubaneswar

Sl. No.	Description	Areas
1	Total Plinth Area	63627 Sq.ft.(approx.)*3 floors
2	Total Carpet Area	41,350 Sq.ft.(approx.)*3 floors
3	Garden/lawn Area & Flower pots/ Vases	58,000 Sq.ft.(approx.) & 1000 No's of flower pots
4	Parking Area	20,000Sq.ft.(approx.)
5	Aluminum Composite Panel	4,000 Sq.ft.(approx.)
6	UPVC Windows & Doors	48 No.
7	Over Head Tank for drinking water(Capacity)	34 No's (56000 Liters)
8	Number of Toilets (Common Toilets/ Attached toilets)	(18+102 = 120)No's of Toilets
9	Type of Flooring	Vitrified Ceramic Tiles and 9 No's of Granite flooring of stair case
10	D.G.Room with details of Machineries	2 No's of 50 KVA DG sets & 1 320 KVA DG Set
11	Pump House details with motor capacity	2 No's with 5 HP and 1.5 HP
12	Substation yard Area	1500 Sq. ft
13	Signage Board	7 No's
14	Bus Shade	17*39ft

Note:

(i) Area variation is ± 10 %.

(ii) Bidders are requested for site visit before preparation and submission of their proposal.

2.2 General

2.2.1 Scope of RFP:MDRAFM, Bhubaneswar (Client) invites sealed proposal from the reputed and eligible service providers for providing “Comprehensive Facilities Management Services” at its campus location at Chandrasekharapur, Bhubaneswar. The successful bidder will be expected to provide the Comprehensive facility management services for the intended period specified in the Bidder Data Sheet. Bidders are requested to refer to Section 3: for details regarding requirements of the proposed services. The successful bidder shall become Facility Management Service Provider (FMS) on completion of contract signing formalities. The bidders are required to familiarize themselves with the Client’s location, site conditions as well as surroundings and take them into account while preparing their proposals.

2.2.2 Contact Officer: Sri Soubhagya Ranjan Mishra, Caretaker, Contact No: 9778330436

2.2.3 Eligibility and Responsive Requirements: The bidder should meet the following eligibility and responsive requirements of the RFP to participate in the selection process. The bidder is required to submit the copies of the required supportive documents / information as part of their technical proposal failing which the proposals will be rejected.

Eligibility Requirement:

Sl No.	Eligibility Condition	Supporting Document
1.	Bid Processing Fee	Rs.10,000/ (Rupees Ten Thousand Only) to be furnished through Demand Draft in favour of “Deputy Director (DDO), Madhusudan Das Regional Academy of Financial Management” payable at any scheduled commercial bank at Bhubaneswar as part of technical bid.
2.	Bid Security / EMD	Rs.3,00,000/ (Rupees Three Lakh only) to be furnished through Demand Draft in favour of “Deputy Director (DDO), Madhusudan Das Regional Academy of Financial Management” payable at any scheduled commercial bank at Bhubaneswar as part of technical bid. In case the bidder is registered as MSEs for exemption of EMD, the copy of valid MSE-UDYAM Registration Certificate issued for “SERVICES CATEGORY” only must be furnished as part of the Technical Bid.
3.	The bidder must be registered under appropriate authority and should have in business for more than 5 years for providing facilities management services on the last date of submission of proposal. ➤ Indian companies Act 1956/2013 ➤ Indian Partnership Act 1932 ➤ Society Registration Act- 1860 ➤ Limited Liabilities Partnership Act-2008 ➤ Odisha Shops & Establishments Act- 1956	Copy of Certificate of Incorporation / Registration from the appropriate authority

4.	The bidder must have undertaken at least one comprehensive facilities management services for floor area more than 1,44,000 Sqft. under any Central / State / Autonomous bodies/ Corporate Offices / Business Establishments in Odisha having annual contract value more than 1.20 Cr during the last three financial year of 2021-22, 2022-23 & 2023-24 . Both on-going and completed contracts during the specified period will be considered as eligible.	Copies of work order /Work completion certificate issued by respective authorities. Bidders are requested to furnish the appropriate documentary evidence regarding confirmation of duration and the value of the contract as per the prescribed eligibility condition.
5.	The average annual financial turnover of the bidder must be at least Rs.3.00 Cr in the last 03 (Three) F.Y of 2020-21, 2021-22 & 2022-23 ending 31st March'2023 from comprehensive Facilities Management Support Services only. The bidder must have positive net worth during the stated period.	Duly filled prescribed format at TECH-3 jointly certified by CA and the authorised representative of the Bidder or the Bidder along with copies of audited financial statement for the period of 2020-21, 2021-22& 2022-23 .
6.	Bidder must not be under any declaration of ineligibility by any Client and should not be blacklisted by Central/ State Government/ Any Authorities during the last 3 years as on the last date of submission of the proposal	Declaration as per format at TECH-5 on stamp paper of appropriate value in shape of affidavit from the Notary need to be furnished.
7.	Must not have any pending judicial proceedings for any criminal offence against the proprietor /Director/Persons to be deployed by the FMS.	An under taking to this effect must be submitted on the Bidder Letter head as per format TECH-8 .
8.	Bidder shall furnish an affirmative statement as to the existence of any potential conflict of interest on the part of the Bidder due to prior, current, or proposed engagement with the Client.	Self declaration from the Bidder on its Letter Head as per format TECH-9 .
9.	The Registered Office/Branch Office of the service provider must be located within jurisdictional area of Odisha.	Copy of Landline Telephone Bill/ Electricity Bill/GSTIN of the Office
10.	Must have Its own Bank account in any Scheduled Commercial Bank situated within Bhubaneswar	Copy of the Pass Book along with self certified bank Account statement for the last 6 months period needs to be furnished
11.	Bidders shall warrant by its proposal that the contents of its proposal have been arrived at independently without any collusion among two or more interested parties.	Anti-Collusion certificate in form TECH-11 .

Responsive Requirements:

The bidder must furnish the copies of the following documents along with the technical proposal, to be considered as responsive;

1. Filled in check list in Annexure-I
2. Bid processing fee Rs 10000/-
3. EMD Rs 3,00,000/-
4. Copy of certificate of incorporation /Registration from appropriate authority
5. Copy of PAN,GSTN
6. Copy of work order/work completion certificates in respect of on-going or completed comprehensive facilities management services
7. Copy of Bank passbook & bank statement for last 6 months
8. Copy of landline telephone bill/ GSTN as proof of office address.
9. IT Return for the last 3 Assessment Years of **2021-22, 2022-23 and 2023-24.**
10. Valid Labour Registration Certificate
11. EPF & ESI Registration Certificate
12. Valid PSARA License
13. Quality accreditation / certification from any of the international / national agency
14. Filled in Technical **Form TECH-1 to TECH-11**
15. Copies of Annual Audited Report for the financial years of **2020-21, 2021-22 and 2022-23.**
16. Project Performance Certificate one for each year of **2020-21, 2021-22 and 2022-23**

Bidders must submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will leads to summary rejection. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions and other information as mentioned in the RFP document. The proposal must be complete in all respect, indexed. Each page should be numbered and certified by the bidder/ authorised representative. Failure to comply with the RFP requirements will result in outright rejection of the bid.

2.2.4 Proposal Preparation Cost: The bidder shall be responsible for bearing all the costs and expenses associated with the preparation of its proposal and participate in the bidding process. Client shall not be responsible, or in any way liable for such costs/expenses, regardless of the conduct or outcome of the bidding process.

2.2.5 Project Inspection and Location Visit: The Bidder, at his own responsibility and risk can visit, and examine the location of the project and its surroundings, and obtain all information that may be necessary for preparing the proposal. The costs of visiting the site shall be borne by the Bidder. Client shall not be liable for such costs, regardless of the outcome of the bidding process.

2.2.6 Only One Proposal: Each bidder will submit only one proposal. Alternative bid is not allowed. **Consortium / Joint venture of any form is not allowed under this bidding process.**

2.2.7 Taxes: The financial proposal /bid shall be inclusive of applicable Goods & Services Tax (GST). As a condition, precedent for reimbursement of the GST, the FMS shall provide a valid GSTIN and raise GST compliant Tax Invoice to the Client. The financial liability on account of any other applicable taxes, as may be applicable on the amounts received by the FMS from Client shall be solely borne by the FMS. The FMS alone shall be responsible in all respects for the payment of all taxes including Income Tax etc. in a timely manner and filing the returns in respect thereof as per the applicable laws. Client shall not bear any responsibility in this regard. However, towards compliance with the applicable Tax laws, Client shall deduct TDS as applicable from the payments to be made by Client to FMS and a certificate shall be made available to the FMS in support of the evidence.

2.2.8 Bid Processing Fee: The bidder must furnish as part of technical proposal, the required bid processing fee amounting to **Rs.10,000/- (Ten Thousand Rupees Only)** to be submitted through Demand Draft in favour of **“Deputy Director (DDO), Madhusudan Das Regional Academy of Financial Management”** payable at any scheduled commercial bank at Bhubaneswar. **Proposal received without bid processing fee will be out rightly rejected. The bid processing fee is non-refundable in any case.**

2.2.9 Earnest Money Deposit (EMD): The bidder must furnish as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to **Rs.3,00,000/- (Rupees Three Lakh Only)** to be submitted through Demand Draft in favour of **“Deputy Director (DDO), Madhusudan Das Regional Academy of Financial Management”** payable at any scheduled commercial bank at Bhubaneswar. MSEs and Start-ups having valid MSEs Udyam Registration Certificate registered under **“SERVICES CATEGORY ONLY”** are exempted from furnishing of EMD. EMD of unsuccessful bidders shall be refunded within 30 days after completion of tender process. The EMD of the successful bidder will be released only after furnishing of the required Performance Security and signing of the contract. Bid not accompanied by the required EMD / claiming of exemption without having MSEs Udyam Registration Certificate registered under **“SERVICES CATEGORY”** shall be rejected by the Client as non-responsive. The EMD will be forfeited on account of the following reasons:

- Bidder withdraws its proposal during the bid validity period as specified in RFP
- Bidder does not respond to requests for clarification of its proposal.
- Bidder fails to provide required information during the evaluation process or is found to be non- responsive or has submitted false information in support of its qualification.
- If the bidder fails to
 - provide any clarification to the Client
 - agree to the decisions of the contract negotiation meeting
 - sign the contract within the prescribed time period
 - furnish required Performance Bank Guarantee within the prescribed time period as per the agreed terms and conditions of the RFP
- Any other circumstance which holds the interest of the Client during the overall selection process.

2.3 Bidding Instructions

2.3.1 Special Instructions for Preparation of Proposal

- I. **Language:** The proposal and supporting documents shall be in English language unless otherwise specified.
- II. **Currency:** Bidders shall express the price of their Financial Proposal in Indian Rupees (INR) only.
- III. All Bidders are required to submit their proposal in accordance with the guidelines set forth in this RFP. In order to promote consistency among proposals and minimize potential misunderstandings regarding interpretation of proposals by Client, the format in which bidders have to specify the fundamental aspects of their Proposal have been outlined in this RFP.
- IV. The technical proposal shall contain no correction or overwriting, except as necessary to correct errors made by Bidder/s. Any such corrections or overwriting must be signed by the authorized representative of the bidder. There should not be any overwriting in the financial bid. Client's decisions in this regard will be final.
- V. In preparing their Proposal, bidders are expected to examine in detail all the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal. While preparing the Technical Proposal, Bidders must give particular attention to the following:
 - a) The bidder must physically visit the project location to have a clear understanding of the proposed facilities and the nature of services required, financial and technical implications.
 - b) While making the proposal, the bidder must ensure that they provide all the information as sought by Tender Inviting Authority, failing which the proposal shall be considered as non-responsive.
 - c) Detail working of the lump sum price must be submitted along with the Financial Proposal (as per financial Bid Submission Form as prescribed in the RFP).
- VI. It shall be deemed that prior to the submission of the Proposal, the Bidder has:
 - a) made a complete and careful examination of terms and conditions / requirements, and other information as set forth in this RFP document;
 - b) received all such relevant information as it has been requested from Client; and
 - c) made a complete and careful examination of the various aspects of the Project.
- VII. No change in or supplementary information to a Proposal shall be accepted after the Proposal Due Date. However, Client reserves the right to seek clarifications if any / additional information from the Bidders, if found necessary, during the course of evaluation of the Proposal. In case of non- submission, incomplete submission or delayed submission of such additional information or clarifications sought by Client, the Proposal would be evaluated solely on the basis of available information.
- VIII. Client shall not be liable for any mistake or error or neglect by Bidder in respect of the submitted proposal.
- IX. Client reserves the right to reject any or all proposals without assigning any reason whatsoever. Client also reserves the right to terminate the Bidding Process at its sole-discretion under intimation to the Bidders submitting the Proposals, without assigning any reasons thereof.

- X. Client reserves the right to verify any or all information furnished by the Bidder.
- XI. Notwithstanding anything stated in this RFP, if any claim made or information provided by the Bidder in the Proposal or any information provided by the Bidder in response to any subsequent query by Client, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection.

2.3.2 Submission of queries: Any queries or request for additional information concerning to this RFP shall be submitted by email mdrafm@odisha.gov.in within the timeline as mentioned in the Bidder Data Sheet, to the tender inviting authority. The email subject / communication shall clearly bear the following identification/ title: “Queries / Request for Clarification: ***“Selection of Agency for Providing Comprehensive Facility Management Services to MDRAFM”***”. The Bidder shall mention the name of Agency and the details of authorised representative of the bidder who will attend the pre-proposal meeting. Only one representative with due authorisation letter from the bidder will be allowed to attend the pre-proposal meeting on behalf of the bidder. The queries should necessarily be submitted in the following format: -

RFP Reference(s) (Section & Page Number)	Content of RFP requiring Clarification(s)	Query in Details

The Pre-Proposal Queries should be furnished latest by 04/09/24 up to 5 PM through email only at mdrafm@odisha.gov.in. Any requests for clarifications submitted after the above deadline shall not be taken into consideration during the Pre-Proposal Meeting. The bidders are not allowed to raise additional queries during the pre-proposal meeting.

2.3.3 Clarification and Amendment of RFP document: On the basis of the inputs provided by Bidders during Pre-proposal meeting and any further discussions with any/all interested parties, which Client may hold at its own discretion; Client may amend the RFP document. The clarifications to the list of queries along with addendums if any, will be uploaded on the websites as mentioned in the Bidder Data Sheet of this RFP in the form of Pre-Proposal Clarification. Each such clarification shall be the part of the RFP document. At any time prior to the deadline for submission of bid, Client may, for any reason, whether at its own initiative or in response to queries requested by the bidders, modify the RFP document by way of issuance of an "Addendum" or "Corrigendum".

2.3.4 Bid Submission Checklist: Bidder shall submit the signed “Bid Submission checklist” for the documents submitted along with the technical proposal as per format at “Annexure-I” along with requisite documents as indicated in the RFP (Eligibility and Responsive Requirements)

2.4 Preparation and Submission of Bids:

2.4.1 Preparation of Bids:

- a) Detailed RFP may be downloaded from www.odisha.gov.in/finance and <http://mdrafm.odisha.gov.in> by the bidders.

- b) Bidders should take into account all clarifications / corrigendum / addendums to the RFP document published before preparation and submission of their proposals.
- c) Bidders should go through the RFP Document carefully to understand the requirements to be submitted as part of the bid. Please note the number of files through which the bids have to be uploaded/submitted, the number of documents - including the names and content of each of the document that need to be submitted.
- d) Any deviations from these may lead to rejection of the bid.
- e) The bidder must physically visit the project location to have a clear understanding of the proposed facilities, nature of services required and the technical and financial implications.

2.4.2 Submission of Proposal: The proposal must be submitted through **Speed Post / Registered Post / Courier** only. Any other mode of submission of proposal will be rejected. Any deviation from the prescribed procedures/information/formats/conditions shall result in out-right rejection of the proposal. All the pages of the proposal have to be sealed and signed by the authorized representative of the bidder. Bids with any conditional offer shall be out rightly rejected. All pages of the proposal must have to be sealed and signed by the authorized representative of the bidder. Any conditional bids will be rejected.

2.4.3 Submission of Technical Proposal: (Original + soft copy in USB in word format) Bidders are requested to submit the Technical Proposal separately in a sealed envelope as per the prescribed format as given in the RFP Document at **Section: 4**. The envelope containing technical proposal shall be sealed and superscripted as **“TECHNICAL PROPOSAL – SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE FACILITY MANAGEMENT SERVICES (CFMS) TO MADHUSUDAN DAS REGIONAL ACADEMY OF FINANCIAL MANAGEMENT (MDRAFM)”**. Submission of any deviation of Technical Forms / Formats will result in rejection of the bid. The following format along with supporting documents / information will be part of the Technical Proposal;

Formats	Description
TECH-1	Covering Letter (On Bidder's Letter Head)
TECH-2	General Details of the Bidder
TECH-3	Financial Details of the Bidder
TECH-4	Format for Power of Attorney for Authorized Signatory
TECH-5	Undertaking regarding ineligibility of the Bidder and non-blacklisting
TECH-6	Past Experience of the Bidder
TECH-7	Proposed Manpower Deployment Plan, Standard Operating Procedure and Quality Control Mechanism
TECH-8	Undertaking for not having any pending Judicial Proceedings
TECH-9	Declaration regarding any Potential Conflicting Activities

TECH-10	Commitment for Proposed Equipment and Materials
TECH-11	Anti-Collusion Certificate

2.4.4 Submission of Financial Proposal: (Original + soft copy in USB in pdf format) The envelope containing financial proposal shall be sealed and superscripted as “FINANCIAL PROPOSAL - **SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE FACILITY MANAGEMENT SERVICES (CFMS) TO MADHUSUDAN DAS REGIONAL ACADEMY OF FINANCIAL MANAGEMENT (MDRAFM)**”. The duly filled-in financial proposal submission forms should contain the detailed price offer for the proposed assignment and have to be furnished as per the prescribed format only along with soft copy in pdf form in USB Drive as part of financial proposal.

Both the above envelopes have to be sealed and placed inside a third main envelope with proper labeling of following information in bold:

TITLE OF THE TENDER:

RFP NUMBER AND DATE:

NAME OF THE BIDDER:

DEADLINE FOR SUBMISSION OF BID:

NAME AND ADDRESS OF THE BIDDER:

2.4.5: Modifications/ Withdrawal of Proposals: No proposal can be modified by the bidder subsequent to the closing date and time of proposal submission due date. Client reserves the right to reject any proposal not submitted on time and which does not contain the required information / documents as set out in this RFP.

2.4.6 Opening of the proposal: The FIRST ENVELOPE containing TECHNICAL PROPOSAL will be opened in the initial stage by the Client in presence of the bidder’s authorized representative at the location, date and time specified in the Bidder Data Sheet who wishes to attend. The Client will constitute a Tender Evaluation Committee (TEC) to evaluate the proposals submitted by bidders. Only one representative with proper authorization letter from the participating bidder will be allowed to attend the bid opening meeting. The SECOND ENVELOPE containing FINANCIAL PROPOSAL only of the technically qualified bidders will be opened after completion of technical evaluation stage in the presence of their authorized representative. The date and time for opening of the financial proposal will be intimated accordingly to the technically qualified bidders well in advance.

2.4.7: Evaluation of Proposal: A three stage process will be adopted as explained below for evaluation of the proposals:

- **Preliminary Evaluation (1st Stage):** Preliminary evaluation of the proposals will be done by the authority to determine whether the proposal comply to the prescribed eligibility condition and the requisite documents / information have been properly furnished by the bidder or not. Submission of following documents / information will be verified:
 - ✓ Filled in Bid Submission Check List in Original (**Annexure-I**)

- ✓ Covering letter **(TECH-1)** on bidder's letterhead requesting to participate in the selection process.
- ✓ Bid Processing Fee and EMD as applicable
- ✓ Copy of Certificate of Incorporation/ Registration
- ✓ Copy of PAN
- ✓ Copy of Goods and Services Tax Identification Number (GSTIN)
- ✓ Copy of valid Labour License
- ✓ Copy of Valid PSARA Certificate
- ✓ Copies of EPF and ESI registration Number
- ✓ Copy of work order/work completion certificates
- ✓ Copy of Bank passbook & bank statement for last 6 months
- ✓ Copy of landline telephone bill/ GSTN as proof of office address.
- ✓ Quality accreditation / certification from any of the international / national agency
- ✓ Copies of Annual Audited Report for the financial years of **2020-21, 2021-22 and 2022-23.**
- ✓ Project Performance Certificate one for each year of **2020-21, 2021-22 and 2022-23**
- ✓ Copies of IT Return for the last three assessment years **(AY 2021-22, 2022-23 and 2023-24).**
- ✓ General Details of the Bidder **(TECH-2)**
- ✓ Duly filled in Financial Details **(TECH-3)** along with requisite information.
- ✓ Power of Attorney **(TECH-4)** in favour of the person signing the bid on behalf of the bidder.
- ✓ Undertaking for not being blacklisted in the recent past **(TECH-5)**
- ✓ Past Experience Details **(TECH-6)** along with requisite supporting documents
- ✓ Duly filled in Technical Proposal Submission Forms **TECH-7 to TECH-11.**
- ✓ All the pages of the proposal and enclosures / attachments/supporting documents are signed by the authorized representative of the bidder or the bidder.

Bid not complying with any of the above requirement/s will be outrightly rejected.

- **Technical Evaluation (2nd Stage):** Technical evaluation of the proposals of the pre-qualified bidders shall be made as per the following technical parameters:

Sl. No.	Bid Evaluation Parameters	Total /Maximum Marks
1.	Number of Years in Business:	20
	<ul style="list-style-type: none"> • 5-7 Years = 13 • 7-10 Years = 16 • More than 10 Years = 20 	
2	Average Turnover from FMS during last 3 years: 2020-21,2021-22,2022-23	20
	<ul style="list-style-type: none"> • 3 – 5 Cr = 13 • 5 – 10 Cr = 16 • More than 10 Cr = 20 	
	Specific Experience of Bidder	20

A	For each eligible Comprehensive Facilities Management Contract (Rs 1.20 Crores or above) (As per Eligible Requirement) = 5 Mark (Maximum 4 Assignments)	
3	Approach and Methodology and Work Plan(Written Proposal)	15
4	Technical Presentation	20
5	Quality Certification for the Service (ISO 9001:2008 / ISO 14001:2004)	5
	TOTAL	100

Bidders will make a presentation before the Client during the technical evaluation stage. The objective of the presentation is to enable the Client to evaluate the bidders about their understanding and preparedness for the proposed assignment. Clarifications, if any, as required by the Client will be discussed during the meeting. The detail schedule along with an outline for presentation will be intimated to the qualified bidders before 7 days from the date of technical presentation. The financial proposals of the technically qualified bidders will be opened on same day / subsequent working day or as may be intimated by the client. Hence, the bidder should be available for the same. The bidder whose technical proposal secures a mark of **above 70** in the technical evaluation stage will be qualified for opening of the financial proposal.

- **FINANCIAL EVALUATION (3rd Stage):** The financial proposals of the technically qualified bidders only shall be opened at this stage in the presence of the bidder's representative who wishes to attend the meeting with proper authorization letter. The name of the bidder along with the quoted financial price only will be announced during the meeting.

2.5 Evaluation Process: Least Cost Selection process (LCS) method will be followed during the overall process. Minimum qualifying marks to qualify for the financial evaluation stage will be above **70 out of 100**. Financial proposals are then opened for technically qualified bidders. The lowest financial proposal shall be marked as the Lowest Responsive Financial Bid (L1) while the next lowest proposal shall be marked as Second Lowest Responsive Financial Bid (L2) and so on. The Selected bidder shall be the First Ranked (L1) Bidder. The L2 shall be kept in reserve and may be invited for negotiations in case the L1 bidder withdraws or fails to comply with the requirements as specified in the RFP document. For the purpose of evaluation, the price quoted by the bidder shall be inclusive of all taxes & duties including GST. **In case of tie in the financial quote among the multiple technically qualified bidders, the bidder securing the highest technical score during technical evaluation stage of the tender process will be considered for award of contract. In case there is a tie again then the bidder having the highest average annual turnover will be awarded the contract. In case of further tie the bidder with highest past experience of will be considered for award of the contract.**

- 2.6 Award of Work:** After selection, a Letter of Award (the “LoA”) shall be issued by the Client to the Selected Bidder and the Selected Bidder shall, within 7 (seven) days of the receipt of the LoA, sign and return the duplicate copy of the LoA in acknowledgement thereof in original. In the event the duplicate copy of the LoA duly signed by the Selected Bidder is not received by the stipulated date, the Client may, unless it consents to extension of time for submission thereof, recover the appropriate EMD of such Bidder as mutually agreed genuine pre-estimated loss and damage suffered by the Client on account of failure of the Selected Bidder to acknowledge the LoA, not consider the Bidder. And the next eligible Bidder may be considered.
- 2.7 Execution of the Service Agreement:** After acknowledgement of the LOA as aforesaid by the Selected Bidder, it shall execute the Service Agreement (SA) within the period prescribed in LoA. The Selected Bidder shall not be entitled to seek any deviation in the Service Agreement. The Selected Bidder shall submit Performance Bank Guarantee before signing of Service Agreement.
- 2.8 Mobilization Period:** The Agency will be allowed for 15 days from the date of signing (Effective Date) of the Service Level Agreement to mobilize the resources as per the requirements of the RFP to the Client’s Location. The date on which the mobilization period gets completed will be identified as the ‘Effective Date’.
- 2.9 Contract Period:** The Contract Period shall start from the ‘Effective Date’ as defined above, and shall be valid for a period of 01 year (i.e. 12 Months) and can be extended up to 02(Two) years based on satisfactory performance and mutual consent.

2.10 Payment Terms and Enhancement:

- The payment for the entire Annual Comprehensive Facility management cost will be done on equal monthly instalments basis during the contract period.
- Cost enhancement of 2% per annum shall be applicable on cost of consumables.

1stYear	No enhancement
2nd Year	2% enhancement on consumable cost paid in 1 st Year
3rd Year	2% enhancement on consumable cost paid in 2 nd Year

In case there is increase in minimum wages/remuneration/ statutory payables to the deployed resources, such increase shall be considered.

2.11 (A) Performance Security :

Within 7 days of notifying the acceptance of proposal for the award of contract, the qualified bidder shall have to furnish a Performance Security amounting to 6% of the total contract value in the form of Bank Guarantee (BG) / Fixed Deposit Receipt (FDR) from a scheduled commercial bank pledged to “Director, MRRAFM” on its local branch situated at Bhubaneswar for a period of three months beyond the contract period of 1

year (i.e. Performance Security must be valid from the date of effectiveness of the contract to a period of 3 months beyond the contract period) as its commitment to perform services under the contract.

If the Performance Security to be furnished through BG, it must be furnished as per the format provide at **Annexure-III** of the RFP Document only. Any deviation to the prescribed format will lead to rejection of the BG by the Authority. The BG is to be authenticated by the local branch of the issuing bank at “Bhubaneswar” and a confirmation letter towards the same must be furnished by the bidder’s representative at the time of signing of the contract.

It is expressly understood and agreed that the performance security is intended to secure the performance of entire Service Agreement. It is also expressly understood and agreed that the performance security is not to be construed to cover all the damages detailed / stipulated in various clauses in the Contract document.

Should the contract period, for whatever reason be extended, the Bidder, shall at his own cost, get the validity period of Bank Guarantee in respect of performance security furnished by him extended and shall furnish the extended / revised Bank Guarantee to the Authority before the expiry date of the Bank Guarantee originally furnished.

(B) Appropriation of Performance Security

Performance Security submitted by the FMC shall be forfeited if the FMC fails to commence operations as per the requirements of this RFP.

In the event the FMC fails to perform any or all of its obligations under the Service Agreement and damages are imposed for such failure, the Authority shall have right to appropriate such amount as damages from the Performance Security submitted by the FMC.

Upon occurrence of a FMC Default or failure to meet any condition as per the Service Agreement, the Authority shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to encash and appropriate the relevant amounts from the Performance Security as Damages for such FMC Default or failure to meet any Condition Precedent. Upon such appropriation from the Performance Security, the FMC shall, within 30 (thirty) days thereof, replenish, in case of partial appropriation, to its original value, and in case of appropriation of the entire Performance Security provide a fresh Performance Security, as the case may be, failing which the Authority shall be entitled to terminate this Agreement.

Upon replenishment or furnishing of a fresh Performance Security as aforesaid, the FMC shall be entitled to an additional Cure Period of 30 (thirty) days for remedying the FMC Default or to meet any Condition Precedent, and in the event of the FMC not curing its default or meeting such Condition Precedent within such Cure Period, the Authority shall be entitled to encash and appropriate such Performance Security as Damages, and to terminate this Agreement.

(C) Release of Performance Security

Performance Security submitted, will be returned to the Agency subject to the Authority's right to receive or recover amounts, if any, due without any interest **90 days** after completion of Contract.

2.12 Proposal Validity: The proposal will remain valid for a period of **120 days** after the date of opening of the proposal. During this period, bidders shall ensure the availability of professional staff nominated in the Proposal and also the financial proposal shall remain unchanged. Client will make its best effort to complete the selection process within this period. If required, the Client may request the bidders to extend the validity period of their proposals.

2.13 Conflict of Interest: Bidders, and any of their affiliates, shall be considered to have a conflict of interest and shall not be eligible for selection as Facility Management Company (FMS) under any of the circumstances set forth below :

a. Conflicting Assignment/job: A bidder or any of its affiliates shall not be hired for any Assignment/job that, by its nature, may be in conflict with this Assignment/job of the bidder to be executed for the same Employer.

b. Conflicting Relationships: A bidder that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in any part of

- i. The preparation of the Terms of Reference of the Assignment/job,
- ii. The selection process for such Assignment/job, or
- iii. Supervision of the Contract may not be awarded a Contract, until and unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Client.

Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the bidder or the termination of its Contract.

2.14 Corrupt or Fraudulent Practices: Client desires to observe a high standard of ethics during the procurement and execution of Draft Service Agreement. In pursuance of this Clause, the Client will not accept a proposal for award if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt fraudulent practices on competing for the RFP in question, and will declare a bidder ineligible. If it, at any time determines that the bidder has engaged in corrupt or fraudulent practices, for this RFP or in the past for the purpose of this provision, the Client defined the terms set forth as follows:

"Corrupt Practices" means the offering, giving, receiving and soliciting of anything of value to influence the action of an official in the procurement process or in Service Agreement execution; and

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a Service Agreement and includes collusive practices among Bidders (prior to or after Proposal submission designed to establish

Proposal prices at artificial, non- competitive levels and to deprive the Client of the benefits of free and open competition.

- 2.15 Prohibition against collusion amongst bidder(s):** Each Bidder shall warrant by its Proposal that the contents of its Proposal have been arrived at independently. Any Proposal which have been arrived at, through connivance or collusion or pooling amongst two or more interested parties for the purpose of restricting competition shall be deemed to be invalid and the concerned Bidder(s) shall lose its/their Earnest Money, at Authority's sole discretion. The format for Anti-Collusion Certificate has been provided in TECH-11 of Section 4 of the RFP document.
- 2.16 Confidentiality:** Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The effort by bidder to seek confidential information related to the process may result in the rejection of its Proposal.
- 2.17 Sub-Contracting:** The selected facilities management service provider is not allowed to sub-contract any portion of work to any entity under this contract.
- 2.18 Force Majeure:** Force Majeure Event shall mean any event or circumstance or a combination occurring in India set out hereunder, which affect or prevent the Party claiming Force Majeure ("Affected Party") from performing its obligations:

(A) Non-Political Events

- (a) Acts of God or natural disasters beyond the reasonable control of the Affected Party which could not reasonably have been expected to occur, including but not limited to storm, cyclone, typhoon, hurricane, flood, landslide, drought, lightning, earthquakes, volcanic eruption, fire or exceptionally adverse weather conditions affecting the implementation of the Project.
- (b) Radioactive contamination, ionizing radiation
- (c) Epidemic, famine.
- (d) An act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, military action, nuclear blast.
- (e) Strikes or boycotts or industrial action or any public agitation of any kind;
- (f) Any event or circumstances of a nature analogous to any of the foregoing.

(B) Political Event

- (a) Change in Law, other than any Tax laws, rules and regulations, to which the provisions of Change in Law as per the Service Agreement cannot be applied;

- (b) Expropriation or compulsory acquisition by any Competent Authority of the Project or part thereof or any material assets or rights of the FMC; provided the same has not resulted from an act or default of the FMC or such person;

2.19 Termination:

1. The authorized officer on behalf of the Authority may terminate the Contract if the other party causes a fundamental breach of the Contract. For this purpose, 60 days' notice in writing shall be served by either party on the other party clearly mentioning the particular grounds of Breach of Contract.
2. If the Contract is terminated, the FMC shall stop work immediately, make the Site safe and secure and leave the Site as soon as reasonably possible.

2.20 Dispute Resolution: The Client and the CFMS shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or arising from or in connection with the Contract within thirty (30) days from the commencement of such informal negotiation. All dispute resolution proceedings shall be held at Bhubaneswar, Odisha, and the language of such proceedings and that of all documents and communications between the parties shall be in English. Director, MDRAFM will be the final authority to resolve any dispute arising between Client and the CFMS. In case the CFMS so intends and makes a representation the dispute may be resolved at the level of administrative department i.e. Finance Department, Govt. of Odisha.

2.21 While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the Client's knowledge, the Client holds no responsibility for accuracy of information and it is the responsibility of the bidder to check the validity of information/data provided in this RFP document. The Client reserves the rights to accept / reject any/ all proposals / cancel the entire selection process at any stage without assigning any reason thereof.

2.22 General Terms and Conditions:

- The bidder shall invariably ensure the time bound movement related to manpower and other resources maintaining required confidentiality.
- Any act on the part of the bidder to influence anybody in the MDRAFM will entail rejection of the tender.
- The successful bidder shall not engage any sub-contractor and shall not transfer/assign/pledge the contract to any other person/firm/agency in any manner, whatsoever.
- Tenders not conforming to the requirements of the MDRAFM will be rejected and no correspondence there of shall be entertained, whatsoever.
- Any person who is in Govt. service or an employee of this Academy should not be made partner to the contract by the Bidder directly or indirectly, in any manner whatsoever.
- The Bidder shall indemnify the MDRAFM against all other damages/charges and expenses for which the MDRAFM may be held liable or may have to pay on account of the negligence of the Bidder or his staff or any person under his control whether in respect of accident, injury to the person or damage to the property of any member of

the public or any person or in executing the work or otherwise and against all claims and demand thereof.

- MDRAFM shall not be responsible financially or otherwise for any injury to the person deployed by the Bidder during the course of performing duties.
- The antecedents of the manpower must be verified by the bidder. In case of any loss caused to the authority due to lapse on the part of resources discharging their duties, the same shall be borne by the service provider. Authority shall have a right to deduct appropriate amount from the bill of the service provider.
- Initially, the contract will be signed between the parties for one year. On successful and satisfactory completion of the contract for the first year, fresh contract will be entered into for the second year on the basis of performance review by the competent authority. MDRAFM reserves the right to extend the validity of contract on mutual consent on the same terms & conditions for another two years.
- It should be ensured that the House-Keeping staff deployed in the campus of MDRAFM possess good physique, vision, and are of good antecedents duly verified by the police. The service provider should make adequate enquiries about the character and antecedents of the persons who they are recommending for deployment.
- An undertaking to this aspect must be provided by the service provider prior to signing the agreement. Police verification report of all the deployed manpower resources must be submitted within a week from the days from the date of entering into the agreement.
- All the manpower deployed should carry/affix the badge, showing their photographs. The bidder shall not deploy/remove any personnel without informing the authorized person of the MDRAFM.
- The Bidder shall not employ any person who has not completed twenty-one years of age. Employment of child labour will lead to the termination of the contract. Resources to be deployed by the service provider for the requisite service should be physically sound to perform the duties.
- The Bidder shall comply with all the statutory provisions as laid down under various Labour Laws/Acts/Rules like Minimum Wages, Provident Funds, ESI, 16 Bonus, Gratuity, Contract Labour Act and other Labour Laws/Acts/Rules in force from time to time at his own cost.
- In case of violation of any such statutory provisions under Labour Laws or any other law applicable by the Bidder, there will not be any liability on the MDRAFM.
- The Service Provider shall maintain complete official records of disbursement of wages/salary showing details of all supporting documents such as ESI, EPF etc.in respect of manpower deployed for the purpose.
- The Service Provider shall maintain personal file in respect of all manpower who are deployed in office of authority.
- The service provider will also ensure that the resources deployed are medically fit and will keep in record a certificate of their medical fitness. The service provider shall withdraw such resource that is not found suitable by this Office for any reasons immediately on receipt of such a request.
- The authority shall not be liable for any compensation in case of fatal injury or death caused to any resources while performing /discharging their duties.

- The MDRAFM will be under no legal obligation to provide employment to any of the personnel of the Bidder during / after expiry of agreement period and the MDRAFM recognizes no employer-employee relationship between the MDRAFM and the manpower deployed by the Bidder.
- Payment of wages to by the CFMS should be made through ECS transfer and monthly bank statement shall be furnished by the CFMS to the Academy. Without such a document no bill shall be passed
- On furnishing previous month's bank statement as proof of payment of wages by the CFMS, payment for the current month will be released by the MDRAFM.
- The CFMS provider shall engage two personnel as identified by the Client at such remuneration indicated during pre-bid meeting.
- The CFMS provider shall provide additional manpower services as & when required by the Client during the contract period.
- The Client reserves the right to terminate the contract anytime by giving a prior notice of 30 days.

SECTION - 3

SCOPE OF WORK, SCHEDULE OF REQUIREMENT OF RESOURCES AND SERVICE LEVEL BENCHMARK

3.1 Broad Description of Facility Management:

This scope of work essentially indicates operations, maintenance & security services pertaining to upkeep & smooth working of the entire premises including infrastructure, building, equipments, fixtures, accessories, utilities, furniture, garden and lawn in the facility as per the satisfaction of client/end user.

The Facility Management Service Provider (FMSP) will be directly responsible for ensuring operational service levels and that the performance is met as per terms and conditions defined in this document. FMSP will be directly reporting to the officer authorised by the Client. The FMSP shall deploy adequate manpower and equipment as per requirement.

This document describes the work to be carried out and does not intend to limit or exclude any items in the scope of work for delivering FMSP timely and successfully.

The Broad Scope of Services required under this RFF shall be inter alia as briefed below:

- Housekeeping, Sanitation services
- Garden and lawn maintenance
- Security Services and parking management
- Operation & Maintenance of all Electrical, Electronic Equipments and Accessories (excluding DG sets, Lift, Air Conditioners), PH fittings/ Plumbing
- Solid Waste Management and Pest Control
- Deployment of Resources such as Attendant, Assistance in Official Work of Training & Establishment Section and Multi-Tasking Assistant for Training Section, Class Room, Establishment & Administration section.

3.2 Facility Management Services

The scope of work for facility management services broadly divided into following categories:

a. Operation:

- i. Day to day unhindered running of the entire facility as per satisfaction of the client/ end user.
- ii. Preservation of machinery, building and services in good operating condition.
- iii. Daily/periodic maintenance (inspection, oiling and re-tightening, replenishments) to retain the healthy condition of equipment and prevent failure through the prevention of deterioration, periodic inspection or equipment condition diagnosis etc. as deemed fit by FMSP.
- iv. FMSP to keep required machineries and equipments/tools etc. in readiness for unhindered daily operations of the facility at its own cost.
- v. Day to day repairs required in the entire complex under the maintenance of FMSP.

b. Maintenance:

i. Breakdown Maintenance

The maintenance is performed on equipment which has broken down and is unusable. It is based on a breakdown maintenance trigger. If breakdown occurs due to defects including manufacturing defects or defect due to faulty erection or any defective work or material, it would be covered under defect liability period or equipment warranty period as may be applicable.

ii. Preventive Maintenance

The planned maintenance which is performed while the equipment is still working so as to reduce unexpected break down. This maintenance is schedule based on time (monthly, quarterly, annually) or usage triggers. Activities in Preventive Maintenance are usually performed based on guidelines from equipment suppliers / manufactures and as per the O&M manuals provided by the various suppliers.

c. Management:

- i. Co-ordination with Vendors/ Suppliers/ Manufactures for preventive maintenance.
- ii. Printed comprehensive logbook as per certified standards and procedures, containing tables for daily record of all critical schedules, temperatures, pressures, humidity, power consumption, starting, stopping times of various equipment, daily record of unusual observations.
- iii. MIS reporting for overall management of services
- iv. Co-ordination for conducting drills (earthquake, fire etc.) as per the statutory requirements or as per law of land.

However, the services as defined above is not limited to or exclude any item in the scope of work that is to be covered for preserving the project and delivering the services as per the satisfaction of the client/ end user. The FMSP shall maintain the service levels and also maintain minimum man power as per defined scope

Unless it is explicitly restricted, the scope of work under the Contract for Facility Management Contractor for providing facility management services including operation and maintenance of facilities constructed by the Client as implementation agency is as below:

3.3 Maintenance Services

The FMSP shall be liable to perform/undertake following services:

- a. Preserving the project, its equipment's and assets as per the Satisfaction of the client
- b. Day to day repairs/service of the facilities
- c. Keep the Inventory of all spares and consumables date on weekly unhindered operation and maintenance of the facility and update on weekly basis.

- d. Prepare list of probable spare parts, Electric and Mechanical items, plumbing and will coordinate and supervise for availability of these spares.
- e. In project facility area, replacement of required plumbing and sanitary works (including fixtures), light fixtures, chokes, starters, ballast for common area and service, service rooms, electrical panel room and external lights including the landscaping.
- f. Operation of all equipment in the project facility, including their minor repairs and replenishment.
- g. Repair & rewinding of Fans, Ventilation Fans, Pumps, Motors etc., (After Defect Liability Period/Warranty Period).
- h. Ensure availability of Specialized Tools/Tackles required for operation and maintenance.

3.4 Operation Services

The operation services under the scope of work are subdivided into two categories namely;

- I. Operation of Equipment and Fixtures.
- II. Housekeeping and Sanitation Service

I. Operation of Equipment and Fixture

- I. The FMSP shall ensure day to day unhindered running of the entire facility as per the satisfaction of the client.
- II. FMSP shall ensure that all complains are attended and rectified within the times specified as per the service level as required in this RFP
- III. The FMSP shall ensure operation and upkeep of all equipment (Electrical, Mechanical, AV, IT etc.) in accordance with operation and maintenance manuals provided by Contractor/PMSP/ supplier/ Vendor/ Manufacturers and ensuring safety of equipment and personnel using it.
- IV. The FMSP shall ensure that day to day basis works such as removing chokage of drainage pipes, manholes, restoration of water supply, repairs to faulty switches, watering of plants, lawn mowing, hedge cutting, trimming of branches, sweeping of leaf falls, depositing of waste in compost pits etc. are attended under day to day service facilities.
- V. The FMSP will ensure that all filters, belts, fasteners, fixtures, lubricants, and other routine items are installed and are working properly.
- VI. The FMSP shall operate all equipment's, fittings and fixtures (electrical/mechanical/ plumbing etc.) on regular basis and ensure the smooth functioning of the area.
- VII. The FMSP shall carry out daily, weekly, quarterly, half-yearly and yearly checks as per the O&M Manual for smooth operation and functioning of the area.
- VIII. The FMSP shall be responsible for operating and maintaining the Building Management System (BMS) in a fully functional, fully enabled manner.
- IX. The FMSP shall operate and maintain the complete Access Control system, CCTV System, PA system and any other system as installed in the said premises.
- X. The FMSP shall monitor and maintain the ambient room parameters

(temperature, humidity, noise level, required light levels etc.) for different components/ areas/ exhibits/ artefacts as specified in the O&M manual carefully, at all times throughout the Contract period, Any damage done to the exhibits/ artefacts / equipment's due to non-maintenance of required ambient room parameters will be the responsibility of FMSP and shall make good the damaged exhibit/ artefacts/ equipment's at his own cost.

II. House Keeping and Sanitation Service

A. Cleaning Services

The FMSP shall -

- i. Perform routine cleaning of the internal and external areas to meet the required service standard.
- ii. Cleanliness of all common spaces and space inside the location within Project Facility.
- iii. Perform cleaning and upkeep of exhibits and artifacts, IT & AV equipment in the project facility as per the directions in Manuals / as per directions of representative of Client.
- iv. Perform periodic cleaning of glass facades, structure at entrance plaza, external claddings etc. at all heights (internally and externally)
- v. Additional housekeeping services as and when required by Client.
- vi. Deploy equipment for cleaning and shall be responsible for maintaining the seat all time. All costs for purchase/ repair/ spares/ maintenance etc. for this equipment's will be borne by FMSP.
- vii. Responsible for the safekeeping of these equipment at the project facility and shall not take out these equipment any time during the term of contract other than for repairs. In case such repairs take more than a week, FMSP shall arrange to provide alternate equipment for the Project Facility.
- viii. Adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to the property at Project Facility as soon as they become aware of such defects in the course of their duties under this Contract.
- ix. Dusting/ cleaning of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, fittings and glass pans etc. to remove debris, stains, cobwebs and marks.
- x. Stairs including treads, risers, nosing, banisters, balustrades handrails, ledges and protective wire guards where present must be free from dust, debris, stains and marks.
- xi. Polishing/ vacuum cleaning/ cleaning of floors, carpets, carpet tiles, mats and mat wells and ensure the same must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals.
- xii. Clean all water tanks and disinfects specially before start of rainy season and as instructed by Client.
- xiii. Regular cleaning of storm water drain, manholes, sewage lines etc. for removal of any blockages.
- xiv. Entrances, service areas, parking areas, paving, paths, roads, grounds, court yard and lawns at the entrance, outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.

- xv. Server Room, Control Room etc. must be free from dust, static electricity and be left clinically clean
- xvi. Sticky substances like chewing gum shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover.
- xvii. Care is to be exercised when staff/visitors are still on the premises. Wet floors should be sign- posted. Trailing cables and open sockets should be made safe.
- xviii. All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering.
- xix. Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent

B. Cleaning of Toilets

- i. All sanitary ware including sinks, wash hand basins , WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiles surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spill age and removable stains. In addition, the surfaces should be disinfected.
- ii. Floors should be cleaned to the same standard as other building floors. In addition there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.
- iii. Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.
- iv. All toilets should be kept fully stocked with supplies and should be made available at all times.
- v. Dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry and free from dust, marks and smears.

C. Waste management

- i. Bins must be emptied, cleaned and dried inside and out, bin- liners replaced where necessary and placed in their original locations. Liners must be used at all times.
- ii. FMSP shall Collect the garbage from the garbage collection point and segregate the waste in recyclable and non-recyclable type and shall ensure proper disposal of waste outside the premises as per the standards and directions provided by Competent Client.
- iii. FMSP shall ensure that 100% of recyclable waste is being recycled.
- iv. FMSP shall be responsible for arranging the transport and in consultation with Client shall identify the area /frequency for garbage disposal. Proper waste disposal system shall be adopted and collection points shall be defined.
- v. Waste management methodology shall comply with the guidelines as laid down in applicable Waste Management Rules of Central / State Government and Local Authorities,
- vi. Renovation Debris is to be stored at designated space at designated area
- vii. The FMSP undertaking the renovation work would remove the debris when it amasses to a volume equivalent to a tempo load.

D. Pest Control:

The FMC shall be responsible for ensuring the disinfectants, insecticides and pesticides used for rendering the services shall be safe, having low toxic levels, duly approved by WHO and Central Insecticide Board.

i. Disinfestations Treatment

Pest Covered: Ants, cockroaches, silverfish, spiders, ticks, bugs, crickets, termites etc.

The FMC shall take the following control measures:

- a. Intensive /extensive spray with oil/water based chemicals.
- b. Frequency: Fortnightly as per client schedule and need

ii. Rodent Control

Pest Covered: Domestic/Field Rodents.

The FMC shall take the following control measures:

- a. Baiting with anti-coagulant rodenticide/asphyxiates type chemicals
- b. Trapping with lures
- c. Eliminating rats /mice with glue traps
- d. Frequency: Monthly as per client schedule and need

iii. Fly Control

The FMC shall take the following control measures:

- a. Sanitation
- b. Chemical control
- c. Frequency: Monthly as per client schedule and need base
- d. Sanitation
- e. Chemical control
- f. Frequency: Monthly as per client schedule and need

iv. Mosquito Control

The treatment will be carried out all over the premises and surrounding areas inside and outside. The FMC shall take the following control measures:

- a. Residual Spot Spraying
- b. Fogging Operations
- c. Mist Blowing
- d. Frequency: Fortnightly as per client schedule and need base

E. Maintenance of Lawn and Garden

The FMS shall be responsible for ensuring proper maintenance and upkeep of all horticulture works. Adequate equipment shall be procured by FMS including grass cutting machine and other tools required for maintenance of horticulture areas. FMC shall provide seasonal plants, seasonal flowers and saplings as deemed fit by the FMS to maintain the horticulture / landscape as per the satisfaction of client/ end user. FMC shall make required arrangements and proper use of required insecticides, Pesticides, Fertilizers, Manure etc.

3.5 Table: Service Level Agreement (operational)

A. Daily services:

(First round of shift should be completed before 8.30 AM everyday)

Sl. No	Service Level Requirement	Min Requirements	Non Compliance Limit	Penalty Rate (INR)
1	Routine housekeeping (inc. cleaning services as per the scope of work) of all the premises in the project facility(excluding licensed spaces)	2 Times/Day	Same Day	500/ incident
2	During any special events/exhibition in the project facility the housekeeping (sweeping, wet mopping, dusting etc.) of all the premises in connected amenities where event/exhibition is organized.	4 Times/Day	Same Day	500/ incident
3	Cleaning of public area toilets as per defined scope of work	4 Times/Day	Same Day	500/ incident
4	Cleaning of attached toilets as per defined scope of work	Once a day	Same Day	500/ incident
5	Cleaning of dustbins/waste bins and disposing the same up to the main container or garbage collection point.	2 Times/Day	Same Day	1000/ incident
6	Collection of garbage from the garbage collection point. Thereafter, segregation of waste & disposing off the same outside the premises as per applicable guidelines/ rules of the local Client.	Once / Day	Same Day	1000/ Day
Should be completed before 8.30 AM every day.				
7	Dusting/ Cleaning (Rooms excluding licensed spaces) of all furniture,	Once/Day	1 Day	500/Day
8	Dusting/ Cleaning of sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, windows, fittings and glass pans etc.	Once a week	3 Days	500/Day
9	Cleaning glass windows & doors from inside & outside in office, passage and corridors and all glass façade outside all around the building on ground floor	Twice/week	Same Day	1000/Day
10	Sweeping, wet mopping, dusting of stairs (including terrace& ground to basement) external stairs, Exhibits& Artefacts, Drive way and compound area.	Twice/Day	Same Day	1000/Day
11	Cleaning and upkeep of all parking, service, basement and maintenance area	Twice/Day	1 Day	1000/Day
12	Staff in desired uniform	As per prescribed requirements	1 Day	1000/Day per person
13	Maintenance and updating of records	As per the requirements	1 Day	500/ Day per Instance

B. Hospitality Services for hostels & guest house

Sl. No	Service Level Agreement	Minimum Requirements	Non Compliance Limit	Penalty Rate (INR)
1	Room readiness as per arrival of Guests	Twice/ Day	As per requirements	500/ Incidents
2	Room Service (including F&B service) as per requirements of the guest/ client	As per requirements	As per requirements	500/ Incidents
3	Washing & cleaning of bed covers	As per requirements	As per requirements	500/ Incidents
4	Housekeeping of Rooms and Cleaning of toilets	Once/Day	As per requirements	500/ Incidents
5	Help Desk	24*7 hrs	As per requirements	500/ Incidents

C. Periodical Maintenance services

Sl. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Cleaning of external surface including glass façade & awnings, external building, Surface, structure at entrance at all heights.	Glass Facadee other external surfaces- "Once in a Fortnight"	1 Day	500/Day
2	Shampoo Cleaning of all carpets, sofas chairs.	As per manufacturer recommended Methods (Once in a Month)	7 Days	500/Day
3	Cleaning and disinfection of all water tanks.	Once in a month/ SOS	7 Days	10,000/Day
TANKS & WATER SUPPLY (As per scope of work)				
1	Cleaning of walls, slab, raft from inside and removal of algae, Waste particles.	Once a month	2days	1000/day
2	Operation of pumps for filling of the water tanks to ensure 24/7 water availability	Using automated sensor/minimum twice a day	compulsory	5000+1000/ hour unavailability
DRAIN AND SEWAGE SYSTEM				
1	Cleaning of bed properly by removing mud, soil etc.	1Time/Week	1 day	10000/day
BOUNDARY WALL				
1	Cleaning of lamps, street light poles, railing lamps, foot lights etc.	On Alternate Days	4days	300/Day
2	Cleaning of all glow sign boards in the campus.	As per directions	1day	1000/day

D. Reporting

The FMSP shall establish a MIS system for reporting. The FMSP shall submit the following reports within the stipulated time to the MDRAFM Management:

- a. Initial Review Report;
- b. Monthly Reports;
- c. Deployment Report
- d. Attendance Reports
- e. Statutory compliance intimation report

The MIS report shall cover the following aspects:

- a. Consumption and stock of consumables
- b. Compliance of preventive maintenance plan
- c. Resource deployment report (manpower, equipment)
- d. Expense report (committed and invoiced amounts)
- e. Energy consumption – by utility, by premise
- f. Status of periodic activities as described under scope of work for Operation, Maintenance.
- g. Facility Inspection: The FMSP shall conduct regular comprehensive facility inspection and perform any additional ones that will maintain/enhance the appearance, operation, and safety aspects of all the facility as approved by Client. The FMSP shall indicate frequency of inspection covering all premises.
- h. Highlight Critical issues/Problems with recommended solutions which should contain the technical recommendations/alternatives, cost, time schedules, etc.
- i. MIS on procurement, statutory payments & on any other invoices processed by Client.
- j. Any other reports as needed from time to time.
- k. FMSP has the option to use/implement any software for managing the Facility.
- l. FMSP shall submit the Performa and format and the same shall be approved by Authorized Officer.
- m. Statutory compliance intimation report: FMSP shall maintain a log/ tracking sheet of all statutory or regulatory compliances such as environment clearances, all NOC's, etc. including their renewal dates. FMSP shall monitor and intimate the Client minimum 30 days in advance before expiry of any such statutory or regulatory compliance.
- n. Prepare a footfall report of visitors.
- o. Any other reports/compliance certificates as needed from time to time.

E. Security services and Parking management

Security of project facility is in FMSP scope. The activities and responsibilities of FMSP are:

- a. To provide security services for the protection of life and property against theft, pilferage, fire etc.
- b. Manage operations (including the baggage scanning and frisking) at Entry and Exit points
- c. Ensure safety and security of men and material,
- d. Guiding visitors to desired locations/ concerned officials/occupants,
- e. Regulating entry of unwanted visitors/salesman and maintenance of visitor's

register,

f. Checking of gate passes and to regulate the entry and exit of vehicles/materials and parking of vehicles.

g. Prevent entry of stray animals like cow, dogs etc., round the clock patrolling of the Project Facility,

h. Frisking and checking of visitors during and after operational hours,

i. Hand held metal detectors should be provided by the Client to Security Guards for checking and frisking of visitors as well as their carry bags,

j. Checking of vehicles at entry and use inverted mirror detectors for checking vehicles,

k. Agency shall maintain records of inwards and outwards movement of men, materials and vehicles, etc. with proper check as per instructions given from time to time by Client,

l. Effective involvement during the crisis management like fire accidents and bomb threats and during periodical drills. Liaison with appropriate agencies in case of emergencies/ Disaster & be well equipped with their update contact numbers,

m. Visitor's management in common, during events & exhibitions, and during other special occasions,

n. Having effective control on movement of materials in/out,

o. Physical guarding of entry/exit points,

p. Screening/ directing of visitors,

q. Patrolling and guarding various common areas and surroundings to ensure adequate safety and security,

r. Assisting the occupants during the emergency evacuation of the building, rescue operation of passengers stranded in the lifts,

s. The FMSP shall operate and maintain the complete Access Control system, Fire alarm System, CCTV System, PA system and any other system as installed in the said premises

t. Complete disaster management in case of emergencies/disasters,

u. Providing of adequate security as per the requirement,

v. Ensuring and monitoring the operations of Boom Barriers & Access Control System,

w. Lodging of complaints/FIRs in case of emergency/disaster on intimation,

x. FMSP shall provide a log book register for making entries by the security personnel of their presence at duty site.

y. FMSP shall provide at his own cost.

➤ Proper clean uniform, shoe and badges and

➤ Photo identity cards as per laid down rules for private security Agencies

z. FMSP shall have his own Establishment/ Setup/ Mechanism etc. At his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract. FMSP shall get guards and supervisors screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed. Client will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit manpower within the age of 45 shall be deployed for duty. FMSP shall bear all the expenses incurred on the following items i.e. required security devices, metal detectors, searching mirror, provision of torches and cells, lathis / ballams and other equipment to security staff, stationary

for writing duty charts and registers at security check points and records keeping as per requirements.

3.6 Deduction for Non Performance

Subject to the terms and conditions mentioned in the Contract, any deficiency by the FMSP in the performance of its delivery obligations, shall render him liable to any or all of the following penalties

Description	Expected for upkeep	Minimum Obligation	Deduction recovery to be affected in the monthly bill
Short fall in deployment of minimum manpower described in the agreement	100%	100%	3% of the monthly bill
Shortfall in deployment of minimum machinery/tools described in the agreement	100%	100%	3% of the monthly bill
Toilet cleaning works as per check list & as per the prescribed standard	100%	100%	1% of the monthly bill
Housekeeping works regarding room readiness as per prescribed standard	100%	100%	1% of the monthly bill
Miscellaneous issues related to conduct & service of manpower deployed for duty	100%	100%	1% of the monthly bill
Disobedience of orders of Client to perform requisite work assigned	100%	100%	1% of the monthly bill

In case of repetitive instances of non-performance regularly, the client may take necessary action for termination of Contract and forfeiture of Performance Bank Guarantee after issuing a maximum of 2 months' notice.

3.7 SCHEDULE OF REQUIREMENT OF RESOURCES:

A. COMMITMENT FOR PROPOSED EQUIPMENTS AND MATERIALS

1. List of Proposed Equipment (To be submitted by the Bidder)

Sl No.	Equipment	Requirement	Specification	Capacity	Present Condition	Remarks

2. Proposed List of materials and consumables to be used by the Bidder during Services Deployment

Sl no	Name of the Material / Consumable Proposed with details		Utilisation		
	Name	Make/ Brand	Per day	Per Week	Monthly

Note:

- The Bidder shall procure all related consumables like toiletries, spares; fasteners/ fixtures of reputed brand.
- The Bidder shall procure consumables for the equipment engaged in the facility.
- The stock & utilization register of consumables will be maintained by the bidder & the same will be verified by the client on weekly basis.

B. REQUIREMENT OF MANPOWER RESOURCES:

Location	Type of Service	Highly skilled	Skilled	Semi-Skilled	Un-Skilled	Remarks
Hostel, Guest House, GYM, Auditorium, Badminton/ Volleyball Court, Garden	House Keeping Service& Maintenance of Garden	-	-	-	14	Attendant, Sweeping, Bed making, Mopping, Dusting& Cleaning, maintenance of garden, mowing, de-weeding, planting of new sapling, watering, manuring & related activities- 14
Administrative Building, PPOMU, Garden	House Keeping Service& Maintenance of Garden	-	-	-	05	Sweeping, Dusting, Mopping& Cleaning, maintenance of garden, mowing, de-weeding, planting of new sapling, watering, manuring & related activities- 05
	Auxiliary Training & Establishment Service	-	7	7	-	Skilled - Plumbing- 01 , Electrician- 01 , House Keeping/ Supervision- 02 , Assistance in Official Work of Training & Establishment Section- 03 Semi-Skilled – Multi Task Assistance at Training Section, Class rooms, Computer Lab, Bus, Establishment Section, Library & Officers Chambers- 07
Administrative Building, Hostel, Guest House, Parking	Security Service	-	12	-	-	To be engaged at main gate, parking space, administrative building, hostel, guest house & auditorium- 12
		0	19	7	19	

- Plus two personnel as identified by the Client at such remuneration indicated during pre-bid meeting

**C. TECHNICAL REQUIREMENT FOR MANPOWER RESOURCES TO BE DEPLOYED BY THE COMPREHENSIVE FACILITIES
MANAGEMENT SERVICE PROVIDER IN MDRAFM**

The tentative requirement along with other details of the required manpower resources to be deployed by the service provider for the proposed services is given here as under:

Sl. No.	Description of Manpower	Age Limit	Qualification	Experience	Job Description
1.	Security Guard	21-45	10 th Pass	01 year	Security service
2.	Computer Trainer	21-45	MCA/PGDCA or equivalent	01 year	Imparting basic IT training to all trainees
3.	House Keeping Supervisor	21-45	Diploma in Hotel Management / House Keeping	01 year	To assist the Caretaker in overall supervision, maintenance and housekeeping of Hostel, Guest House, office building and garden
4.	Facility Supervisor	21-45	Graduate	01 year	To overall supervise the facility services as per RFP requirement
5.	Training Assistant	21-45	Graduate with knowledge in MS Word, Excel & Powerpoint	01 year	One Training Assistant is attached to the Library for maintenance of e-library and issue/receipt of books in database. Others are working in Training Section
6.	Multi Task Attendant (MTA)	21-45	10 th Pass	01 year	1. Attached to the Computer Lab 2. Attached to the officers 3. Used as Helper of Office Bus 4. Attached to the Training Section, Class room, auditorium, breakout rooms of Madhusudan Hall and to assist other training activities 5. Attached to the Hostel and Guest House. They are engaged to keep the volley ball ground, Badminton Court etc. clean and tidy for the trainees
7.	Electrician	21-45	ITI in Electrical	01 year	To look after the electrical maintenance work of Office, Hostel and Guest House. Operation of 02 Gen sets.
8.	Plumber	21-45	10 th Pass	01 year	Maintenance of pipeline, taps etc of Hostel, Guest House and Office Building.
9.	Sweeper	21-45	8 th Pass	01 year	Cleaning & Sanitation of the Office, Guest House, Hostel and its surroundings
10.	Gardener	21-45	8 th Pass	01 year	Garden maintenance

SECTION -4

TECHNICAL PROPOSAL SUBMISSION FORMS

TECH-1

COVERING LETTER
(ON BIDDERS LETTER HEAD)

[Location, Date]

To

The Director
MDRAFM
Bhubaneswar
PIN-751023

**Subject: SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE FACILITIES
MANAGEMENT SERVICES TO MDRAFM. [TECHNICAL PROPOSAL]**

Ref: RFP No. _____, Dated: _____

Dear Sir,

With reference to your RFP No. _____ dated. _____, I have examined all the relevant documents & understood their contents, and hereby submit our Technical & Financial proposal for the proposed service (CFMS). Our proposal will be valid for acceptance up to **120 Days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in this technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of the proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case, any provisions of this RFP and Scope of the Services including of our technical & financial proposal is found to be deviated, then your department shall have rights to reject our proposal absolutely. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive.

Yours faithfully,

Authorized Signatory with Date and Seal:

Name and Designation: _____

Address of Bidder: _____

TECH-2

General Details of Bidder

Sl No.	Description	Full Details
1	Name of the Bidder	
2	Address for communication: Tel : Fax: Email id :	
3	Name of the authorized person signing & submitting the bid on behalf of the Bidder: Mobile No. : Email id :	
4	Registration / Incorporation Details Registration No: Date & Year. :	
5	Local office in Odisha If Yes, Please furnish contact details	Yes / No
6	Bid Processing Fee Details Amount : DD No. : Date: Name of the Issuing Bank:	
7	EMD Details Amount : DD No. : Date: Name of the Issuing Bank:	
8	PAN Number	
9	Goods and Services Tax Identification Number (GSTIN)	
10	EPF Registration Number	
11	ESI Registration Number	

**SELECTION OF AGENCY FOR PROVIDING
COMPREHENSIVE FACILITY MANAGEMENT SERVICES (CFMS)
TO MADHUSUDAN DAS REGIONAL ACADEMY FOR MANAGEMENT (MDRAFM)**

12	PSARA License Number and Validity	
13	Labour License Number	
10	Willingness to carry out assignments as per the scope of work of the RFP	YES
11	Willingness to accept all the terms and conditions as specified in the RFP	YES

Authorized Signatory [*In full and initials*]:

Name and Designation with Date and Seal: _____

TECH-3

Financial Details of Bidder

Financial Information				
Details	FY2020-21	FY2021-22	FY2022-23	Average
Financial Turnover from Comprehensive Facility Management Support Services only. (In Cr.)				
<p><i>Supporting Documents:</i></p> <p>Audited certified financial statements for the last three FYs (2020-21, 2021-22 and 2022-23) (Submission of copies of Income & Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with the Technical Proposal).</p> <p><i>Filled in information in this format must have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished in original along with the technical proposal failing which the proposal will be out rightly rejected. No scanned copy will be entertained.</i></p>				

Certified that the bidder has positive net worth during the above three financial years.

Signature and Seal of the Auditor with Date and Seal (In original)

Name of the AuditFirm:

Unique Document Identification Number (UDIN):

ICAI MembershipNo:

AddresswithContactDetails:

AuthorizedSignatory[InfullinitialswithDateandSeal]: _____

Communication Addressofthe Bidder: _____

[NB: No Scanned Signature will be entertained]

TECH-4

(OnRs.10.00 Stamp Paper)

FORMAT FOR POWER OF ATTORNEY FOR AUTHORISED SIGNATORY

Know all men by these presents, we _____
(name and address of the Agency) do hereby constitute, appoint and
authorize Mr./Ms. _____ (name and address of
residence) who is presently employed with us and holding the position of
_____ as our attorney, to do in our name and on our behalf, all such
acts, deeds and things necessary in connection with or incidental to our
proposal for [**Name of the Service**]

We here by agree to ratify all acts, deeds and things lawfully done by
our said attorney pursuant to this Power of Attorney and that all acts deeds
and things done by our aforesaid attorney shall and shall always be deemed
to have been done by us.

Executant

Signature of Attorney

(Name, Title and Address of the Attorney) Attested

Executant

Notes:

1. *To be executed by the sole Bidder.*
2. *The mode of execution of the power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*
3. *Also, where required, the executants(s) should submit for verification the extract of the charter documents and documents such as a resolution/ power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*
4. *In case the proposal is signed by an authorised Director of the Bidder, a certified copy of the appropriate resolution/ document conveying such Client may be enclosed in lieu of the Power of Attorney.*

TECH-5

**[On the Stamp Paper of appropriate value in shape of affidavit from the Notary regarding
Ineligibility of the Bidder and non-blacklisting]**

(To be submitted on Bidder's Letter Head)

In response to the RFP No. _____, Dated: _____

Name of the RFP: _____

I/We hereby declare and solemnly swear that our Company / firm has not been banned / blacklisted during last three years i.e. 2021-22, 2022-23, 2023-24 and 2024-25 as on date by any competent court of Law, forum or any State Government or Central Government or their agencies or by any statutory entities or any PSUs.

AND, if at any stage the declaration/statement on oath is found to be false in part or otherwise, then without prejudice to any other action that may be taken, I/We, hereby agree to be treated as a disqualified Bidder for the on-going tender process. In addition to the disqualification of the proposal, our concern/entity may be banned / blacklisted.

AND, that I/We shall have no right whatsoever, to claim for consideration of our bid at any stage and the RFP, if any to the extent accepted may be cancelled.

Authorized Signatory: _____

Name and Designation with Date and Seal: _____

TECH-6

PAST EXPERIENCE OF THE BIDDER

(List of Comprehensive Facilities Management Services Executed during last 3 FYs)

Sl. No.	Period	Name of the Assignment	Name of the Client	Contract Value in INR	Date of Award / Commencement of assignment	Date of Completion of assignment	Total floor area of operation of the project in (Sq. ft) + Garden Area in (Sq.ft)
A	B	C	D	E	F	G	H
1							
2							
3							
4							
5							

Authorized Signatory [*In full and initials*]:

Name and Title of Signatory with date and seal

NB:

- *Bidders are requested to furnish the information up to 5 similar CFMS only. Completed / On-going Projects having annual contract value of Rs.1.20 Cr or more during the last 3 FYs (21-22, 22-23 and 23-24) will be taken into consideration for evaluation. Copies of Work Order / Contract Document / Completion Certificate for the respective assignments need to be furnished along with the technical proposal.*

TECH-7

**PROPOSED TECHNICAL MANPOWER DEPLOYMENT PLAN, STANDARD OPERATING
PROCEDURE AND QUALITY CONTROL MECHANISM FOR THE REQUIRED SERVICE**

[In this format the bidders shall submit their proposed work plan, standard operating procedure and quality control mechanism to effectively manage the CFMS for the Institution within 3 -4 pages]

Authorized Signatory [*In full and initials*]:

Name and Title of Signatory with date and seal

TECH-8

UNDERTAKING

**[On the Bidder's Letter Head regarding not having any pending judicial proceedings
for any criminal offences]**

I, hereby undertake that there is no criminal case pending in any Court of Law against our organisation or against the Proprietor/Director/Manpower Resources to be deployed by our organisation.

I/we further certify that Proprietor/Director/Manpower Resources to be deployed by our organisation have not been convicted of any offence in any Court in Odisha / India during the recent past. I understand that, I am fully responsible for the contents of this undertaking and its truthfulness.

Yours sincerely,

Authorized Signature

[In full and initials]

TECH-9

INFORMATION REGARDING ANY CONFLICTING ACTIVITIES AND DECLARATION THEREOF

Are there any activities carried out by your agency which are of conflicting nature as mentioned in Section 2: [Instruction to the Bidder] under Eligibility Criteria: Para (14). If yes, please furnish details of any such activities.

If no, please certify,

IN BIDDERS LETTER HEAD

I, hereby declare that our agency as individual / as a member of any consortium is not indulged in any such activities which can be termed as the conflicting activities as mentioned in **Section 2: [Instruction to the Bidder] under Eligibility Criteria: Para (14)**.

I, also acknowledge that in case of misrepresentation of any of the information, our proposal / contract shall be rejected / terminated by the Client which shall be binding on us.

Authorized Signatory [In full initials with Date and Seal]: _____

Communication Address of the Bidder: _____

TECH-10

[TO BE SUBMITTED ON THE BIDDER'S LETTER HEAD]

(COMMITTMENT FOR PROPOSED EQUIPMENTS AND MATERIALS)

- VI. List of Proposed Equipment and Machinery to be deployed by the Bidder at the Clients Location.**

Sl. No	Name of the Equipment / Machinery	Requirement	Specification	Capacity	Present Condition	Remarks

- VII. Proposed List of materials and consumables to be used by the Bidder during Services Deployment**

Sl no	Name of the Material / Consumable Proposed with details		Utilisation		
	Name	Make/ Brand	Per day	Per Week	Monthly

Authorized Signatory [In full initials with Date and Seal]: _____

Communication Address of the Bidder: _____

TECH-11

ANTI COLLUSION CERTIFICATE

(on letterhead of Applicant)

1. We certify that this Proposal is made in good faith and that we have not fixed or adjusted the amount of the Proposal by, or under, or in accordance with any agreement or arrangement with any other person. We also certify that we have not and we undertake that we will not, before the award of any contract for the work:

(i) (a) Communicate to any person other than the Authority /or person duly authorized by it in that behalf the amount or approximate amount of the Proposal, or Proposed Proposal, except where the disclosure, in confidence, of the approximate amount of the Proposal was necessary to obtain premium quotations required for the preparation of the Proposal

(b) Enter into any agreement or arrangement with any person that they shall refrain from bidding, they shall withdraw any Proposal once offered or vary the amount of any Proposal to be submitted.

(ii) Pay, give or offer to pay or give any sum of money or other valuable Considerations directly or indirectly to any person for doing or having done or having caused to be done in relation to any other Proposal or proposed Proposal for the work, any act or thing of the sort described at (i) (a) or (i) (b) above.

2. We further certify that the principles described in paragraphs 1 (i) and (ii) above have been or will be, brought to the attention of all sub-contractors, suppliers and associated companies providing services or material connected with the Proposal and any contract entered into with such sub-contractors, suppliers, or associated companies will be made on the basis of compliance with the above principles by all parties.

3. We are not part of any "Anti-competitive practice" such as collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of The Competition Act, 2002 as amended from time to time, between two or more bidders, with or without the knowledge of the Procuring Entity (Authority), that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels,

4. In this certificate, the word "person" includes any persons or anybody or association, corporate or unincorporated; "any agreement or arrangement" includes any transaction, formal or informal and whether legally binding or not; and "the work" means the work in relation to which this Proposal is made.

Dated this.....Days of..... 2024.

Name of the Bidder.

Signature of the designated person.....

Name of the designated person..... Date of receipt of RFP documents.....

SECTION -5

FINANCIAL PROPOSAL SUBMISSION FORMS

FIN-1

COVERING LETTER
(ON BIDDERS LETTER HEAD)

[Location, Date]

To

The Director
MDRAFM
Bhubaneswar
PIN-751023

**Subject: SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE FACILITIES
MANAGEMENT SERVICES TO MDRAFM. [FINANCIAL PROPOSAL]**

Ref: RFP No. _____, Dated: _____

Dear Sir,

With reference to your RFP No. _____ dated. _____, I have examined all the relevant documents & understood their contents and I hereby submit our Financial proposal for the proposed service (CFMS). Our proposal will be valid for acceptance up to **120 Days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

I, the undersigned, offer to provide the proposed service (CFMS) in accordance to the terms and conditions of the RFP. Our attached financial price is -----
[Insert amount in figure as well as in word] for the proposed service. This amount is inclusive of the taxes applicable as per GST Act. I do hereby, undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the RFP document.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre- contract costs. In case, any provisions of this RFP and Scope of the Services including of our technical & financial proposal is found to be deviated, then have rights to reject our proposal absolutely. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

I understand you are not bound to accept any proposal you receive.

Yours faithfully,

Authorized Signatory with Date and Seal:

Name and Designation: _____

Address of Bidder: ____

SUMMARY OF FINANCIAL BID (FIN – 2)

Sl. No.	Categories of Manpower Resources	Requirement	Monthly rate per manpower resource in INR.			Per Person / Month (INR)	Per Person per year (INR)	Yearly Deployment Amount (INR)
			Minimum Take Home Remuneration	EPF @13%	ESI @ 3.25%			
1.	Skilled	19	16500					
2.	Semi-skilled	7	15000.					
3	Unskilled	19	13500					
Sub Total (yearly Manpower Deployment Charges) in INR								
Service Charges (@ ----- %)								
GST @ ----- %)								
Cost of consumables including GST per year in INR						2,00,000/-		
Cost of pest control service including GST per year in INR						50,000/-		
Grand Total in INR (yearly)								

Signature of the Authorised Representative

Name:

Seal and Date:

Note:

Plus two personnel as identified by the Client at such remuneration indicated during pre-bid meeting

The total rates quoted by the CFMS should be inclusive of all statutory / tax liabilities in force at the time of entering into the contract.

Bidder with lowest evaluated Monthly Charges (inclusive of GST) for the required services will be awarded contract.

Bids with “Nil” or very abnormally low quoted service charges will be treated as “non-responsive” and will be rejected during the financial evaluation stage.

Minimum take home remuneration quoted for the respective manpower resources should be not less than the minimum wages fixed by the Government.

The rate of service charge should be within the prescribed limit as notified by Government.

In case of tie in the financial quote among the multiple technically qualified bidders, the bidder securing the highest technical score during technical evaluation stage of the tender process will be considered for award of contract. In case there is a tie again then the bidder having the highest average annual turnover will be awarded the contract. In case of further tie the bidder with highest past experience of will be considered for award of the contract.

Draft Contract

Contract

[NAME OF THE SERVICE]

BETWEEN

[CLIENT]

AND

[COMPREHENSIVE FACILITY MANAGEMENT COMPREHENSIVE FACILITIES
MANAGEMENT SERVICE PROVIDER]

[On Stamp Paper worth Rs. 100/-]

FORM OF AGREEMENT

This CONTRACT is made on the _____ between, _____

(here in after called as the " Client") which expression shall where the context so requires or admits shall also include its successors or assigns of the one part

AND

_____ registered under _____ with its principal place of business at _____ (herein after called the "Comprehensive Facilities Management Service Provider") of the 2nd Part represented by _____ which expression where the context so requires or admits shall also include its successors or assign of the other part.

WHEREAS

_____ (the Principal) issued RFP vide Letter No. _____ Dated _____
_____ to the Comprehensive Facilities Management Service Provider for

Execution of [Name of the Service] and the Comprehensive Facilities Management Service Provider offered its willingness to execute the work as per terms and condition of agreement vide it's letter No _____ Dated _____

AND

WHEREAS above stated offer and willingness conveyed under Letter dated _____ by the Comprehensive Facilities Management Service Provider has been duly accepted by the client vide its letter No. _____ dated _____ from execution and completion of facility related services subject to the fulfilment of the terms and conditions.

NOW, THIS AGREEMENT WITNESSED AS FOLLOWS:

1. Scope of work:

The comprehensive Facilities Management Service Provider shall engage efficient and experienced personnel to render the required service of [Name of the Service and Location] as described in **Annexure-A**.

2. Agreement period:

This Agreement shall remain valid for a period of 1 year effective from the _____ to _____ (by days inclusive) and can be extended up to 02(Two) more years annually based on satisfactory performance and mutual consent.

3. Contract Value:

a. The total contract period value is _____ [in words] only per Year for the period of contract expect GST (as applicable) etc. pertaining to the [Name of the Service] as per the approved scope of work at Annexure-A. The list of Equipment and consumables to be used to render the service is at **Annexure-B**. In case of increase in minimum wages of labour by Government of Odisha, the basic differential cost of minimum wages for Unskilled, semi-skilled and high skilled labour together with ancillary implication like EPF, ESI, etc. will be paid extra.

b. No other terms and conditions put forth by Comprehensive Facilities Management Service Provider shall be considered for acceptance during the contract period. However the above terms of payment against the claimed bill shall be subject to deduction of Non-performance as per Clause 3.5 & 3.6 stipulations of the RFP and the client is not bound to make the monthly bill within the stipulated deadline of payment on claimed monthly bill.

4. Terms of Payment:

a. [Name of the Department/ Heads of department/ Other Office] will make payment on the basis of monthly bills furnished by the Comprehensive Facilities Management Service Provider duly certified by Designated Officer for the purpose as per Govt. instructions/Rules. However, the above payment shall be subject to deduction of Non-performance as per the prevailing conditions of the RFP and the Client is not bound to make the monthly bill within the stipulated deadline of payment on claimed monthly bill.

b. Security Deposit :

The Comprehensive Facilities Management Service Provider shall have to deposit an amount of @ 6% of the Annual contract value in shape of Performance Bank Guarantee in favour of "**Director, MDRAFM**" as per RFP. This will be treated as Security Deposit and shall be refunded after successful completion of the contract. It shall not carry any interest.

5. Schedule for the service:

The schedule for the service will be provided by the Comprehensive Facilities Management Service Provider as per the agreed terms and conditions between the parties. The Comprehensive Facilities Management Service Provider shall deploy number of personnel for carrying out the services as described in **Annexure-C**.

6. Authorized Representative:

- a. Any notice or intimation by either party to the other pursuant to this Agreement shall be signed by an Authorized Representative of the party giving such notice.
- b. The Comprehensive Facilities Management Service Provider shall carryout instructions and act upon any guidelines issued in pursuance of the Agreement, if and only if they are given signed by an Authorized Representative of Client, whose names will be intimated by the said Client.

7. Risk & Responsibility

- a. The Comprehensive Facilities Management service Provider shall without limiting to its obligations and responsibilities will ensure and keep insured it's personnel so deployed at [Insert Name of the Location] against all liabilities for death and injury whatsoever on account of any accident in the course of performing the Operation & Maintenance services. The client will not be responsible and be held liable for any such death injury or accident to the employees and any other personnel deployed by the Comprehensive Facilities Management Service Provider. In the event the client is made liable to pay any damage or compensation in respect of such employees the Comprehensive Facilities Management Service Provider shall reimburse such damages or Compensation on demand.
 - b. The Comprehensive Facilities Management Service Provider shall comply all the provisions of prevailing Labour Laws during execution of work. The personnel deployed shall be morally good and physically healthy to carry out the assignments to the satisfaction of the client.
 - c. The Comprehensive Facilities Management Service Provider shall provide qualified uniformed staff to perform the services. The employees of Comprehensive Facilities Management Service Provider entering the premises of the client shall have proper uniform & badges for Identification and shall display identity proof on their person in course of duty hour.
-
- d. The Comprehensive Facilities Management Service Provider shall conduct periodic general medical checkup of its employees at its own cost. In the event of any of the staff is found to be suffering from any communicable disease, such employee(s) shall be replaced immediately providing substitute(s) immediately.
 - e. The Comprehensive Facilities Management Service Provider shall deploy its authorized representatives and adequate supervisors to be present at the place of work during working hours to ensure satisfactory services under this Agreement. It shall further exercise due and adequate control over such personnel and ensure that appropriate instructions/directions are issued to them in the course of the performance of the tasks under this Agreement.
 - f. The Comprehensive Facilities Management Service Provider shall ensure that its employees, while carrying out their obligations under the Agreement observe all

required standards of cleanliness, decency and decorum, safety and general discipline and such other instructions or guidelines as may be issued by the authorized representative of the client.

- g. "Right man for Right Job" shall be followed to avoid accident at work place. It shall be the duty of the Facility Management and Supervisor of the Comprehensive Facilities Management Service Provider to get the critical job done by the employees professionally and technically competent enough to perform the said particular task.
- h. The Service Provider should install a Biometric system with computer assisted information capturing modalities as well as manual entry of the information the attendance of its personnel deployed at the location and the report should be verified by the authorized officer from time to time.

8. Statutory Compliance

- a. The Comprehensive Facilities Management Service Provider shall be responsible for compliance and coverage of its employees under all necessary statutory obligations under various statutes applicable such as Employees State Insurance (ESI), Provident Fund (PF), Workman Compensation Act, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, etc. The Comprehensive Facilities Management Service Provider shall maintain proper records & documents and produce them to the authorized representative of the client as and when required, in proof of compliance of all the relevant and connected laws enacted by the Central & State Govt. etc.
- b. The Comprehensive Facilities Management Service Provider shall obtain all requisite license, permissions, certificates, registrations, etc. to render the required service from all the relevant and connected laws enacted by the central & state Govt. etc.
- c. The Comprehensive Facilities Management Service Provider shall alone be responsible for the payments of wages and all other statutory, payments/ legal dues to its employees deployed under this agreement. The payment/consideration contemplated as per Clause-3 of this Agreement shall be released by the client only upon the Comprehensive Facilities Management Service Provider producing online PF & ESI deposits of the payment receipt for the preceding month. Without such a document no bill shall be passed.
- d. Payment of wages by the agency should be made through ECS transfer and monthly bank statement shall be furnished by the CFMS to the Academy. Without such a document no bill shall be passed.
- e. The Comprehensive Facilities Management Service Provider shall provide First Aid Facilities at the work place according to applicable laws.
- f. In the event of the Comprehensive Facilities Management Service Provider failing to comply with any of the provision of the statutes applicable to it resulting the Principal incurring any expenditure there after including facing litigation, the Comprehensive Facilities Management Service Provider shall indemnify such expenditure and other damages, losses as may be estimated by the client. The client may take appropriate action to recover the same from the Comprehensive Facilities Management Service Provider, from its pending bills. If it does not suffice, the

balance shall be recovered under ordinary common law through civil court.

9. Liability and Indemnity:

The Comprehensive Facilities Management Service Provider shall be responsible and liable for and shall indemnify the client and keep [Insert Name of the Location], safe and harmless at all time against:

- any and all claims, liabilities, damages, losses, costs, charges, expenses, proceedings & actions of any nature whatsoever made or instituted against or caused to be suffered by the client directly or indirectly by reasons of.
- Any wrongful, incorrect, dishonest, criminals, fraudulent or negligent work default, failure, bad faith, disregard of its duties and obligation, act or omission by the Comprehensive Facilities Management Service Provider or its facility staff.
- Any theft, robbery, fraud, or other wrongful action or omission by the firm and/or any of its facility staff

10. Limitation of Liability:

In any case the liability of the service provider shall not exceed _____ per occurrence.

11. Sub-Contracting:

The Comprehensive Facilities Management Service Provider shall itself perform its obligations under this agreement and shall not assign or transfer or sub-contract any of its rights and obligations under this agreement to any third party without the prior written permission from competent Client in case of emergency requirements.

12. Loss / Theft/ Damage:

The Comprehensive Facilities Management Service Provider shall be responsible for any and all losses, theft, damages caused to any equipment installations in the premises, fittings and fixtures, goods there in and any other properties belongs to the client because of any act of negligence, commission or omission of its employees while discharging their duties.

13. Exclusion of Consequential Loss:

The Comprehensive Facilities Management Service Provider will not be liable for any consequential loss that may arise out of the performance of this Agreement.

14. Breach of Agreement, Penalty & Termination of Agreement:

a. Breach of Agreement:

In case of breach of Agreement or default by the Comprehensive Facilities Management Service Provider, the client shall have a right of lien and first charge over all the properties of the Comprehensive Facilities Management Service Provider lying in the premises in addition to other remedies like forfeiture of security deposit, legal action for

recovery of money with liberty to the client to terminate the agreement.

b. Penalty:

- I. In case of mishap due to wrong operation or manual error, which results in disruption of services, the total cost of down time, along with equipment repair cost shall be borne by the Comprehensive Facilities Management Service Provider.
- II. A quality check procedure will be developed by the client, against each service and feedback from the designated officer will be obtained for assessment of performance of the service rendered by the Comprehensive Facilities Management Service Provider.
- III. Where there is non-performance/unsatisfactory/sub-standard performance of its obligation in the part of the Comprehensive Facility Management Service Provider, the client shall give a written notice of the default and or omission or commission and the Comprehensive Facilities Management Service Provider shall submit its response within 7 (seven) days from the date of issue of such notice.
- IV. If the response/explanation is not found satisfactory or inadequate or partly satisfactory, the client shall have the right to deduct the amount as per the clause 3.5 & 3.6 of RFP from the monthly bill of the Comprehensive Facilities Management Service Provider for non-performance/ unsatisfactory/sub-standard performance of any part of services to be rendered operation as agreed between the parties.

c. Termination of Agreement:

Where in spite of these efforts, there is continuance of non-performance or improper performance of obligation, the client shall have the right to terminate the contract at any point of time with forfeiture of Security Deposit. Similarly the Comprehensive Facilities Management Service Provider shall have right to terminate the contract in case the client fails to pay the admissible dues stipulated under clause 4 hereof on more than 3 occasions in a calendar year.

15. Force Majeure:

Neither party shall be responsible for any damage caused by natural calamities like flood, earth quake, cyclone or any other act of God, explosion, fire& riot etc. The latter five events, whether occurred or not, shall be decide by the client and such decision cannot be questioned in any court of law.

16. Post Termination Responsibility of the Comprehensive Facilities Management Service Provider:

Upon termination of this agreement, the Comprehensive Facilities Management Service Provider shall immediately deliver all the documents and any/ all data, plant, machineries & equipment held by it and which are in possession/ custody/ control of its facility staff to the client. The Comprehensive Facilities Management Service Provider shall also forthwith remove its entire facility staff together with its machines/ equipment whatsoever from the premises of the client under intimation of the designated Client.

17. Jurisdiction:

The court situated in the State of Odisha shall have Jurisdiction to decide any disputes or litigations between the parties hereto.

18. The following documents attached here to shall be deemed to be form an integral part of this Contract:

Annexure-A: Scope of Work

Annexure-B: List of Equipment and Consumables to be utilized for the purpose

Annexure-C: List of Manpower to be deployed at the project location

Annexure-D: Payment Term

Signature of Authorized Representatives

(On and Behalf of Client)

(On and Behalf of CFMSP)

Witnesses:

On behalf of Client

1.

2.

On behalf of Service Provider

1.

2.

Annexure – I

BID SUBMISSION CHECK LIST

Sl. No.	Description	Submitted (Yes/No)	Page No.
Technical proposal (In Original + soft copy in USB in Word Format)			
1	Filled in Bid Submission Check List (ANNEXURE-I)		
2	Covering Letter (TECH-1)		
3	Bid Processing Fee of Rs. 10,000/- as applicable		
4	EMD of Rs.3,00,000/- as applicable		
5	Copy of Certificate of Incorporation / Registration / Any valid Legal Document		
6	Copy of PAN		
7	Copy of Goods and Services Tax Identification Number (GSTIN)		
8	Copies of IT Returns for the last 3 AYs (2021-22 and 2022-23,2023-24)		
9	Valid Labour Registration Certificate		
10	EPF & ESI Registration Certificate		
11	Valid PSARA License		
12	Quality Accreditation Certificate from reputed national / International agency		
13	General Details of the Bidder (TECH-2)		
14	Financial details of the bidder (TECH-3) along with all the supportive documents such as copies of audited statement for the period of 2020-21, 2021-22 and 2022-23		
15	Power of Attorney (TECH-4) in stamp paper for appropriate value in favour of the person signing the bid on behalf of the bidder.		
16	Undertaking for not have been black-listed by any Central / State Govt./any Autonomous bodies during in the recent past (TECH-5)		
17	Duly Filled in Technical Proposal Submission Forms along with all the supportive documents (TECH-6 to TECH-11)		
18	Self-certified Bank Statement for the last 6 months		
19	Project performance Certificate for each years(2020-21,2021-22,2022-23)		
20	Copies of annual audited report (2020-21,2021-22,2022-23)		
21	Copy of work order/work completion certificates in respect of on-going or completed comprehensive facilities management services		
Financial proposal (ORIGINAL + SOFT COPY IN USB in PDF FORMAT)			
1	Covering Letter (FIN-1)		
2	Summary of Financial Proposal (FIN-2)		

Undertaking:

- All the information have been submitted as per the prescribed format and procedure.
- Each part has been separately bound with no loose sheets and each page of all the two parts are page numbered along with Index Page.
- All pages of the proposal have been sealed and signed by the authorized representative.

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

Annexure – II

FORMAT FOR SUBMISSION OF PRE-PROPOSAL QUERY

The bidders will have to ensure that their queries in soft copy should reach to the Director, MDRAFM through email only at mdrafm@odisha.gov.in latest by **04/09/24 up to 5 PM** as per the prescribed format mentioned below.

Sl. No.	Page Number / Section of RFP Document	Current Provision / RFPText	Query from the Bidder
1.			
2.			
3.			
4.			
5.			
6.			

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

[Any deviation to the above prescribed format will not be taken into consideration for clarification. The Client shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post submission date and time as per the Bidder Data Sheet of the RFP, shall not be entertained by the Client. The purpose of pre-proposal clarification is to provide the bidders with information regarding the RFP terms and conditions, selection process and terms of reference for the assignment. The Client will endeavour to provide timely response to the queries by uploading the same in its website]

Annexure – III

PERFORMANCE BANK GUARANTEE FORMAT

To

**The Director
MDRAFM
Bhubaneswar**

WHEREAS..... (Name and address of the CFMS provider) has undertaken, in pursuance of RFP No..... Dated to undertake the service of (description of services) (herein after called “the contract”).

AND WHEREAS it has been stipulated by _____ (Name of the Client) in the said contract that the CFMS provider shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the Client such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the CFMS provider, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the CFMS provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the CFMS provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the CFMS provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This performance bank guarantee shall be valid until the day of, YYYY

Our branch at Bhubaneswar (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our Bhubaneswar branch a written claim or demand and received by us at our Bhubaneswar branch on or before Dt.....otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
Seal, name & address of the Bank & Branch