

Tender For Facility Management Service in Vyapam(2nd Call)

FOR SELECTION OF A FACILITY MANAGEMENT SERVICE PROVIDER FOR CHHATTISGARH VYAVSAYIK PAREEKSHA MANDAL BUILDING AND ITS CAMPUS AT SECTOR 19, NAVA RAIPUR, ATAL NAGAR DIST- RAIPUR(C.G.)



Disclaimer


The information contained in this Request for Proposal ("RFP") document provided to the Bidder(s), by or on behalf of Chhattisgarh Vyavsayik Pareeksha Mandal (CGVYAPAM) or any of its employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information to assist the formulation of their Proposals. This RFP document does not purport to contain all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for CGVYAPAM, its employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources. CGVYAPAM, make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

CGVYAPAM may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document or modify it by uploading the same in the website www.vyapam.cgstate.gov.in/

INDEX

1	Disclaimer		
2	Data-sheet		5
3	SECTION 1:	INVITATION TO SUBMIT PROPOSALS AND INSTRUCTION TO BIDDERS	6
4	SECTION 2 :	EVALUATION, AWARD AND SIGNING OF AGREEMENT	12
5	SECTION 3:	APPENDIXES, TECHNICAL AND FINANCIAL PROPOSAL STANDARD FORMS	15
		APPENDIX A: LETTER OF PROPOSAL	16
		APPENDIX B: POWER OF ATTORNEY FOR SIGNING OF PROPOSAL	19
		FORM TECH-1: DETAILS OF BIDDER	20
		FORM TECH-2: DESCRIPTION OF EXPERIENCE OF BIDDER TO ILLUSTRATE QUALIFICATIONS	21
		FORM TECH-3: AVERAGE ANNUAL TURN OVER IN LAST THREE FINANCIAL YEARS FROM FACILITY MANAGEMENT SERVICES	23
		FORM TECH-4 Undertakings	24
		FORM TECH-5 GENERAL APPROACH AND METHODOLOGY, WORK AND STAFFING SCHEDULE [Based on standard CPWD Maintenance Manual 2012]	25
		FORM TECH 6:- Format of Bank Guarantee for Earnest Money Deposit	26
		Technical Check List	28
		FORM FIN-I Format for Financial Proposal	29
		FORM FIN-2 Quote of Monthly Billing Amount for Manpower Charges	30
		FORM FIN-3 Format to be filled by the bidders	32
		APPENDIX C: TERMS OF REFERENCE OR SCOPE OF FACILITY MANAGEMENT SERVICES	34
		1. SCOPE OF WORK /TOR	34
		II. Detail scope of security staff	38


नियंत्रक 3

		III. Detailed Scope of Housekeeping Services	38
		2. HOUSEKEEPING ACTIVITIES	48
		4. REPORTING REQUIREMENTS	58
		ANNEXURE 1 – COMPLAINT REGISTRATION FORM	60
		ANNEXURE 2- COMPLAINT REGISTER	61
		Appendix D Draft Agreement	62

Data Sheet

Sl. No.	Description
1	Method of Selection proposal required Lowest Financial Proposal
2	Date of issue of RFP Date : 27-06-2022
3	Last date of receipt of pre proposal query Date : 26-07-2022
4	Last date and time of Submission of proposal Up to 14:00 hours (IST); Date : 27-07-2022 Day : Wednesday Only sealed tender shall be received by registered post/speed post or authorised courier service of postal department.
5	Opening of Tender At 16:00 hours (IST) or thereafter; Date 27-07-2022 Day : Wednesday
6	Date of opening of Financial proposals To be intimated later
7	Duration of services: Initially for 3 years from the date of commencement of services , which may be extended by another two terms of one year each, at the discretion of the Client.
8	Earnest Money Deposit Rs. 30,000/- (Rupees Thirty thousand Only) in the form of Demand Draft, in favour of Controller CGVYAPAM, Nava Raipur Atal Nagar, Dist- Raipur(C.G.) Development Authority or Bank Guarantee from Nationalised / Scheduled bank in favour of "Controller CGVYAPAM, Nava Raipur Atal Nagar, Dist- Raipur(C.G.) operable and en cashable at Raipur.
9	Validity of proposal 180 days from due date of Submission of proposal.
10	Representative/Contact Person of Client Controller CGVYAPAM Sector 19 ,North Block Nava Raipur, Atal Nagar, Dist- Raipur(C.G.) e-mail: vyapamjc@gmail.com , storevyapam@gmail.com
11	Name and Address where queries/correspondence concerning this Request for proposal is to be sent As above.
12	Address where Bidders must submit Proposal. Controller CGVYAPAM Sector 19 ,North Block Nava Raipur, Atal Nagar, Dist- Raipur(C.G.) e-mail: vyapamjc@gmail.com , storevyapam@gmail.com

SECTION 1

INVITATION TO SUBMIT PROPOSALS AND INSTRUCTION TO BIDDERS

1 INTRODUCTION

Chhattisgarh Professional Examination Board established on 30th July 2005 under The Notification No. F1-51/2004/42 Raipur. Building situated of sector 19, North Block, Nava Raipur Atal Nagar, Dist- Raipur(C.G.).

2 INVITATION TO SUBMIT PROPOSALS

Client invites detailed proposals from eligible Facility Management Service Providers ("Bidders") for providing Facility Management Services for the Project Area. ("the Assignment"), in prescribed formats set out in this RFP. Only sealed tender shall be received by registered post/ speed post or authorised courier service of postal department.

3 MINIMUM ELIGIBILITY CRITERIA

The Bidders, participating in the Assignment shall be a single Business Entity, shall fulfill the following minimum eligibility conditions:

- 3.1** The bidder should have provided experience certificate of similar facility management services in India, as envisaged in this RFP, at least for a continuous period of one year for a building having at least 3000 (Three Thousand Square meter) of carpet area in single location within last five years preceding the date of publication of this RFP for IT-Parks, SEZ, OFFICE / COMMERCIAL Facilities, Institutional Buildings, and Shopping Malls in India. **Eligible experience should be supported by submission of notarised copy of certificate of client and work order / agreement, showing the scope of work and date of appointment. For submitted work-done, necessary Clearance certificate from concerning ESI & PF department is required to enclose.**
- 3.2** The Average Annual Turnover of last 3 Financial Years (FY 2018-19, 2019-20, 2020-21) of the bidder should be at least INR 20 Lakhs (Indian Rupees Twenty Lakhs).
- 3.3** Submit licence issued by PHQ under Private Security Agencies Regulation Act 2005 (Notarised Copy)
- 3.4** Submission of Undertaking by the Bidder on the following:
 - a) No existing litigation
 - b) Never blacklisted, terminated by any client in India
 - c) The bidder never filed any law suits or requested arbitration with regard to any contract within the last five years
 - d) No judgment, claim, arbitration proceeding or suit pending or outstanding against the bidder or its officers
 - e) Bankruptcy was never filed by the bidder, its subsidiaries or its parent companies
 - f) The bidder was never cited by any regulatory agency for a safety violation in the last five years
- 4.** For the purpose of this RFP document, a Business Entity shall mean a sole proprietorship firm¹ / registered partnership firm¹ / a company² registered in India under the Companies Act 1956.

¹A Sole Proprietorship firm should furnish either the Sales/VAT/GST or IT returns for the last two financial years as proof of identity.

²A registered partnership firm should furnish registration certificate under the registrar of firms and the partnership deed executed between the partners as proof of identity.

- 5.** Client intends to appoint a single entity for the assignment. Submission of Proposals by

5. Client intends to appoint a single entity for the assignment. Submission of Proposals by consortia shall not be eligible.
6. Experience of a bidder as a member of consortia, for any project/work shall not be considered.
7. Any entity, which has earlier been barred by the Client, Government of Chhattisgarh (GoC), or any other state government in India (SG) or Government of India (GoI), or any of the agencies of GoC/SG/GoI from participating in its projects and the bar subsists as on the Proposal Due Date, shall not be eligible to submit a Proposal.
8. The RFP document can be downloaded from the web site www.vyapam.cgstate.gov.in/ and be used provided that while submitting the proposal it should be accompanied with a non refundable processing fee in the form of a crossed Bank Draft for Rs. 2,000 (Indian Rupees Two Thousand only) from a scheduled bank of India, in favour of the Controller, Chhattisgarh Vyavsayik Pareeksha Mandal, payable at Raipur. The proposal without the processing fee shall not be considered for evaluation.
9. Client shall have the discretion to increase or decrease the scope of work under the assignment and also to appoint other services providers for providing services which is not in the scope of this RFP.
10. Client intends to adopt a single stage bidding process for selection of Technical Service Provider for the Assignment. **The To R and the scope of services as set out in Appendix C.**
11. The Proposals received from eligible technical Service Providers shall be evaluated on the basis of the criteria set out in this RFP document. Each Bidder shall submit a maximum of one (1) Proposal for the Assignment. Any Bidder who submits more than one Proposal for the Assignment shall be disqualified. The Bidder shall also be responsible and shall pay for all of the costs associated with the preparation of its Proposal and its participation in the bidding process.
12. The Successful Bidder is required to enter into a Contract Agreement with Client and the draft of the same is set out in **Appendix C**. The fees shall be paid by Client in the manner as set out in the Draft Contract Agreement.
13. The Agreement period shall be initially for three years which may be extended by another two terms of one year each, at the discretion of the Client. The agreement period may further be extended by mutual consent on negotiated terms. However, the Facility Management Service Provider of the given Project Area shall continue to work till the handing over of charges to the other appointed agency by Client. **The Billing Rates quoted by the Service Provider shall be increased by 5% per year (the year shall mean completion of one year of services from the date of actual deployment) over and above the Billing Rates of previous year.**
14. The Proposal shall remain valid for a period not less than 180 days from the Proposal Due Date (Proposal Validity Period). Client reserves the right to reject any Proposal, which does not meet this requirement. The proposal validity period may further be extended on mutual consent.

15 EARNEST MONEY DEPOSIT (EMD)

- 15.1 Proposal should necessarily be accompanied by an Earnest Money Deposit for an amount of **Rs.30,000/- (Rs. Thirty Thousand only)** in the form of a Demand Draft in favour of the Controller CGVYAPAM, Sector 19 Nava Raipur Atal Nagar, Dist-Raipur (C.G.), on any scheduled bank, payable at Raipur or in the form of Bank Guarantee, issued by one of the Scheduled Nationalised Banks in- India in favour of the Client to be payable in Raipur, and if invoked, been cashable at any branch of Raipur. The EMD shall be valid for 210 days from the Proposal Due Date.
- 15.2 EMD shall be returned to the unsuccessful Bidders within a period of two (2) weeks from the date of issue of letter of acceptance to the Successful Bidder. Successful Bidder submitted security deposit Rs. 100000/- (One Lakhs Only) after issuing of the letter of acceptance and shall be retained by Client.
- 15.3 EMD shall be forfeited in the following cases:
 - a) if any information or document furnished by the Bidder turns out to be misleading or untrue in any material respect ;and
 - b) if the successful Bidder fails to execute the Contract Agreement within the stipulated time or any extension thereof provided by Client.

³A company should furnish certificate of incorporation and memorandum of association as proof of identity.

16 CLARIFICATIONS AND AMENDMENTS TO RFP DOCUMENTS

- 16.1 Bidders may request a clarification of any of the issue related to the RFP document up to the date indicated in the Data Sheet. Any request for clarification must be sent in writing to the address indicated in the Data Sheet. The responses of Client will be uploaded in the website (www.vyapam.cgstate.gov.in/), without identifying the source of inquiry.
- 16.2 At any time before the proposal due date the Client may, whether at its own initiative, or in response to a clarification requested by a firm, amend the RFP by issuing an amendment. The amendment shall be uploaded in the website (www.vyapam.cgstate.gov.in/) only. The amendments shall be binding on the bidders. To give bidders reasonable time to take an amendment into account in their proposals, the Client may at its discretion, if the amendment is substantial, extend the deadline for the RFP submission by uploading a notice in the website of Client only. In case there is a substantial change in RFP, Client will publish the revised RFP. Revised RFP will be uploaded in the website (www.vyapam.cgstate.gov.in/) and the same should be submitted.

17 CONFLICT OF INTEREST

- 17.1 Client policies require that selected bidders under contracts provide professional, objective, and impartial advice and at all times hold the Client's interests paramount, avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work. Bidders shall not be engaged for any assignment that would be in conflict with their prior or current obligations to other Clients, or that may place them in a position of not being able to carry out the assignment in the best interest of Client. Without limitation on the generality of the foregoing, bidders, and any of their associates shall be considered to have a conflict of interest and shall not be engaged under any of the circumstances set forth below:
- a) If a Service Provider combines the function of service with those of contracting and/or supply of equipment; or
 - b) If a Service Provider is associated with or affiliated to a contractor or manufacturer; or
 - c) If a Service Provider is owned by a contractor or a manufacturing firm for the projects(s) under assignment. offering services as bidders for the Service Provider should include relevant information on such relationships along with a statement in the Technical proposal cover letter to the effect that the Service Provider will limit its role to that of a Service Provider and disqualify itself and its associates from work, in any other capacity or any future project within the next five years (subject to adjustment by Client in special cases), that may emerge from this assignment (including bidding or any part of the future project). The contract with the Service Provider selected to undertake this assignment will contain an appropriate provision to such effect; or
 - d) If there is a conflict among consulting assignments, the Service Provider (including its personnel) and any subsidiaries or entities controlled by such Service Provider shall not be engaged for the relevant assignment.

18 FRAUD AND CORRUPTION

Client requires that bidders to observe the highest standard of ethics during the selection process and in execution of contracts. In pursuance of this policy, the Client:

- 18.1 defines, for the purposes of this provision, the terms set forth below as follows:



निदेशक

छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

- (a) "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of any thing of value to influence the action of any party in the Service Provider selection process or in contract execution;
 - (b) "fraudulent practice" means a representation or omission of facts in order to influence a selection process or the execution of a contract;
 - (c) "collusive practices" means a scheme or arrangement between two or more bidders, designed to influence the action of any party in a Service Provider selection process or the execution of a contract;
 - (d) "coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a Service Provider selection process, or affect the execution of a contract; and
- 18.2 Client will reject a proposal for award if it determines that the Service Provider recommended for award has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question;
- 18.3 Client will sanction a party or its successor, including declaring ineligible, either indefinitely or for a stated period of time, such party or successor from participation in Client-financed activities if it at any time determines that the Service Provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, an Client-financed contract; and
- 18.4 Client will have the right to require that, in Service Provider selection documentation and in contracts financed by the Client, a provision be included requiring bidders to permit the Client or its representative to inspect their accounts and records and other documents relating to Service Provider selection and to the performance of the contract and to have them audited by auditors appointed by the Client.

19 PREPARATION OF THE PROPOSAL

- 19.1 The proposal shall be in English language. The original proposal (Key submissions, Technical and Financial proposals) shall contain no interlineations or overwriting, except as necessary to correct errors made by bidders themselves. Any such corrections, interlineations or overwriting must be initialled by the person(s) who had signed the proposal. The authorized representative of the bidder shall initial all pages of the original hard copy of the Key Submissions, Technical and Financial proposal. All the documents should be Hard Bound.

- 19.2 a. Bidder's proposal (the proposal) shall consist of three (3) envelopes-

Envelope-1	Key submissions
Envelope-2	Technical proposal
Envelope-3	Financial proposal

- b). The bidder shall submit Original hard bound document in each of the above envelopes and shall also of all the contents of "Key Submission" and "Technical Proposal" in a separate cover in Envelope -2
- c). The contents of the envelopes are set out below:

20. Envelope 1: "Key Submissions"

- 20.1 The following documents shall be submitted in Envelope 1-

- a) Letter of proposal in the prescribed format (AppendixA);
- b) A non-refundable processing fee as a crossed demand draft is required to be enclosed for an amount of Rs. 2,000 (Rupees Two Thousand only) drawn in favor of CONTROLLER, Chhattisgarh Vyavsayik Pareeksha Mandal, Raipur C.G. (Client) on any scheduled bank, payable at Raipur, Chhattisgarh.
- c) Earnest Money Deposit for an amount of Rs.30000/- (Rs. Thirty Thousand only) in the form of a Demand Draft in favour of the CONTROLLER, Chhattisgarh Vyavsayik Pareeksha Mandal, Raipur C.G., on any scheduled bank, payable at Raipur or in the form of Bank Guarantee, issued by one of the Scheduled Nationalised Banks in India in favour of the Client operable in Raipur, and if invoked, been cash able at any branch of Raipur.-The EMD shall be valid for 210 days from the Proposal Due Date
- d) Power of Attorney for signing the proposal in the prescribed format (Appendix –B).
- e) RFP and draft Service Agreement duly signed in blue indelible ink and stamped by the authorised representative of the bidder.

20.2 Envelope 2: “TechnicalProposal”

The following documents shall be submitted in Envelope 2 –

- a) A brief description of the organization supported by a certified copy of registration of the Firm and details of contact person in FormTECH-1.
- b) Description of Experience of Bidder to illustrate Experience (Not to exceed A-4 size Three page for each Project) in Form TECH-2. Experience of Facility Management Services (from commencement to Completion) should be supported by a certificate from an authority of the rank of General Manager/Controller of the client. The certificate should clearly set out the name of the project, activities undertaken, carpet area under facility management, assignment fees, date of commencement and date of completion of facility management services. In case the Project Carpet Area is not set out in the certificate from the client, the bidders can submit a certificate from Statutory Auditor indicating the same. For submitted work-done, necessary Clearance certificate from concerning ESI & PF department is required to enclose.
- c) Average Annual Turn Over in last three Financial Years from Facility Management Services in Form TECH-3. The Turn Over should be certified by the Statutory Auditor/Chartered Accountant. Turn Over not certified by Statutory Auditor/Chartered Accountant or not clearly stating that the turn over relate to revenue received from Facility Management Services shall not be considered for evaluation.
- d) Submission of undertakings of following using FormTECH-4.
 - i. No existing litigation
 - ii. Never blacklisted, terminated by any client in India
 - iii. The bidder never filed any law suits or requested arbitration with regard to any contract within the last five years
 - iv. No judgment, claim, arbitration proceeding or suit pending or outstanding against the bidder or its officers
 - v. Bankruptcy was never filed by the bidder, its subsidiaries or its parent companies
 - vi. The bidder was never cited by any regulatory agency for a safety violation in the last five years
- e) General approach and methodology,work and staffing schedule in from TECH-5.It should be in maximum ten (10) pages inclusive of charts and graphs. Comments, if any, on the TOR to improve performance in carrying out the assignment. Innovativeness will be appreciated, including workable suggestions that could improve the quality/effectiveness of the assignment.
- f) The bidder shall submit a soft copy in CD ROM of all the contents of “Key Submission” and “Technical Proposal” in a separate cover in Envelope –2

नियंत्रक

छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,

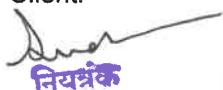
नवा रायपुर, अटल नगर,

जिला-रायपुर (छ.ग.)

- 20.3 **The Technical proposal shall not include any financial information** and any Technical proposals containing financial information shall be declared non-responsive.
- 20.4 **Envelope 3: "Financial Proposal"**
- a) The Financial proposal must be submitted in hard copy using Form FIN - 1 Bidders shall use only Indian currency in preparation of Forms FIN-1 and FIN-2. The billing rate shall be inclusive of-
- Billing of personnel, including all out-of pocket expenses, uniform, overtime, other overheads, cost of lodging, boarding, travel, transportation, documentation overhead, all the taxes, cost to company, profits etc.
 - The Remuneration corresponding to personnel should also include all the taxes, all out of pocket expenses, their lodging and boarding and local travel etc.
 - The lumpsum Sundry Expenses/Overheads.
 - The Management Fees
 - The GST shall only be paid separately.
- b) **The Financial proposal shall be placed in a sealed Envelope -3 clearly marked by red felt pen "FINANCIAL PROPOSAL" and with a warning "DO NOT OPEN WITH THE TECHNICAL PROPOSAL."** If the Financial proposal is not submitted by the bidder in a separate sealed envelope and not duly marked as indicated above, this will constitute grounds for declaring both Technical and Financial proposals non-responsive.
- 20.5 **The Bidder is expected to examine carefully the contents of all the documents provided.** Failure to comply with the requirements of RFP shall be at the Bidder's own risk.
- 20.6 It shall be deemed that prior to the submission of the Proposal, the Bidder has:
- made a complete and careful examination of terms and conditions / requirements, and other information as set forth in this RFP document;
 - received all such relevant information as it has requested from Client; and
 - made a complete and careful examination of the various aspects of the Project.
- 20.7 Client shall not be liable for any mistake or error or neglect by the Bidder in respect of the above.

21 SUBMISSION , RECEIPT AND OPENING OF PROPOSALS -

- 21.1 **All The three envelopes shall be placed into an outer envelope and sealed.** The outer envelope shall bear the submission address, reference number and Title of the Project, Proposal Due Date and other information indicated in the Data Sheet.
- 21.2 Proposals must be delivered at the indicated addresses on or before the time and date stated in the Data Sheet or any new date extended by Client.


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
रायपुर (छ.ग.)

SECTION 2


EVALUATION, AWARD AND SIGNING OF AGREEMENT

1. From the time the proposals are opened till the time the contract is awarded, the bidder should not contact Client on any matter related to its Technical and/or Financial proposal. Any effort by a bidder to influence in examination, evaluation, ranking of proposals or recommendation for award of contract may result in rejection of the bidder's proposal.
2. No request for alteration, modification, substitution or withdrawal shall be entertained by Client in respect of proposals already submitted by the bidder.
3. Prior to evaluation of proposals, Client will determine whether each proposal is responsive to the requirements of the RFP by opening the Envelop-1. **A proposal shall be considered responsive only if:**
 - a. It is received by the proposal Due Date including any extension there of;
 - b. It is accompanied by the EMD of Rs. 30,000/- in the name of CONTROLLER CGVYAPAM, Client in accordance with the RFP document;
 - c. It is accompanied by demand draft of Rs 2,000/- non-refundable processing fee, in the manner as specified in this RFP document
 - d. It is signed, sealed, hard bound and marked as stipulated in this RFP document;
 - e. It is accompanied by the Power of Attorney, authorizing a representative of the bidder for signing the proposal;
 - f. It contains all the information (complete in all respects) as requested in the RFP;
 - g. It does not contain any condition or qualification;
4. Client reserves the right to reject any proposal which is non-responsive.
5. Client shall evaluate and rank the responsive Technical proposals on the basis of the evaluation criteria and points system specified hereunder. Each Technical proposal will receive a technical score.
6. Bidder who will be found eligible shall be called for presentation on a date and time fixed and intimated to them.
7. The Evaluation of the Technical Proposal shall be done based on the following scoring system-

7.1 Technical qualification of Bidder (500 points)

Experience for Eligible Projects included in the technical proposal as per form tech-2 shall be evaluated as given below -

No of Eligible Projects	Points
One eligible project	400
Two eligible projects	450
Three or more eligible projects	500


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

7.2 Approach & Methodology (200points)

- a. **Understanding of assignment (100points):** General understanding of the project requirements; coverage of principal components as requested in TOR; and site visit assessment. Points shall be given as shown below based on these aspects-

Criteria	Points
Excellent understanding of objectives, complete coverage of component, evidence of site visit	100%
Very good understanding of objectives, substantial coverage of component, site visit	90%
Good understanding of objectives, substantial coverage of component, no site visit	80%
Average understanding of objectives, general coverage of component	70%
Poor understanding of objectives, with reference to the TOR	50%
Repeat of TOR, no evidence of independent assessment	0%

- b. **Quality of Methodology (50 points):** Points shall be awarded based on the assessment of the inter-relationship of work program and methodology write-up in conformity with the ToR
- c. **Innovativeness/Comments on Terms of Reference (25 points):** Point shall be awarded based on the evidence of an alternative and unique approach, which would improve the quality of the project.
- d. **Work methodology (25 points):** Work Program should include organization chart; reporting / monitoring structure and staffing schedule. Work Program shall be assessed on logical sequence of events. The Staffing Schedule shall be assessed on suitability and phasing;

7.3 Average Annual Financial Turnover of last 3 financial years (FY 2017-18, FY 2018-19, FY 2019-20) from providing facility Management Services in India: (300points)

Description	Points
Rs. 0.20 Crore	200
Rs. 0.2 to 0.5Crore	250
Rs. 0.5Crore or more	300

- 7.4 The Bidders whose Technical proposals, after technical evaluation, could secure aggregate points 700 or more out of 1000 points shall be declared as Technically Qualified bidders. Technically Qualified bidders shall be ranked as per the technical score obtained, in the order from highest to lowest. Financial Proposal of Technically Qualified bidders shall be opened.


8. OPENING AND EVALUATION OF FINANCIAL PROPOSALS



नियंत्रक

छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)


- 8.1 All Technically Qualified bidders shall be invited to attend the announcement of result of Technical Evaluation where, Technical score of all the Technically Qualified bidders shall be read out loud. The bidders/their representatives may choose to attend the opening of financial proposal.
- 8.2 After the announcement of result of Technical Evaluation, Financial Proposals of only 3 highest ranked Technically Qualified bidders shall be opened. The bidders/their representatives, whose Financial Proposal shall be opened, may choose to attend the opening of financial proposal.
- a. Each Financial proposal will be inspected to confirm that it has remained sealed and unopened.
- b. The mark of each Technical proposal that met the minimum mark of 600 will be opened and read out aloud.
- 8.3 Evaluation of Financial proposals**
- a. Financial proposals will be checked for computational errors or material omissions, and prices will be corrected and adjusted as necessary. In the case of material omissions, the cost of the relevant financial proposal will be increased by application of the highest unit cost of the omitted item as provided in the other submitted financial proposals.
- b. The Estimated Total Billing Amount (ETBA) for each financial proposal will be computed.
- 8.4 The proposal with the lowest ETBA will be ranked first and shall be declared Preferred Bidder, the next lowest ETBA will be ranked second, and so forth.
- 9 The event of acceptance of the Proposal of the Preferred Bidder with or without negotiations, Client shall declare the Preferred Bidder as the Successful Bidder. Client will notify the Successful Bidder through a Letter of Acceptance (LoA) that its Proposal has been accepted.
- 10 The Successful Bidder(s) shall execute the Service Agreement within one week of the issue of LoA or within such further time as Client may agree to in its sole discretion.
- 11 Failure of the Successful Bidder to execute the contract agreement within specified period shall constitute sufficient grounds for the annulment of the LoA and for forfeiture of the EMD.
- 12 Not with standing anything contained in this RFP, Client reserves the right to accept or reject any Proposal, or to annul the bidding process or reject all Proposals, at any time without any liability or any obligation for such rejection or annulment.
- 13 CONTRACT COMMENCEMENT DATE**
- The contract shall commence from the date of signing. However, the Facility Management Services under the Agreement shall commence from the date of deployment of the team at Raipur/ Nava Raipur Atal Nagar, Dist- Raipur(C.G.).


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

SECTION 3

APPENDIXES, TECHNICAL AND FINANCIAL PROPOSAL STANDARD FORMS CONTENTS

TITLE	APPENDIX/ FORM
Letter of proposal	APPENDIX A
Power of attorney for signing of proposal	APPENDIX B
Details of bidder (on the letter head of the bidder)	FORM TECH-1
Description of technical experience of bidder to illustrate qualifications	FORM TECH-2
Average annual turnover in last three financial years from facility management services	FORM TECH-3
Undertakings	FORM TECH-4
General approach and methodology, work and staffing schedule	FORM TECH-5
Format for Bank-Guarantee for Earnest Money Deposit	FORM TECH-6
Format for Financial proposal	FORM FIN-I
Format for Sundry Expenses	FORM FIN-2


नियंत्रक
 छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
 नवा रायपुर, अटल नगर
 जिला-रायपुर (छ.ग.)

APPENDIX A

LETTER OF PROPOSAL

(On Applicant's letter head)

Dated:

The Controller,
Chhattisgarh Vyavsayik Pareeksha Mandal
Sector-19, Nava Raipur Atal Nagar, Dist-
Raipur(C.G.)-492002

Sub: Selection of Facility Management Services of Chhattisgarh Vyavsayik Pareeksha Mandal Building, and its campus at Nava Raipur Atal Nagar, Dist- Raipur(C.G.).Ref: RFP No:.....dtd.....

Dear Sir,

- 1 With reference to your RFP, I/we, having examined the Bidding Documents and understood their contents, hereby submit my/our proposal for the aforesaid Project. The proposal is unconditional and unqualified.
- 2 All information provided in the **proposal** and in the Appendices is true and correct.
- 3 This statement is made for the purpose of qualifying as a bidder for undertaking the Project.
- 4 I/ We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Bid.
- 5 I/ We acknowledge the right of the Authority to reject our proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
- 6 We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
- 7 We certify that we have not been barred by the Client, Government of Chhattisgarh (Go CG), or any other State government in India (SG) or Government of India (GoI), or any of the agencies of GoC/SG/GoI from participating in its projects.
- 8 I/ We declare that:
 - (a) I/ We have examined and have no reservations to the Bidding Documents, including any Addendum issued by the Authority.
 - (b) I/ We do not have any conflict of interest in accordance the RFP document;
 - (c) I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any government, Central or State ;and
 - (d) I/We here by certify that we have taken steps to ensure that in conformity with the provisions


नियंत्रक

of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

- 9 I/ We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any proposal that you may receive nor to invite the bidders to Bid for the Project, without incurring any liability to the bidders, in accordance with the RFP document.
- 10 I/ We declare that we are not a Member of any other firm submitting a proposal for the Project.
- 11 I/ We certify that we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
- 12 I/ We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.
- 13 I/ We further certify that no investigation by any regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors/ Managers/ employees.
- 14 I/ We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
- 15 I/We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the bidder, or in connection with the Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.
- 16 In the event of my/ our being declared as the successful bidder, I/We agree to enter into a Service Agreement in accordance with the draft that has been provided to me/us prior to the proposal Due Date. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
- 17 I/We have studied all the Bidding Documents carefully and also surveyed the project site. We understand that except to the extent as expressly set forth in the Service Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or concerning or relating to the Bidding Process including the award of assignment.
- 18 The Service Charges has been quoted by me/us after taking into consideration all the terms and conditions stated in the RFP, draft Service Agreement.
- 19 I/We offer and attach as specified (i) Non-refundable Processing fee of Rs.2,000/- (Rupees Two Thousand Only) in the form of Demand draft (ii) EMD of Rs. 60,000/- (Rupees Sixty Thousand only) to the Authority in accordance with the RFP Document.



- 20 I/We agree to keep this offer valid for 180 (one hundred and eighty) days from the proposal Due Date specified in the RFP.
- 21 I/We agree and undertake to abide by all the terms and conditions of the RFP document. In witness thereof, I/we submit this proposal under and in accordance with the terms of the RFP document.

Yours faithfully,


Date:

(Signature of the Authorised signatory)

Place:

(Name and designation of the of the Authorised signatory)

Name and seal of bidder


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

APPENDIX B

POWER OF ATTORNEY FOR SIGNING OF PROPOSAL

Know all men by the seprents, We, _____ (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr./Ms(Name), son/daughter/wife of _____ and presently residing at _____, who is [presently employed with us/ and holding the position of _____], as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our proposal for selection of Service Provider for providing "**Facility management service provider for Chhattisgarh Vyavsayik Pareeksha Mandal building and its campus at sector 19, Nava Raipur Atal Nagar, Dist- Raipur(C.G.)**", by the Controller CGVYAPAM, (Client) (the "Authority") including but not limited to signing and submission of all applications, Proposal and other documents and writings, participate in bidders' and other conferences and providing information / responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Service Agreement and undertakings consequent to acceptance of our Bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our proposal for the said Project and/or upon award thereof to us and/or till the entering into of the Service Agreement with the Authority.


AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, _____, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ DAY OF _____, 20**.

For _____

(Signature)

(Name, Title and Address)


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

FORM TECH-1

DETAILS OF BIDDER
(On the Letter Head of the Bidder)

1.
 - (a) Name of Bidder
 - (b) Address of the office(s)
 - (c) Date of incorporation and/or commencement of business

2. Details of individual(s) who will serve as the point of contact / communication for Client with theBidder:
 - (a) Name
 - (b) Designation
 - (c) Company/Firm
 - (d) Address along with Pin code
 - (e) Telephone number
 - (f) E-mail address
 - (g) Fax number
 - (h) Mobile number
 - (i) Certificate of Incorporation
 - (j) PASARA Licence
 - (k) UAN Registration No.
 - (l) E.S.I. Registration No.
 - (m) GST No.
 - (n) PAN No.
 - (o) and any other regulations covering labour contract where applicable
 - (p) Enclose copy of any certification/ accreditation/affiliation

3. Company/Firm Profile, Locational Presence inIndia.

Enclosure:

Notarised copy of the document from 2.(i) – 2.(o) shall be enclosed with this Form.


Date:

(Signature of the Authorised signatory)

Place:

(Name and designation of the of the Authorised signatory)

Name and seal of bidder


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (उ.प्र.)


FORM TECH-2

DESCRIPTION OF EXPERIENCE OF BIDDER TO ILLUSTRATE QUALIFICATIONS

(NOT TO EXCEED THREE PAGE FOR EACH PROJECT)

(Please provide information only for a project for which your firm was legally contracted by the client as a Corporate entity)

(1)	Project Name:	
(2)	Project Location:	
(3)	Carpet Area under the scope of services for the Project (Sq.M):	
(4)	Name of Client:	
(5)	Start Date (Month/Year):	
(6)	Whether ongoing (Yes / No):	
(7)	If completed, date of completion: (DD/MM/YYYY)	
(8)	Detailed Narrative Description of Project Building:	
(9)	Detailed Description of Actual Services Provided by the firm:	
(10)	Professional Staff Provided by the Firm: Number of and categories of Staff:	
(11)	Value of Services (INR) per year:	
(12)	Clearance certificate from concerning ESI & PF department.	


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

Note: The following supporting documents should necessarily be submitted by the bidders without which the submission shall not be considered for evaluation -

- a. Above Experience should be supported by a certificate from the by the authorised signatory of the client. The certificate from the client should clearly set out the name of the project, activities undertaken and the carpet area in SqM. under the scope of services.
- b. In case the Fee per year / value of services per year from assignment is not set out in the certificate from the client, the bidders can submit a certificate from Statutory Auditor indicating the same.


Date:

(Signature of the Authorised signatory)

Place:

(Name and designation of the of the Authorised signatory)

Name and seal of bidder


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

FORM TECH-3

**AVERAGE ANNUAL TURN OVER IN LAST THREE FINANCIAL YEARS
FROM FACILITY MANAGEMENT SERVICES**

Financial Year	Annual Turn Over (Rs. in Lacs)
2018-19	
2019-20	
2020-21	
Total	
Average Annual Turn Over	

Note:

1. The Audited Financial Statement of FY 2018-19, 2019-20 and 2020-21 should be submitted by the bidder
2. The Turn Over should be certified by the Statutory Auditor/Chartered Accountant. Turn Over not certified by Statutory Auditor/Chartered Accountant shall not be considered for evaluation


Date:

(Signature of the Authorised signatory)

Place:

(Name and designation of the of the Authorised signatory)

Name and seal of bidder


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

FORM TECH-4

UNDERTAKINGS


Submission of Undertaking by the Bidder on the following:

- a) No existing litigation
- b) Never blacklisted, terminated by any client in India
- c) The bidder never filed any law suits or requested arbitration with regard to any contract within the last five years
- d) No judgment, claim, arbitration proceeding or suit pending or outstanding against the bidder or its officers
- e) Bankruptcy was never filed by the bidder, its subsidiaries or its parent companies
- f) The bidder was never cited by any regulatory agency for a safety violation in the last five years

Undertakings shall be prepared by the bidder in its letter head and shall be notarised

Submission of above undertakings is mandatory.

Date: (Signature of the Authorised signatory)
Place: (Name and designation of the of the Authorised signatory)
Name and seal of bidder


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

GENERAL APPROACH AND METHODOLOGY, WORK AND STAFFING SCHEDULE

[Based on standard CPWD Maintenance Manual 2012]

PLEASE NOTE THAT IT WILL BE PART OF THE AGREEMENT AND DIRECTLY RELATED WITH THE SLA & EACH PAYMENTS.

- a) Brief outline of implementing Property Management services at site. Do you have a special start up team for transition? Describe its role and composition.
- b) Management structure and delivery mechanism you will put in place to deliver the required services to Client.
- c) **How you will implement this contract.**
- d) Implementation team and what functions each team will be responsible for.
- e) Detailed implementation programme and what functions and interfaces you will require with Client.
- f) Submission time period for Labour licences, PF, ESIC specifically to this agreement.
- g) Any services that would not be available on the start date, stating the reasons why.
- h) Time line for recruitment and providing training to the human resources their entry permissions & police verifications, if reqd..**Provide copy of selection procedure of the personnel for all designation.**
- i) Methodology for maintaining hygiene in the service area and among the manpower deployed.
- j) Methodology for maintaining the Environment, Energy management, Implementing safe working procedure and Training of deployed manpower on safe working practices.
- k) Model Salary slip of the personnel appointed for this contract showing all details of minimum wages & necessary deductions for each designation.


Date:

(Signature of the Authorised signatory)

Place:

(Name and designation of the of the Authorised signatory)

Name and seal of bidder


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

FORM TECH 6

Format of Bank Guarantee for Earnest Money Deposit

The Controller,
Chhattisgarh VyavsayikPareekshaMandal
Sector-19, Nava Raipur Atal Nagar, Dist-
Raipur(C.G.)-492002


WHEREAS _____ [**Name and address of the Facility Management Service Provider**] (hereinafter called "the **Service Providers**") has undertaken, in pursuance of Request for Proposal No. _____ dated _____ to provide the Contract services for _____ [**Name of contract and brief description of works**] (hereinafter called the "**the Contract**") and other related documents (hereinafter collectively referred to as "Bidding Documents"),

AND WHEREAS it has been stipulated by you in the said Contract that the Service Providers shall furnish you with a Bank Guarantee by a Scheduled Bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Service Providers such a Bank Guarantee;

NOW THEREOF we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Service Providers up to a total of _____ [**amount of Guarantee**]³ _____ [in words _____], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you such amount in favour of CONTROLLER, Client through our branch operable at Raipur at _____ (provide the address and branch code no. of the branch at Raipur) and if invoked, be encashable at _____, branch of _____ bank in _____ Raipur, upon your first written demand and without cavil or argument, any sum or sums within the limit of _____ [**amount of Guarantee**] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified there in.

³ Shall be equal to the amount stipulated in the Request for Proposal


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

Request For Proposal for Selection of a Facility Management Service Provider for VyapamBhawan and its campus at North Block of Sector 19, Naya Raipur (C.G.).

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

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

The liability of the Bank under this Guarantee shall not be affected by any change in the constitution of the Service Providers or of the Bank.

Notwithstanding anything contained herein before, our liability under this guarantee is restricted to Rs. _____ (Rs. _____) and the guarantee shall remain valid till _____. Unless a claim or a demand or a request for extension in writing is made upon us on or before _____ all our liability under this guarantee shall cease.

Signature and Seal of the Guarantor _____

Name and Designation _____

Name of the Bank _____

Address _____

Date _____


In presence of

1. _____
(Name, Signature & Occupation)

2. _____
(Name, Signature & Occupation)

Technical Check List

S. No.	Discription	Yes/No	Page No.
1	3 Envelops in 1 Envelops		
2	Letter Of Proposal		
3	Processing Fees DD Rs 2000/-		
4	EMD DD Rs 30000/-		
5	Power Of Attorney		
6	Certificate Of incorporation		
7	PASARA Licences		
8	P F Registration		
9	ESI Registration		
10	GST Registration		
11	PAN Number		
12	Other Regulations Covering Labour Contract where applicable		
13	Enclose Copy of any certification/accreditation/affiliation		
14	Discription Of Experience		
15	Annual Turn Over(Rs. In lacs) 2018-19 2019-20 2020-21		
16	Undertakings		


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

FORM FIN-I

Format for Financial Proposal
(Financial Proposal for procuring Services of Facility Management Services)
(On the letterhead of the Bidder)

To,

The Controller
Chhattisgarh Professional Examination Board
Nava Raipur Atal Nagar (C.G.)


Sub : Request for proposal (RFP) for procuring the services of Facility Management Services

1. We, the undersigned, offer to provide the consulting services for the above in accordance with your RFP. our proposal for project is for the lump sum of Rs.(Rupees.....) per month details as per given below (Amount in words and figure). shall be reimburse extra as per actual.
2. Our Financial Proposal shall be binding upon us subject to any modifications resulting from contract negotiations, up to the expiration of the validity period of the Proposal.
3. This Financial Proposal covers remuneration for all the personnel (Expatriate and Resident, in the field, office etc.) This Financial Proposal is without any condition.
4. Our offer is as per terms & Condition, scope of work referred in the RFP, we abide with the same.
5. TDS will be deducted as per prevailing rules of Income Tax and GST.
6. Having gone through this RFP Document, and Guideline and having fully understood the scope of work for the Project as set out in this RFP document; we are pleased to quote the following fees for the Assignment.

NOTE: 1. L1 WILL BE DETERMINED SEPERATELY FOR RATES QUOTED IN (I) FOR SERVICES REQUIRED ON REGULAR BASIS, (II) FOR SERVICES REQUIRED ON NEED BASIS.

2. L1 WILL NOT BE BASED ON GRAND TOTAL

3. IT IS MANDATORY FOR THE BIDDER TO FILL THE RATES IN BOTH i.e.(I) FOR SERVICES REQUIRED ON REGULAR BASIS AND (II) FOR SERVICES REQUIRED ON NEED BASIS.


Controller
C.G. Professional Examination Board
Nava Raipur, Atal Nagar
Dist- Raipur (C.G)

Rate quotation for one(1) month :

S. No.	Proposed Post	No. of Manpower Required	Remuneration Per Month(in Rs.)
	I. For services required on regular basis		
A	House keeping Staff,(Sweeper 1 & House keeping 3)		
	Minimum Wages Per Person (as per C.G. Govt. rules)	4	
	Minimum Wages (as per C.G. Govt. rules) Total		
	ESIC 3.25%		
	PF 13% or As per applicable		
	Total Remuneration Per Month (in Rs.)According to manpower Required		
B	Gardner		
	Minimum Wages Per Person (as per C.G. Govt. rules)	1	
	Minimum Wages (as per C.G. Govt. rules) Total		
	ESIC 3.25%		
	PF 13% or As per applicable		
	Total Remuneration Per Month (in Rs.)According to manpower Required		
C	Uniformed Unarmed Security Guard		
	Minimum Wages Per Person (as per C.G. Govt. rules)	6	
	Minimum Wages (as per C.G. Govt. rules) Total		
	ESIC 3.25%		
	PF 13% or As per applicable		
	Total Remuneration Per Month (in Rs.)According to manpower Required		
	Service Charges _____%(in terms of percentage)		(_____ % in terms of percentage)
	Service Charge		Amount in (Rs.) _____
	GST 18% (as applicable)		
	Total I (INCLUSIVE OF ABOVE CHARGES AND TAXES)		
S. No.	Proposed Post	No. of Manpower Required	Remuneration Per Person Per Day(in Rs.)
	II. For services required on need basis		
1	Carpenter	1	
2	Painter	1	
3	Electrician	1	
4	AC Techincian	1	

Request For Proposal for Selection of a Facility Management Service Provider for VyapamBhawan and its campus at North Block of Sector 19, Naya Raipur (C.G.).


5	Fire Safety Assistant	1	
6	Plumber	1	
7	Labour	1	
TOTAL II			
GRAND TOTAL [TOTAL I(INCLUSIVE OF ABOVE CHARGES AND TAXES)+TOTAL II]			

Yours faithfully,

Date: (Signature of the Authorised signatory)

Place: (Name and designation of the of the Authorised signatory)

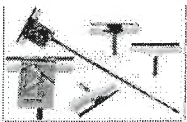

Name and seal of bidder



Controller
C.G. Professional Examination Board
Naya Raipur, Atal Nagar
Dist- Raipur (C.G.)

FORM FIN-2

Format to be filled by the bidders against the lumpsum quote towards Sundry Expenses in the financial proposal

a] Housekeeping Machineries to be deployed by the service provider

[A] Housekeeping Machineries to be deployed by the service provider in BRAND-NEW condition-						
Sl. No.	Machineries	Make	Specifications	Unit	Qty.	Images for ref. only
1	2	3	4	5	6	7
1	Glass cleaning kit	Unge or equivalent	Suitable size	Nos.	1	
2	Dust Bins (Big 80 ltr. capacity)	Cello or equivalent	Suitable make	Nos.	3	
	Other Machineries/Tools, if necessary to be specify by the bidder:					


Controller
C.G. Professional Examination Board
 Nava Raipur, Atal Nagar
 Dist- Raipur (C.G)

[C] Monthly Consumables to be provided by the service provider

1. Monthly Consumable for CLEANING & HOUSEKEEPING						
Sl. No.	Machineries	Make	Specific ations	Unit	Qty. (approximate)	Images for ref. only
1	2	3	4	5	6	7
1	Acid			Ltr	5	
2	Air Freshener Odonil-50gm			Nos/Pcs	5	
3	Bamboo Brush 20" PVC			Nos/Pcs	2	
4	Baygon all insect killer			Nos/Pcs	1	
5	Baygon spray pump 150 ml.			Nos/Pcs	1	
6	Black phenyl			Ltr	5	
7	Broom Hard-450 gm			Nos/Pcs	4	
8	Broom Soft -400 Gm. (Thukral)			Nos/Pcs	4	
9	Brush Cobweb with Telescopic Rod			Nos/Pcs	1	
10	Brush Floor Nylone			Nos/Pcs	1	
11	Brush hand Scrubber			Nos/Pcs	1	
12	Brush Toilet SingleSided			Nos/Pcs	1	
13	Brush Toilet Double Sided			Nos/Pcs	1	
14	Garbage Bag –Small			Kg	5	
15	Washing Powder			Kg	1	
16	HarpicFlushmatic			Nos/Pcs	2	
17	Naphthalene Ball			Nos/Pcs	50	
18	Phenyl			Ltr	5	

- Additional consumable required for day to daycleaning/washing.

b] Tool & Plants for Electrical maintenance works to be deployed by the service provider as per requirement of general electrician

APPENDIX C

TERMS OF REFERENCE OR SCOPE OF FACILITY MANAGEMENT SERVICES

1. SCOPE OF WORK /TOR

1 Objective

The purpose of this document is to lay down the scope of work for Facility Management Services for its property of approximately 87740 Sq foot of Office space, at Chhattisgarh VyavsayikPareekshaMandal, Nava Raipur Atal Nagar, Dist- Raipur(C.G.), including the area of the campus of the building, in terms of management and maintenance of landscaping, parking. Detail of service area is as below-

1. Total Area of Chhattisgarh Vyavsayik Pareeksha Mandal Building including Premises 87740Sq foot.
2. Total Built-up Area of Chhattisgarh Vyavsayik Pareeksha Mandal Building including Driver Rest rooms, 8650(ground) + 8560(first) + 10910(Second) + 8930(Third)=37050 Sqfoot.
3. Daily cleaning required for 20439 Sq. foot only and monthly extra cleaning for 16619 Sq. foot. approx


2 Scope ofservices

- a. Housekeeping of Building &Premises
- b. Security
- c. Housekeeping
- i. To provide sufficient number of trained, experienced and competent security guards 24 x 7 and equipped with required essential security tools (like stick, torch etc.) for the safety of the building including its campus.
- ii. Necessary training to staff will be provided by Service Provider on site as per the schedule prepared well in advance and also as and when required in between.
- iii. The manpower will be trained in soft skill and good manners. The manpower shall maintain good hygiene, cleanliness and clean uniforms &Shoes.
- iv. Payment for each personnel shall be done by service provider after duly verification of attendance by vyapam, SLA, all statutory requirements like Minimum wages, Overtime allownce, PF, ESIC will be metwith.
- v. “As per the need/requirement of vyapam office, the number of persons can be decreased or increased”
- vi. For this contract Payment to each personnel shall be done by the service provider for each month on or before 2nd day of the next month in their Bank account by their work site officeonly.
- vii. Monthly Pay-data shall be submitted to the CGVYAPAM by the service provider for each month on or before 3rd day of the next months with necessary proof of attendance, SLA, all statutory requirements like Minimum wages, Overtime allownce, PF, ESIC will be metwith.

Request For Proposal for Selection of a Facility Management Service Provider for VyapamBhawan and its campus at North Block of Sector 19, Naya Raipur (C.G.).

viii. Desired Minimum Educational & working Experience Qualification Criteria-

S. No	Position	Role & Responsibility	Qualification	Experience
(1)	(2)	(3)	(4)	(5)
A	Soft Service Support			
1	Housekeepers (Female & Male Both)		5 th Pass	2 years experience of working in same field
2	Sweeper			
3	Gardner			
B	Security Staff			
1	Security Guards		10 th Pass	2 years experience of working as security guard in any security service provider company.


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

3.1 WorkingHours

Business hours of the building on average will be 12 hours on all working days of the Government of Chhattisgarh. For this contract all working days means all days in a month excluding Sundays, 15 August, 01 November, 26 January & 1 May. After hours and on holidays there will only be skeleton staff and / or Plant Preventive Maintenance staff.

Based on duly verified Monthly Attendance report, Payment shall be made by CGVYAPAM for each position for actual daily working period.

1.	Office Hours of the building	10.00 am to 5.00 pm
2.	Housekeeping services Hours	A] On all working days- General shift - 9.00 am to 5.00pm B] On allSundays- General shift - 9.00 am to 5.00pm
3.	Security Staff 3.1 Security Guard	B] Security guards : shift –Eight hours daily in Three shifts On all working days and all Sundays.

I. Detail scope of security staff

All the necessary items (including uniform) required for security purposes shall be provided by the bidder.

II. Detailed Scope of Housekeeping Services

1. Housekeeping Services – Broad Outline

The Scope of Services outlined below should be referred to as indicative type & not comprehensive type; this implies the scope can be well enhanced as deemed to be. With the help of mix of man, machine, chemicals & standard operating procedures Service Provider will ensure efficient, clean, eco-friendly & quality housekeeping service.

i. Definitions


Wherever these words occur in this specification, the following meanings shall apply:

Specifications: General information, general requirements, specific requirements, and any supplements, drawings, sketches and data sheets, attached or referenced, comprise the complete specification.

Work: All janitorial maintenance work specified, implied or directed.

Instructions from vyapam re presentative.

By Others: Work by others is not a part of this contract.


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

Indicated: Where the word appears in the Specification, it shall signify that the term or items referred to are indicated on the drawing

Approved/Approval: Satisfactory to the vyapam's representative.

Extra Work: Work above Service Providers normal Scope of Services. Such "extra work" shall require prior written approval from service provider. Compensation for approved extra work will be made by Client.

ii. General Requirement

Hours of Service: Janitorial services are to be provided on a daily basis, along with relievers. Twenty-four hour emergency service must be available throughout the year, without regard to daily schedules.

Reporting: The supervisor will submit a signed and dated daily report noting corrections, contacts with lessees, special problems, and other information as requested. The account supervisor shall also be responsible for all day porter schedules and job duties.

Facilities: A small on-site storage facility will be provided by Client. Scheduling shall be so as to optimize utility conservation. Janitorial closets and storage space will be used for janitorial supplies and equipment only. Service Provider is responsible to maintain these areas in a clean and orderly state.

Protection and Damage: Service Provider shall, without additional expense to the Client, be responsible for all damages to persons or property that occurs in connection with the contracted work performed. Breakage, loss or damage of any office equipment or other property which may occur in or about the building as a result of Service Providers operations or of the actions of its agents or employees shall be made good by Service Provider at its expense. Service Provider shall take all precautions necessary for the protection against injury of all persons engaged in the performance of the Agreement. Service Provider shall observe all safety practices and comply with any applicable safety regulations, including but not limited to all regulations.


iii. Scope of work

- a. To ensure the cleanliness free ambience of the premises.
- b. Staffing as per Scope of Work to ensure optimum service as per scope of work.
- c. Preparation and submission of various checklists/Inspections reports as schedules in the approved formats.
- d. Activity reports regarding works handled.
- e. Uniforms & Identity cards.
- f. All statutory obligations such as EPF, ESI, Minimum Wages, etc.

- g. Provide necessary and adequate equipment and implements to ensure optimum service as per scope of work.
- h. Adequate training of staff especially any specific requirements for this building (eg. the Jallicleaning, roof cleaning).


iv. Cleaning Process by the staff

- a. Wet/Dry mop for cleaning in the designated areas.
- b. Wet/Dry Vacuum cleaner for cleaning in the designated areas.
- c. Use of Wet/Dry Scrubber machine for cleaning in the designated areas.
- d. To use Mechanical Sweeper for sweeping in the designated areas.
- e. To use Single disk scrubber for cleaning in the designated areas.
- f. To use the rubber squeezers to remove excess water from various areas.
- g. To clean the various surfaces in the estate as per the specifications.
- h. To clean the various fittings/fixtures in the premises as per the specifications.
- i. To clean all the lift cabins as per the specifications.
- j. To clean the parking areas.
- k. To clean the Mechanical Electrical areas (premises only) in the presence of respective operators. No equipment should be touched for any reason. These premises to be cleaned only in the presence of the M & E area operator or supervisor.
- l. High dusting of corners, ledges, ceiling fixtures etc. will be performed on an as-needed basis, not less frequently than every 60 days.
- m. Empty and clean the trash receptacles.
- n. Clean and stock all the toilets in the premises.
- o. Sweep the staircases, landings and other related areas.
- p. Clean the various signages of the areas.
- q. Sweep ,clean and dusting of entire internal and external area of building space including moveable and immovable furniture, office equipment and Tools and Plants.
- r. All walls, doors and windows (exterior & interior) to be cleared of all easily removable stains, smudges and hand marks. Any such marks, which cannot be removed easily without affecting the surface or existing paint, should be brought to the notice of the Supervisor.
- s. General floor areas maintained free from scraps of paper, cigarette butts, etc.
- t. Any condition of the building requiring repair or attention should be brought to the notice of the Supervisor as soon as possible.


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर ,अटल नगर
जिला-रायपुर (छ.ग.)

- u. To be alert and observe any discrepancies in the fittings, fixtures and other such items in the designated areas. To report any discrepancy to their supervisor and promptly initiate the incident report.
 - v. Report any lights failure, etc. to the Supervisors.
 - w. At least once per shift, the staff will police his particular area, picking-up cigarette butts, papers, leaves and any other debris, sweeping up the standing water and leaving the area in a neat, orderly condition. Any discrepancies or clean-up required beyond normal policing will be reported to the Supervisor immediately.
 - x. The supervisor should be notified when restroom supplies and light inventories need reordering.
 - y. Scour, wash and clean all basins, bowls and urinals, including tile walls and partitions near urinals. Special attention must be taken to inspect and clean areas of difficult access, such as the underside of toilet bowl rings and urinals, to prevent building up of calcium and iron oxide deposits. Wash both sides of all toilet seats and wipe dry. Toilet seats to be left in an upright position.
 - z.
 - aa. Polishing of metal / Brass handles, pots, and railing etc. minimum once a week. Frequency will be increased if required.
 - aa. Cleaning of Solar Panels and Solar Water Heaters installed in the roof of the building.
- V. Internal House-Keeping Services

Activity	Process
Spot cleaning	Dip a sponge into appropriate Solution mild and give a gentle wipe on the spots of the surface. The wiping should be done horizontally first and then vertically. Keep repeating the process till the spots disappear.


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

Damp cleaning	Give a complete dry mop to the surface and make sure that there are no solid dust particles. Then the mop has to be dipped in mild R2 solution or clean water and it has to be squeezed to avoid water flooding. Then it has to be run on the surface to one half part first and then the other half of the entire area
Dry Mopping	The aim of dry mopping is to control the dusts so the mop should be handled in a straight position by the left hand near the handle and it has to be run in one direction ie. forward and then the backwards mopping is done after covering some distance
Scrubbing	Initially the entire surface should be given a complete dry mopping such that there are no solid dust particles. Then the diluted R2 solution has to be used with a scrubbing machine having a red pad (in case of hard surfaces brushes shall be used). The water has to be sprinkled initially and the scrubbing is done parallel, at the end of the process the water has to be squeezed out by using vacuumisers and then a complete dry mopping has to be given.
Buffing	This is the next process for scrubbing and preferably to use white pads to make the surface shining and glossy
Vacuuming	Vacuuming should be done for both hard and soft surfaces where in the floor tool has to be adjusted to keep out the brush and the vacuuming should not be done some big solid particles are there
Shampooing	Stain Removers shall be used to remove small stains on the carpet, the foam is generated by the machine and it has to be run on a circular motion, in case of deep stains good concentrated stain removers shall be used and a complete Vacuuming has to be done after the process and it should be allowed to dry naturally.

- That the routine housekeeping activities including but not limited to dusting, mopping, cleaning, vacuuming, carpet shampooing are carried out on regular basis in estate office.
- To maintain all areas including but not limited to car park, entrance floor, passages, lobbies, staircase & locations including but not limited to office space, pantry, washrooms, utility rooms as per schedule
- Cleaning of window grills & glass up to 20ft height from in/ out side on regular & scheduled basis.
- Management the stationary inventory & supply for estate office for day to day activities.
- Provision of sufficient number of office boys.
- Provision of office related support including but not limited to photocopying documents, record keeping, dish & cup washing, cabin arrangement, conference room arrangement.

VI. Lobby and Corridors: DailyService

- Sweep and clean building entrances.
- Clean and sanitize all public telephones and enclosures. (neatly arrange and replace as needed all phonebooks)
- Clean and remove smudges from entry door glass.
- Polis hall entry handles, door plates and metal trim.
- Wipe clean all glass, wood or metal doors and doorjamb.
- Empty all stairs, wipe clean, and polish.
- Screen all sand urns of cigarette butts and debris. Clean container and add sand as needed. (Service Provider supplies sand.)

- h. Empty all trash receptacles, clean container with clean, damp cloth, and replace plastic liner. (Manager supplies liners).
- i. Remove all debris from landscaped pots and planters. (report any thefts, broken pots or missing plants).
- j. Dust and clean all horizontal surfaces under seven feet.
- k. Vacuum all carpet areas completely and removes pots.
- l. Dust mop and damp mop entry floors.
- m. Clean and remove smudges and marks on walls, wall coverings, and art work.
- n. Clean, polish and straighten all furniture as needed.
- o. Wipe clean all directory boards (exterior) with clean, soft cloth using glass cleaner that is considered safe and not labelled as hazardous.
- p. Wipe clean all fire extinguisher cabinets and glass. (Report broken glass or missing extinguishers).
- q. Clean and polish all elevator doors, jambs, call plates, and hall buttons.
- r. Dust and clean all lobby and corridors signage.
- s. Report any lights burned out.
- t. Secure all doors and turn off appropriate lights upon completion of work as signments.

VII. Lobbies and Corridors - Weekly Service

- a. Clean and polish all entry metal and sills.
- b. Dust and clean or polish all baseboards.
- c. Spot clean all carpeted areas.
- d. Dust all ledges and exit signs.
- e. Dust all walls above seven feet.
- f. Clean inside of directory board with clean soft cloth.

VIII. Lobbies and Corridors – Monthly Service

- a. Clean all ceiling vents and grills.
- b. Dust high ceiling corners and entryways.
- c. Dust and clean light fixtures and covers (interior and exterior).
- d. Clean and treat all wood panelling and furniture as required.
- e. Strip, reseal or re-wax floors as necessary.
- f. Shampoo carpet areas as necessary.
- g. Clean, detail and sanitize public phones, office T&P, work stations and enclosures.
- h. Dust and clean all fire lobby doors inside and out.
- i. Polish door floor plates.

IX. Offices – Daily Service:

- a. Remove hand spots or smudges from entry doors.
- b. Using a dustless mop, damp mop all non-carpeted areas.
- c. Vacuum and spot clean carpets in all traffic areas, removing staples and other debris.
- d. Properly position furniture, books and magazines in reception areas, workstations, offices.
- e. Properly position furniture in offices and conference rooms.
- f. Display boards will be cleaned upon request only.
- g. Remove fingerprints and smudges from all walls.
- h. Spot clean all partition glass and mirrors.
- i. Remove all fingerprints and smudges from light switch covers, electrical outlet cover plates and door knob handles.
- j. Dust windows sills and ledges.
- k. Dust all horizontal surfaces under seven feet, furniture, and equipment. DO NOT dust desks, conference tables or counters which are cluttered with paperwork unless it is ordered and shall be attended in presence of concerned staff.
- l. Dust and replace all desk ornaments, phones and machines in their original position.
- m. Clean furniture fabric with a whisk broom to sweep off any dust, paper bits, and erasures as needed. (remove all staples)
- n. Empty all ashtrays and wipe clean.
- o. Empty all wastebaskets and carry trash to designated areas for removal; replace plastic liners as needed.
- p. Empty large recycling bins from offices into separate container to be disposed of into specially designated recycling dumpsters.
- q. Clean and wash all lunchroom table tops, counters, sinks, cabinets, refrigerator, and stove (exterior only) surfaces. (report any in sect problems)
- r. Report all burned-out lights.
- s. Before leaving any suite, shut off lights, electrical appliances, close drapes and blinds and lock all entrance doors and only interior doors as requested.
- t. Telephone cleaning
- u. Room freshener at all rooms
- v. Providing bouquet, cost of which will be paid by the Client

i. Offices – Weekly Service

- a. Damp wipe all interior doors with a treated cloth.
- b. Detail vacuum entire carpet areas; remove staples and other debris.
- c. Polish all desk tops that are cleared of paper work.
- d. Dust all ledges, files, baseboards, and sills under seven feet.

- e. Vacuum all furniture or wipe vinyl furniture clean.
- f. Dust all lower parts of furniture.
- g. Detail and clean all kitchen or wet bar areas.

ii. Offices – Monthly Service

- a. Completely clean all partitions and doors, door jambs, door floor plates, glass and mirrors from floor to ceiling.
- b. Dust all ledges, wall, mouldings, pictures, shelves, etc. over seven feet.
- c. Dust clean or vacuum all drapes and blinds.
- d. Brush down and clean all vents and grills.
- e. Strip, clean and apply floor dressing to all composition, hardwood and parquet floors.
- f. Scrub and wax all tile floors.
- g. Detail all desks and office furniture.
- h. Dust and clean all light fixtures and covers.
- i. Detail and clean all lunch room areas.
- j. Clean all baseboards.
- k. Detail and vacuum chairs and upholstered furniture.
- l. Shampooing of chairs, where ever and whenever required

iii. Elevators – Daily Service

- a. Vacuum and clean all spots and stains from carpet.
- b. Dust and clean granite base boards.
- c. Dust and polish all metal with approved polish (no abrasives).
- d. Damp wipe and remove all spots and fingerprints from doors and walls (interior and exterior).
- e. Dust and clean elevator ceilings and lights.
- f. Remove gum, stains or debris from ceilings, handrails and elevator tracks.
- g. Dust, disinfect and clean emergency phone and security compartments.
- h. Clean all call buttons, call plates, and signage.
- i. Report any burned-out lights or malfunctions of elevator.
- j. Clean and polish elevator tracks.

iv. Stairwells – Daily Service

- a. Police entire stairwell, removing all trash, cigarette butts, etc.
- b. Report any exit signs that are burned out.

- c. Report any lights burned-out.

v. Stairwells – Weekly Service

- a. Sweep down all stairs and landings.
- b. Dust all handrails, banisters, and ledges.
- c. Clean all walls of fingerprints and smudge marks ,etc.
- d. Dust and clean all stairwell signage.
- e. Dust and clean all emergency phones.

vi. Stairwells - Monthly Service

- a. Wipe clean all stairwell doors and door jambs.
- b. Wet mop all stairs and staff landing. (clean base boards if necessary)
- c. Dust and clean all lights and fixtures.
- d. Dust and clean all emergency fire equipment and plumbing.

vii. Canteens

Two canteens will be operated by canteen operators within the SSB building, layout of which is shown in **Appendix D15 and Appendix D16**. Housekeeping and cleaning services of these two canteens shall also be in the scope of the Facility Management Service Provider. Solid waste generated by these canteens shall be picked up by the Facility Management Service Provider for each of the canteens, and shall be disposed in the way mentioned in this RFP.

viii. Gate Office & Security Cabin within the campus within the boundarywall

Service Provider shall ensure

- a. That the routine housekeeping activities including but not limited to dusting, mopping, cleaning, vacuuming, carpet shampooing are carried out on regular basis in gate office & securitycabin.
- b. To maintain all areas including but not limited to car park, entrance floor, passages, lobbies, staircase & locations including but not limited to office space, pantry, washrooms, utility rooms as perschedule
- c. Cleaning of securitygate.
- d. Cleaning of window grills & glass up to 30ft height from in/ out side on regular & scheduledbasis.
- e. Management of the stationary inventory & supply for gate office for day to dayactivities
- f. Service Provider will provide office boy service for daily officeactivity.

- g. Service Provider shall provide office related support like dish & cup washing, cabin arrangement, conference room arrangement.
- h. Provide security Guards (24x7)

ix. External Cleaning

i. Cleaning of Roads and pathways within the campus within the boundary wall

- a. Cleaning all roads.
- b. Clearing storm drain from all sort of garbage in drainage like but not limited to plastic bags, dry leaves, debris etc.
- c. Cleaning roads from any oil spills & assure safe & secure traffic flow.
- d. Cleaning streetlights-poles & lamp fixtures including but not limited to glass covers.

ii. Parking Area management within the campus within the boundary wall

- a. Cleaning the common parking area for assuring maximum & efficient parking facility.
- b. Parking management by smart attendant.

iii. Fencing/Compound

- a. Cleaning all grills & compound wall regularly
- b. Checking for any repair work required & reporting it to management team.

x. Reports

- a. Reporting for routine activity (Daily report, monthly report, staff deployment, shift schedule)
- b. Incidental reports
- c. Observation reports

xi. Training

- a. Maintaining a training schedule on routine basis for housekeeping & soft skills including but not limited to induction, grooming, behavior, HK Chemicals, HK machineries & all HK activities.
- b. All housekeeping staff well trained in respective areas & responsibilities.
- c. Logging & maintenance of training records & submission of the same on frequent basis e.g. monthly.

xii. Inspection(Supervision)

- a. Supervision & monitoring of activities of their staff to insure that housekeeping is acceptable.
- b. Development of an inspection checklist that is tailored to the individual work area.
- c. Noting of all deficiencies during the inspection & documenting in sufficient detail to allow the use of the checklist as a clean up guide.
- d. During inspections, any safety related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the respective manager who in turn, will notify the management.

2. Housekeeping activities

i. Dustbin cleaning/disposal

- a. Replacement of liners
- b. Emptying of all dustbins

ii. Toilet cleaning

- a. Thorough cleaning of Basins
- b. Thorough cleaning of WC(s)
- c. Thorough cleaning of Urinals
- d. Cleaning of fittings
- e. Removal of Graffiti
- f. Supply/Replenish of consumables
- g. Thorough cleaning of showers
- h. Thorough cleaning of bathroom fittings/Furniture
- i. Thorough cleaning of exhaust fans/vents
- j. Moping with neutral detergents
- k. Cleaning of wall area up to sill level
- l. Thorough Cleaning of mirrors for any fingerprints/dirt

iii. Hard Floor-(Concrete)cleaning

- a. Thorough Sweeping to remove all dirt
- b. Pressure cleaning for sticky dirt & stains

iv. Door/Frames/Surrounds

- a. Spot cleaning and removal of all marks
- b. Thorough cleaning of all doors/including fire doors

v. Windows

Spot cleaning including damp wiping of sills

vi. Walls

- a. Spot cleaning of walls up to reachable height
- b. Wipe all low level surfaces up to 1.8 m by neutral detergent cloth to remove all stains if any

vii. Glass cleaning in partitions/doors

Thorough cleaning of both sides of glass & spot cleaning if needed

viii. Vitrified tile/vinyl floor cleaning

- a. Complete mopping both dry/wet by neutral detergents to remove all spills and marks
- b. Scrubbing to be done on need basis particularly on edges and corners
- c. Buffing with a filtered suction polisher

ix. Fire hose boxes/security cabins

i. Furniture/fixings

- a. Wipe all hard furniture with neutral detergents & cloth and spot cleaning of stains
- b. Vacuum cleaning of soft furniture
- c. Full cleaning of soft furniture to remove all soils & stains

ii. Stairwell cleaning

Removal of cob-webs, wiping of handrails & removal of reachable height wall smudges

iii. Lifts

- a. Spot cleaning of walls, polishing of vacuum door tracks if needed
- b. Sweeping and removal of dirt

- a. Supervision & monitoring of activities of their staff to insure that housekeeping is acceptable.
- b. Development of an inspection checklist that is tailored to the individual work area.
- c. Noting of all deficiencies during the inspection & documenting in sufficient detail to allow the use of the checklist as a clean up guide.
- d. During inspections, any safety related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the respective manager who in turn, will notify the management.

2. Housekeeping activities

i. Dustbin cleaning/disposal

- a. Replacement of liners
- b. Emptying of all dustbins

ii. Toilet cleaning

- a. Thorough cleaning of Basins
- b. Thorough cleaning of WC(s)
- c. Thorough cleaning of Urinals
- d. Cleaning of fittings
- e. Removal of Graffiti
- f. Supply/Replenish of consumables
- g. Thorough cleaning of showers
- h. Thorough cleaning of bathroom fittings/Furniture
- i. Thorough cleaning of exhaust fans/vents
- j. Moping with neutral detergents
- k. Cleaning of wall area up to sill level
- l. Thorough Cleaning of mirrors for any fingerprints/dirt

iii. Hard Floor-(Concrete)cleaning

- a. Thorough Sweeping to remove all dirt
- b. Pressure cleaning for sticky dirt & stains

iv. Door/Frames/Surrounds

- a. Spot cleaning and removal of all marks
- b. Thorough cleaning of all doors/including fire doors

v. Windows

Spot cleaning including damp wiping of sills

vi. Walls

- a. Spot cleaning of walls up to reachable height
- b. Wipe all low level surfaces up to 1.8 m by neutral detergent cloth to remove all stains if any

vii. Glass cleaning in partitions/doors

Thorough cleaning of both sides of glass & spot cleaning if needed

viii. Vitrified tile/vinyl floor cleaning

- a. Complete mopping both dry/wet by neutral detergents to remove all spills and marks
- b. Scrubbing to be done on need basis particularly on edges and corners
- c. Buffing with a filtered suction polisher

ix. Fire hose boxes/security cabins

i. Furniture/fixings

- a. Wipe all hard furniture with neutral detergents & cloth and spot cleaning of stains
- b. Vacuum cleaning of soft furniture
- c. Full cleaning of soft furniture to remove all soils & stains

ii. Stairwell cleaning

Removal of cob-webs, wiping of handrails & removal of reachable height wall smudges

iii. Lifts

- a. Spot cleaning of walls, polishing of vacuum door tracks if needed
- b. Sweeping and removal of dirt

iv. Cleaning of facades, claddings and glass blockworks

Cleaning of facades, claddings and glass block works will be the responsibility of the Service Provider. Equipment with operation guideline and a guideline on methodology and frequency of cleaning of glass block works and glass facade shall be provided by the Client, though the consumable cleaning agents shall be provided by the Service Provider. The Service Provider shall arrange training of its persons for operation such equipment. Cost of maintenance of such equipment shall be borne by the Client.

v. Sweeping of terrace and roofs

Once a week

vi. Pre-monsoon Checks

Check all drainage pipes and remove blockages

vii. Removal of Bee-hives

Immediately after formation or when noticed

viii. Balconies/Veranda

- Sweep to remove all dirt, butts and leaves
- Wipe and clean the railings, light switches, exterior panes of glass windows and damp mop of tiled floor

ix. Entry/foyer/lobby

- Damp wipe of counters, removal of cobwebs
- Thorough cleaning of glass doors, window ledges, visible glass etc.
- Floor cleaning by moping

x. Training of Cleaning Personnel

- All management and supervisory personnel are responsible for training the cleaning operatives to use recognized safe working methods.
- The general safety working practices recommended are as follows;

xi. Protective clothing

- a. The appropriate clothing issued includes a uniform and, if appropriate (but not limited to), gloves, safety helmet, safety glasses, safety shoes, and safety harness. The cleaning operatives should also be informed to wear no jewellery, keep their hair tied back from the face, and to wear closed in shoes.
- b. The provision of the protective clothing and the rules addressed serve two purposes:
- c. To protect the cleaning operative and his/her personal clothing from damage;
- d. To prevent cross infection for the protection of him/herself and others.

xii. Electrical equipment

The cleaning operative should:

- a. Clean equipment thoroughly after each use;
- b. Always switch off at the mains before connecting or disconnecting attachments to equipment or cleaning the machinery;
- c. Handle plugs without touching pins;
- d. Visually check equipment for faults both before and after use;
- e. Report any faults to electrical equipment to the supervisor and not use the equipment if faulty. A broken/faulty machine should be removed to the store area and arrangements made for its return to the engineering workshop;
- f. Ensure that his/her hands are dry when touching electrical sockets or plugs;
- g. Never allow cables to become taut at ankle height;
- h. Ensure that cables are not trailing across corridors or traffic ways;
- i. Ensure that equipment does not clutter up corridors, block fire escapes, or fire escape routes;
- j. Always use caution signs when carrying out cleaning duties.

xiii. Manual equipment

The cleaning operative should ensure that when mopping floors he/she:

- a. Does not over-wet the floor;
- b. Always leaves a dry area for people to walkover;
- c. Uses caution signs when carrying out cleaning duties;
- d. Rinses all floors thoroughly.

xiv. Cleaning agents

- a. The cleaning operatives should:
- b. Ensuring that the agents are always kept in a sealed container;
- c. Ensure that the lid is securely fitted to the container;

- d. Always keep the container under lock and key when not in use;
- e. Always wear rubber gloves when physically handling cleaning agents;
- f. Follow the instructions on the container of each agent;
- g. Never mix two types of cleaning agent together;
- h. Ensure that the oldest agents are always used first;
- i. Know the Safety Symbols shown on containers;
- j. Be aware that the Product Data Safety Sheet for all chemicals are held in the site office/appointed location.

xv. Safety Equipment

The cleaning operative should:


- a. Follow safe lifting and carrying techniques by lifting with his/her knees bent and arms straight;
- b. Be concerned with his/her own personal hygiene by:
- c. Bathing and washing hair regularly;
- d. Washing hands after each cleaning task;
- e. Wearing clean clothing everyday.
- f. Not get distracted during cleaning operations as this may result in injury to self or others;
- g. Ensure that he/she does not engage in any „horseplay“ as this may result in injury to self or others;
- h. If applicable, follow the colour code system for cleaning equipment which is; Blue

– Offices/ General areas

Red –Toilets

Yellow – Meeting/ Conference Rooms

This is to prevent cross-infection from one area to another and this policy is mandatory for all employees where the system is implemented. On completion of training, the supervisor should ensure that each cleaning operative follows the training given and continues to work in a safe manner. A training checklist is completed for each employee and held on his or her personal file. The employee initials against each skill trained in and signs the form confirming that they have been trained in the safe working method indicated in the form.


नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

xvi. SLA -Housekeeping

Sr. No	SERVICE LEVEL DESCRIPTION	STANDARDS	MEASUREMENT	PARAMETERS
1	Provide cleaning and housekeeping			
2	Daily Cleaning	Daily	Not more than 5 reasonable complaints per month through facilitieshotline	6 or more documented complaints=0% conformance
3	Emptying of waste bins	All areas to be kept clean and tidy at all times		
4	Vacuuming of carpet areas			
5	Cleaning of all tables, chairs, cabinet tops and conference room furniture			
6	Cleaning of glass doors, partitions and workstation Partition			
7	Cleaning of toilets	Hourly inspection. Areas to be kept clean and stocked up with adequate consumables	Not more than 5 reasonable complaints per month through facilitieshotline	
8	Periodic Cleaning			
9	corners scrubbing	Weekly	90% achievement of schedule	1 or more non-compliance to schedule=0% conformance
10	change of consumables	Weekly		
11	floor scrubbing	Weekly		
12	Descaling	Weekly		
13	Meeting room deep Cleaning	Fortnightly		
14	Carpet shampooing	half yearly		
15	Internal windows, sills, Blinds	half yearly		
16	Air-conditioning grill Cleaning	Fortnightly		
17	Floor polishing	half yearly		
18	Spring cleaning of toilets	Weekly		

Request For Proposal for Selection of a Facility Management Service Provider for VyapamBhawan and its campus at North Block of Sector 19, Naya Raipur (C.G.).

Sr. No	SERVICE LEVEL DESCRIPTION	STANDARDS	MEASUREMENT	PARAMETERS
19	Road cleaning			
20	External Area including culverts and installations			
21	Health & Safety	Zero housekeeping related H&S incidents		1 or more documented H&S non-compliance=0% conformance

xvii. Meeting Room Services

Meeting room services shall be provided which shall have the video conference facility. These rooms shall be available to the respective departments on first come first serve basis.

xviii. SLA - Meeting Room Management

Sr. No	SERVICE LEVEL DESCRIPTION	STANDARDS	Client SUREMENTS	PARAMETERS
1	Maintain all meeting rooms, including seminar rooms, conference rooms etc, in proper and ready-to -use conditions			% of Non-conformance= (No. of documented instances service not available/no. of working days for the month)x100%
2	Table & chairs arrangement (clean table, empty bins, chairs tucked in).	Checks of all meeting rooms completed on hour in advance	Routine audit by Management Team	
3	Request for specific table & chair rearrangement at Clients room	As per agreement with the user	Statistics provided in monthly report	
4	Switching off of lights, audio-visual devices, projectors			



नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

xix. Garbage Collection

- a. Collection & disposal of all garbage on regular basis at least once in a day. Responsibility of primary disposal shall be within the campus of the SSB Building
- b. Maintain hygiene in the premises by routine garbage collection & disposal by safe & secured manner.
- c. Elevators will not be locked off or held on any floors to remove trash or equipment; only designated Stair case will be used.
- d. Building entrance doors will not be used to remove trash from the building.
- e. Prior to removal, trash will be properly protected against spillage or staining of carpet and floors.
- f. All trash will be brought down in an inconspicuous manner. All trash will be inspected by security officer prior to emptying into trash compactor.
- g. Service provider will train and coordinate selected personnel in the operating procedures of the trash compactor.
- h. Any spills or debris should be cleaned up prior to leaving this area.
- i. Any defects or improper working conditions must be reported to the Manager.
- j. The waste collected in the common area shall be segregated & collected in different colour bags for organic & inorganic waste & dumped to the dumping point by the house keeping boys, where as the waste from the individual unit holders shall be collected and segregated & dumped to the dumping point by the housekeeping staff of the unit holders.
- k. The waste from the dumping point shall collected by the agency finalised for collection who in term shall pick up the waste and dispose it off to the corporation disposal point through their vehicles.
- l. Implementation of following steps ensure waste management to the highest standards:
- m. Service Provider would implement the effort through
 - i. Systematic & Periodic Waste collection
 - ii. Segregation of wastes
 - iii. Salvaging of recyclable waste
 - iv. Scientific & Environment friendly means of disposing the waste
 - v. Waste Minimization under the aegis of a Waste Minimization Advisory Committee through
 - vi. Source Reduction
 - vii. Standards
 - viii. Purchasing
 - ix. Recycling
 - x. Education
 - xi. Coordination



नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

- n. A "Refuse Collection Division" would be constituted with the housekeeping supervisor at the helm who would coordinate the entire effort of waste management.
- o. A monthly planner for the work schedule would be planned, for the entire premises. Bulky refuse, rags which otherwise would be specifically banned from being consigned to the cans on normal days.
- p. The waste can be in terms of its susceptibility to purification, divided into two categories i.e. Wet (Organic) and Dry (Inorganic). The dry waste would be categorized as recyclable and non-recyclable. All forms of dry waste would not be allowed in the garbage can.
- q. The recyclable category of the dry waste can be either salvaged or disposed to a contractor at appropriate rates, after due precautions like crushing of plastic bottles and other such obligations. The money so obtained can be used to partly fund the Waste Collection effort.
- r. The waste so collected at each of these dumps would be collected by the garbage trucks. The wet and the dry waste would be collected separately, and taken to the respective disposal site.
- s. The dry waste that would have recyclable and non-recyclable components, of this the recyclable waste would be salvaged and the non-recyclable consigned to the location designated by CGVYAPAM.
- t. The collected non-recyclable solid waste shall be handled by the Facility Management Service Provider, as per MS Solid waste Handling Rules. It will transport the solid waste using the vehicle deployed by it, to the designated site and shall dispose using its own manpower. The site for disposal shall be within 3 kilo meters from the subject building under responsibility. All costs, including the cost of POL for operation of the vehicle for transportation of solid waste shall be borne by the Facility Management Service Provider.
- u. There will be two canteens functioning within the SSB Building under responsibility, layout of which has been shown in Appendix D15 and Appendix D16. Collection, transportation and disposal of solid waste of the two canteens shall be under the responsibility of the Facility Management Service Provider. Solid waste shall be collected by the canteen operators, such accumulated solid waste shall be picked up by the Facility Management Service Provider from a single point for each of the canteens.

Detailed Scope of Work

I. Grassed Areas

This section shall include but not be limited to the following: -

- a. All grassed areas shall be maintained in a neat, tidy and usable condition appropriate to the designated use/location;
- b. All grassed areas shall be kept free of large accumulations of litter and foreign matter such as stones, animal faeces, bricks and glass.

II. Lawn or Turf Area Maintenance

- a. Service Provider shall mow and edge lawn areas weekly during peak growing season and as frequently as needed during the winter months or periods of excess rain in fall.
- b. All cuttings from mowing and edging shall be promptly collected and disposed of off-site, the same day as mowing.

i. Cleanup

All rubbish, waste or surplus material shall be removed from the job site at the close of each days work. Sidewalks and roadways shall be swept clean as required to remove debris resulting from work under this contract. All planted and unplanted areas will be policed daily for miscellaneous paper, cardboard, etc., which will be deposited in Service Providers trash containers. Service Provider shall, at all times, keep the premises free from accumulation of waste materials or debris caused by the employees, to the satisfaction of Client.

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

ii. Control of Work

Client shall decide all questions which may arise as to the quality or acceptability of materials furnished and work performed and as to the manner or performance and rate of progress of the work, all questions which may arise as to the interpretation of these specifications, and all questions as to the acceptable fulfillment of the agreement on the part of Service Provider.

Upon written request, Client shall be furnished with all reasonable evidence ascertaining that the materials and workmanship are in accordance with the requirements of these specifications. The inspection of the work shall not relieve Service Provider of any of its obligations to fulfil this agreement as prescribed and defective work shall be made well at no expense to Client, notwithstanding that such defective work and material have been previously overlooked and accepted or estimated for payment.

iii. Use of Premises

Service Provider shall confine all temporary staging of materials and use of spaces on the site to areas designated by Client. Materials and equipment not in use shall be removed from the site.

The bringing in, use and disposal of gasoline, benzene, or like combustible materials shall be handled in accordance with Clients requirements or regulations as directed by Client.

Service Providers employees shall be allowed the use of designated toilet facilities in the project.

Service Provider shall not store any noxious, combustible or dangerous material on the premises.

iv. First Aid Facilities

Service Provider shall provide on-site first aid facilities, conveniently located and adequately equipped to render first aid treatment to any injured workman employed under this agreement, all in accordance with applicable laws.

a. Reporting requirements

i. Weekly Reports

Weekly Reports must be submitted by no later than next Tuesday for the last week.

ii. Incident Reporting

Service Provider will be required to report all Accidents (both EH&S and M&E) to Client immediately. A preliminary report is required within six (6) hours for incidents/accidents involving any interruption to services / injury to employees. The report must outline the following:

- a. Root cause analysis
- b. Impact
- c. Business loss
- d. Corrective Action (even if only temporary)
- e. First level of investigation
- f. The final report for critical load (M&E) is to be submitted within 48 hours, outlining in detail the following:
- g. Nature of the Incident/Accident
- h. Time, Location
- i. Injuries
- j. Description of how the incident occurred
- k. Witness descriptions
- l. Rectification requirements/ investigation undertaken
- m. Recommendations to ensure Incident does not re-occur
- n. Risk mitigation strategy



नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

Annexure 1

Complaint Registration Form

- 1 Flot No.
- 2 Name of the allottee
- 3 Nature of complaint

Dated:-

Signature & Name of
the complainant


.....
Received Complaint for Float/Quarter No..... M/C Numbered

Dated:-

Signature of Receiving Officer

Request For Proposal for Selection of a Facility Management Service Provider for VyapamBhawan and its campus at North Block of Sector 19, Naya Raipur (C.G.).

Annexure 2										
COMPLAINT REGISTER										
S.No.	Time of Complaint	Room No.	Decription of complaint Technical Supervisor/ Chief Supervisor or	Classification		Action Taken				Remark
				No Delay	Other	Given to	Date given	Date attended	Details of work done	
1	2	3	4	5	6	7	8	9	10	11
1										
2										
3										
4										
5										
6										


नियंत्रक
 छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
 नवा रायपुर, अटल नगर
 जिला-रायपुर (छ.ग.)

Appendix D

2.1 Draft Agreement

THIS AGREEMENT ("Contract Agreement") is made on the ____th day of ____, 2021 at Nava Raipur

Atal Nagar, Dist- Raipur(C.G.). BETWEEN:

Chhattisgarh Vyavsayik Pareeksha Mandal (CGVYAPAM), a statutory authority constituted by Government of Chhattisgarh under Higher Education, Technical Education, Man Power Planning , Science and Technology department, secretriare Raipur, Notification F1-51/2004/42 Raipur, Dated 30th July 2005 having it's office at sector 19, Nava Raipur Atal Nagar, Dist- Raipur(C.G.) Chhattisgarh492002.

AND

____ LIMITED, a company incorporated under the provisions of the Companies Act, 1956⁴ and having its registered office at _____ (hereinafter referred to as the "Service Provider") which expression shall, unless it be repugnant to the context or meaning thereof, include its administrators, successors and permitted assigns) of the Other Part

Client and the Service Provider are collectively referred to as 'Parties' and individually as "Party".

WHEREAS:

- A. (Client) is a _____, nodal agency / department, appointed by the Government of Chhattisgarh for this contract.
- B. In response thereto proposals were received from several persons including the Service Provider. After evaluating them, the Proposal submitted by the Service Provider has been accepted and Letter of Acceptance No. dated was issued.

NOW, THEREFORE, in view of the foregoing and in consideration of the mutual covenants and agreements hereinafter set forth, the Parties agree as follows:

2.2 RELATIONSHIP BETWEEN THE PARTIES

⁴Necessary changes would be made in case the Service Provider is a Partnership Firm or sole proprietorship firm

Nothing contained herein shall be construed as establishing a relation of employer and employee or agent as between Client and the Service Provider. The Service Provider, subject to this Agreement, has complete charge of personnel performing the Services conforming to all statutory requirements with respect to the personnel deployed and providing all appropriate benefits to them and shall be fully responsible for the Services performed by it or on its behalf. The Agreement shall commence on the date it is executed by the Parties.

2.3 PAYMENT OF SERVICECHARGE

- 1 The Service Provider covenants to undertake the Assignment as set forth in the Terms of Reference in Schedule I (hereinafter referred to as "the Services") and to perform, fulfill, comply with and observe all and singular provisions, conditions and requirements of this Agreement.
- 2 In consideration thereof, Client will pay to the Service Provider Charges (hereinafter referred to as "the Service Charge") and more particularly described in Clause 2 and will perform, fulfill, comply with and observe all singular provisions, conditions and requirements to the Agreement.
- 3 The contract period shall be initially for three years which may be extended by another two terms of one year each, at the discretion of the Client. The contract period may further be extended by mutual consent on negotiated terms. However, the Facility Management Service Provider of the Project Area, under this Agreement, shall continue to work till the handing over of charges to the other appointed agency by Client. The Billing Rates quoted by the Service Provider shall be increased by 5% per year (the year shall mean completion of one year of services) over and above the Billing Rates of previous year.
- 4 Service Provider payments shall be made monthly for the services rendered in the preceding month. Billing cycle will be 1st of the month to the last day of the month. The Service Provider shall submit correct invoices in terms of quantity and commercial aspects within 10 days of the succeeding month and payments shall be released within 30 days of submission of commercially acceptable invoices.
- 5 The Service Provider shall also ensure that payments to vendors working under their contract are made within reasonable time. The delay in submitting the invoices shall not affect the payments to vendors and all payments to vendors shall be released not later than 45 days of the completion of service by them.

2.4 Deliverables

The key deliverables would be as per the following table:

Reports

1. The Service Provider shall submit 5 hard copies and 2 soft copies in CD ROM the following reports to the Client

Sl. No.	Report	Frequency	Due Date/Time
1	Initial Review Report	One time	Within 30 days after execution of the Agreement
2	Progress Report (Monthly)	Every month	Before 10 th day of the following month
3	Deployment Report	One time	Before 10 th day of the actual deployment of the human resources and equipments, describing the actual numbers of deployment
4	Attendance Report	Daily at the end of the day	At 17:00 hours every day showing shift wise actual deployment of man power during last 24 hours. The attendance report should include signature / thumb impression of individual human resources and should be certified by the Authorized Signatory of the Facility Management Service Provider
5	Final Report	One time	Within 15 days of completion of services/contract.

2. The Initial Review Report shall contain the details of all meetings held with the Client, other agency engaged by Client and the contractor and decisions taken therein, the handing over of entire charge from the various contractors, the resources to be mobilized by the Service Provider and the Service Providers' perception in the management and

supervision of the works. The Report shall also include the Work Programme and Deployment Schedule of Staff.

3. The monthly Progress Report shall contain details of all meetings, decisions taken therein, mobilization of resources (Service Provider), detailed compliance report of each activity, progress and the projected progress for the forthcoming periods. The Report shall clearly bring out the delays, if any reasons for such delay(s) and the recommendations for corrective measures. The report shall also include the photograph of the activities being done at the site. The report should also include safety audit and Environmental safeguard audit report on the Service Provider's performance on these aspects. The report shall also contain any other aspect which Client may direct from time to time.

4. Final Report

The Service Provider will prepare a comprehensive final handing over report after completion of the work. The report shall incorporate the problems encountered and solutions undertaken thereon and recommendations for future projects of similar nature to be undertaken by the employer.

- 2.5 The Service Provider shall submit to Client five (5) hard copies and two (2) soft copies on separate CDs (all drawings in AutoCAD) of all reports/documents to be delivered as per Clause 2.1 above.

- 2.6 The fee payable by Client to the Service Provider for the Services shall be computed and paid subject to the conditions of service Agreement, by Client on the basis of actual time spent by the personnel in performance of the services at the Estimated Billing rates approved by Client after adding a lump sum amount quoted by the bidder for Sundry Expenses/Overheads and Management Fees (the Service Charge) and after deducting taxes at source as per applicable law.

- 2.7 The Service Charges shall be inclusive of all applicable taxes, cess and levies except GST and also inclusive of all Sundry Expenses/Overheads which may be incurred by the firm and personnel towards equipments, consumables, communication etc. not provided by the Client ("Sundry Expenses/Overheads")

- 2.8 The GST shall be paid by the Client separately at the applicable rates.

3. PERFORMANCE SECURITY, LIQUIDATED DAMAGES AND PENALTIES



नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

3.1 Performance Security

The Authority shall retain by way of performance security (the "Performance Security"), 5% (Five percent) of all the amounts due and payable to the Service Provider for 1st year, to be appropriated against breach of this Agreement or for recover of liquidated damages as specified herein. The balance remaining out of the Performance Security shall be returned to the Service Provider at the end of 3 (three) months after the expiration of this Agreement.

3.2 Liquidated Damages for delay

In case of delay in submission of any deliverable, liquidated damages, not exceeding an amount equal to 0.2% (zero point two percent) of the Service Charges per day, subject to a maximum of 10%) ten percent of the Service Charges, shall be imposed and shall be recovered from the payments due or by appropriation from the Performance Security or otherwise. However, in case of delay due to reasons beyond the control of the Service Provider, suitable extension of time may be granted suitable extension of time may be granted by Client.

3.3 Appropriation of Performance Security

The Client shall have the right to invoke and appropriate the proceeds of the Performance Security, in whole or in part, without notice to the Service Provider in the event of breach of this Agreement or for recovery of liquidated damages specified herein above.

3.4 Penalty for deficiency in Services

In addition to the liquidated damages not amounting to penalty, warning may be issued to the Service Provider for minor deficiencies on its part. In the case of significant deficiencies in Services causing adverse effect on the Project or on the reputation of the Authority, other penal action including debarring for a specified period may also be initiated.

3.5 In the event of total default / failure by the Service Provider in providing the Services, Client reserves the right to get the Services executed by any other Service Provider at the cost and risk of the Service Provider.

3.6 The Service Provider shall prepare a check-list for submissions of bills by the vendors. The Service Provider shall check, verify and submit the bills within seven (7) days of receipt of the bill from the contractor/s.

3.7 Penalties

The following activities shall attract penalties which shall be detected from the monthly bill for facility management services charges –

Request For Proposal for Selection of a Facility Management Service Provider for VyapamBhawan and its campus at North Block of Sector 19, Naya Raipur (C.G.).

Sr. No.	Activities	Penalty
1	Report Submission	If there is any delay in report submission, Client may impose a penalty by deducting upto 1% of Monthly Service Charge for the Service Charge unit per day of delay.
2	Absent from Duties	For any reason whatsoever, if any position remains absent from duty for a cumulative period of more than 15 working days in a year or more than 5 working days at one time, the service provider shall deploy a personnel in that position under the intimation to the Client. In the event of the failure of the Service Provider to do so, a prorated deduction in the fees per working day for the member remaining absent and a penalty of 1% (one percent) of monthly service charge, shall be made from the payment due.
3	Delay in Bill Submission	If there is any delay in Bill submission, Client will impose a penalty by deducting upto 0.5% of the monthly bill for the Service Charge unit per day of delay.
4	Mistake in Stock Evaluation due to negligence/intentional	If there is any major mistakes found in taking stock of the material which is +/- 10%, Client will impose a penalty by deducting upto Rs 5,000/- (Rupees Five Thousand Only) per mistake.
5	Conduct quality control measures and QA	The Client may conduct independent quality monitoring and checking of works carried out by the Service Provider. If such checks disclose that works carried out by the Service Provider do not meet the specified requirement, the employers will not pay the Service Provider fees for the affected portion. In addition, the Service Provider will be imposed a penalty upto 100% of such fee and without entitlement to payment of further fees in this respect.



6	Performance of the manpower	If the service of a manpower provided by the Service Provider is not acceptable to the Client, the Service Provider shall immediately replace the team member. If the Service Provider fails to quickly deploy/replace a manpower as instructed by the Client, the Client may make temporary arrangement. The temporary deployment/replacement shall be paid by the Client with commensurate reduction in the person month scope of the Service Provider Contract. The Service Provider shall be imposed a penalty upto 50% of the cost to the Client of the temporary deployment/ replacement until such time that the Service Provider provides an acceptable replacement/ team member.
7	Cleanliness of Installation	The Service Provider / operator will be responsible to always keep the complete installation including the surroundings very neat, clean, free from grass and plants and dust etc. In case it is found that any installation is not clean, tidy, penalty of Rs.100/- per installation per day shall be charged .In case of any dispute, the decision of Client shall be final and binding.
8	Prohibited Activity	Smoking, chewing of pan, intoxication, sleeping on duty is forbidden in the building. A penalty of Rs. 500.

4. SUSPENSION

Client may by written notice of suspension to the Service Provider, suspend all payments to the Service Provider hereunder if the later fails to perform any of its obligations under this Contract, including the carrying out of the services provided that such notice of suspension (i) shall specify the nature of the failure and (ii) request the Service Provider to remedy such failure within the period not exceeding fifteen (15) days after the Service Provider of such notice of suspension.

5. TERMINATION

i. By Client

Client may, by not less than thirty (30) days' written notice of termination to the Service Providers (except in the event listed in paragraph (e) & (f) below, for which there shall be a written notice of

not less than Forty Five (45) days), such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (h) of this Clause terminate this Contract:

- a. if the Service Providers fail to remedy a failure in the performance of their obligations hereunder, as specified in a notice of suspension pursuant to Clause 4 hereinabove, within thirty (30) days of receipt of such notice of suspension or within such further period as the Client may have subsequently approved in writing;
- b. if the Service Providers become insolvent or bankrupt or enter into any Contracts with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary
- c. If the Service Providers fail to comply with any final decision reached as a result of arbitration proceedings
- d. if the Service Providers submit to the Client a statement which has a material effect on the rights, obligations or interests of the Client and which the Service Providers know to be false;
- e. if, as a result of Force Majeure, the Service Providers are unable to perform a material portion of the Services for a period of not less than Forty Five (45) days ;or
- f. if the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;
- g. If the Service Provider, in the judgment of the Client has engaged in corrupt or fraudulent practices in executing the Contract.
- h. In case the contract is terminated, the balance amount of advance fee if any, paid earlier shall be paid back by the Service Provider to Client within thirty days of the termination letter, failing which the same shall be recovered by en cashing the performance security submitted by Service Provider.

ii. By the Service Provider

The Service Providers may, by not less than thirty (30) days' written notice to the Client, such notice to be given after the occurrence of any of the events specified in paragraphs (i) through (iv) of this Clause, terminate this Contract:

- (i) If the Client fails to pay any money due to the Service Providers pursuant to this Contract and not subject to dispute within forty-five (45) days after receiving written notice from the Service Providers that such payment is overdue;

- (ii) if the Client is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Service Providers may have subsequently approved in writing) following the receipt by the Client of the Service Providers' notice specifying such breach;
- (iii) if, as the result of Force Majeure, the Service Providers are unable to perform a material portion of the Services for a period of not less than Forty Five(45)days; or
- (iv) if, the Client fails to comply with any final decision reached as a result of arbitration pursuant to this agreement.

6. CESSATION OF RIGHTS AND OBLIGATION

Upon termination of this Contract pursuant to Clause 4 or Clause 5 here of, or upon expiration of this Contract all rights and obligation of the Parties here under shall cease, except:

- (i) Such rights and obligations as may have accrued on the date of termination or expiration;
- (ii) The obligation of confidentiality set forth in this agreement
- (iii) Any right, which a Party may have under the Applicable Law.

7. CESSATION OF SERVICES

Upon termination of this Contract by notice of either Party to the other pursuant to Clause 4 or Clause 5 hereof, the Service Providers shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.

8. PAYMENT UPON TERMINATION

Upon termination of this Contract pursuant to Clause 4 or Clause 5 hereof, the Client shall make the payments for Services satisfactorily performed prior to the effective date of termination; to the Service Providers after offsetting against these payments any amount that may be due from the Service Provider:

9. DISPUTES ABOUT EVENTS OF TERMINATION

If either Party disputes whether an event specified in paragraphs (a) through (h) of Clause 4 or in Clause 5 hereof has occurred, such Party may, within thirty (30) days after receipt of

notice of termination from the other Party, refer the matter to arbitration pursuant to this agreement and this Contract shall not be terminated .on account of such event except in accordance with the terms of any resulting arbitral award.

10. RESPONSIBILITIES AND OBLIGATIONS OF THE SERVICEPROVIDER

The Service Provider shall:

- a) Provide the Services in accordance with ToR as set out in ScheduleI;
- b) Exercise the degree of skill, care efficiency and diligence normally exercised by members of the profession performing services of a similar nature;
- c) The Service Provider shall act at all times so as to protect the interest of Client and shall take all reasonable steps to keep all expenditure to a minimum with sound professional practices.
- d) Be bound to comply with any written direction of Client to vary the scope sequence or timing of the Services; and
- e) The Service Provider shall furnish to the Client such information rebated to the Assignment as Client may, from time to time request.

11. CONFIDENTIALITY ANDPUBLICITY

The Service Provider and the personnel shall treat the details of the output of the assignment and the Services as confidential and for the Service Provider's own information only and shall not publish or disclose the details of the output, deliverables / milestones submitted to Client or the Services in any professional or technical journal or paper or elsewhere in any manner whatsoever without the previous consent in writing of Client.

12. INDEMNITY ANDINSURANCE

- 12.1** The Service Provider shall take out and maintain adequate indemnity insurance and insurance against claims by third parties resulting from acts performed in carrying out the Services.

- 12.2** Client undertakes no responsibility in respect of life, health, accident, travel or any other insurance coverage for the personnel or for the dependents of any such personnel.
- 12.3** The service provider shall indemnify at all times, the Client from and against any and all claims, liabilities, obligations, losses, damages, penalties, actions, judgment, suits, proceedings, demands, costs, expenses and disbursements of whatsoever nature that may be imposed on, incurred by or asserted against the Client during or in connection in the Services by reason of: (i) infringement or alleged infringement by the Service Provider of any patent or other protected right; or (ii) plagiarism or alleged plagiarism by the Service Provider.
- 12.4** The service provider shall indemnify, protect and defend, at Service Provider's own expense, Client, its agents and employees, from and against any and all actions, claims, losses or damages arising out of Service Provider's failure to exercise the skill and care required under this agreement, provided, however: that Service Provider is notified of such actions, claims, losses or damages not later than twelve months after conclusion of the Services; and provided further *that the ceiling on Service Provider's liability shall be limited to ETBA approved by Client except that such ceiling shall not apply to actions, claims, losses or damages caused by Service Provider's gross negligence or reckless conduct;
- 12.5** In addition to any liability service provider may have under this agreement service provider shall, at its own cost and expense, upon request of Client, re-perform the Services in the event of service provider's failure to exercise the skill and care.
- 12.6** The service provider shall have no liability whatsoever for actions, claims, losses or damages occasioned by (i) Client's overriding a decision or recommendation of Service Provider or requiring Service Provider to implement a decision or recommendation with which Service Provider does not agree; or (ii) the improper execution of Service Provider's instructions by agents, employees or independent contractors of Client.

13. FORCE MAJEURE

- 13.1** If either parties temporarily unable reason of force majeure to meet any of its obligations under the Contract, and if such party gives written notice of the event within fifteen (15) days after its occurrence, such obligations of the party as it is unable to perform by reason of the event shall be suspended for as long as the inability continues. Neither party shall be liable to the other party for any loss, actually incurred, or damage sustained by such other party arising from any event or delays arising from such event.

13.2 The term “force majeure” shall mean events beyond the control of either party, which prevent the affected party from performing and fulfilling its obligations under the Contract, and could not have been reasonably anticipated or fore seen, oral though fore seen were inevitable, such as acts of war, whether or not war be declared, public disorders, insurrection, riots, sabotage, explosions, violent demonstrations, blockades, and other civil disturbances, epidemics, nuclear contamination, landslides, earthquakes, typhoons, volcanic eruption, floods, washouts and other natural calamities and acts of God, strikes, lock-outs or other industrial action or equivalent disruption or disturbances, boycotts and embargo or the effects thereof, and any other similar events.

13.3 In the case of disagreement between the parties as to the existence, or extent of, force majeure, the matter shall be submitted to arbitration in accordance with provision of this agreement.

14. OTHER CONDITIONS

14.1 In the event Client desires the Service Provider to perform such additional services which are not within the Terms of Reference, the Service Provider shall agree to perform such additional services on such renegotiated, modified and new terms and conditions as may be mutually agreed by the Parties.

14.2 Client shall provide to the Service Provider documents/ information/ reports as may be required by the Service Provider to enable it to provide the Services. Client undertakes and agrees to furnish to the Service Provider from time to time such other documents/ reports/ information in its possession and/or knowledge as it may consider relevant to perform the Services, as and when such information is received by/ available with the Client.

14.3 All intellectual property conceived, originated, devised, developed or created by the Service Provider, its agents, specifically for the purpose of rendering the Services, shall vest with Client unless otherwise agreed, between Client and the Service Provider. Client as sole beneficial owner shall be entitled to use such intellectual property for the purpose of the Project

14.4 Unless otherwise agreed, Client shall have the copyright on all the reports, documents, maps etc., authored, prepared or generated during the course of the Services to be provided by the Service Provider.

15. COMPLIANCE WITH LAWS

The Service Provider shall take due care that all its documents comply with all relevant laws and statutory regulations and ordinances, guidelines in force which includes all laws in force and



नियंत्रक

छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,

नवा रायपुर, अटल नम्बर

जिला-रायपुर (छ.ग.)

effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India including judgments, decrees, injunctions, writs of or orders of any court of record, as may be in force and effect during the subsistence of this Agreement applicable to the Service Provider.

16. GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by the laws of India. The Courts at Raipur/Chhattisgarh shall have jurisdiction over all matters arising out of or relation to this Agreement.

17. DISPUTE RESOLUTION

17.1 Amicable Resolution

Any dispute, difference or controversy of whatever nature between the Parties, howsoever arising under, out of or in relation to this Agreement (the "Dispute") shall in the first instance be attempted to be resolved amicably through discussions between the Parties.

17.2 Arbitration

a Procedure

Any Dispute which is not resolved amicably within 30 days, the same shall be referred to the Chairman Client. There upon, the Chairman Client, after hearing both the parties shall give his written decision within thirty days. This period can be extended by mutual consent of the parties.

b Arbitration

Upon receipt of written instructions or decisions, of Chairman, Client the parties shall promptly proceed without delay to comply with such decisions. If the Chairman fails to give his instruction or decision in writing within a period of 30 days or mutually agreed time or, if the parties are aggrieved against the decision of the Chairman, the aggrieved party may file the petition for resolving the dispute through arbitration in the arbitration tribunal at Raipur within 30 days from the date of issue of the decision of the Chairman, Client

c Place of Arbitration

The place of arbitration shall ordinarily be Raipur but by agreement of the Parties, the arbitration hearings, if required, may be held elsewhere.

d English Language

The request for arbitration, the answer to the request, the terms of reference, any written submissions, any orders and awards shall be in English and, if oral hearings take place, English shall be the language to be used in the hearings.

e Enforcement of Award

The Parties agree that the decision or award resulting from arbitration shall be final and binding upon the Parties and shall be enforceable in accordance with the provision of the Arbitration Act subject to the rights of the aggrieved parties to secure relief from any higher forum.

f Performance during Dispute Resolution

Pending the submission of and/or decision on a dispute and until the arbitral award is published; the Parties shall continue to perform their respective obligations under this Agreement, without prejudice to a final adjustment in accordance with such award

18. SEVERABILITY

In the event that any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement will remain in full force and effect.

19. WAIVER

Waiver by either Party of any default by the other Party in the observance and performance of any provision of or obligations under this Agreement:

- i shall not operate or be construed as a waiver of any other or subsequent default hereof or of other provisions or obligations under this Agreement;
- ii shall not be effective unless it is in writing and executed by a duly authorized representative of such Party; and
- iii Shall not affect the validity or enforceability of this Agreement in any manner.

Neither the failure by either Party to insist on any occasion upon the performance of the terms, conditions and provisions of this Agreement or any obligation hereunder nor time or other indulgence granted by a Party to the other Party shall be treated or deemed as waiver/breach of any terms, conditions or provisions of this Agreement.

20. MODIFICATION

Modification of the terms and conditions of the Agreement, including any modification of the scope of the Services, may only be made by written agreement between the Parties.

21. NOTICES

Unless otherwise stated, notices to be given under this Agreement including but not limited to a notice of waiver of any term, breach of any term of this Agreement and termination of this Agreement, shall be in writing and shall be given by hand delivery, recognized international



नियंत्रक

छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,

नवा रायपुर, अटल नगर

जिला-रायपुर (छ.ग.)

courier, mail, telex or facsimile transmission and delivered or transmitted to the Parties at their respective addresses mentioned hereinabove. Notice will be deemed to be served as specified below:

- (i) In the case of personal delivery or registered mail, on delivery.
- (ii) In the case of telegrams, 24 hours following confirmed transmission; and
- (iii) In the case of facsimiles, 24 hours following confirmed transmission.

22. TRANSFER OR ASSIGNMENT

No Party may assign its interests in the Agreement without the prior written consent of the other Party. Unless specifically stated to the contrary, in any written consent to an assignment, no assignment shall release or discharge the assignor from any obligation under this Agreement.

23. VARIATIONS

Client may, by written notice to the Service Provider, direct the Service Provider to vary the scope, sequence or timing of the Services and the Service Provider shall be bound to comply with that direction. All such variation shall be in writing.

24. SPECIAL CONDITIONS

24.1 Admission to site by Service Provider to ascertain his own information.

24.1.1 The Service Provider shall contact the Management for the purpose of inspection of site and relevant documents other than those sent herewith, who will afford reasonable facilities for the purpose. The Service Providers shall also make themselves familiar with working condition accessibility of site (s), availability of materials and other cognate conditions which may effect the completion of the entire work under this contract safely and economically.

24.1.2 The Service Provider shall be deemed to have visited the site (s) and made themselves familiar with the working conditions whether they actually inspect the site (s) or not.

24.2 Security

24.2.1 The management shall at his discretion have the right to issue passes as per rules and regulations in force to control the admission of the Service Provider, his agents, employees, and work people to the site of the work or any part thereof. Passes should be returned at any time on demand by the management or the authorities concerned and in any case on completion of work or staff leaving the job.

24.2.2 The Service Provider and his agents, employees and work people shall observe all the rules promulgated by the authority controlling the installation/area, in which the work is to be carried out e.g. Prohibition of smoking and lighting, fire precautions. Search of persons on entry and exist keeping to specified routes, observing specified timing etc. Nothing extra shall be admissible for any man-hours etc. lost on this account.

24.3 Conditions of working in restricted area

24.3.1 Visit to site within the restricted area

Permission to enter the restricted area at the time of submission of tenders can be obtained through the management. Service Providers are advised to send prior intimation of their agents, representatives etc. if any, dates and time of their proposed visit so that necessary arrangements may be made by management to secure admission. Whether a Service Provider visits the site or not he shall be deemed to have full knowledge of the restriction of entering into/exit from and working within the restricted area

24.3.2 Entry /Exit

The Service Provider, his agent(s), representatives, workmen etc. and his materials, carts, trucks, other means of transport etc. will be allowed to enter through and leave from only from such gate, gates and at such times as the management or authorities in charge of the Restricted Area may at their discretion permit to be used. The Service Provider's authorized representative is required to be present at place of entry and exit for the purpose of identifying his carts, truck etc. to the personnel in charge the security of Restricted Areas. Movement of men and Material from site or to the site shall be after detailed verification for correctness and entitlement.

24.3.3 Identity cards or passes

The Service Provider, his agents, workers and representatives are required individually to be in possession an identity card or pass to be obtained from management. The identity card or pass will be examined by the security staff at the time of entry into or exit from the restricted area and also at a time or number of times inside the restricted area.

24.3.4 Identity card of workmen



- a. Every workman shall be in possession of an identity card. The identity card will be issued after thorough investigation of the antecedents of the labourers by the Service Providers and attested by the officer in charge of the services concerned in accordance with the standing rules and regulations of the units.
- b. Service Provider shall be responsible for the conduct and action of his workman, agent, and representative.

24.3.5 Search

Thorough search of all persons and transport shall be carried out at each gate and for as many times a gate is used for entry or exit. Search may also be carried out any time or any number of times at the work site within the restricted area / installations.

24.4 Minimum wages payable


- 24.4.1** The Service Provider or his vendor shall not pay wages lower than minimum wages of labour as fixed by the Govt. of India and govt of Chhattisgarh for application in Client.
- 24.4.2** The fair wage referred to in will be deemed to be the same as the minimum wages payable as referred to above.

24.5 Co-operation with other agencies

The Service Provider shall permit free access and generally, afford reasonable facilities to other agencies or departments, workmen engaged by the Ministry to carry out their part of the work, if any under separate arrangements.

24.6 Service Provider's representatives and workmen

The Service Provider shall employ only Indian Nationals as his representatives, servants and workmen after verifying their antecedents and loyalty before employing them for the works. He shall ensure that no person of doubtful antecedents and nationality is, in any way, associated with work. If for reasons of technical collaboration or other considerations, the employment of any foreign national is unavoidable, the Service Provider shall furnish full particulars to this effect to the Accepting Officer at the time of submission of his offer and permission could be considered case to case basis on its merits.


नियंत्रक
छत्तीसगढ़ व्यावसायिक प्रशिक्षण मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

24.7 Security of classified documents

24.7.1 The Service Provider shall not communicate any classified information regarding the work either to sub-Service Providers or to others, without the prior approval of the management. The Service Provider shall also not make copies of the design / drawings and other documents furnished to him in respect of the work or earlier on termination of the contract. Service Provider will sign Non-Disclosure Agreement to this effect.

24.7.2 Materials brought to site shall be stored as directed by the management and documented, shall be suitably marked for identification and consumption is monitored to maintain minimum / maximum limit.

24.7.3 The Service Provider shall, on demand, produce to the management original receipt vouchers / invoices in respect of the supplies. Vouchers / invoices so produced and verified shall be signed and stamped by management indicating work order number. The Service Provider shall ensure that the materials are brought to site in original sealed containers / packing, bearing manufactures markings except in the case of the requirement of materials being less than smallest packing.

24.8 Official secret act

The Service Provider shall be bound by the Official Secret Act 1923 and will be signed before physically taking over site for operation.

24.9 GST, Octroi, sales tax and other duties:-

The Service Provider's rates shall be deemed to include all Duties, Octroi, Sales Tax, Excise, VAT, labourcess etc. as applicable, excluding GST, at applicable rates. Liability of ECHS, Provident Fund and other statutory compliances applicable towards staff and employees from principal employers end shall be deemed to be included in offer.

24.10 Code of Conduct

24.10.1 The Service Provider or an experienced supervisor engaged by the Service Provider shall personally visit installations under operation daily in every shift and ensure PPM is followed strictly. He shall also ensure proper manning of each installation by authorized Technician and by organizing the operators engaged by the Service Provider in such a manner that all services are manned, operated by 24 X 7 hrs basis or as ordered by management.

24.10.2 Service Provider shall provide and maintain all site documents, SOPs, Checklists, Trackers as per engineering best practice for safe and economical running of services, shall be followed.

Draft SOPs, Check Lists, PPM Schedules shall be forwarded to Management for approval before they are placed at site for application within month of acceptance of LOI.

24.11 Compliances

The Service Provider shall ensure that all compliances governing the employment of labour under this contract are met in line with the requirement. All employees working under the contract shall also be covered under Worker's Compensation policy.

24.11.1 Availability of resources of Client

- a. Client shall make available to the Service Provider the items expressly specified to be provided by Client in this Tender. The Service Provider shall be responsible for the safe custody of the items that are in its care.
- b. The asset manager at location will be the first point of contact of Client and provide clarifications to the Service Provider if required.
- c. Client will have strict security and other regulations for the use and occupancy of Client premises from time to time and shall give the Service Provider a written notice thereof. Client's authorized representatives shall have access to premises at all times. While working on the premises of Client, employees of the Service Provider must observe all regulations in force in Client premises. Client has a right to require written confidentiality undertakings from those employees who are working in the premises of Client.

24.11.2 Quality performance and reports

- a. Service Provider agrees to advise Client of any material or strategic changes in its operations and to ensure that such changes do not compromise the requirements for the quality performance as set out in the Scope of Work.
- b. Client has right to inspect the Services purchased. Client reserves the right to reject Services, which do not conform to the mutually agreed specifications and requirements, including without limitation, the Scope of Work. Client may, at its option, require prompt improvement and/or repair of non-conforming Services.
- c. If the Services delivered do not correspond with the Tender, Client may request Service Provider to place an improvement and/or repair plan including time schedule to improve or repair the Services based on terms mutually agreed. If the Service Provider fails to fulfill the improvement and/or repair plan as mentioned within the agreed time schedule, Client may terminate the agreement.

24.12 Warranties

The Service Provider warrants that it has and shall exercise all reasonable skill care and diligence in carrying out its obligations under this Tender and shall provide the Services strictly in accordance with the scope of services.

24.13 Personnel

- a. The Service Provider shall recruit, hire, train, supervise and direct employees working in the Services operation. The Service Provider is also responsible for transfer and discharge of them. All personnel employed by the Service Provider shall at all times and for all purposes be solely in the employment of the Service Provider.
- b. The Service Provider shall assign personnel of appropriate qualification and experience to perform and fulfill its obligations under this Tender. The Service Provider shall take commercially reasonable steps to ensure that staff members performing Services under this Tender are qualified and suitable to perform such Services. The Service Provider is obliged to replace, without unreasonable delay and at no cost to Client, any personnel whom Client considers lacking the necessary competence or with whom Client finds it difficult to collaborate.
- c. Desired Minimum Educational & working Experience Qualification Criteria-

S. No	Position	Role & Responsibility	Qualification	Experience
(1)	(2)	(3)	(4)	(5)
A	Soft Service Support			
1	Housekeepers (Female & Male Both)		5 th Pass	2 years experience of working in same field
B	Security Staff			
2	Security Guards		10 th Pass	2 years experience of working as security guard in any security service provider company.

- d. The Service Provider will have to ensure compliance with all labour laws / regulations before a contract can be signed. This will include obtaining appropriate license, PF/ESI registration, staff employment letters etc. The Service Provider will submit copies of PF/ESI challans along with list of staff with their individual PF/ESI numbers along with monthly invoices. The Service Provider will ensure that the total number of staff deployed at any property is agreed with Client beforehand and

this number is not changed without mutual Tender in writing.

- e. The Service Provider shall ensure that all employees assigned by the Service Provider to perform development of the Services are employees of the Service Provider and that under no circumstances shall the relationship of employer and employee be deemed to arise between Client and Service Provider's personnel.
- f. The Service Provider should ensure police verification of every manpower before deploying them.
- g. The Service Provider shall pay overtime to its workers, whenever necessary, as per the applicable laws, which shall not be paid extra or paid separately by the Client to the Service Provider
- h. The Service Provider shall give preference to the project affected persons of Nava Raipur Atal Nagar, Dist- Raipur(C.G.) for employment, subject to proper skills and qualification.

24.14 Safety Guidelines

- a. The Service Provider must know and follow their duties related to safety for all personnel deployed at vyapam.
- b. All Service Provider workmen should be provided with a uniform and shall work within the Client premises in their prescribed uniform.
- c. The Service Provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked.
- d. The Service Provider shall ensure that proper fencing, lighting and warning signs are placed on and around the work site for safety at all times.
- e. The Service Provider shall report all notify able accidents, dangerous occurrence and potential hazard situations to Client representative onsite.
- f. The Service Provider shall provide prior information to the Client representative about any hazardous material being brought on the site and shall ensure security storage of such material.
- g. The Service Provider must not remove or displace any guard, fencing or other safety equipment, which is designed to protect personnel or machinery or any place where safety equipment has been provided without the written permission of Client representative. On completion of any work, any such guards / fencing that had to be removed must be replaced immediately and whilst work is being carried out, machinery must not be operated.
- h. The housekeeping standards employed must be good in all respects.
- i. The Service Provider must leave work areas in a clean, tidy and safe condition at the end of each working period.
- j. The Service Provider must obtain prior permission from Client representative, if the processes being employed to carry out that work significantly increase the ambient noise level in that area being worked.

- k. No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by the Client representative.
- l. All temporary structure, erected by contractors or sub-contractors for the purpose of allowing their staff to work at heights of more than 4m above floor level, must be constructed in accordance with the safety regulations.
- m. The Service Provider must provide consumables, tools and equipment based on applicable regulations / codes /guidelines.
- n. The Service Provider must take prior permission from Client manager before working on plant services such as water lines or electricity.
- o. The Service Provider should ensure that proper qualified / trained / licensed personnel carry out the jobs and that proper supervision is done for all jobs.
- p. The Service Provider should take prior permission from Client representative before connecting any power tool to the electric supply and must never connect these to UPS.
- q. The Service Provider must take prior permission from Client representative before hoisting / lifting any equipment. The Service Provider should ensure that adequate anchorage is deployed.
- r. The Service Provider must take prior permission from the Estate Manager before bringing any lift-trucks, cranes, lift pulley systems in the premises.
- s. The Service Provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs onsite.
- t. All workmen of the Service Provider or their sub-contractors must have valid identifications cards issued by the Client shall display at all times during duty hours.

24.15 Additional Work

In the event of any Additional Work, beyond Scope of Work mentioned herein, amount of fees shall be determined on mutually agreement. After receipt of instruction for any work which is not in the Scope of Work mentioned herein, the Service Provider shall submit analysis of cost of such Additional Work for approval of the Client, before execution of such Additional Works.

EXECUTED BY NAVA RAIPUR ATAL NAGAR, DIST- RAIPUR(C.G.) DEVELOPMENT
AUTHORITY by

being signed by a duly authorized officer in the presence of:

Title:_____

Witness:

Request For Proposal for Selection of a Facility Management Service Provider for VyapamBhawan and its campus at North Block of Sector 19, Naya Raipur (C.G.).

EXECUTED BY _____ by being signed by a duly authorized officer in the presence of:

Title: _____

Witness: _____



नियंत्रक
छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

Condition

- i. Security Guard will operate the water Pump of Vyapam office.
- ii. Firm will make payment to their workers as per collector rate & above this rate commission of firm will be paid by vyapam.
- iii. Firm will classify the Consumer charges.
- iv. The number of Security Guard and House keeper will be compulsories constant.
- v. The dress for Security Guard will be compulsory.
- vi. On providing pasara Licence the security guard will be allowed to work in vyapam premises.
- vii. Service charge & commission charge show separately show bold letter.
- viii. The service charges will be inclusive the invoice.

The service charges will be parameter of the tender



नियंत्रक

छत्तीसगढ़ व्यावसायिक परीक्षा मण्डल,
नवा रायपुर, अटल नगर
जिला-रायपुर (छ.ग.)

1

2

3

4

5

6

7

8

9