



DEPARTMENT OF SPORTS & YOUTH SERVICES

Government of Odisha

Bhubaneswar

Notice Inviting Tender for Engagement of an Agency to provide Facility Management and Support Services (Through e-tendering)

NIT No: SYS-OE-OE-0016-2021-5390 dated 24th June 2021

Contents

TENDER FOR ENGAGEMENT OF AN AGENCY TO PROVIDE FACILITY MANAGEMENT AND SUPPORT SERVICES (THROUGH E-TENDERING)	4
1. Schedule for the Tender	6
2. Data Sheet	7
3. Disclaimer	8
4. Abbreviations	11
5. Definitions and Interpretations	12
6. Scope of Services	15
7. Eligibility Criteria	17
8. Instruction to Bidders	22
9. Additional Instructions to Bidders	37
10. E-tendering process	38
Annexure 1: General Conditions of Contract-Services	41
Annexure 2: Special Conditions of Contract	51
Appendix - A: Schedule for Housekeeping Services	93
Appendix – B: Machinery/ Equipment List	97
Appendix – C: Schedule for Maintenance Services (Electrical/Mechanical and Civil)	98
Appendix – D: Tools & Tackles for Electrical/ Mechanical maintenance	108
Appendix – E: Tentative Details of Manpower requirement	109
Appendix - F: Minimum Qualification requirement of key facility management personnel	128
Appendix - G: Hygiene Protocol to be followed	130
Appendix - H: Maintenance schedule of Park / Garden	132
Annexure 2A: Proforma of the Agreement to be Signed between DSYS and the Service Provider	135
Annexure 3: Format for Power of Attorney	138
Annexure 4: Price Bid Format	139
Annexure 5: Declaration by the Bidder	143
Annexure 6: Check-list for the Techno-Commercial Bid	144
Annexure 7: Mandate Form - on the letterhead of the Bidder	145

Annexure 8: Format for Performance Security.....	147
Annexure 9: Machine hiring charge for Additional equipment.....	150
Annexure 10: Estimated manpower cost under PART – A, PART – B, PART – C, PART-D and PART – E categories of Price Bid.....	152
Annexure 11: Format for Bid Security Declaration	154

Government of Odisha
Sports & Youth Services Department
C-1, Nayapalli, Bhubaneswar-751012

**TENDER FOR ENGAGEMENT OF AN AGENCY TO PROVIDE FACILITY MANAGEMENT
AND SUPPORT SERVICES (THROUGH E-TENDERING)**

Dated 24-June-2021

NIT No.: SYS-OE-OE-0016-2021-5390 dated 24th June 2021

1	Name of work	Engagement of an Agency to provide Facility Management and Support Services (through e-tendering)
2	Availability of tender documents on e-tendering portal of Govt. of Odisha (https://tendersodisha.gov.in) and on the website of Sports & Youth Services Department, Government of Odisha (https://department.sportsodisha.gov.in)	Date: 25 th June 2021; Time: 1:00 pm
3	Last date for sending queries to DSYS	Date: 2 nd July 2021; Time: 11:00 am; queries may be sent by email to tender.sportsdepartment@gmail.com
4	Pre-bid meeting	Date: 3 rd July 2021; Time: 11:00 am (to be held via videoconferencing)
5	Issue of responses to pre-bid queries, addendum/ corrigendum, if required	Date: 5 th July 2021
6	Bid Due Date	Date: 16 th July 2021; Time: 4:00 pm
7	Opening of Techno-Commercial Bid	Date: 16 th July 2021; Time: 5:00 pm
8	Opening of Price Bid	To be informed to the Technically Qualified Bidders
9	Tender Document Cost (non-refundable) including GST	Amount: INR 11,800 (Rupees Eleven Thousand Eight Hundred only) including GST @18%

		Payable by DD/ Banker's Cheque only in favour of Sports & Youth Services Department, payable at Bhubaneswar
10	Earnest Money Deposit (EMD)	BID SECURITY DECLARATION in prescribed format. (Annexure 11) duly filled in properly by the bidder to be submitted along with bid document

All other details can be seen from the Tender Document available on the e-procurement portal of the Government of Odisha (<https://tendersodisha.gov.in>) and on the website of Sports & Youth Services Department (<https://department.sportsodisha.gov.in>). Sports & Youth Services Department reserves the right to reject any or all bids without assigning any reason thereof.

Sd/-
Deputy Secretary to Government

1. Schedule for the Tender

Sl. No.	Parameter	Name
1	Date of publication of NIT	Date: 24 th June 2021
2	Availability of tender documents on e-tendering portal of Govt. of Odisha (https://tendersodisha.gov.in) and on the website of Sports & Youth Services Department, Government of Odisha (https://department.sportsodisha.gov.in)	Date: 25 th June 2021; Time: 1:00 pm
3	Last date for sending queries to DSYS	Date: 2 nd July 2021; Time: 11:00 am; queries may be sent by email to tender.sportsdepartment@gmail.com
4	Date of Site Visit	Location: Kalinga Stadium, Bhubaneswar Date: 29 th June 2021; Time: 11:00 am;
5	Pre-bid meeting	Date: 3 rd July 2021; Time: 11:00 AM; (to be held via videoconferencing)
6	Issue of responses to pre-bid queries, addendum/ corrigendum, if required	Date: 5 th July 2021
7	Bid Due Date	Date: 16 th July 2021; Time: 4:00 pm
8	Opening of Techno-Commercial Bid	Date: 16 th July 2021; Time: 5:00 pm
9	Opening of Price Bid	To be informed to the Technically Qualified Bidders by appropriate means

2. Data Sheet

Sl. No.	Parameter	Name
1	Name of tender	Engagement of an Agency to provide Facility Management and Support Services
2	Type of tendering	Open tendering
3	Mode of tendering	e-tender
4	Tender Document Cost (non-refundable) including GST	INR 11,800 (Rupees Eleven Thousand Eight Hundred only) including GST @18% Payable by DD/ Banker's Cheque only in favour of Sports & Youth Services Department, payable at Bhubaneswar DD/ Banker's Cheque should reach DSYS on or before the Bid Due Date by registered post/ registered courier
5	Earnest Money Deposit (EMD)	BID SECURITY DECLARATION in prescribed format. (Annexure 11) duly filled in properly by the bidder along with bid document
6	Amount of Performance Security	3% of the Annual Contract value (excluding taxes) Amount shall be submitted in the shape of DD or Bank Guarantee in the format provided in Annexure 8
7	Nodal Officer	Name: Sri Bijayananda Nayak, Deputy Secretary, Sports & Youth Services Department
8	e-Mail address for submitting Pre-Bid queries	tender.sportsdepartment@gmail.com
9	Address of the Office where tender will be opened	Sports & Youth Services Department Government of Odisha C-1, Nayapalli, Bhubaneswar-751012
10	NIT No.	NIT No: SYS-OE-OE-0016-2021-5390 dated 24 th June 2021

3. Disclaimer

- 3.1 This Notice Inviting Tender (“NIT”) is neither an agreement nor an offer by Department of Sports & Youth Services (DSYS) to the prospective Bidders or any third party. The purpose of this NIT is to provide interested parties with information to facilitate the formulation of their Bid pursuant to this NIT.
- 3.2 This NIT includes statements, which reflect various assumptions and assessments arrived at by DSYS. Such assumptions, assessments and statements do not purport to contain all the information that a Bidder may require. This NIT may not be appropriate for all persons, and it is not possible for DSYS to consider the particular needs of each party who reads or uses this NIT. The assumptions, assessments, statements and information contained in the NIT may not be complete, accurate, adequate or correct. Each Bidder must, therefore, conduct its own due diligence and analysis and should verify the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this NIT and obtain independent advice from appropriate sources.
- 3.3 Information provided in this NIT to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information provided is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. DSYS accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.
- 3.4 DSYS, its employees and its consultants make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations, the law of contract, tort, principles of restitution or unjust enrichment or otherwise for any loss, damage, cost or expense which may arise from or be incurred or suffered in connection with this NIT, or any matter deemed to form part of this NIT, or arising in any way in relation to this Bidding Process.
- 3.5 Neither DSYS nor its employees or its consultants make any representation or warranty as to the accuracy, reliability or completeness of the information in this NIT. DSYS also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this NIT.
- 3.6 The Bidder should confirm that the NIT downloaded by them is complete in all respects including all Annexures and attachments. In the event the document or any part thereof is mutilated or missing, the Bidder shall notify DSYS immediately at the following address:

Government of Odisha
Sports & Youth Services Department
C-1, Nayapalli, Bhubaneswar-751012
e-Mail: tender.sportsdepartment@gmail.com

- 3.7 If no intimation is received within the last date for submission of Pre-Bid queries, it shall be considered that the Tender Documents received by the Bidder is complete in all respects and that the Bidder is fully satisfied with the Tender Documents.
- 3.8 No extension of time shall be granted to any Bidder for submission of its Bid on the ground that the Bidder did not obtain the complete set of Tender Documents.
- 3.9 This NIT and the information contained herein are strictly confidential and privileged and are for the exclusive use of the Bidder to whom it is issued. This NIT shall not be copied or distributed by the recipient to third parties (other than, to the extent required by Applicable Law or in confidence to the recipient's professional advisors, provided that such advisors are bound by confidentiality restrictions at least as strict as those contained in this NIT). In the event after the issue of the NIT, the recipient does not continue with its involvement in the Bidding Process for any reason whatsoever, this NIT and the information contained herein shall be kept confidential by such party and its professional advisors at all times.
- 3.10 DSYS may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the statements, information, assessment or assumptions contained in this NIT at any time during the Bidding Process. All such changes shall be uploaded on the website of DSYS. It is the duty of Bidders to visit the website of DSYS regularly and keep themselves updated on the Bidding Process and any communication made in relation to the Bidding Process.
- 3.11 The Bidders or any third party shall not object to such changes/modifications/additions/alterations as provided in Clause 3.10 above, explicitly or implicitly. Any such objection by the Bidder shall make the Bidder's Bid liable for rejection by DSYS. Further objection by any third party shall be construed as infringement on confidentiality and privileged rights of DSYS with respect to this NIT.
- 3.12 The Bidder shall not make any public announcements with respect to the Bidding Process, this NIT and/or the Bidding Documents. Any public announcements to be made with respect to the Bidding Process or this NIT shall be made exclusively by DSYS. Any breach by the Bidder of this Clause shall be deemed to be in non-compliance with the terms and conditions of this NIT and shall render the Bid liable for rejection. DSYS decision in this regard shall be final and binding on the Bidder.

3.13 By responding to the NIT, the Bidder shall be deemed to have confirmed that it has fully satisfied and has understood the terms and conditions of the NIT. The Bidder hereby expressly waives any and all claims in respect thereof.

3.14 The Bid is not transferable.

4. Abbreviations

BG	Bank Guarantee
BMI	Body Mass Index
BoQ	Bill of Quantity
DSYS	Sports & Youth Services Department, Govt. of Odisha
ECR	Electronic Challan cum Return
EFT	Electronic Fund Transfer
EMD	Earnest Money Deposit
ESI	Employee's State Insurance
FY	Financial Year
GCC	General Conditions of Contract
GST	Goods and Services Tax
GSTIN	GST Identification Number
GSTR	GST Returns
GTE	General Technical Evaluation
I/C	In-Charge
IFSC	Indian Financial System Code
INR	Indian Rupee / legal tender currency of India
ISI	Indian Standards Institute
ISO	International Organization for Standardization
IT	Income Tax
TDS	Tax Deducted at Source
JV	Joint Venture
LD	Liquidated Damages
LLP	Limited Liability Partnership
LOA	Letter of Award
MICR	Magnetic Ink Character Recognition
MSE	Micro & Small Enterprises
MSME	Micro, Small & Medium Enterprises
NEFT	National Electronic Funds Transfer
NIT	Notice Inviting Tender
OEM	Original Equipment Manufacturer
PAN	Permanent Account Number
PSU	Public Sector Undertaking
RTGS	Real Time Gross Settlement
SCC	Special Conditions of Contract
SO	Service Order
TIA	Tender Inviting Authority
VDA	Variable Dearness Allowance

5. Definitions and Interpretations

The words and expressions beginning with capital letters and defined in this document shall, unless repugnant to the context, have the meaning ascribed thereto herein.

- 5.1 “Applicable Laws” means all laws, legislations, statutes, rules, directives, ordinances, notifications, exemptions, regulations, judgments/ orders of any court, tribunal, regulatory bodies and quasi-judicial bodies or any interpretation thereof enacted, issued, or promulgated by any authority and applicable to either DSYS or to the Bidders;
- 5.2 “Authorized Signatory” shall have the meaning as set forth in Clause 8.2 under “Instruction to Bidders”;
- 5.3 “Bid” means the documents submitted by a Bidder pursuant to this NIT, including the Techno-Commercial Bid along with any additional information/clarifications required/ sought by DSYS and the Price Bid, submitted strictly in the formats provided by DSYS. The Bid shall not be considered to be a Bid if it is not submitted as per the formats prescribed by DSYS;
- 5.4 “Bidder” designates the legal entity which has made a proposal, a tender or a bid with the aim of concluding a Service Order / Agreement with DSYS;
- 5.5 “Bidding Process” means the process governing the submission and evaluation of the Bids as set out in the NIT itself;
- 5.6 “Bid Due Date” shall mean the last date for submission of bids, as given in Sl. No. 6 of the Schedule for the Tender. No bids shall be accepted after the Bid Due Date;
- 5.7 “Bid Validity Period” shall have the meaning given to it in Clause 8.8;
- 5.8 “EMD” means the amount to be submitted by a Bidder to DSYS for participating in the Bidding Process, in terms of Clause 8.4;
- 5.9 “Financial Criteria” shall have the meaning given to it in Clause 7.2;
- 5.10 “Financial Year” means the 12 months period from 1st April to 31st March corresponding to the audited annual accounts;

- 5.11 “Letter of Award (LOA)” means the written official intimation by DSYS notifying the Preferred Bidder/ Service Provider that the work has been awarded in its favour as per the terms and conditions mentioned therein;
- 5.12 “Net Worth” shall have the meaning ascribed to it in Section 2(57) of the Companies Act, 2013;
- 5.13 “Notice Inviting Tender” or “NIT” or “NIT Document” or “Tender Paper” or “Tender Documents” or “Tender” or “Bid Documents” means documents issued by DSYS vide NIT No. SYS-OE-OE-0016-2021-5390 dated 24th June 2021 for Engagement of an Agency to provide Facility Management and Support Services and shall include any modifications, amendments, corrigenda/ addenda or alterations thereto. The documents are as follows:
- a) This NIT document;
 - b) Any corrigendum(a)/addendum(a) and clarification(s) to the NIT Document issued by DSYS subsequent to the issue of the NIT Document will also be considered an integral part of the NIT Document. Any reference to the NIT Document in the Agreement shall include such corrigendum(a)/ addendum(a);
- 5.14 “Pre-bid Meeting” means Pre-bid meeting to be held as per the schedule indicated in the Schedule for the Tender hereof between DSYS and the bidders for clearing doubts if any;
- 5.15 “Preferred Bidder” shall have the meaning given to it in Clause 8.29;
- 5.16 “Price Bid” means the Price Bid submitted by the Bidder, in accordance with Clause 8.17;
- 5.17 “Related Party” shall have the meaning ascribed to it in Section 2(76) of the Companies Act, 2013;
- 5.18 “Sports & Youth Services Department” or “DSYS” means Sports & Youth Services Department under Government of Odisha having its registered office at, C-1, Nayapalli, Bhubaneswar, Odisha - 751012, including its successor and assignees or its representatives;
- 5.19 “Successful Bidder” shall have the meaning given to it in Clause 8.31;
- 5.20 “Technical Criteria” shall have the meaning given to it in Clause 7.1;
- 5.21 “Technically Qualified Bidder” means a Bidder whose Techno-Commercial Bid is responsive and meets the requirements to the satisfaction of DSYS as per terms and condition of the NIT and is qualified for opening of its Price Bid;
- 5.22 “Techno-Commercial Bid” means proposal submitted by the Bidder in accordance with Clause 8.16;

5.23 “Tender Document Cost” shall have the meaning as set forth in Clause 8.3;

5.24 “Turnover” shall have the meaning ascribed to it in Section 2(91) of the Companies Act, 2013.

All other capitalized words not defined herein shall have the same meaning as ascribed to them in the NIT. Terms and expressions not defined anywhere in the Bid Documents shall have the same meaning as are assigned to them in Indian Contract Act, 1872 and /or in General Clauses Act, 1897.

6. Scope of Services

6.1 The selected service provider shall provide the following services to DSYS as per the below mentioned timeframe:

#	Name/ type of services	Contract period	Location for providing the services
1	Provide facility management personnel to carry out the following services	5 years on year-to-year basis subject to assessment of the performance of the Service Provider Extendable up to another 5 years on same terms as mentioned above	Various locations throughout the State of Odisha as (Mentioned in Special Conditions of Contract)
	a. General Administration: Responsible for overall upkeep of the facilities and ensuring delivery of housekeeping, hospitality, maintenance and additional support services		
	b. Housekeeping services: Cleaning & Sweeping, Garbage Collection & Disposal, Laundry and Pest Control		
	c. Hospitality Services: Wholesome and Hygienic Food preparation, serving and other related services at Sports Hostels and other facilities of DSYS		
	d. Maintenance services: Electrical/ Mechanical and Civil maintenance		
	e. Additional Support Services: Provide manpower related to support services such as life guards, pool operators, office executives, instructors, trainers, teachers, librarian and any other categories of manpower		

6.2 The detailed scope and specifications of the services, along with the contract period, payment terms, etc. as are given in Special Conditions of Contract as enclosed in Annexure 2.

6.3 The “General Conditions of Contract-Services” as enclosed in the tender at Annexure 1 and “Special Conditions of Contract” as enclosed in the tender at Annexure 2 shall form an integral part of the NIT and will also form a part of the Agreement placed against this tender.

7. Eligibility Criteria

The Bidders eligible to participate in this tender should fulfill the following Criteria:

#	Criteria	Required Documents
7.1	<u>Technical Criteria</u>	
7.1.1	<p>The Bidder must have experience of having successfully executed similar work during the last 5 (five) years, which shall be either of the following:</p> <p>i) Three similar completed Facility Management Services of annualized value not less than INR 4.5 crore each</p> <p style="text-align: center;">OR</p> <p>ii) Two similar completed Facility Management Services of annualized value not less than INR 6 crore each</p> <p style="text-align: center;">OR</p> <p>iii) Single similar completed Facility Management Service of annualized value not less than INR 10 crore</p> <p><u>Note:</u></p> <p>a. "Facility Management Services" shall mean services related to:</p> <ol style="list-style-type: none"> 1. General administration 2. Cleaning & sweeping/ garbage collection/ pest control, laundry; 3. Food preparation; 4. Hospitality services; 	<p>Self-attested copies of</p> <p>a) Relevant contracts or Work Orders or Agreement containing the scope of services, the value of the contract or Work Order or Agreement; and</p> <p>b) Completion certificate from their clients/employers, regarding successful completion of the services.</p> <p>c) In case value of the contract is not mentioned in the contract or work order or agreement, then the value must be mentioned in the completion certificate issued by the client/employers</p> <p>d) In case, the bidder fails to avail the completion certificate from their client/employer, the proof of completion duly certified by its Statutory Auditor shall be submitted</p>

#	Criteria	Required Documents
	<p>5. Garden & Park Maintenance</p> <p>6. Electrical / mechanical /civil maintenance</p> <p>7. Any other combination of the activities listed down at # 1 to 6</p> <p>8. Applicable 5 (five) years shall be preceding five financial years excluding the financial year of floating of the Tender (i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20 and FY 2020-21)</p>	
7.1.2	<p>The Bidder shall have at least 10 (Ten) years of experience in providing Facility Management Services in State or Central Government organizations/ PSUs / Private Listed companies.</p>	<p>Self-attested copies of</p> <p>a) Relevant contracts or Work Orders or Agreement containing the scope of services, the value of the contract or Work Order or Agreement; and</p> <p>b) Completion Certificate from their clients/ employers, regarding successful completion of the services.</p> <p>(In case of any on-going contract, if the bidder needs to quote such contract for claiming experience, the completion certificate shall clearly, and in no uncertain terms, mention the scope of work delivered, and the value of the work executed till that point in time)</p>
7.1.3	<p>The Bidder should have a minimum strength of 5,000 workers under its payroll.</p>	<ul style="list-style-type: none"> ▪ Copy of latest Electronic Challan Cum Return of EPF to be enclosed ▪ Alternatively, a certificate from the Bidder's statutory auditor certifying the number of workers on the Bidders payroll (as on date of tender) shall also

#	Criteria	Required Documents
		<p>be considered as valid supporting document.</p> <ul style="list-style-type: none"> ▪ However, the Bidder shall submit the summary sheet of ECR/ Payment confirmation receipt. DSYS may carry out verification of the same if required
7.1.4	The Bidder must have minimum quality certification of ISO 9001: 2015	<ul style="list-style-type: none"> ▪ Certificate copies should be submitted, and it should be valid till the date of publication of RFP
7.2	<p>Financial Criteria</p> <p>i) Average financial turnover of the Bidder during the last 3 (three) financial years should be at least INR 200 crore</p> <p>ii) Net worth of the Bidder in each of the last 3 (three) financial years should be positive as per audited balance sheet.</p> <p>Note:</p> <p>a. Applicable 3 (three) years – FY 2018-19, FY 2019-20 and FY 2020-21.</p>	<p>a) Copies of audited financial statements</p> <p>b) In case the audited financial statements of the last financial year are not yet ready, the Bidder shall submit unaudited financial statements, certified by its statutory auditor.</p>
7.3	Other Criteria	
7.3.1	The Bidder should be a Company as defined in Section 2 (20) of the Companies Act, 2013(Private or Public)	<p>Copies of</p> <ul style="list-style-type: none"> ▪ Certificate of Incorporation ▪ Memorandum of Association ▪ Articles of Association
7.3.2	The Bidder should have valid PAN and GSTIN registration	<ul style="list-style-type: none"> ▪ Copy of PAN ▪ Copy of GST registration certificate – REG 06

#	Criteria	Required Documents
7.3.3.	The Bidder should not have been banned/blacklisted by DSYS or any government agency or any PSU as on the date of submission of Bid	Declaration to this effect, as per the format given in Annexure 5
7.3.4	Tender Document Cost, EMD and Power of Attorney	<ul style="list-style-type: none"> a) Proof of payment of Tender Document Cost; Please refer to Clause 8.3 for further details b) BID SECURITY DECLARATION in prescribed format (Annexure 11) duly filled in properly by the bidder along with bid document; Please refer to Clause 8.4 for further details. c) Power of Attorney (as per the format given in Annexure 3) in favour of the Authorized Signatory of the Bidder. Please refer to Clause 8.2 for further details
7.3.5	The Bidder should have an office in Odisha as on the date of submission of Bid	a) Relevant GST registration document
7.3.6	The Bidder ought to have been covered by the labour legislations, such as EPF, ESI and Contract Labour (R&A) Act	a) Copy of valid EPF & ESI registration certificate and valid Labour License
7.3.7	The Bidder whose Contract/Agreement with DSYS had been terminated /failed to perform will not be eligible to participate in the bidding. Decision of DSYS in this regard is final & binding on all such entities.	

Note

- a. The value of the contracts or Work Orders or Agreements to be considered shall be exclusive of all taxes and duties.
- b. The word delivered means that the Bidder ought to have completed the scope of services in the technical capacity above, even if the total contract or Work Order is not completed/ closed. However, Bidder ought to have completed the entire range of services as specified in the NIT, even if the total Contract is not completed/closed. The Bidder shall also be required to submit a part completion certificate which should clearly indicate the value and the completed portion (physical progress) of the work (which should satisfy requirement of the NIT). The part completion certificate shall also highlight if the part performance/ progress of the work of the Bidder with respect to the services under consideration, was satisfactory or not.
- c. Bidding in the form of a consortium is not allowed.

8. Instruction to Bidders

- 8.1 The Bidders intending to participate in this tender are required to register on the e- procurement portal of the Government of Odisha (www.tendersodisha.gov.in.) This is a onetime activity for registering on the Government website. During registration, the Bidders will be required to attach a Digital Signature Certificate (DSC) to the Bidder's unique user ID. The DSC used should be of appropriate class (Class II or Class III) issued from a registered Certifying Authority. The registration of Bidders on the portal shall be free of cost. The registration shall be in the name of the Bidder, whereas the DSC holder shall be the duly Authorized Signatory of the Bidder. The tender documents shall be available on the state e-procurement portal (www.tendersodisha.gov.in) and on the website of DSYS (Sports and Youth Services Department (sportsodisha.gov.in)). There shall be no sale of hard copies of the tender documents. Tenders can be accessed by the prospective Bidders at the above websites and may be downloaded by them free of cost. However, the Tender Document Cost shall have to be paid at the time of bid submission, unless exempted to be paid by the competent authority. E-tendering process is mentioned in Clause 10.
- 8.2 The Authorized Signatory of the Bidder shall be duly authorized by a Power of Attorney authorizing him/her to perform all tasks related to tender submission, including but not limited to sign and submit the bid and to participate in the bidding process on behalf of the Bidder. The format for the Power of Attorney is given in Annexure 3 of this NIT. Each page of all scanned documents submitted as part of the Techno-Commercial Bid shall be initialed with date by the Authorized Signatory of the Bidder at the lower left-hand corner of each page.
- 8.3 Tender Document Cost: The Bidder shall pay to DSYS a non-refundable amount ("Tender Document Cost"), indicated in the Data Sheet, as part of its Techno-Commercial Bid. The mode of payment of the Tender Document Cost is also indicated in the Data Sheet
- 8.4 Earnest Money Deposit (EMD): There is no provision of Earnest Money Deposit (EMD)/Bid Security as per office memorandum no. 8943 dated 18.03.2021 of Finance Department, Govt. Of Odisha In lieu of which, the bidder is required to submit BID SECURITY DECLARATION in prescribed format (Annexure 11) duly filled in properly along with the bid document failing which the tender is liable for rejection. Also, if the bidders withdraw or modify their bids during the period of validity, they will be suspended for the time specified in the tender document (Ref: Above memorandum no. 8943 Dt. 18.03.21). Any bidder that does not submit the Bid Security Declaration shall be rejected by DSYS as non-responsive.
- 8.5 Return of EMD: Not applicable in view of the above.

8.6 Forfeiture of EMD: DSYS shall suspend/ prohibit/ debar/ blacklist a Bidder from participating in bidding in any contract of the State for a minimum period of 180 days, or otherwise, under the following conditions:

- i) if any of the documents submitted by a Bidder as part of the bid is found to be not genuine or forged or any of the claims, confirmations, statements or declarations of the Bidder is found to be incorrect or inconsistent, or is a case of any material misrepresentation of facts at any point of time during the bid evaluation process;
- ii) if the Preferred Bidder fails to acknowledge and return to DSYS a signed copy of the LOA or Agreement within the timeframe allowed by DSYS;
- iii) if the Preferred Bidder fails to submit the Performance Security within the timeframe allowed by DSYS;
- iv) if a Bidder withdraws its bid before completion of the bidding process during the bid validity period;
- v) If the Bidder has otherwise committed any breach of the terms of this NIT;
- vi) in case the Preferred Bidder, does not comply with the requirements of the Price Bid;
- vii) in case the Techno-Commercial Bid of a Bidder contains any information on the Price Bid of the Bidder;

8.7 In case of cancellation of the tender before bid opening date and time, the Bid Security Declaration shall stand cancelled.

8.8 Bid validity period: The bid shall initially remain valid and binding on the Bidder for at least 180 (one hundred and eighty) days from the Bid Due Date, as given in the Schedule for the Tender. Any bid with a shorter validity period shall be rejected by DSYS. Under exceptional circumstances, DSYS may in writing request the Bidders to extend the bid validity period of their bids. In case the Bidder refuses the request of DSYS to extend its bid, the EMD of such Bidder will be returned to the Bidder. However, such bids will not be evaluated further.

8.9 Issue of clarifications: Bidders may also send their queries by email to DSYS; queries received after the last date for sending queries (as per the Schedule for the Tender) may not be considered by DSYS. The responses to the queries received shall be published by DSYS on its website and the same shall also be considered to be a part of the tender documents; however, the source of queries shall not be mentioned.

8.10 Issue of corrigendum / amendment: At any time prior to the Bid Due Date, DSYS may at its own initiative or in response to a query or clarification requested by a prospective Bidder if

found appropriate, issue a corrigendum/ amendment to the tender documents, which shall be available for download on its website and the same shall also be considered to be part of the tender documents. In order to give Bidders reasonable amounts of time to take into account such corrigendum / amendment, DSYS may at its own discretion also extend the Bid Due Date.

8.11 Extension of Bid Due Date: DSYS may, at its discretion, extend the Bid Due Date which shall be related as an act of amendment of this NIT.

8.12 Acknowledgement by the Bidder: It shall be deemed that by submitting its bid, the Bidder has:

- i) made a complete and careful examination of the tender documents, including the proforma agreement;
- ii) received all relevant information requested from DSYS;
- iii) accepted the risk of inadequacy, error or mistake in the information provided in the tender documents or furnished by or on behalf of DSYS relating to any of the matters related to this tender or otherwise;
- iv) satisfied itself about the scope of work and services to be delivered/rendered and the extant conditions and all matters, things and information necessary and required for submitting an informed bid and for providing the required services in accordance with the tender documents including the contract (to be signed with DSYS) and performance of all of its obligations thereunder;
- v) acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information said to be in the bidding documents or ignorance of any of the matters shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from DSYS;
- vi) agreed to be bound by the undertakings provided by it under and in terms; and

DSYS shall not be liable for any omission or commission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the tender documents or the bidding process, including any error or mistake therein or in any information or data given by DSYS

8.13 Right to accept or reject any/ all bids: Notwithstanding anything contained in the NIT, DSYS reserves the right in its sole discretion, without any obligation or liability whatsoever, to accept or reject any or all of the Bids at any stage of the Bidding Process without assigning any

reasons thereof. Further DSYS reserves the right to annul the Bidding Process and / or to reject any or all Bids at any stage prior to the signing of Agreement without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for DSYS action. Decision of DSYS shall be final and binding in this regard. DSYS reserves the right to reject any bid if at any time, a material misrepresentation is made or uncovered or if the bid received is conditional or qualified.

8.14 Language of the bid: The bid and all related correspondence and documents in relation to the bidding process shall be in the English language. Supporting documents and printed literature furnished by the Bidder with the bid may be in any other language provided that they are accompanied by translations of all the pertinent passages in the English language, duly authenticated and certified by the Bidder. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the bid, the English language translation shall prevail. The English translation of the documents shall be carried out by professional translators and the translator shall certify that he is proficient in both languages in order to translate the document and that the translation is complete and accurate.

8.15 Bid to be submitted by Bidders: The bid to be submitted by Bidders shall consist of the Techno-Commercial Bid and the Price Bid.

8.16 Techno-Commercial Bid: Bidders shall have to submit their Techno-Commercial Bid on the e-procurement portal of the Government of Odisha. The Techno-Commercial Bid should consist of clear and legible scanned copies of all the required documents and should be submitted within the Bid Due Date, as indicated in the Schedule for the Tender. The Techno-Commercial Bid shall contain no information on the Price Bid of the Bidder. The Techno-Commercial Bid shall consist of the following:

- i) Documents Supporting Eligibility Criteria (Refer Clause 7)
- ii) Techno-Commercial Bid checklist as per Annexure 6
- iii) Mandate Form for Bank payment through e-mode as per Annexure 7
- iv) Documents towards fulfillment of Technical Scoring criteria as per Clause 8.27
- v) Annexure 9: Machine hiring charge for Additional equipment
- vi) Bid Security Declaration as per Annexure 11

8.17 Price Bid: The Price Bid shall be submitted on the e-tender portal of the Government of Odisha and shall be in percentage (%) basis both in word & figure. It shall comprise of the following components:

PART-A: Service charge (in %) for “General Administration”

PART-B: Service charge (in %) for “Housekeeping Services”

PART-C: Service charge (in %) for “Hospitality Services”

PART-D: Service charge (in %) for “Maintenance Services”

PART-E: Service charge (in %) for “Additional Support Services”

PART-F: Machine hiring charges for the following equipment:

- a) Vacuum cleaner
- b) Lawn mower
- c) Motorized grass cutter
- d) Vehicle for garbage collection
- e) Disposal and tea/coffee vending machine.

The machine hiring charge amount in Indian Rupees shall be quoted by the Bidder per machinery per month. The machine hiring charge of a particular equipment shall remain same for all the areas/locations where it shall be deployed.

The Bidder shall quote the rate as per the Price Bid format in Annexure 4 and in case of any discrepancy between the word and figure of the quoted rate, the rate mentioned in word shall prevail.

In addition to this, the Bidder shall quote the machine hiring charge per equipment per month for additional equipment as mentioned in Annexure 9. The charges quoted by the Bidder will not be part of Price Bid. These charges will be negotiated with the Preferred Bidder before signing of the Agreement. The machine hiring charge of a particular equipment shall remain same for all the areas/locations where it shall be deployed.

In addition to the equipment mentioned in Annexure 9, DSYS can instruct the agency to hire other equipment as required during contract execution. The Machine hiring charge per equipment per month for such other equipment will be negotiated with agency as and when required.

The Service charge under PART-A, PART-B, PART-C, PART-D and PART-E quoted shall be inclusive of:

- Profit
- Benefit under Employees Compensation Act wherever applicable
- Insurance

- Administration Expenses
- Interest Cost (if any)
- Contingency
- Conveyance
- Casual / Sick leaves / benefits to be paid to the personnel deployed under various laws, except the benefits reimbursed by DSYS
- Tools and tackles (to be considered for quoting Service charge for Maintenance Services)
- Any other that the Bidder would like to factor to deliver the Scope of work

The Machine hiring charges under PART-F shall be inclusive of wages of operators engaged for this purpose as well as other associated statutory /obligatory liabilities and fuel and lubricants.

Also, while quoting of Price Bid, Clause 5.2.5 of Special Conditions of Contract must be referred.

8.18 Material deviation: Material deviations in the bids received shall include, inter alia, the following:

- i) The Techno-Commercial Bid or any accompanying document or Price Bid submitted by the Bidder is not in accordance with the formats given in this tender document.
- ii) The Techno-Commercial Bid is not accompanied by all the documents required to be submitted in terms of this tender document as per Clause 8.16
- iii) It does not contain all the information (complete in all respects) as requested in this tender document (in accordance with the formats provided in this tender document);
- iv) The Techno-Commercial Bid is not accompanied by documentary evidence of the credentials of the Bidder(s).
- v) The Techno-Commercial Bid or Price Bid submitted by the Bidder is conditional or qualified.
- vi) The bid submitted by the Bidder is not valid for the minimum bid validity period, as per Clause 8.8.
- vii) It is otherwise substantially/ materially in deviation of the terms and conditions of the tender document.

8.19 DSYS may waive any nonconformity in the Bid that does not constitute a material deviation, reservation or omission. DSYS may request that the Bidder submit information or documentation, within a reasonable period of time (Refer Clause 8.24), to rectify nonmaterial nonconformities in the Technical-Commercial Bid related to documentation requirements. Requesting information or documentation on such non-conformities shall not be related to any

aspect of the Price Bid. Failure of the Bidder to comply with the request of DSYS by the date specified therein may result in the rejection of its Bid. DSYS, however, is not bound to waive such non-conformity under this Clause 8.19.

- 8.20 Bid preparation cost: The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by DSYS or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and DSYS shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.
- 8.21 Opening of Techno-Commercial Bids: The Techno-Commercial Bids shall be opened as per the schedule indicated in Schedule for the Tender.
- 8.22 Evaluation of Techno-Commercial Bids: The Techno-Commercial Bids shall first be evaluated to determine whether they are complete, whether the required documents have been submitted in the correct formats and whether the documents have been properly signed by the Authorized Signatory and whether the Techno-Commercial Bid is generally in order. It will be determined whether the Techno-Commercial Bid is of acceptable quality, is generally complete and is substantially responsive to the tender documents. For purposes of this determination, a substantially responsive Techno-Commercial Bid is one that conforms to all the terms, conditions and specifications of the tender documents without any material deviations (as defined in Clause 8.18), objections, conditionality or reservations.
- 8.23 A Techno-Commercial Bid which is not substantially responsive, may be rejected by DSYS, and may not subsequently be made responsive by the Bidder by correction of the material deviations, as defined in Clause 8.18 of the Material deviation.
- 8.24 If required, DSYS may ask Bidders to provide clarifications on their bid or provide shortfall documents. Such clarifications shall be submitted by the Bidder in the Upload Shortfall document section of the e-procurement portal. The Bidders shall be allowed a maximum time period of 3 (three) working days for uploading/ submitting the requisite shortfall documents. However, no changes in the Price Bid shall be sought, offered or permitted, nor shall the documents sought be related to the EMD. No modification of the bid or any form of communication with DSYS or submission of any additional documents, not specifically asked for by DSYS will be allowed and even if submitted, they may not be considered by DSYS.
- 8.25 The responsive Techno-Commercial Bids shall then be evaluated in detail to determine whether they fulfill the eligibility criteria (as given in Clause 7) and other requirements of the

tender, such as submission of all the requisite documents as listed in Clause 8.16 of Techno-Commercial Bid.

8.26 The Techno-Commercial Bids which fulfill the above criteria shall be evaluated further in accordance with the scoring criteria given in Clause 8.27 and a Technical Score, Ts shall be assigned to each such Techno-Commercial Bid. Techno-Commercial Bids which do not fulfill the above criteria shall not be evaluated further and shall not be considered to be a technically qualified bid. Techno-Commercial Bids which fulfill the above criteria, and which receive a score of 70 (seventy) or higher out of 100 shall be considered to be technically qualified bids.

8.27 The Technical Scoring Criteria is specified below:

#	Criteria	Maximum score	Marking scheme	Documents to be submitted as part of the Techno-Commercial Bid
1	Organizational capacity	30		
1A	Average turnover of the bidder in the last 3 (three) Financial Years (FY 2018-19, FY 2019-20 and FY 2020-21)	10	<ul style="list-style-type: none"> • INR 200 crore: 5 marks • Additional 1 mark for each additional turnover of INR 50 crore subject to a max. of 5 additional marks 	<p>Copies of audited financial statements</p> <p>In case the audited financial statements of the last financial year are not yet ready, the Bidder shall submit unaudited financial statements, certified by its statutory auditor.</p>
1B	Relevant quality certificate from a recognized institution for related product or service	5	<ul style="list-style-type: none"> • For ISO 9001: 2015 certification – 3 marks • For ISO 45001:2018/ OHSAS certification - 2 marks 	Certificate copies should be submitted, and it should be valid till date of publication of RFP
1C	Number of Workers on bidders' payroll	10	<ul style="list-style-type: none"> • 5,000: 5 marks • 1 mark for additional 1,000 workers subject to a maximum of 5 marks 	<ul style="list-style-type: none"> • Latest EPF Challan / ECR copy • Alternatively, a certificate from the Bidder's statutory auditor certifying the number of workers on the Bidders payroll (as on date of

#	Criteria	Maximum score	Marking scheme	Documents to be submitted as part of the Techno-Commercial Bid
				tender) shall also be considered as valid supporting document. <ul style="list-style-type: none"> • However, the Bidder shall submit the summary sheet of ECR/ Payment confirmation receipt. DSYS may carry out verification of the same if required
1D	No. of years of experience working with Odisha based clients	5	<ul style="list-style-type: none"> • ≥ 5 and < 10 years: 3 marks • ≥ 10 years: 5 marks 	Relevant Work order along with completion certificate or Continuation certificate
2	Technical Capability	30		
2A	Number of years of Experience in providing Facility Management Services <u>Note:</u> Facility management services shall mean services related to 1. General Administration	10	<ul style="list-style-type: none"> • 10 Years: 5 marks; • 1 mark for additional 1 year of experience subject to maximum of 5 additional marks 	Work order along with completion certificate or Continuation certificate

#	Criteria	Maximum score	Marking scheme	Documents to be submitted as part of the Techno-Commercial Bid
	2. Cleaning & sweeping/ garbage collection/ pest control, laundry, 3. Garden and park maintenance; 4. Food preparation; 5. Hospitality services; 6. Electrical / mechanical /civil maintenance; 7. Any other combination of the above 6 activities			
2B	Undertaken projects with annualized contract value of not less than INR 2 crore during the last Five financial years in the following fields: 1. General Administration: max 2 projects 2. Cleaning & sweeping / garbage collection/ pest control/ laundry/ Garden and park maintenance: max 2 projects 3. Food preparation & Hospitality Services: max 2 projects	20	<ul style="list-style-type: none"> • 2.5 marks for each eligible project • Maximum 2 projects shall be considered under each field 	<ul style="list-style-type: none"> • Work order along with completion certificate or Continuation certificate • In case, the bidder fails to avail the completion certificate from their client/employer, the proof of completion duly certified by its Statutory Auditor shall be submitted

#	Criteria	Maximum score	Marking scheme	Documents to be submitted as part of the Techno-Commercial Bid
	<p>4. Electrical / mechanical /civil maintenance: max 2 projects</p> <p><u>Note:</u></p> <ol style="list-style-type: none"> 1. Applicable 5 (five) years shall be preceding five financial years excluding the financial year of floating of the Tender (i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20 and FY 2020-21) 2. For the purpose of evaluating projects under 2B, a single project can be considered for multiple fields, in case the value of work order is at least (INR 2 crore * No of fields referenced by Bidder).For example, in case a bidder wishes to avail marks under General Administration and Food preparation and Hospitality services by providing credentials of a single project, then the project Work order Value must not be less than 			

#	Criteria	Maximum score	Marking scheme	Documents to be submitted as part of the Techno-Commercial Bid
	INR 4 crore (INR 2 crore x 2) (excluding taxes)			
3	Presentation	40		
3A	<p>During presentation, the bidder shall be evaluated on the following:</p> <ol style="list-style-type: none"> 1. Understanding of the assignment – 6 marks 2. Approach and Methodology – 6 marks 3. Standard operation procedures adopted – 7 marks 4. Quality control and testing procedures – 7 marks 5. Technological solutions – 7 marks 6. Training to personnel – 7 marks 	40	<ul style="list-style-type: none"> • Only those Bidders who fulfill the requirements of the eligibility criteria (as given in Clause 7) would be asked to give a presentation on their approach & methodology. The venue of the presentation shall be DSYS office at Bhubaneswar. The Bidders may also be asked to give the presentation on virtual platforms. • The objective of the presentation is to assess the approach and methodology of the bidder in providing professional facility management and support services and the internal mechanisms to ensure the same especially related to use of technology in monitoring. The presentation to be made by senior management of the company. • The eligible bidders shall be requested to make a presentation on their proposal, to an Evaluation Committee constituted for the purpose 	
Technical Score, T_s		100		

- 8.28 Opening and Evaluation of Price Bids: The date and time of opening of the Price Bids shall be communicated to the technically qualified Bidders in writing by e-mail or registered post/Speed Post; the Price Bids of only technically qualified Bidders shall be opened. A comparative statement shall be prepared detailing each price component in the bid and including all components of the Price Bid, as per Clause 8.17.
- 8.29 Preferred Bidder: For determination of the Preferred Bidder, all 4 components (PART-A, PART-B, PART-C and PART-D as described in Clause 8.15.2) shall be considered. The overall quoted price of each technically qualified Bidder shall be computed in the following manner:

Quoted Price =
 {(% Service charge quoted under PART-A) X INR **33,05,720**} +
 {(% Service charge quoted under PART-B) X INR **30,43,446**} +
 {(% Service charge quoted under PART-C) X INR **18,31,091**} +
 {(% Service charge quoted under PART-D) X INR **2,42,405**} +
 {(% Service charge quoted under PART-E) X INR **10,38,360**} +
 {Overall monthly charges quoted under PART-F}

Note: The details of estimated monthly manpower cost have been provided in Annexure 10 for reference.

The Bidder who submits the lowest Price Bid shall be the Preferred Bidder. The Preferred Bidder shall be issued the LOA. DSYS reserves the right to negotiate the price with the Preferred Bidder before issue of the LOA. The Preferred Bidder shall have to acknowledge and accept the LOA by returning a signed copy of the LOA within a period of 15 (fifteen) days of issue thereof, along with submission of the Performance Security, failing which the issued LOA may be cancelled and EMD of the Preferred Bidder shall be forfeited by DSYS. In such a case, DSYS reserves the right to approach the technically qualified Bidder(s) who has submitted the next lowest Price Bid and ask such Bidder(s) to match the L1 price and on acceptance of the same, issue a fresh LOA to such Bidder and proceed with such Bidder in terms of this Clause 8.31

- 8.30 Tie-Bidders: In the event that 2 (two) or more technically qualified Bidders (the “Tie Bidders”) have submitted the lowest identical Price Bids, the Bidder having higher technical score shall be considered as the Preferred Bidder.
- 8.31 Signing of Agreement: Within 7 (seven) days of receipt of the signed copy of the LOA, along with the Performance Security, the Agreement shall be signed by the Preferred Bidder, failing which the Performance Security shall be forfeited and appropriated by DSYS. In such a case, DSYS reserves the right to approach the technically qualified Bidder(s) who has submitted the next lowest Price Bid and ask such Bidder(s) to match the L1 price and on acceptance of the same, issue a fresh LOA to such Bidder and proceed with such Bidder in terms of Clause 8.31. Upon signing of the Agreement, the Preferred Bidder shall be considered to be the “Successful Bidder”. The pro-forma of the Agreement is provided in Annexure 2A hereof. Post signing of the Agreement, DSYS shall issue Service Order(s) to the Successful Bidder.

- 8.32 Performance Security: The formula for calculating the amount of the Performance Security is indicated in the Data Sheet. The Preferred Bidder shall submit the Performance Security at Bhubaneswar Office, DSYS upon issue of LOA within a period of 15 (fifteen) days. Performance Security shall be in the form of a Bank Guarantee from any Nationalized/ Scheduled Bank invocable at their branch in Bhubaneswar as per the format given in Annexure 8 or in the form of demand draft from a scheduled commercial bank and payable in Bhubaneswar, Odisha. Performance Security in the form of BG should be operable for invocation at any Nationalized/ Scheduled bank at Bhubaneswar.
- 8.33 The Performance Security shall remain valid for 15 (fifteen) months for each contractual year from the start of each year. Upon receiving the letter of acceptance from DSYS to commence work for the next contractual year's operation, the performance security shall be recalculated for the concerned Contractual year as per the formula:

Amount = 3% of Annual Contract Value of the relevant Contractual Year

- 8.34 The service provider shall then provide the Performance Security of the revised amount within 15 (fifteen) days of the start of the relevant Contractual Year. Upon submission of the Performance Security of the revised amount and acceptance of the same by DSYS, the previous Performance Security shall be returned.
- 8.35 The Performance Security for the final contractual year shall be released only after release of Security Deposit of the final contractual year. It shall be released from Bhubaneswar Office, DSYS after recommendation from the concerned Officer-in-charge of DSYS.

9. Additional Instructions to Bidders

- 9.1 Site-visit: Bidders may visit the sites and apprise themselves of the site conditions and its surroundings and obtain for itself, on its own responsibility, all information that may be necessary for preparing their Bids.
- 9.2 Bidders shall bear their own costs and make their own arrangements required for visiting the sites. DSYS will only facilitate their visit.
- 9.3 The date of the site visit is provided in the Schedule for the Tender. Bidders who are interested to visit the site shall inform the Nodal Officer mentioned in the Data Sheet at least 1 (one) day before scheduled date of the site visit, along with the names and contact numbers of their representatives who would be participating in the site visit.
- 9.4 A maximum of 4 (four) representatives from each Bidder shall be allowed to participate in the site visit.
- 9.5 Pre-bid meeting: A pre-bid meeting shall be organized by DSYS; the date and time of the pre-bid meeting is indicated in the Schedule for the Tender. Bidders wishing to attend the pre-bid meeting should inform DSYS by email (Refer Data Sheet), along with the names and email ids of the officials/ representatives of the Bidder who would be attending the meeting, at least 1 (one) working days before the pre-bid meeting. DSYS shall then send the invite for the pre-bid meeting to the email-ids that DSYS would be receiving.
- 9.6 However, attendance of the Bidders at the pre-bid meeting is not mandatory. A maximum of two email ids of the officials/ representatives may be provided by each Bidder. All costs of the Bidder related to attending the pre-bid meeting shall be borne by the Bidder.

10.E-tendering process

- 10.1 The e-tendering process shall be held on the e-procurement portal of the Government of Odisha (www.tendersodisha.gov.in). All the steps involved starting from hosting of tenders till determination of the Preferred Bidder shall be conducted on line on the e- procurement portal.
- 10.2 The Bidder will have to accept unconditionally the online user portal agreement which contains the acceptance of all the terms and conditions including commercial and general terms and conditions and other conditions, if any, along with on-line undertaking in support of the authenticity of the declarations regarding the facts, figures, information and documents furnished by the Bidder on-line in order to become an eligible Bidder. Noconditional bid shall be allowed / accepted.
- 10.3 The Bidder will have to give an undertaking online that if the information/declaration/scanned documents furnished in support of the same in respect of eligibility criteria are found to be wrong or misleading at any stage, they will be liable to punitive action and this includes cancellation/termination of contract/Agreement.
- 10.4 The Bidder will submit their Techno-Commercial Bid and Price Bid on-line. The Bidders will have to upload a scanned copy of the Techno-Commercial Bid in Cover-I; the Price Bids to be submitted in Cover-II.
- 10.5 Procedure for bid submission and payment of Tender Document Cost
- 10.5.1 Log on to e-procurement portal: The Bidders have to log onto the e-procurement portal of the Government of Odisha (www.tendersodisha.gov.in) using their digital signature certificate and then search and then select the required active tender from the "Search Active Tender" option. Then the submit button can be clicked against the selected tenders so that it comes to the "My Tenders" section.
- 10.5.2 Uploading of the Techno-Commercial Bid and the Price Bid: The Bidders have to upload the required Techno-Commercial Bid and the Price Bid, as mentioned in the tender document and in line with the Works Department office memorandum no.7885, dated 23 July 2013.
- 10.5.3 Payment of Tender Document Cost: The Bidder shall pay to DSYS a non-refundable amount ("Tender Document Cost"), indicated in the Data Sheet, as part of its Techno-Commercial Bid. The mode of payment of the Tender Document Cost is also indicated in the Data Sheet.
- 10.5.4 Bid submission: Only after receipt of intimation at the e-procurement portal regarding successful transaction by Bidder, the system will activate the 'Freeze Bid Submission' button to conclude the bid submission process.
- 10.5.5 System generated acknowledgement receipt for successful bid submission: System will generate

an acknowledgement receipt for successful bid submission. The Bidder should make a note of 'Bid ID' generated in the acknowledgement receipt for tracking their bid status.

10.5.6 Technical Parameter Sheet: The Technical Parameter Sheet containing the technical specification parameters for each tendered item will be in Excel format (or any other format) and will be uploaded by DSYS during tender creation. This will be downloaded by the Bidder and all the required information on this file shall be furnished by the Bidder during bid submission. Thereafter, the Bidder will upload the same file during bid submission in the General Technical Evaluation (GTE). In case the Technical Parameter Sheet is incomplete and not submitted as per the instructions given, the bid shall be summarily rejected by DSYS without any further reference to the Bidder.

10.6 Price Bid: The price bid containing the bill of quantity will be in Excel format (or any other format) and will be uploaded by DSYS during tender creation. This will be downloaded by the Bidder and will be used to quote the Price Bid, inclusive of all taxes & duties etc. Thereafter, the Bidder will upload the same Excel file during bid submission in Cover-II. The L1 price will be decided for module as stipulated in the tender. The Price Bid of the Bidders will have no conditions. The Price Bid which is incomplete and not submitted as per the instructions given shall be summarily rejected by DSYS without any further reference to the Bidder.

10.7 Modification of bids: Modification of the submitted bid shall be allowed online only before the Bid Due Date. A Bidder may modify and resubmit the bid online as many times as he may wish. Bidder may withdraw only once its Bid online within the end date of Bid submission.

10.8 Opening of Techno-Commercial Bids: The Techno-Commercial Bids shall be opened as per the schedule given in the Schedule of Tender. The Techno Commercial bids (Cover-I) will be decrypted online and will be opened by the designated bid openers of DSYS with their Digital Signature Certificates. The Techno-Commercial Bids shall be opened as per the schedule, irrespective of the number of bids received. Even in case of receipt of single bid, the Techno-Commercial Bid shall be opened for evaluation. In case no bids are received, the tender shall be automatically cancelled with approval of the competent authority of DSYS.

10.9 Evaluation of Techno-Commercial Bids: The Techno-Commercial Bids shall be evaluated in terms of Clause 8.22. If required, DSYS may ask Bidders to provide clarifications on their bid or provide shortfall documents within a period of 3 (three) working days. The Bidders will get this information on their personalized dash board under "Upload shortfall document/information" link. However, no changes in the Price Bid shall be sought, offered or permitted, nor shall the documents sought be related to the EMD or the Tender Document Cost. No modification of the bid or any form of communication with DSYS or submission of any additional documents which are not specifically asked for by DSYS, will be allowed and even if submitted, they will not be considered by DSYS. Additionally, information shall also be sent by system generated e-mail and SMS, but it will be the Bidder's responsibility to check the updated

status/information on their personalized dash board at least once daily after opening of bid. No separate communication will be required in this regard. Non-receipt of email and SMS will not be accepted as a reason for non-submission of documents within prescribed time. The Bidder shall submit the requisite clarifications and the requested documents and in the Upload Shortfall document section of the e-procurement portal within the specified period and no additional time will be allowed for submission of the clarifications/ documents. In case of any failure of the Bidder to submit the requisite documents within the allowed time frame, DSYS shall proceed to evaluate its Techno-Commercial Bid without any further reference to the Bidder.

- 10.10 Based on the evaluation of the Techno-Commercials Bids, the list of technically qualified Bidders shall be prepared and the same shall be uploaded, along with the date and time of opening of Price bid in the portal and such Bidders shall also be informed through system generated e-mail and SMS alert. The Price Bid of such shortlisted Bidders shall be decrypted and opened on the scheduled date and time by the designated bid openers of DSYS with their Digital Signature Certificates. The Bidders may view the price bid opening online remotely on their personalized dash board under the link "Bid Opening (Live)" and can see the Price Bid /BOQ submitted by all shortlisted Bidders.
- 10.11 A comparative statement of the Price Bids shall be generated by the e-procurement system. The same shall be downloaded and will be signed by the officers of DSYS opening the Price Bids and submitted to the competent authority of DSYS for approval and further necessary action. The comparative statement shall also be viewable to the participating Bidders whose Price Bids were opened. In case of tie bids, the same shall be dealt with in terms of Clause 8.30.
- 10.12 Upon approval and completion of the due process of DSYS, the Preferred Bidder shall be issued the LOA in terms of Clause 8.31. The LOA shall be sent through registered/ speed post to the office address of the Preferred Bidder; a scanned copy of the Agreement/Service Order shall also be uploaded on the e-procurement portal.

Annexure 1: General Conditions of Contract-Services

1. Definitions

In the interpretation of the Contract and the general and special conditions governing it, unless the context otherwise requires:

- 1.1. "Contract Price" or "Contract Value" shall mean the price payable to the service provider under the Service Order / Agreement for the full and proper performance of his contractual obligations;
- 1.2. "Service Order" or "Contract" or "Agreement" shall mean the Service Order / Agreement and all attached exhibits and documents referred to therein and all terms and conditions thereof together with any subsequent modifications thereto;
- 1.3. "Site" shall mean the place or places named in the Service Order / Agreement or such other place or places at which any work has to be carried out as may be approved by DSYS;
- 1.4. "Service provider" or "Contractor" shall mean a firm or company with whom the Service Order / Agreement is placed and shall be deemed to include the supplier in successors (approved by DSYS) representatives, heirs, executors, administrators and permitted assignee as the case may be;
- 1.5. "Services" means the services specified in the Service Order which the service provider has agreed to supply under Service Order / Agreement;

2. Scope of Services

- 2.1. Scope of Services/Work shall be as defined in the Special Conditions of Contract and Annexure thereto.

3. Instructions, Direction & Correspondence

- A) All instructions and orders to service provider shall, excepting what is herein provided, be given by DSYS.
- B) All the work shall be carried out under the direction of and to the satisfaction of DSYS.
- C) All communications including technical/commercial clarifications and/or comments shall be addressed to DSYS shall always bear reference to the Service Order / Agreement.

- D) Invoices for payment against Service Order / Agreement shall be addressed to DSYS.
- E) The Service Order / Agreement number shall be shown on all challans / invoices, communications, packing lists, containers and bills of lading, (as applicable) etc.

4. Service Order / Agreement Obligations

- 4.1. If after award of the LOA, the service provider does not acknowledge the receipt of award or fails to furnish the Performance Security within the prescribed time limit (as the case maybe), DSYS reserves the right to cancel the LOA and forfeit the EMD.
- 4.2. Once a Service Order / Agreement is accepted and confirmed and signed, the terms and conditions contained therein shall take precedence over the service provider's bid and all previous correspondence.
- 4.3. The Service Order/ Agreement shall, in all respects, deemed to be and shall construe and operate as an Indian Contract in conformity with the Indian Laws.

5. Modification in Service Order / Agreement

All modifications leading to changes in the Service Order / Agreement with respect to technical and/or commercial aspects including terms of delivery of services, shall be considered valid only when accepted in writing by DSYS by issuing amendment to the Service Order / Agreement. Issuance of acceptance or otherwise in such cases shall not be any ground for extension of agreed delivery date and also shall not affect the performance of Service Order / Agreement in any manner except to the extent mutually agreed through a modification of Service Order / Agreement.

- 5.1. DSYS shall not be bound by any printed conditions or provisions in the service provider's Bid Forms or acknowledgment of Service Order / Agreement, invoices and other documents which purport to impose any conditions at variance with or supplemental to Service Order / Agreement.

6. Use of Service Order / Agreement Documents & Information

- 6.1. The service provider shall not, without DSYS prior written consent, disclose any approved plan, drawing, pattern, sample or information furnished by or on behalf of DSYS in connection therewith, to any person other than a person employed by the Service provider in the performance of the Service Order / Agreement. Disclosure to any such employed person shall be

made in confidence and shall extend only so far as may be necessary for purpose of such performance.

- 6.2. The Service provider shall not, without DSYS prior written consent, make use of any document or information enumerated in Clause 6.1 except for purpose of performing the Service Order / Agreement.

7. Performance Security

- 7.1. The service provider shall furnish Performance Security as per the terms and conditions provided in the Notice Inviting Tender.

- 7.2. The Performance Security shall be for due and faithful performance during the period for execution of the services and is liable for forfeiture in the following cases:

- If the successful Bidder fails to undertake the work after issuance of LOA, or
- If the service provider abandons the work before its completion, or during its extended period
- If the work performed by the service provider is not as per the Agreement, or
- On breach of Service Order / Agreement by the service provider.

- 7.3. The proceeds of Performance Security shall be forfeited and appropriated by DSYS as compensation for any loss resulting from the Service provider's failure to complete his obligations under the Service Order / Agreement without prejudice to any of the rights or remedies DSYS may be entitled to as per terms and conditions of Service Order / Agreement.

- 7.4. Performance Security shall be extended by the service provider in the event of delay in completion of work, as defined in the Service Order / Agreement for any reason whatsoever. DSYS' claim period shall remain valid for twelve months after the expiry of the guarantee/warranty/Defect Liability Period or till the satisfactory performance of the objectives of the Service Order / Agreement, whichever is later.

8. Delivery of Services

- 8.1. Delivery of the Services shall be made by the service provider in accordance with terms specified in the Special Conditions of Contract.

- 8.2. The delivery of services is binding and essential and consequently, no delay is allowed without the written approval of DSYS. Any request concerning delay will be null and void unless accepted by DSYS.

9. Terms of Payment

- 9.1. Details about the method of payment, payment terms, billings, place of payment, etc. under this Service Order / Agreement shall be specified in the Special Conditions of Contract.
- 9.2. All payments shall be made in INR only and shall be made directly to the bank account of the service provider.
- 9.3. No advance shall be paid and no letter of credit shall be issued.
- 9.4. Payment shall be released within 30 (thirty) days after receipt of relevant documents complete in all respects.
- 9.5. No interest charges for delay in payments, if any, shall be payable by DSYS.
- 9.6. Defective bills shall be returned to the Service provider within 7 (seven) working days. No payment shall be made on defective/ incomplete bills.

10. Subcontracting /out-sourcing/ sub-letting/ Assignment

- 10.1. The service provider is not allowed to subcontract, outsource, sub-let or assign the contract and scope of services, either partly or wholly, without the written approval of the designated official from DSYS side for the services for which such subletting is sought. However, DSYS management reserves the full right to refuse any such approval to the service provider without being bound to provide any reason or rationale for such decision. Provided, nevertheless, that any such consent shall not relieve the service provider from any obligation, duty or responsibility under the Service Order / Agreement.

11. Cancellation of Service Order / Agreement

- 11.1. If the service provider fails to fulfil the terms and conditions of the Service Order / Agreement which are spelt out in the Tender Document, DSYS shall have the right to terminate the Service Order / Agreement and award the total or balance work (if any) to any other service provider at the risk and cost of the said service provider after giving 30 days' notice to the service provider as to why the said work shall not be awarded to another entity at his risk and cost. Further the Service Order/Agreement could be terminated if:

- i) There is a force-majeure situation,
- ii) Service provider has given false declaration or document including affidavit,
- iii) There is conflict of interest between DSYS & service provider during the Service Order / Agreement execution,
- iv) The service provider defaults in proceeding with the work as per the milestones and/or in complying with any of the terms and conditions, stipulated in the Service Order / Agreement,
- v) The service provider or firm or any of the partner represented by the service provider, in the subject Service Order / Agreement is adjudged as Insolvent by the concerned authority and further if the Service Provider entity has been wound up and dissolved,
- vi) The service provider assigns/transfers/sub-lets the entire work or a portion thereof without the approval of the Competent Authority,
- vii) The service provider offers to give or agrees to give gift or any other consideration tangible or intangible, as inducement or reward for seeking or offering benefits in the Service Order / Agreement as the case may be,
- viii) A court order or an order of a competent statutory forum is received in respect of the Service under consideration of the Service Order / Agreement.

Termination of the agreement shall not relieve the service provider of any obligations which expressly or by necessary implication survives termination. Except as otherwise provided in any provisions of the agreement expressly limiting the liability of the service provider, shall not relieve the service provider of any obligations or liability for loss or damage to DSYS arising out of or caused by acts or omissions of the service provider prior to the effective date of termination or arising out of such termination. Even if Service Order / Agreement is terminated/abandoned prematurely, DSYS reserves the right to deduct/impose penalties and shall remain indemnified, till such time all or any such claims are suitably addressed. DSYS reserves the right to appropriate the Performance Security, as a genuine pre-estimated damages suffered by DSYS for the non-performance by the service provider. DSYS may also impose further penalties on the service provider such as holidaying/banning/blacklisting for a specific period of time. In all such cases, the decision of DSYS shall be final. This notice shall be in accordance with Clause 11.1

12. Right to risk for procurement/ rendering of services

If the service provider fails to fulfill the terms and conditions of the Service Order / Agreement, DSYS shall have the right to procure the services from any other party for the execution/ completion of the scope of services under the Service Order / Agreement and recover from the service provider all charges/expenses/losses/damages which may be suffered by DSYS, at the risk and cost of the service

provider, after giving 15 (fifteen) days of notice to the service provider. This will be without prejudice to the rights of DSYS for any other action including termination of the Service Order / Agreement.

13. Force Majeure

13.1. "Force Majeure Event" means any event or circumstances or combination of events or circumstances which:

- A) Are beyond the reasonable control of the Party affected by such event (the Affected Party); and cannot by exercise of reasonable diligence, reasonable precautions and reasonable alternative measures (where sufficient time to adopt such precautions or alternative measures before the occurrence of such event or circumstances is available), be prevented or caused to be prevented;
- B) Materially and adversely affects such Party's performance of its duties or obligations or enjoyment of its rights under this Service Order / Agreement.

13.2. As soon as practicable and in any case within 7 (seven) days from the date of occurrence of a Force Majeure Event or the date of knowledge thereof, the Affected Party shall notify the other Party of the same, setting out the details of the Force Majeure Event.

13.3. If the Affected Party is rendered wholly or partially incapable of performing any of its obligations under this Service Order / Agreement because of a Force Majeure Event, it shall be excused from performance of such obligations to the extent it is unable to perform the same on account of such Force Majeure Event.

13.4. If a Force Majeure Event described above, in the reasonable judgment of the Parties, is likely to continue beyond a period of 6 (six) months or any other period as stipulated in the NIT, the parties may mutually decide to terminate the Service Order / Agreement or continue the Service Order / Agreement on mutually agreed revised terms.

14. Dispute Resolution

14.1. Any dispute, difference or controversy of whatever nature howsoever arising under, or out of, or in relation, to this tender or the Service Order / Agreement (including its interpretation) between DSYS and the service provider, and so notified in writing by either party to the other party shall, in the first instance, be attempted to be resolved amicably and the parties agree to use their best efforts for resolving all disputes arising under or in respect of this tender promptly, equitably and

in good faith. In the event of any dispute between the parties, it is agreed that a discussion shall be held between the service provider and DSYS within 7 (seven) days from the date of reference to discuss and attempt to amicably resolve the dispute. If such meeting does not take place within the 7 (seven) day period or the dispute is not amicably settled within 15 (fifteen) days of the meeting, the dispute, if referred to, shall be decided by the Civil Court of competent jurisdiction at Bhubaneswar. There shall be no arbitration between the Parties. The provisions of Arbitration & Conciliation Act, 1996 as amended from time to time, shall have no application to the present work.

- 14.2. Governing law and jurisdiction: This Service Order / Agreement shall be construed and interpreted in accordance with and governed by the laws of State and Central Government in force in India. The Courts at Bhubaneswar shall have exclusive jurisdiction over all matters arising out of or relating to this Service Order / Agreement.

15. Governing Language

The Service Order / Agreement shall be written in English language as specified by DSYS in the Instruction to Bidders. All literature, correspondence and other documents pertaining to the Service Order / Agreement which are exchanged by the parties shall be written in English language. Printed literature in other language shall only be considered, if it is accompanied by an English translation. For the purposes of interpretation, English translation shall govern and be binding on all parties.

16. Notices

Any notice given by one party to the other pursuant to the Service Order / Agreement shall be sent in writing or by email. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

17. Permits & Certificates

Service provider shall procure, at his expense, all necessary permits, certificates and licenses required by virtue of all applicable laws, regulations, ordinances and other rules in effect at the place where any of the work is to be performed, and Service provider further agrees to hold DSYS harmless from liability or penalty which might be imposed by reason of any asserted or established violation of such laws, regulations, ordinances or other rules.

18. General

- 18.1. The Service provider shall be deemed to have carefully examined all Service Order / Agreement documents to its entire satisfaction. Any lack of information shall not in any way relieve the Sports & Youth Services Department, Govt. of Odisha

Service provider of his responsibility to fulfill his obligation under the Service Order / Agreement documents.

18.2. The General Conditions of Contract (GCC)-Services shall apply to the extent that they are not superseded by provisions of other parts of the Special Conditions of Contract.

18.3. Losses due to non-compliance of Instructions

Losses or damages occurring to DSYS owing to the Service provider's failure to adhere to any of the instructions given by DSYS in connection with the contract execution shall be recoverable from him.

18.4. Recovery of sums due: All costs, damages or expenses which DSYS may have paid, for which under the Service Order / Agreement, the Service provider is liable, may be recovered by DSYS (he is hereby irrevocably authorized to do so) from any money due to or becoming due to the Service provider under this Service Order / Agreement or other Service Orders / Agreements and/or may be recovered by action at law or otherwise. If the same due to the Service provider be not sufficient to recover the recoverable amount, the Service provider shall pay to DSYS, on demand, the balance amount.

19. Liability and Indemnity

19.1. Service provider shall indemnify, defend and hold DSYS harmless against:

- a) any and all third party claims, actions, suits or proceedings against DSYS, for any loss of or damage to property of such third party, or death or injury to such third party, arising out of breach by the service provider of any of its obligations under the Service Order / Agreement, except to the extent that any such claim, action, suit or proceeding has arisen due to a negligent act or omission, breach of the Service Order / Agreement, or breach of statutory duty on the part of DSYS, its suppliers and Service Providers, employees, servants or agents; and
- b) any and all losses, damages, costs, and expenses including legal costs, fines, penalties and interest actually suffered or incurred by DSYS from third party claims arising by reason of breach by the service provider of any of its obligations under this Service Order / Agreement, except to the extent that any such losses, damages, cost & expenses including legal costs, fines, penalties and interest (together to constitute "Indemnifiable Losses") have arisen due to negligent act or omission breach of the Service Order / Agreement, or breach of statutory duty on the part of DSYS, its suppliers or Service Providers, employees, servants or agents or any of the representations; and
- c) to the extent of the value of free issue materials to be issued till such time the entire Service Order / Agreement is executed and proper account for the free issue materials is rendered and the left over / surplus and scrap items are returned to DSYS. The service provider shall not utilize DSYS free issue materials for any job other than the one contracted out in this case and also not indulge in any act, commission or negligence which will cause / result in

any loss/damage to DSYS and in which case, the service provider shall be liable to DSYS to pay compensation to the full extent of damage / loss and undertake to pay the same.

- 19.2. DSYS remains indemnified (even if the Service Order / Agreement ends pre-maturely) towards all or any obligations due to DSYS by the service provider and shall continue to remain in force till such time all or any such claims are suitably addressed.

20. Blacklisting

Blacklisting of a business concern/entity or supplier may be resorted to in following cases: -

- i) If the Director of the business concern/entity is convicted by a Court of Law, following prosecution under the normal process of Law for an offence involving moral turpitude in relations to business dealings;
- ii) If security consideration of the state i.e., any action that jeopardize the security of the State.
- iii) If there is justification for believing that the Director of the Concern/entity has been guilty of malpractices such as bribery, corruption, cheating, fraud and tender fixing etc.
- iv) If the business concern/entity refuses / fails to return DSYS dues without adequate cause;
- v) If the business concern/entity is blacklisted by any Department of the Central Government / State Government/Central PSU/State PSU.
- vi) If the business concern/entity is a concern/entity evader of Central / State taxes / duties for which DSYS has received notice from the concerned department of Central / State Govt.
- vii) If violation of important conditions of the contract/agreement.
- viii) If submission of false/fabricated/forged documents for consideration of the tender

21. Insurance

- 21.1. The service provider will obtain an insurance policy covering all risks, damages, loss etc. for all personnel deployed. The insurance cover in favour of employer shall be from the start date to the end of Defect Liability Period. Insurance shall cover the following.
- I. loss of or damage to the works, plant and materials
 - II. loss of or damage to Equipment
 - III. loss of or damage of property (except the Works, Plant, Materials and Equipment) in connection with the Contract and
 - IV. personal injury and death
- 21.2. Policies and certificates for insurance shall be delivered by the service provider to the Officer-in-Charge/Head of Department or his nominee for the approval before the start date of the Contract. All such insurances shall provide for compensation to be payable in the types and proportions of currencies required to rectify the incurred loss or damage.

- 21.3. If the service provider does not provide any of the policies and certificates required, DSYS may take insurance which the service provider should have obtained and provided and recover the premiums from payments otherwise due to the service provider.

22. Statutory and Legal requirements

- 22.1. The service provider shall comply with all the statutory and legal requirements and requirements for obtaining license under the Odisha Shops and Commercial Establishment Act and Contract Labour (R&A) Act, wherever applicable, and shall bear all necessary expenses in this regard.
- 22.2. In case of employment of workmen from other states, the provisions of Inter State Migrant Workmen (RE & CS) Act should be complied with by the Service Provider.
- 22.3. The service provider shall abide by the applicable statutory provisions on minimum wages, payment of wages, EPF, ESI, gratuity, retrenchment, leave and leave encashment, health care, uniform and compensation to its employees and workmen, wherever applicable.
- 22.4. Reports & returns under various Labour Laws are to be furnished to the concerned authorities from time to time by the Service Provider.
- 22.5. The service provider shall not take any action in relation to handling of its personnel which may adversely affect the existing labour relations of DSYS. The service provider has to maintain close liaison and cordial relations with the local people and the unions.

23. Safety

- 23.1. The service provider shall comply with all the stipulations and requirements of DSYS as well as with other applicable laws concerning safety and as applicable and relevant to its scope of services. The service provider shall, at all times, be responsible to carry out all operations as per the extant applicable laws. The service provider shall also be responsible for complying with the statutory obligations and other environmental and safety regulations of the State.
- 23.2. DSYS may from time to time audit the safety practices employed by the service provider and the service provider shall comply with the recommendations/ directions made by DSYS as a result of such audit.
- 23.3. During the contract period, if any accident occurs whether major or minor in which the service provider or its employees are involved or are responsible, the service provider shall immediately inform DSYS without any delay.
- 23.4. The service provider shall indemnify DSYS from any liability falling on DSYS due to any accident, whether minor or major, or by any act of commission/omission by the service provider or by its representatives or by its employees. If DSYS is made liable for any such claim by the court of law or any other authority, the same shall be reimbursed to DSYS by the service provider as if DSYS has paid on their behalf. The same shall be adjusted from the invoices payable by DSYS to the service provider, if not paid within a period of 30 (thirty) days of such payment being made by DSYS.

Annexure 2: Special Conditions of Contract

1. General

These Special Conditions of Contract delete, amend or add to the clauses in the General Conditions of Contract. In the event of an inconsistency, these Special Conditions of Contract shall supersede or take precedence over the General Conditions of Contract to the extent of that inconsistency.

2. Scope of work, service requirements including technical parameters

2.1. Purpose/ Objectives of the Assignment:

2.1.1. The Service Provider shall provide facility management and support services at various facilities of DSYS in different parts of the State of Odisha. The Service Provider shall deploy the Facility Management personnel to provide the following services:

- a. **General Administration:** Responsible for overall upkeep of the facilities and ensuring delivery of housekeeping, hospitality, maintenance and additional support services
- b. **Housekeeping Services:** Cleaning & Sweeping, Garbage collection & Disposal, Pest Control, Laundry services
- c. **Hospitality Services:** Wholesome and hygienic food preparation at Sports Hostels and other facilities (as required) as well as Hospitality Services
- d. **Maintenance Services:** Electrical, Mechanical and Civil maintenance
- e. **Additional Support Services:** Provide manpower related to support services such as life guard, swimming pool operator, office executive, trainers, instructors and any other categories of manpower.

2.1.2. For the purpose of this NIT, DSYS has divided the 30 districts in Odisha into 3 (three) Zones – North Zone, Central Zone and South Zone for ease of administration. The sports facilities are distributed across these 3 Zones. The number of Zones and the division of districts may be altered by DSYS in the future, if required. The Zone-wise division of the districts is in the table below:

<u>Sr. No.</u>	<u>North Zone</u>	<u>Central Zone</u>	<u>South Zone</u>
<u>1</u>	<u>Angul</u>	<u>Balasore</u>	<u>Boudh</u>
<u>2</u>	<u>Baragarh</u>	<u>Jajpur</u>	<u>Gajapati</u>
<u>3</u>	<u>Bolangir</u>	<u>Kendrapada</u>	<u>Kalahandi</u>

<u>4</u>	<u>Deogarh</u>	<u>Jagatsinghpur</u>	<u>Ganjam</u>
<u>5</u>	<u>Dhenkanal</u>	<u>Khorda</u>	<u>Koraput</u>
<u>6</u>	<u>Keonjhar</u>	<u>Bhadrak</u>	<u>Malkangiri</u>
<u>7</u>	<u>Sambalpur</u>	<u>Mayurbhanj</u>	<u>Kandhamal</u>
<u>8</u>	<u>Subarnapur</u>	<u>Nayagarh</u>	<u>Nabarangpur</u>
<u>9</u>	<u>Jharsuguda</u>	<u>Cuttack</u>	<u>Nuapada</u>
<u>10</u>	<u>Sundargarh</u>	<u>Puri</u>	<u>Rayagada</u>

- 2.1.3. The selected Service Provider shall have the complete responsibility to provide FMS personnel to DSYS at its offices/sports complexes/sports facilities in locations stated in the Appendix-E appended to the Special Conditions of Contract and as per requisite numbers as in the Appendices.
- 2.1.4. The number of facilities/ areas of deployment may increase in future. A tentative list of these facilities has been given in Appendix-E. The Service Provider shall provide the requisite FMS personnel for the same within one month from the date of intimation. The locations can be any place within the state of Odisha.
- 2.1.5. DSYS may also require deployment of facility management personnel on a temporary basis in various locations within the state of Odisha during sports events. The Service Provider shall provide such personnel within 15 days from the date of intimation. DSYS will pay as per “Skilled” Category Rate as fixed by the Office of Labour Commissioner, Govt. of Odisha from time to time.
- 2.1.6. The FMS personnel so deployed will be under obligation to discharge any other related duty as required by DSYS.
- 2.1.7. The Service Provider shall deploy the following facility management personnel at the areas mentioned at Clause 2.1.3:

a. For General Administration

<u>Sr. No.</u>	<u>Designation</u>	<u>Manpower category (if applicable)</u>
1	Facility Manager	Not applicable
2	Assistant Facility Manager	Not applicable
3	Hostel Manager	Not applicable
4	Assistant Hostel Manager	Not applicable

5	Warden	Not applicable
6	Attendant/ Peon	Unskilled
7	Store Keeper	Skilled

b. Housekeeping Services

<u>Sr. No.</u>	<u>Designation</u>	<u>Manpower category (if applicable)</u>
1	Supervisor	Skilled
2	Cleaner/ Cleaning Staff (Male & Female)	Un-skilled
3	Laundry Staff (Male & Female)	Semi-skilled
4	Gardener/ Mali	Semi-skilled
5	Groundsman	Semi-skilled

c. For Hospitality Services

<u>Sr. No.</u>	<u>Designation</u>	<u>Manpower category (if applicable)</u>
1	Cook	High Skilled
2	Assistant Cook	Skilled
3	Helper	Un-skilled
4	Cleaner	Un-skilled

d. For Maintenance Services

<u>Sr. No.</u>	<u>Designation</u>	<u>Manpower category (if applicable)</u>
1	Electrician	Skilled
2	AC Technician	Skilled
3	Plumber	Skilled
4	Carpenter	Skilled

e. For Additional Support Services

<u>Sr. No.</u>	<u>Designation</u>	<u>Manpower category (if applicable)</u>
1	Sports Trainer	Not applicable
2	Librarian	High Skilled
3	Pool Operator	Skilled
4	Life Guard	Skilled
5	Teacher/ Instructor	High Skilled
6	Gym/ Yoga Trainer	High Skilled
7	Dietician	High Skilled
8	Physiotherapist	High Skilled
10	Instructor	Not applicable
11	Horticulturist	Not applicable

DSYS shall have the liberty to increase/decrease the areas for deployment of personnel. The Service Provider will have to deploy the personnel at the designated areas/new areas as decided by DSYS within one month of notice. The new area can be any location within the state of Odisha.

DSYS shall, from time to time define / specify the skill-levels/certification requirement (as applicable) for different categories of manpower. The skill-category of the manpower to be deployed by the Service Provider shall be decided in consultation with DSYS.

- 2.1.8. DSYS reserves the right to determine any changes in the eligibility conditions of the manpower deployed in case of problem in engaging eligible manpower as above due to non-availability.
- 2.1.9. DSYS reserves the right to change the type of manpower required to be deployed and determine the eligibility and pay conditions. The service charges will remain same as per the finalized bid value of the selected bidder.
- 2.1.10. The selected Service Provider shall be held responsible for conduct, deeds of its facility management personnel deployed in areas as per Clause 2.1.3 of SCC.
- 2.1.11. All facility management personnel deployed by the selected Service Provider shall at all point of time continue to be the employees of the selected Service Provider for all purposes and the selected Service Provider shall employ and maintain the facility management personnel at its own cost and expenses and shall:
 - i. Keep the facility management personnel and its registers/roll, pay their salaries/wages through Bank including all statutory payments allowances and meet their cost of safety/health & other equipment and pay their perks and advances including welfare advances, increments, overtime wages and leave with salary, grant them paid holidays and pay all contributions under the rules of provident fund, Employees State Insurances, (If applicable) Gratuity, Bonus and all other payments under the labour or other laws, rules and

regulations relating thereto and in force from time to time. The selected Service Provider will ensure that no Central and State laws of any kind including labour law and administrative instructions / advisories of State and Central government are violated in any manner.

- ii. Provide to the facility management personnel uniforms free of cost without recovery from them. The clothes worn by the facility management personnel while on active duty shall be such that it would not hamper in his efficient performance. In particular, it will neither be too tight nor too loose so as to obstruct movement or bending of limbs. Every facility management personnel, while on duty, will wear and display the photo identity card issued on the outer most garment above waist level in a conspicuous manner.
- iii. The selected Service Provider shall ensure submission of all statutory monthly/ weekly / half yearly/annual returns as per applicable statute regarding payment of Provident Fund, Employees' State Insurances etc. and furnish proof of such contribution to DSYS along with payment particulars. If the selected Service Provider fails to comply and effect payment to the aforesaid competent authorities, then DSYS shall be at liberty to withhold payment of invoice till payment to the competent authority by the selected Service Provider. But DSYS is in no way liable for these lapses on part of the selected Service Provider.

2.1.12. The following performance & parameters will be adhered to:

- i. The place of duty and nature of duty will be fixed by DSYS as per their requirements. The selected Service Provider will replace any facility management personnel within 48 hours if DSYS finds that their performances not satisfactory. For any breach of contract by any facility management personnel deployed by the Service Provider, DSYS shall maximum give 3 warnings (no. of warnings shall depend upon the nature of the breach), after which the selected Service Provider shall be asked to replace the concerned personnel.
- ii. The Service Provider shall increase or decrease the strength of facility management personnel as per the requirement of DSYS within one month of notice.
- iii. The Service Provider shall not allow its facility management personnel to collude/align with the employees of DSYS/dealers/ transporters/supplies and their agents and brokers or to join in any trade union or take part in any agitation
- iv. DSYS reserves the right to direct the selected service provider to transfer the facility management personnel periodically to obviate their collusion/ association / intimacy with DSYS Staff/dealers/transporters/Suppliers or their agents and brokers.

2.1.13. The Service Provider shall use the premises of various facilities / infrastructure only for the purpose for which they have been provided for.

2.1.14. In addition to the equipment mentioned in Appendix-B of SCC and Annexure 9 of NIT, DSYS can instruct the Service Provider to hire other equipment as required during contract execution. The Machine hiring charge per equipment per month for such other equipment will be negotiated with agency as and when required.

2.2. **Detailed Scope of Work**

2.2.1. General Administration

2.2.1.1. The Service Provider shall deploy Facility Managers, Assistant Facility Managers, Hostel Managers, Assistant Hostel Managers and Wardens at various locations mentioned in Appendix – E of SCC. These personnel shall possess the qualifications and skills as provided in Appendix – F. These personnel shall be deployed only after obtaining prior approval from DSYS post selection process.

2.2.1.2. The Facility Manager and Hostel Manager shall be In-charge of overall facility/ hostel management and shall be responsible for the efficient rendering of the service under the contract. While working at the premises, they shall work under the directives and guidance of DSYS.

2.2.1.3. The detailed scope of services to be provided for General Administration shall be the following:

- (a) The General Administration staff are responsible for the maintenance and upkeep of the facility, ensuring that all the FMS and other services are delivered properly, and ensure health and safety standards, as applicable.
- (b) Overseeing functions such as hospitality, cleaning and laundry, maintenance and security
- (c) Supervising teams of staff across different services
- (d) Ensuring that basic facilities are well-maintained and conducting proactive maintenance or informing DSYS, as applicable
- (e) Dealing with emergencies as they arise
- (f) Ensuring that facilities meet compliance standards and regulations
- (g) Managing inventory for sports equipment and consumables, stationary, and any other materials/items
- (h) Drafting performance/ attendance/maintenance reports
- (i) Any other work related to upkeep and maintenance of the assigned facility

2.2.2. Housekeeping Services

The detailed scope of services to be provided for Housekeeping services shall be the following. These are indicative in nature and additional tasks related to housekeeping may be required to be taken up by the deployed personnel:

A. Cleaning and Sweeping

Area	Details on scope of work
Façade Cleaning (Inside & Outside)	<p><u>Inside Buildings</u></p> <ol style="list-style-type: none"> 1. Rooms/Chambers/Labs cleaning 2. Corridor floor cleaning (after morning) 3. Staircase Cleaning 4. Door & door handles cleaning 5. Cleaning of Drinking water area 6. Lift door cleaning from outside 7. Garbage collection and disposal 8. Glass and glass partition cleaning 9. Fire Extinguishers/hydrants and hose reels cleaning 10. Any type of furniture 11. Glasses /Nameplates 12. Telephone/Computers 13. Cobwebs & doormats 14. Electric Switches 15. Terrace Cleaning 16. Waste material cleaning <p><u>Outside Buildings</u></p> <ol style="list-style-type: none"> 1. Cleaning of external surface Including glass façade, external building surface, structure at entrance plaza at all heights 2. Cleaning of Paved corridors 3. Cleaning of Outside glass 4. Cleaning of Outside walls 5. Sweeping of Parking area & Internal road cleaning (cycle/ Motorcycle/car) 6. Sweeping of All other roads 7. Sweeping of All the sewerage lines and drains

Area	Details on scope of work
	Roadside bush cutting/ grass cleaning
Attached and General Toilets	<ol style="list-style-type: none"> 1. Toilet cleaning with toilet cleaning 2. Agents (deodorant phenyl/washing powder/acid with placement of naphthalene balls) 3. Floor cleaning 4. Side wall cleaning 5. Doors & door handle cleaning 6. Wash basin and surrounding area 7. Cleaning 8. External tap cleaning 9. Mirror cleaning 10. Commode cleaning 11. Urinal cleaning 12. Dustbin clearance & cleaning 13. Hand drier machine cleaning if any

B. Garbage collection & Disposal, Pest control

Area	Details on scope of work
Garbage collection / Disposal.	<ol style="list-style-type: none"> 1. Pest control spray shall be made in all the office rooms, record rooms & stores. 2. Disposal of all wastage to be tied up with state collection and transportation system and not left here and there within and around the premises

C. Laundry

Area	Details on scope of work
Laundry	<ol style="list-style-type: none"><li data-bbox="500 346 1417 457">1. Laundry services which include, but not limited to, washing and hot pressing of the residents' clothing, household linens, and other kinds of laundry as required.<li data-bbox="500 478 1417 548">2. Collect, transport and deliver laundry at, to and from the designated locations/ rooms<li data-bbox="500 569 1417 611">3. Close supervision is required always to ensure utmost hygiene

D. Garden & Park maintenance

Area	Details on scope of work
Grounds, & Lawn Maintenance	<ol style="list-style-type: none"><li data-bbox="500 823 1235 856">1. Maintenance and upkeep of grounds and other play areas<li data-bbox="500 884 1057 917">2. Marking of FOP area (wherever applicable)<li data-bbox="500 945 1417 1014">3. De-weeding work for lawn areas with required equipment including all cutting, trimming, making good in levels.<li data-bbox="500 1041 1417 1110">4. Making beds, mulching for trees, shrubs & ground covers at beds, mixing of manure for trees and required.<li data-bbox="500 1138 753 1171">5. Manual watering<li data-bbox="500 1199 1417 1268">6. Replacement of damaged grass, trees, power plants, shrubs and hedges in and around garden/park<li data-bbox="500 1295 1230 1329">7. Anti-termite treatment for damages leaves and branches.<li data-bbox="500 1356 1089 1390">8. Dusting of each and every bench and dust bin<li data-bbox="500 1417 758 1451">9. Wiping the chairs<li data-bbox="500 1478 1417 1547">10. Cleaning, Repairing work for benches, dust bin/ fountains/ rows/ swings/ play equipment of parks and gardens<li data-bbox="500 1575 1417 1644">11. Upkeeping of gardens, seasonal plants to be planted in the lawns/ beds/ orchid areas etc.<li data-bbox="500 1671 1227 1705">12. Maintenance of potted plants both indoors and outdoors<li data-bbox="500 1732 1417 1843">13. Removal of fallen dry/ leaves and all types of waste materials laying in park/ garden, conveying and disposing collected wastes in a demarcated space

Note:

- 1) Cleaning & Sweeping shall be to be carried out at each of the areas (as applicable) mentioned in Clause 2.1.3 of SCC. The lists in Appendix E are not exhaustive and further new areas may be added as and when required by DSYS.
- 2) **Schedule for Housekeeping Services:** The schedule for providing housekeeping services is mentioned in Appendix – A of SCC.
- 3) **Manpower for Housekeeping Services:**
 - a. The Service Provider shall deploy manpower across all the offices / areas mentioned with required skill-sets to carry out the scope of work pertaining to Housekeeping Services. Area-wise tentative number of deployments of such manpower is provided at Appendix – E of SCC.
 - b. DSYS in its discretion may increase/decrease the manpower to render the housekeeping services throughout the period of contract.
- 4) **Cleaning material/consumables:**
 - a. The list of cleaning materials including material for pest control shall be decided by a Committee of DSYS every quarter and shall be procured by DSYS.
 - b. The Cleaning material/consumables (including consumables for pest control) shall be provided to the Service Provider.
- 5) **Housekeeping equipment:**
 - a. Specifications of housekeeping equipment as required for effective rendering of housekeeping services is given in Annexure – B of SCC. The Service Provider shall arrange for deployment of the housekeeping equipment as per requirement of DSYS. All deployment of equipment shall be done by the Service Provider post approval from DSYS.
 - b. The Service Provider shall be paid the quoted/negotiated monthly machine hiring charges against the total number of equipment deployed and the period for which equipment have been deployed.
 - c. DSYS, in its own discretion, may increase the number of housekeeping equipment that shall be deployed by the Service Provider. DSYS may also increase the number of areas/locations where the housekeeping equipment needs to be provided. The Service Provider shall adhere to DSYS's instruction of increasing the number of equipment within 15 days of intimation by DSYS.
 - d. At the same time, DSYS shall also have the option to provide its own equipment to the Service Provider. In such an event, the Service Provider may be asked to use the same and decrease the number of equipment that it has hired on its own. The Service Provider shall adhere to DSYS' instruction of decreasing the number of equipment within 15 days of intimation by DSYS. DSYS shall not pay the monthly machine hiring charges for such equipment post expiry of these 15 days.

- e. A log book will be maintained by the Service Provider for all the equipment deployed and it shall be checked by DSYS (Relevant area).

6) Additional considerations:

- a. The agency shall ensure that proper covered Big Size Dust Bins with garbage bags (disposable bags) are provided by DSYS and placed at different locations of the buildings. In case of non-availability of such bins, the agency shall intimate DSYS about the same.
- b. In case of non-supply of water to the toilets or breakage of toilets, it should be reported to DSYS.
- c. The cleaning of the buildings must be completed as per timings intimated by DSYS.

2.2.3. Hospitality Services

The detailed scope of services to be provided for Hospitality Services shall be the following:

A. Food preparation and hospitality services

- i. The manpower provided by the Service Provider shall prepare wholesome and hygienically prepared meals and other eatables, snacks, beverages (tea, coffee), etc. as per the Menu provided by DSYS.
- ii. For Sports Hostels and other facilities, menu and rate shall be fixed by Committee of DSYS. The Service provider will be paid in accord with this rate.
- iii. Furniture, Fixtures, utensils, gas, space for kitchen and mess operations, electricity and raw hot water for washing to be provided by DSYS
- iv. Raw material list and quality of raw materials to be used by the Service Provider will be decided by a committee set up by DSYS

Such list/quality shall be decided at the start of every month. Procurement of raw materials will be done by Service Provider. The Service Provider shall maintain the required quantity of provisions, vegetables and other items as decided by the respective Committee to run the Sports Hostels/ other facilities smoothly without any hindrance and without giving any reasons for shortage at any time. The Service Provider shall maintain proper hygienic conditions. All the materials should be handled carefully and consumption of provisions should be recorded on a daily basis.

- v. The Service Provider is required to meet the day-to-day requirements like breakfast, lunch (veg/non-veg), tea, snacks, coffee, cold drinks, dinner etc. as applicable and should have catering arrangements on requirement basis. The timing of operations will be notified to the Service Provider by DSYS.
- vi. The Service Provider must supply Tea, Coffee, Snacks etc. regularly in the sports hostels and other facilities during the timings as notified by DSYS.

- vii. The Service Provider may be required to install tea/coffee vending machines at locations specified by DSYS. Functioning of the tea/coffee vending machines including manpower and raw material for tea/coffee shall be the responsibility of the Service Provider. Raw/input material for tea/coffee shall be provided by the Service Provider. Fees for tea/ coffee may be required to be collected by the Service Provider, as per DSYS' discretion. The electricity required to run the vending machines shall be provided by DSYS.
- viii. Serving of Tea/Coffee, biscuits and snacks etc. during official meetings/conferences and seminars in as and when required basis (including Sunday/ Holiday) will be done by Service Provider
- ix. The Service Provider will be under obligation to arrange for any lunch/dinner parties on official order at a cost to be decided mutually and reimbursed by DSYS.
- x. The kitchen, dining area, dish wash area, etc. must always be kept clean washed with water and soap solution and mopped regularly. The kitchen, dining area and the dish wash area must be disinfected at least once in a month or as and when required. This will be done by the Service Provider.
- xi. The Service Provider will arrange for disposal of the garbage collected from the kitchen, dining halls, dish wash area etc. every morning in closed bins by separation of bio-degradable waste from non-biodegradable waste. The surroundings shall be kept clean and hygienic.
- xii. After every meal (breakfast & lunch), all the plates, cups, bowls, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and hot water and dried and kept. This will be done by the Service Provider.
- xiii. The food must be prepared in clean, hygienic and safe conditions as per the menu and the Service Provider must use the best quality of oil, rice, dal and others ingredients/food items, that shall be reviewed by the Committee of DSYS regularly
- xiv. Cleaning material will be decided by a Committee of DSYS every quarter and shall be procured by DSYS.
- xv. The Service Provider shall clean the kitchen floors and premises daily before starting of every operation shift.
- xvi. The Service Provider would be held responsible for use of bad quality food stuffs; for use of adulterated ingredients, non-standards oil etc. Action as deemed proper would be taken against him including termination of the contract.
- xvii. The Service Provider shall provide hospitality services at the Sports Hostels/ other facilities of DSYS.
- xviii. DSYS shall provide all equipment and consumables required for effective rendering of Hospitality services to the Service Provider.

- xix. A complaint box will be kept in the mess/dining area for recording any complaint or suggestions from any sports hostel inmate/ DSYS staff and will be regularly inspected by DSYS' Committee. Decision taken by the Committee shall be final in all these complaints/suggestions
- xx. The Service Provider shall comply with the applicable provisions under labour laws and food safety norms.

Note:

1) Manpower for Hospitality Services:

- a. The Service Provider shall deploy manpower across all the offices / areas mentioned with required skill-sets to carry out the scope of work pertaining to Hospitality services. Area-wise tentative number of deployments of such manpower is provided at Appendix – E of SCC.
- b. DSYS at its discretion may increase/decrease the manpower to render the Hospitality services throughout the period of contract. The Service Provider shall adhere to the instructions of DSYS within 15 days of such notification.
- c. It shall be the sole responsibility of the Service Provider to maintain hygiene protocols as per Appendix – G.
- d. DSYS, in its own discretion, shall provide head gears, hand gloves and PPEs to the manpower deployed for Hospitality services.

2.2.4. Maintenance Services

The detailed scope of services to be provided for Maintenance Services shall be the following:

A. Electrical/ Mechanical Maintenance

Areas of work	Details on Scope of Work
Electrical Maintenance	<p><u>Overhead line</u></p> <ol style="list-style-type: none"> 1. Inspect Line for any damage to Pole 2. Inspect Line for any tree touching 3. Check status of Stay Wires 4. Check Line for any damage to Conductor 5. Bush Cutting & Tree trimming 6. Change faulty Insulator 7. Stringing of sag cable properly as per clearances 8. Testing of the Earthing IR value. 9. Painting the pole if required. 10. Cable change if required. <p><u>Substation</u></p> <ol style="list-style-type: none"> 1. Taking of the reading of Incoming/Outgoing voltage/current, APFC panel reading. 2. Inspect the Transformer oil level and winding temperature. 3. Inspection of APFC, Relays, Battery & Battery Charger and LT Panel Healthiness, indicator status and Alarm.

Areas of work	Details on Scope of Work
	<ol style="list-style-type: none"> 4. Cleaning of the panel and Tightness check of all panel control supply, if required control TB should be change. 5. Inspection of the Transformer silica gel and oil level. 7. Inspection of the outdoor type VCB, CT&PT and all types of insulator condition. 8. Check the Space Heaters located at its control panel for proper functioning. 9. Inspect the PT, CT and to be sure that no oil leak or series accumulation of soot, dust or salt composite is present. 10. Carryout the maintenance of operating mechanism. 11. Cleaning of insulator if any unnecessary an excessive amount of dart has accumulated. 12. Checking and testing of the grounding system. 13. Cleaning and tightness check of all control /interlocking supply. 14. Visual inspection & examination of all wiring connections. 15. Check insulator support, clean or apply HVIC if necessary. 16. Check the physical condition of bus and tightness also. 17. Check and test the grounding system. 18. Carryout the maintenance of operating mechanism. 19. Check the tightness, clean and greasing the PT, CT,AB switch /isolator and VCB. 20. Clean insulator if necessary, an excessive amount of dart has accumulated., 21. Test the IR value of the Earthing. 22. Change the insulator, conductor and any accessories if required. 23. Painting the structure if required. 24. Test all closing /tripping coil, protection/measuring CT&PT IR value and its healthiness. <p><u>Transformers</u></p> <ol style="list-style-type: none"> 1. Checking of oil level, it should be as per specified level. 2. Checking of the oil leakage any point of the transformer. If leakage is observed suitable action to be taken for attending oil leakage. 3. Checking of the oil and winding temperature. 4. Checking of the loading ampere of the transformer against rated figures. 5. Checking the abnormal sound. 6. Checking of oil level in cap under silica gel breather. If it is found below the specified level, oil to be top up as per specified level. 7. Checking the breathing holes in silica gel breather& clean properly if required for proper breathing action. 8. Silica gel breather should be of blue colour. If colour is pink, then replacement or heating of silica gel is required. 9. Checking of the oil level in the Buchholz Relay.

Areas of work	Details on Scope of Work
	<ol style="list-style-type: none"> 10. Checking for dirt deposition on bushings and tightness of its oil filling plug & examine for any crack in porcelain discs. 11. Checking of the BDV(≥ 60 KV) and PPM(≤ 10 PPM) of transformer oil and tap changer oil. 12. Checking of step-by-step mechanism operation & end position limit switches in ON load/OFF load tap changer. 13. Checking of transformer oil for acidity(≤ 0.03 mg KOH/g), sludge content , flash point. Dielectric dissipation factor(tan delta). Interfacial tension and specific resistance. 14. Cleaning of all the relays, alarms and control switches along with their circuit, in relay control panel by appropriate cleaning agent. 15. Checking of pockets fit OTI & WTI on the transformer top cover and replace oil if required. 16. Checking of proper function of pressure release device. 17. Checking of insulation resistance and polarization of transformer. 18. Checking of IR value of Earthing systems. 19. Checking DGA of transformer oil annually for higher KV rating transformer and once in 2 years for lower KV transformer. 20. Checking of the proper sealing of terminal Box. 21. Checking all protections and alarm circuits by actual external initiation with relay operation. 22. Checking of painting and surface finish. 23. Checking of tightness of bolts in gasket joints. <p><u>Motors</u></p> <ol style="list-style-type: none"> 1. Motor cleaning and checking of the cooling fan condition. 2. Checking of the running status and take the current taking at load, voltage. 3. Checking of the vibration of driving, non-driving end. Check the bearing and body temperature. 4. Inspection of abnormal sound from the motor. 5. Checking of the coupling status of the motor. 6. Cleaning the motor terminal and check the tightness of Incoming/Outgoing cable. 7. Check the motor cooling fan condition. 8. Motor cleaning and checking of the cooling fan condition. 9. Greasing of the motor. 10. Motor cleaning and checking of the cooling fan condition. 11. Greasing of the motor. 12. Testing of the incoming cable IR value, motor winding IR. 13. Cleaning of the motor terminal box and sealed properly. 14. Painting of the motor if necessary. <p><u>HT & LT Panels</u></p>

Areas of work	Details on Scope of Work
	<ol style="list-style-type: none"> 1. Inspection and taking the voltage/current. 2. Checking of the abnormal sound from panel. 3. Checking of the power/control cable condition. 4. Checking of the Relay meter and indicator status. 5. Checking of the control supply ,alarm and axu contactor status. 6. Cleaning the panel 7. Tightness check of control/power supply 8. Checking of the connector and TB status. 9. Placing of the rat kill cake at the panel and check the hole seal properly. 10. Motor cleaning and checking of the cooling fan condition. 11. Greasing of the motor. 12. Cleaning of the panel 13. Incomer VCB/ACB maintenance to be done, and its release test to be done by a third-party vender once in a year. 14. Bus CRM/IR test to be done by the third-party vendor once in a year. 15. Incoming /Outgoing cable tightness and IR test. 16. All protection/measuring CT,PT and control Transformer test as per the standards. 17. Panel space Heater and temperature detector should be test as per the standards. 18. Place the rat kill cake at the panel and check the hole seal properly. 19. Earthing IR test and nomenclature should be done with name plate. <p><u>Streetlights</u></p> <ol style="list-style-type: none"> 1. Inspection of the luminaries physical status. 2. Inspection the lighting DB physical status 3. Checking and managing of illumination standard as prescribed by DGMS using lux meter . 4. Cleaning of the lighting DB and check its tightness of power ckt cable terminal. 5. Inspection the Earthing system and surge protector. 6. Greasing and oiling the movable parts /mechanism. 7. Checking of the Timer status and set as required. 8. Checking and testing of the Earthing IR value. 9. Testing of the incoming/outgoing cable IR 10. Greasing and oiling of the movable parts /mechanism. 11. R/M of existing luminaries if required replace by the new 12. Checking of the power ckt contactor/timer/MCB healthiness if required replace the new one. 13. Checking of motor IR value and clean the terminal box. Seal motor terminal properly.

Areas of work	Details on Scope of Work
	<p><u>DG sets</u></p> <ol style="list-style-type: none"> 1. To coordinate with the external and internal customer to facilitate smooth functioning of the DG Sets 2. Battery check for electrolyte level. 3. Specific gravity check. 4. Oil level and temperature check. 5. Check for any Fuel Leak 6. Cooling Hose check. 7. Oil pressure check. 8. Voltage and current check in each phase 9. Engine run hour and RPM. 10. Energy Generation Meter reading & Check 11. Checking the engines for its smooth running, observing for any unusual noise and color of the smoke from the exhaust. 12. Checking general functioning of all DG Set observe noise and vibration levels. 13. Regular visual inspection of all mechanical parts 14. Lub Oil Level 15. Coolant Level 16. Quarterly or Running Hour Based as per OEM Manual 17. Check & Change Coolant 18. Check & change all Lub Oil Filter 19. Check & Changer Fuel Filter 20. Check & Tighten Fan Belt 21. Check & Changer Air Filter 22. Clear air inlet and outlet restrictions and tighten all electrical connections and terminations. 23. Electrical Control Panel Check battery charging system and take corrective action, check electrical measuring instruments, indicative lamps for proper functioning, tighten power distribution wiring and connections, testing of relay and other protection and safety devices for proper working, checking for MCCB tripping mechanism, cleaning of bus bars and clammers and tightening of nuts and bolts, tighten of all electrical connections and terminations. 24. Drain lubricating oil sump, clean sump strainers, renew lubricating oil 25. Carrying out valve tappet setting 26. End plays checking of crankshaft, accessory drive and turbo charger 27. Checking of proper functioning of various instruments, instrument panel and changing them as required. 28. Diagnosis of various faults and their rectification 29. Checking and fault finding of the electrical system associated with the engine

Areas of work	Details on Scope of Work
	<p>30. General cleaning and greasing of the alternator when required.</p> <p>31. Cleaning battery terminals for sulphate formation and checking its state.</p> <p>32. Maintenance of instruments, relays and connectors fitted in Gen set control Panel and changing them.</p> <p>33. Checking of wiring system for its loose and dry connections.</p> <p>34. Checking tightness of mounting bolts.</p> <p>35. Checking rotating diode assembly of alternators.</p> <p>36. Fault simulation and verification, functioning of relays, MCB/MCCB and contactors. Insulation testing of alternators once in six months</p> <p>37. Replacement of lubricating oil, filters, coolant, Replacement of all hoses, belts, gaskets, safety controls, fuel pump, injectors, self-starter and charging alternator, trouble shooting, replacement of spares(all spare parts of AMF panel mcb, mccb, contactors, pushbutton, display, battery charger electronic switch, fuse), engine and alternator minor adjustment , radiator cleaning, fuel tank cleaning, panel repairing, AVM fitting job as and when required.</p> <p>38. Check and reset injector pressure</p> <p>39. Check and reset injector pump timing</p> <p>40. Retighten cylinder head nuts</p> <p>41. Adjust engine valve clearance</p> <p>42. Radiator Repair for leakages etc.</p> <p>43. All Engineer Safety Test</p> <p>44. AVR & Diode check & rectification</p> <p>45. Controller for operation check & maintenance</p> <p><u>Air conditioners</u> Air conditioners(Split & Window AC Maintenance)</p> <ol style="list-style-type: none"> 1. Check & Clean Filter 2. Check Current of Compressor & record 3. Check blower motor condition 4. Check swing motor condition 5. Check Cooling effect 6. Power Connection Checking 7. Check & Clear Outdoor Coil condition 8. Check & Clean Indoor Coil 9. Drain Chocking cleaning 10. Tube's inspection and rectification 11. Condensate drain inspection 12. Checking of refrigerant (Gas pressure, Leak test) 13. Frost deposition checking and rectification 14. Fan tightness and cleaning 15. Sealing of passage/holes for indoor/outdoor machine equipment

Areas of work	Details on Scope of Work
	<p>16. Attending Leakages 17. Identification and rectification of leakages. 18. Vacuumizing the gas circuit and inspection of leakages. 19. Gas re-charging</p> <p>Air conditioners(Package AC & Cassette AC Maintenance)</p> <ol style="list-style-type: none"> 1. Check & Clean Filter 2. Check Current of Compressor & record 3. Check blower motor condition 4. Check swing motor condition 5. Check Cooling effect 6. Power Connection Checking 7. Check & Clear Outdoor Coil condition 8. Check & Clean Indoor Coil 9. Drain Chocking cleaning 10. Tube's inspection and rectification 11. Condensate drain inspection 12. Checking of refrigerant (Gas pressure, Leak test) 13. Frost deposition checking and rectification 14. Fan tightness and cleaning 15. Sealing of passage/holes for indoor/outdoor machine equipment 16. Attending Leakages 17. Identification and rectification of leakages. 18. Vacuumizing the gas circuit and inspection of leakages. 19. Gas re-charging

Note for Electrical/ Mechanical Maintenance:

- 1) Electrical/ Mechanical Maintenance shall be carried out at all facilities
- 2) Tools and tackles for Electrical/ Mechanical Maintenance shall be provided by the Service Provider at all facilities. The list of such Tools and tackles are mentioned in Appendix – D of SCC.
- 3) Preventive maintenance will be undertaken by Service Provider as per guidelines from equipment suppliers / manufacturers and as per the O&M manuals provided by the relevant equipment suppliers / manufacturers or as deemed fit by Service Provider
- 4) In case of Breakdown maintenance:
 - i. Case 1: For equipment covered under DLP or warranty - Service Provider has to coordinate with contractor for rectification of defect.
 - ii. Case 2: For equipment not covered under DLP of warranty: If the defect is not covered under DLP or warranty, Service Provider has to coordinate with DSYS and AMC agencies for replacement of item. Procurement of replacement items will be done by DSYS

- 5) For the purpose of Point 3) and 4) mentioned above, “Preventive Maintenance” shall mean the planned maintenance which is performed while the equipment is still working so as to reduce unexpected breakdown. This maintenance is scheduled based on time (monthly, quarterly, annually) or usage triggers.. “Breakdown maintenance” shall mean the maintenance performed on equipment that has broken down and is unusable. It is based on a breakdown maintenance trigger. If breakdown occurs due to defects including manufacturing defects or defect due to faulty erection or any defective work or material, it would be covered under defect liability period or equipment warranty period as may be applicable.
- 6) The Electrical manpower engaged against wireman / lineman should have valid ELBO license and shall comply with any required licenses.

B. Civil Maintenance

Areas of work	Details on Scope of Work
Civil Maintenance	<p>UG TANKS & WATER SUPPLY System (As per scope of work)</p> <ol style="list-style-type: none"> 1. Maintenance of submersible pumps. 2. Painting and erection of MS Ladder or replacement if required and if found theft or damaged. 3. Chemical treatment of water for purification. 4. Maintenance of manhole cover including replacement if found damaged of theft <p>SW DRAIN AND SEWAGE SYSTEM</p> <ol style="list-style-type: none"> 5. Cleaning of bed properly including removing of mud, soil etc. 6. Regular maintenance of drain covers including replacement if found damaged <p>OTHERS</p> <ol style="list-style-type: none"> 7. Repair and maintenance of sanitary fixtures, lavatories 8. Removal and replacement of damaged sanitary fixtures and lavatories if required. 9. Regular maintenance of plumbing fixtures. <p>PUMP ROOMS</p> <ol style="list-style-type: none"> 10. Regular maintenance of water pumps with all connections and attachments, damaged part should be repaired or replaced at that time immediately <p>DRINKING WATER</p> <ol style="list-style-type: none"> 11. Regular cleaning, maintenance of water cooler and purifier (RO) as per the need. Repairing work if not in working condition 12. Painting inside outside as per approved paints on railings and outer concrete face <p>PLUMBING SYSTEMS</p> <ol style="list-style-type: none"> 13. Regular maintenance and cleaning of all valves.

Areas of work	Details on Scope of Work
	<p>14. Regular maintenance for all main line, sub lines water supplies.</p> <p>15. Regular maintenance for all automation system including all decoders, sensors,</p> <p>16. cables, solenoids valves.</p> <p>17. 'Replacement of damaged pipes, valves, cables, decoders if found damaged or theft.</p> <p>BOUNDARY WALL</p> <p>18. Painting inside outside as per approved paint on grills, fencing & all service / entry gates and gate columns.</p> <p>OTHERS</p> <p>19. Pipeline, bush cutting beside roads, sub-stations, weighbridges, office premises, etc.</p> <p>20. Carpentry activities as and when required</p> <p>21. Masonry activities as and when required</p> <p>22. Painting activities as and when required</p>

Note for Civil Maintenance:

- 1) Civil Maintenance shall be carried out in at all facilities, as applicable.
- 2) Tools and tackles for Civil maintenance including carpentry, plumbing and masonry shall be provided by the Service Provider.

Overall Note for Maintenance:

1) **Manpower for Maintenance services:**

- a. The Service Provider shall deploy manpower across all the offices / areas mentioned with required skill-sets to carry out the scope of work pertaining to Maintenance services. Area-wise tentative number of deployments of such manpower is provided at Appendix – E of SCC.
- b. DSYS in its discretion may increase/decrease the manpower to render the Maintenance services throughout the period of contract.

2) **Consumables/ Spares:**

- a. The list of such Consumables/Spares shall be decided by a Committee of Stores, Finance and Section In-charge (of relevant area/office) every quarter and shall be procured by DSYS.
- b. The Consumables/Spares shall be provided to the Service Provider.

2.2.5. **Additional Support Services**

- 1) DSYS, if such need arises, may ask for providing additional manpower, related to support services such as life guards, swimming pool operators, office executives, instructors, trainers, teachers, horticulturists, and any other categories of manpower.
- 2) DSYS shall separately provide payments for the same as per the provision of this contract.
- 3) For manpower to be deployed for Additional Support Services, the wages / remuneration shall be as per their respective skill category prescribed under the applicable laws or as shall be decided by DSYS.
- 4) Area-wise tentative number of deployments of such manpower is provided at Appendix – E of SCC.

2.3. Obligations of Service Provider towards deployment of facility management personnel

- 2.3.1. The Service Provider shall ensure that the facility management personnel deployed are healthy and as per eligibility criteria as mentioned below. The Service Provider will get their antecedents; character and conduct of individual facility management personnel verified by respective local police before deployment and shall produce the same. Police verification certificate of all individuals shall be submitted to DSYS failing which these individuals cannot be employed as facility management personnel. Any individual found unfit by DSYS shall be replaced immediately (within 48 hours).
- 2.3.2. The full particulars of the personnel to be deployed by the Service Provider shall be furnished to Deputy Secretary, Field Establishment, DSYS along with testimonials before they are actually deployed for the job. The selected Service Provider shall furnish DSYS the following documents in respect of each facility management personnel:
 - a. Proof of Permanent Address
 - b. Proof of Temporary / Local address.
 - c. One pass-port size photograph.
 - d. Photo ID card provided by the Service Provider.
 - e. Any one of Aadhaar Card/Voter ID Card/Passport/Driving License along with PAN.
 - f. Police verification certificate.
 - g. Existing UAN number of each facility management personnel
 - h. Certificates of training undertaken by each facility management personnel

The Service Provider shall ensure selection of right kind of personnel as per the skill / certification requirement, in consultation with DSYS.

- 2.3.3. The Service Provider shall neither deploy nor withdraw any personnel at any time without approval of DSYS. In case of separation of any existing facility management personnel due to

resignation/ termination/ death or any other reason whatsoever the same needs to be substituted as per the eligibility criteria.

- 2.3.4. A senior level representative of the Service Provider shall plan periodical visits to the site to review the service performance. The feedback of such visits/reviews shall be recorded for all future references. The periodicity of such review shall be finalized by DSYS.
- 2.3.5. The Service Provider shall ensure that any replacement of the personnel, as required by DSYS for any reason specified or otherwise, shall be done promptly without any additional cost to DSYS. If the Service Provider wishes to replace any of the personnel, the same shall be done with prior concurrence of DSYS and at the Service Provider 's own cost.
- 2.3.6. The Service Provider shall ensure that the personnel deployed by it are disciplined and do not indulge in any activity prejudicial to the interest of DSYS. The personnel shall abide by the provisions of law. Police verification is mandatory for employment.
- 2.3.7. Under no circumstances the dependent, family members of existing DSYS employees/ Ex-employees shall be deployed as facility management personnel in same station where the employees of DSYS is working and in case any dependent/family members deployed as facility management personnel at any places, the same shall be intimated to the Nodal Officer , DSYS.

2.4. Training

- 2.4.1. The required facility management personnel may be required to attend various training programmes in each year. For this purpose, the Service Provider has to take prior approval of DSYS for facility management personnel to whom training is to be provided.
- 2.4.2. Copy of the details of trainings undertaken by the facility management personnel as well as relevant certificates must be submitted to DSYS for inspection and verification
- 2.4.3. DSYS shall reimburse Annual Training allowance of INR 500 per facility management personnel undertaking training per year. The amount shall be paid at the end of each contractual year subject to furnishing of required documentary evidences by the Service Provider and certification from DSYS regarding satisfactory conduct.

2.5 Accommodation:

The Service Provider shall take care of the accommodation of facility management personnel that would be deployed across various location at its own cost and expense. DSYS may provide accommodation depending upon the availability. The rent for such accommodation shall be recovered from the invoices along with applicable GST.

2.6 Medical:

2.6.1 Medical facilities

The Service Provider has to provide all medical facilities to their employees at its own cost and expense.

2.6.2 Medical Examination:

The Service Provider at his cost shall arrange for initial and periodical medical examination of his employees as well as other special tests from time to time. However, in case the Service Provider does

not do the same, DSYS may do the same on behalf of the Service Provider and the entire cost so borne shall be deducted from the payables of the Service Provider.

2.6.3 Epidemic/ Contagious diseases:

The Service Provider shall report immediately to DSYS, every case of Epidemic/ Contagious diseases occurring in colonies occupied by his employees. Failure to do so will render the Service Provider liable to DSYS for any expenses or liabilities incurred by reason of such failure. The failure will be treated as breach of contract.

2.7 Other Terms and Conditions:

- 2.7.1 The number of manpower to be deployed in the tender document is indicative and will be finalized by a committee formed at DSYS at the start of every quarter. DSYS shall have the liberty to increase/decrease the number of personnel. Service Provider will have to deploy the personnel as decided by DSYS within one month of notice. Such increase/decrease of manpower for any facility management shall only be done after receiving intimation / confirmation from DSYS. In such case, the monthly payment will be made on a pro rata basis to the Service Provider.
- 2.7.2 The successful Service Provider shall deploy its manpower within 15 (Fifteen) days signing of Agreement.
- 2.7.3 The Service Provider shall continue the existing PF UAN No of existing facility management personnel in case they are continuing the deployment.
- 2.7.4 The personnel shall be deployed daily, and the working hours will not exceed 48 hours in a week. The selected Service Provider shall not claim any extra charges for deployment of facility management personnel on National /Public holidays (if required).
- 2.7.5 The Service Provider shall provide the following accessories to each facility management personnel on yearly basis at its own cost.

#	Item	Quantity
1	Uniform (shirt with DSYS Logo and pants)	2 Pairs
2	Shoes	1 Pair
3	Socks	2 pairs
4	Cap	1 piece
5	Belt	1 piece
6	Identity Card	1 Piece
7	Rain coat	1 Piece
8	Apron, Head gears, hand gloves and PPEs for relevant facility management personnel	As required

The design of uniform, shoes, identity card and Rain coat shall be approved by DSYS before they are issued to the facility management personnel. In addition, a photo identity card will also be issued by DSYS to all FMS personnel. The Service Provider will coordinate with DSYS for the same. DSYS can instruct the Service Provider to provide different designs of uniform to different categories of facility management personnel. The Service Provider shall have to comply with the same.

The above-mentioned items shall be issued in the presence of a committee as prescribed by DSYS. The items shall be issued in the first month of each Contractual Year.

DSYS shall separately reimburse outfit allowances to the Service Provider subject to the following ceilings:

- a. INR 6,000 per personnel per annum – inclusive of GST

The reimbursement shall be on the basis of the actual items issued to the number of facility management personnel provided in the deployment plan (Refer Appendix-E of Special Conditions of Contract) subject to above mentioned ceiling. The Service Provider shall provide necessary supporting documents to claim the above reimbursement.

In case any facility management personnel is replaced by the Service Provider during any Contractual Year and DSYS has already reimbursed the Outfit allowance for such facility management personnel, then DSYS shall not be liable to pay the Outfit allowance again for the new facility management personnel deployed

In the event of termination of the contract in the middle of a Contractual Year, the outfit allowances reimbursed by DSYS, during the relevant Contractual Year, shall be recovered from Performance Security / the invoices payable to the Service Provider.

In case DSYS decides to increase the number of personnel, DSYS shall pay the Outfit allowance for the additional facility management personnel deployed.

- 2.7.6 The Service Provider shall be responsible for payment of Minimum Wages including VDA as notified and fixed by the Office of the Labour Commissioner, Govt. of Odisha, Bhubaneswar from time to time, deposit of PF and ESI dues (where applicable) as well as payment of other Statutory dues of all the personnel deployed. The Service Provider shall give an Undertaking in this respect and payment can be released basing upon the Undertaking.
- 2.7.7 In case of any loss that might be caused to DSYS due to lapse on the part of the facility management personnel discharging their responsibilities, such loss will be borne by the Service Provider and in this connection, DSYS shall have the right to recover the loss including by deducting appropriate amount from the invoice of facility management Service Provider to make good such loss to DSYS besides imposition of penalty. In case of frequent lapses on the part of the facility management personnel deployed by the Service Provider, DSYS shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever
- 2.7.8 In the event of any facility management personnel being on leave (including Casual Leave & sick /absent), the Service Provider shall ensure suitable alternative arrangement to make up for such absence at this own cost. To meet such eventualities the Service Provider shall make provision for leave reserve and provide the same under intimation to DSYS.
- 2.7.9 The Service Provider shall ensure that in the event of shortage of facility management personnel on duty, the work shall be executed effectively by engaging substitute personnel at its own cost and expenses.

- 2.7.10 As and when required for augmentation of facility management either on temporary/ permanent/ emergent basis, the Service Provider will provide such facility management personnel under the same terms and conditions. If the facility management personnel deployed by the Service Provider any time are found absent from duty or sleeping or found engaged in irregular activities, the concerned Office-in-charge shall deduct the requisite amount at the pro-rata rates from the invoice of the Service Provider besides imposition of penalty for non-observance of the terms of contract.
- 2.7.11 The Service Provider shall arrange to maintain at the facility management desk/booth, the daily attendance record of the facility management personnel deployed by it showing their arrival and departure time. The daily location-wise attendance shall be maintained with due certification of the concerned Officer in-charge, of DSYS/on behalf of DSYS. The Service Provider shall submit to DSYS an attested photocopy of the attendance record and enclose the same with the monthly invoice. Such attendance register shall be supervised/checked by the concerned Officer-in-charge of DSYS. Biometric attendance system may be implemented by DSYS for tracking attendance of deployed personnel.
- 2.7.12 The facility management personnel deployed by the Service Provider shall be literate so as to be able to write their names in the attendance register and mark their arrival and departure by signing in the register.
- 2.7.13 In case of non-compliance/ non-performance of the services according to the terms of the contract, DSYS shall be at liberty to make suitable deductions from the invoice without prejudice to its right under other provisions of the contract.
- 2.7.14 The Service Provider shall be solely liable for all payment/dues of the Workers employed and deployed by it. The Bidder shall fully indemnify DSYS against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for non-compliance with or enforcement of the provisions of any of the labour or other laws to the extent they are applicable to establishment/ work in premises/facility.
- 2.7.15 The decision of DSYS in regard to interpretation of the Special Conditions of Contract and the Agreement shall be final and binding on the Service Provider.
- 2.7.16 Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
- 2.7.17 The Service Provider shall report occurrence of all accidents of their employees arising in the course of work and shall effect payment of compensation as per the Employee's Compensation Act (amended) – 2010 as amended from time to time with the prescribed time limit. In case of any accident, the Service Provider must immediately bring the said fact to the notice of the concerned Office-in-charge/DSYS) in writing, who shall send necessary notice to concerned authorities within 24 hours of accordingly.

In the event of Service Provider's failure to pay/ deposit with the commissioner, the amount of compensation payable under the Employee's Compensation Act (amended) – 2010, DSYS shall have the right to set apart the relevant amount from pending invoices or other assets of the Service Provider with them for the settlement of the claim arising under the said Act as Rules at their own discretion and the Service Provider shall bear the full responsibility in this behalf, in case the Service Provider fails to report within 2 hours after occurrence of accident, then the non-reporting will be taken as violation of the present agreement by the Service Provider and DSYS reserves the right to take action and this will be treated as breach of agreement provision/ terms.

- 2.7.18 Manpower required for execution of the entire work including transport shall be arranged by the contractor.
- 2.7.19 The Service Provider shall obtain written permission in respect of all its staff and officer for entry and working inside the office buildings and shall maintain records in this regard. Unauthorized entry and deployment of unauthorized person without proper permission from the authority is prohibited. Identity Cards shall be provided by the service provided to all the staff deployed for service.
- 2.7.20 The Service Provider shall maintain an Attendance Register of Personnel. The above register of personnel shall subject to check by the concerned Office-in-charge of DSYS/on behalf of DSYS.
- 2.7.21 The Service Provider shall comply with all the relevant statutory conditions and all the disputes arising out of non-compliance of relevant statutory provisions, if any, has to be dealt with by the Service Provider alone and DSYS will not be a party in such cases.
- 2.7.22 DSYS shall provide storage space to the Service Provider at a suitable place inside the office campus area. The Service Provider shall ensure that all the machinery/equipment along with required consumables etc. are kept at the appropriate place, specified for the purpose, as provided by DSYS. The Service Provider shall be solely responsible for the safe custody of all the machinery/equipment deployed for the purpose of facility management.
- 2.7.23 The Service Provider will maintain a register in respect of cleaning and maintenance. The daily cleaning and maintenance work executed shall be recorded in the register. The entries in the register will be signed by the authorized supervisor of the Service Provider and authorized officer from DSYS. The Service Provider shall maintain cleaning register indicating consumable materials brought in and consumables issued for each cleaning session. It will also include manpower deployed and cleaning work executed for each cleaning session. Each entry of the register will be signed both by the Service Provider and authorized officer of DSYS. If any deficiency in services is observed by Office-in-charge DSYS/on behalf of DSYS, he will indicate the same in the register and put up the same for imposing appropriate penalty amount for the deficiency.
- 2.7.24 The Service Provider shall ensure that proper discipline is maintained by the staff deputed by the Service Provider, and they shall conduct soberly at all times while functioning inside the buildings. The conduct, safety and security of the staff and officials shall be the sole responsibility of the Service Provider.
- 2.7.25 The facility management personnel deployed should not squatter in the open verandah/lawns during leisure hours. Dignity and discipline of DSYS should be maintained always.
- 2.7.26 In case of stoppage of performance or non-attendance to the job in extending sanitation services as spelt out in scope of work and frequency, on any day or part of the day or days, this being an essential service without any reference, the job shall be forthwith executed by DSYS at the risk and cost of the Service Provider through alternate Service Provider and differential cost, if any, incurred by DSYS in the processes shall be recovered from the Service Provider from the bill of the same month.
- 2.7.27 If there is any damage to DSYS property or any other financial burden on DSYS because of willful or negligent action by the Firm or its personnel, DSYS shall be entitled to recover the same by means of compensation from the Service Provider.
- 2.7.28 The Service Provider shall provide First Aid facilities at the workplace.

- 2.7.29 The Service Provider, its employees and any other acting for the purpose of the agreement shall maintain strict confidentiality of the information belong to DSYS that may have come into its/their possession or knowledge in the course of the service rendered by them under this agreement. Such information shall not be diverted or disclosed to any other third party under any circumstances. The firm shall not hold it out as associated with DSYS in any manner other than for the purpose of rendering the service under this agreement.
- 2.7.30 The Service Provider shall itself perform its obligations under this agreement and shall not assign or transfer or subcontract any of its rights and obligations to any third party without the prior written permission from competent authority of DSYS.
- 2.7.31 DSYS shall not be responsible for any damage caused to the Service Provider by natural calamities like flood, earthquake, Cyclone or any other act of God, explosion, fire and riot etc.
- 2.7.32 In case of breach of agreement by the Service Provider, DSYS shall have a right of lien over all the properties of the firm lying in its premises in addition to other remedies like forfeiture of Performance Security, legal action for recovery of money and DSYS shall be at liberty to terminate the agreement.
- 2.7.33 The scope provided above is indicative but not exhaustive. This does not exonerate the Service Provider from any responsibility, tasks which may be required / deemed to be essential for efficient operation of the services and any tasks that may be assigned to the Service Provider by DSYS from time to time.

3. Contract period

3.1 The selected service provider shall carry out the Scope of Work as per General Conditions of Contract and Special Conditions of Contract for a total period of 5 (five) years (“Contract Period”), on year-to-year basis at the sole discretion of DSYS, subject to annual assessment of the performance. This may be extended by another 5 (five) years on the same terms as above.

3.2 The Contract Period shall commence from the date of signing of the Agreement (the “Commencement Date”).

3.3 DSYS shall review the operational performance of the Service Provider after 10 months of each Contractual Year (which shall be 12 calendar months calculated from the Commencement Date). On satisfactory result of such review, DSYS will issue a letter to the Service Provider for continuing the work for the subsequent Contractual Year. If the performance of the Service Provider is determined to be unsatisfactory by DSYS, the Agreement may be terminated prematurely at the end of the Contractual Year for which performance of the Service Provider is reviewed.

3.4 If the selected Service Provider declines to undertake the work for subsequent year, the Performance Security shall be forfeited. In such case DSYS will be free to award the balance tendered work to other Service Providers at L-1/ negotiated prices.

3.5 At any point of time or at the end of any year, DSYS can close / rescind the awarded work without any risk and responsibility in case it is observed that work performance is poor or not in the interest of DSYS.

3.6 The Contract Period may be extended for another five (5) years at the sole discretion of DSYS based on annual assessment of the performance on the same terms & conditions.

4. Licensing requirements, statutory compliances and certifications

- 4.1. The Service Provider must be registered with the Government Labour Department and possess/hold a valid License issued by Central/State Government/concerned Department of Government of Odisha for providing Contract Labour under the Contract Labour (Regulation and Abolition) Act.

In case any other permission or Certificate is required for providing Contract Labour to the Company, the Service Provider will be required to submit the same within a month of award of the work. The Service Provider would be required to deploy Manpower/ Contract Labour as per norms prescribed under the said Act. Self-attested photo-copy of Registration with Government Labour Department and shall obtain a License under Contract Labour (R&A) Act from appropriate authorities and submit it to DSYS.

- 4.2 The Service Provider shall obtain license under Food Standard and Safety from the concerned authorities (FSSAI).
- 4.3 The Service Provider shall deploy personnel having valid supervisor/ workman's license from ELBO, Govt. of Odisha performing electrical maintenance work.

5. Statutory and Legal requirements

5.1. Manpower deployment:

- 5.1.1. In respect of all manpower deployed by the Service Provider for the delivery of services to DSYS, the Service Provider shall comply with all legislations and rules/ administrative instructions /advisories of State and/or Central Government or other local authority notified from time to time governing the protection of health, sanitary arrangements, wages, welfare and safety for professional employed for the works. The rules and other statutory obligations with regard to the minimum wages, EPF, ESI, welfare and safety measures, maintenance of registers etc. shall be deemed to be part of the contract.
- 5.1.2. The Service Provider is required to obtain a Labor License from the appropriate authority for the persons to be deployed by the bidder as provided under the prevailing contract labor(R&A)Act & submit the copy of labour license certificate and should possess the same from the date of commencement of work, failing which the contract is liable to be cancelled.

5.2. Statutory Laws

- 5.2.1. All the prevailing statutory laws and Regulation / Acts and Rules etc. as applicable to this contract shall be complied by the Service Provider. In case of failure to do so, DSYS may at its discretion ensure compliance directly on its behalf and recover the expenses including penalties from the Service Provider and/or take such action as deemed fit at its risk and cost.
- 5.2.2. In case the Service Provider fails to observe and perform and discharge its / his obligation under the applicable laws, DSYS shall recover from the Service Provider any cost or expenses that it may have incurred or suffered on account of failure of the Service Provider.
- 5.2.3. The Service Provider shall abide by the decision / recommendation /award of the labour court / wage board or commissions appointed by the appropriate authority and shall arrange implementation of the decision / recommendation /award from time to time and maintain such relevant records and registers as are required to be maintained under the applicable laws including such legislation / award/ decision and produce them before DSYS and other authorities as and when required under any applicable laws
- 5.2.4. The Service Provider shall be fully responsible for his workers with regard to terms of employment / non-employment and conditions of service. DSYS will not be held responsible in any manner whatsoever, in respect of the worker engaged by the Service Provider for carrying out the job in DSYS.
- 5.2.5. All the statutory liabilities and obligations should be taken into account while quoting of rate by the Service Provider and payment to its workers to be made accordingly.
- 5.2.6. There will be no relationship of Employer – Employee between DSYS and man-power engaged by the Service Provider under the contract. It shall be the responsibility of Service Provider to regulate the terms of engagement of the manpower without any liability whatsoever to DSYS.
- 5.2.7. The Service Provider shall make his own standing orders for the employees engaged by him & get the same approve through concerned Regional Commissioner or appropriate authorities and implement the same in conformity with provisions of industrial employment (standing orders) at 1946.

6. **Payment terms:**

- 6.1. The Service Provider shall be provided the following payments:
 - i. Payments against deployment of facility management personnel
 - a. For General Administration - based on the actual number of personnel deployed for this purpose, attendance, manpower cost computed as per Clause 6.2 of SCC, etc. along with the Service charge for “**General Administration**”
 - b. For Housekeeping Services - based on the actual number of personnel deployed for this purpose, attendance, manpower cost computed as per Clause 6.2 of SCC, etc. along with the Service charge for “**Housekeeping Services**”
 - c. For Hospitality Services - based on the actual number of personnel deployed for this purpose, attendance, manpower cost computed as per Clause 6.2 of SCC etc. along with the Service charge for “**Hospitality Services**”

- d. For Maintenance Services - based on the actual number of personnel deployed for this purpose, attendance, manpower cost computed as per Clause 6.2 of SCC etc. along with the Service charge for “**Maintenance Services**”
- e. For Additional Support Services - based on the actual number of personnel deployed for this purpose, attendance, manpower cost computed as per Clause 6.2 of SCC etc. along with the Service charge for “**Additional Support Services**”
- ii. Payments against deployment of equipment/ machinery – based on the Quoted/Negotiated Machine monthly hiring charges, records in logbook, etc. Pro-rata Machine hiring charges shall also be paid depending upon the deployment of the equipment/ machinery as per logbook.
- iii. Reimbursement of Outfit allowance - in accordance with Clause 2.8.5 of Special Conditions of Contract
- iv. Reimbursement of Annual Training allowance - in accordance with Clause 2.5 of Special Conditions of Contract

No Service charge shall be applicable on reimbursements mentioned in Sub-Clause (iii) and (iv) above.

6.2 The Service Provider shall be paid for each category of personnel at the following rates plus applicable Service charge (either Service charge for “General Administration” or Service Charge for “Housekeeping Services” or Service charge for “Hospitality Services” or Service charge for “Maintenance Services” or Service charge for “Additional Support Services”)

# (a)	Description (b)	Unskilled (Rs.) (c)	Semi – skilled (Rs.) (d)	Skilled (Rs.) (e)	High - Skilled (Rs.) (f)	Facility Manager (Rs.) (g)	Hostel Manager/ Horticulturist (Rs.) (h)	Asst. Facility Manager (Rs.) (i)	Asst. Hostel Manager (Rs.) (j)	Horticulturist (Rs.) (k)	Warden (Rs.) (l)	Instructor (Rs.) (m)	Sports Trainer (Rs.) (n)	Grand Total (Rs.) (o)
1	Basic Wages per day.	308.00	348.00	398.00	458.00									
2	VDA per day.	3.00	3.00	3.00	3.00									
3	Total per day (Basic + VDA)	311.00	351.00	401.00	461.00									
4	(Basic + VDA) per month (26 days)	8,086.00	9,126.00	10,426.00	11,986.00									
5	EPF, EDLI & Admin. Charges @ 13 % of # 4 above or as stipulated by Govt. of India from time to time.	1,051.18	1,186.38	1,355.38	1,558.18									
6	ESI wherever applicable @ 3.25% of # 4 above.	262.80	296.60	338.85	389.55									

# (a)	Description (b)	Unskilled (Rs.) (c)	Semi – skilled (Rs.) (d)	Skilled (Rs.) (e)	High - Skilled (Rs.) (f)	Facility Manager (Rs.) (g)	Hostel Manager/ Horticulturist (Rs.) (h)	Asst. Facility Manager (Rs.) (i)	Asst. Hostel Manager (Rs.) (j)	Horticulturist (Rs.) (k)	Warden (Rs.) (l)	Instructor (Rs.) (m)	Sports Trainer (Rs.) (n)	Grand Total (Rs.) (o)
7	Total Cost Per Head/ month	9,399.98	10,608.98	12,120.23	13,933.73	75,000 (consolidated)	75,000 (consolidated)	35,000 (consolidated)	35,000 (consolidated)	75,000 (consolidated)	30,000 (consolidated)	25,000 (consolidated)	25,000 (consolidated)	
8	Total Facility Management Manpower Cost	9339.98 x --- nos. of personnel	10,608.98 x --- nos. of personnel	12,120.23 x --- nos. of personnel	13,933.73 x --- nos. of personnel	75,000 x --- nos. of Facility Manager	75,000 x -- nos. of Hostel Manager	35,000 x -- no. of Asst. Facility Manager	35,000 x --- no. of Asst. Hostel Manager	75,000 x -- nos. of Horticulturist	30,000 x -- no. of Warden	25,000 x -- no. of Instructor	25,000 x --- no. of Sports Trainer	o = (c+ d+ e+ f + g + h + l + j + k + l + m + n) of Row 8

Note:

- i. Basic wages indicated above are as per rates effective w.e.f. 01.04.2021 published by Office of the Labour Commissioner, Govt. of Odisha, vide Notification – 2816/ dt. 25.05.2021
 - ii. In addition to the above, GST will be charged on gross monthly billing as per the provisions applicable of GST Act.
 - iii. The strength of facility management and support services personnel may vary (i.e., increase/decrease) and subject to review once in every quarter.
 - iv. Applicable Income Tax and GST shall be deducted at source.
 - v. DSYS shall pay consolidated monthly payments. The Service Provider shall be responsible for compliance of all applicable statutory rules and regulations.
 - vi. For manpower to be deployed for Additional Support Services, the wages / remuneration shall be as per their respective skill category prescribed under the applicable laws or as shall be decided by DSYS.
 - vii. Also, for any other personnel that may be engaged, as mentioned in Clause 2.1.3 of SCC, the wages / remuneration and applicable service charge shall be fixed by DSYS.
- 6.3. The Service Provider shall maintain proper records of his employees' attendance. A copy of the duty rotation duly signed, EPF deposit proof, ESI deposit proof shall be submitted along with invoice.
- 6.4. The salary of all employees deployed at various locations as mentioned in the Appendix-E shall be made through Bank credit by 7th of the succeeding month. The Bank Account particulars of all the Service Providers' employees shall be submitted to DSYS. No cash payment is allowed.
- 6.5. The Service Provider will keep DSYS indemnified against any claims/disputes arising between the Service Provider and its employees deployed at various locations.
- 6.6. The Service Provider shall at its own cost extend workman insurance coverage compensation to all the employees as may be required under relevant Acts.
- 6.7. The Service Provider shall ensure that the facility management and support services are rendered uninterruptedly. The same shall not be affected by any kind of strike, rally, bandh or dharana or protest staged by any stakeholder during the contract period.
- 6.8. The Service Provider shall submit a detailed check list and certificate along with each invoice to the effect that payments have been made to the employees as per the approved wages, acquaintance roll and all Labour Laws /obligations have been complied. In order to confirm the correctness of payment, the Service Provider has to submit adequate documentary proof of payment of wages through Bank, depositing EPF, ESI contribution (wherever applicable) and GST of preceding month to the concerned authority along with invoices. Documentary proof of EPF, and ESI contribution (wherever applicable) should be in individual name of facility management personnel. The Service Provider will submit an Undertaking that they have deposited the EPF and ESI Contribution (wherever applicable) of actual numbers of personnel (as mentioned in the invoice and the attendance sheet) with concerned authorities and all the facility management

personnel have been issued with Salary Slip with full details in all respect as specified for the month they claimed for the payment.

- 6.9. The Service Provider shall ensure full compliance with Tax laws of India with regard to the contract and shall be solely responsible for the same. The Service Provider shall submit the copies of acknowledgement as a proof of filing of returns every month/quarter/ year and shall keep the employer fully indemnified against liability of tax, interest, penalty etc. of the Service Provider in respect thereof which may arise.
- 6.10. Any increase or decrease in Minimum wages (Basic wages + VDA), employer's contribution towards PF / ESI (wherever applicable), etc. shall be to the account of DSYS.
- 6.11. In addition to the above, GST as applicable will be paid to the Service Provider on gross monthly invoice amount subject to submission of required proof as per rule. The Service Provider shall raise the invoice as per GST Act and Rules.
- 6.12. TDS at applicable rate under GST Act shall be deducted at the time of release of payment.
- 6.13. The Service Provider will submit the invoice in duplicate to DSYS in every month. The Service Provider shall submit invoices separately against each of the services that it has provided for the relevant month. The submission of the invoices shall be along with the below mentioned documents duly stamped and signed by the authorized signatory of the Service Provider:
 - a. attendance record of the employees for the relevant month – duly certified by the concerned DSYS official and concerned Officer-in-charge as a mark of acceptance and verification
 - b. the wages sheet of the employees for the relevant month
 - c. Bank statement for crediting the net wages amount to the individual bank account of the employees – duly certified by the concerned Bank
 - d. PF Deposit Challan & ECR copy of the month preceding the relevant month.
 - e. Challan and ESI Deposit (if applicable) of the month preceding the relevant month
 - f. GST deposit challan of the month preceding the relevant month
 - g. Logbook record for all housekeeping equipment / machineries / vehicle deployed
 - h. Any other documents required by the statutory authorities (Welfare/ Personnel and Finance)
 - i. and any other statutory deductions if so, will be submitted for the preceding month with the invoice

Note: The relevant month implies the month for which the invoice is being raised. The invoice amount should separately mention the Basic + VDA amount provided to the facility management personnel and consolidated wages provided to Facility Managers, Hostel Managers, Asst. Facility Managers, Asst. Hostel Managers, Sports Trainers, Instructors and Wardens.

- 6.14. Monthly payments (unit-wise) will be released at DSYS on the certification of concerned officer in-charges that the Service Provider has complied with all the statutory or obligatory or both provisions/benefits of the personnel deployed by the Service Provider.
- 6.15. In case that invoices of the Service Provider are not submitted in time or submitted with improper documentations, the respective Officer-in-charge shall intimate the same to DSYS on quarterly basis. Based on this report the extension of contract shall be decided. Similarly, any legitimate dues which are not paid by the Service Provider shall be intimated to DSYS by respective Officer-in-charge.
- 6.16. DSYS will certify that payments are made on due time and other dues are fulfilled as per contract Terms & Conditions.
- 6.17. The Income-tax, GST and other statutory dues are required to be deducted from the invoice unless exempted by the concerned Department in favour of the Service Provider mentioning DSYS work order number and the documentary evidence of such exemption is to be submitted for availing the exemption

7. Price Revision

There shall be no revision on the final % Service charge for “General Administration”, % Service Charge for “Housekeeping Services”, % Service charge for “Hospitality Services”, and % Service charge for “Additional Support Services”

Escalation/ De-escalation only as per below clauses shall be payable:

7.1. Payments against facility management personnel:

- a. Facility Management Personnel: In the event of revision of minimum wages (Basic wages + VDA) by the Office of the Labour Commissioner, Govt. of Odisha, Bhubaneswar, the manpower cost as per Clause 6.2 of SCC shall be accordingly revised.
- b. Facility Managers, Hostel Managers, Asst. Facility Managers, Asst. Hostel Managers, Sports Trainers, Instructors, Wardens:

Escalation/ De-escalation for the salaries of the personnel mentioned above, shall be linked with the WPI (Wholesale Price Index) for “All commodities”. For 1st Contractual year, there shall not be any escalation/de- escalation. For subsequent Contractual years, the salaries be escalated /de-escalated in accordance to the following:

- i. Revised Salary of the Personnel = Base Salary x [WPI (B) – WPI (A)/ WPI (A)]

Where:

1. Revised Salary: Ceiling of Salary applicable for the relevant Contractual year

2. Base Salary: Salary in accordance to Clause 6.2 of Special Conditions of Contract.
3. WPI (B): All India Wholesale Price Index for “All Commodities” published by the Office of the Economic Advisor, Ministry of Commerce & Industry, Government of India as on the date of start of relevant Contractual year
4. WPI (A): All India Wholesale Price Index for “All Commodities” published by the Office of the Economic Advisor, Ministry of Commerce & Industry, Government of India as on the date of submission of Bid

7.2. Machine Hiring Charges:

Escalation/ De-escalation for the Machine Hiring Charges (quoted/negotiated Machine Hiring Charges per equipment per month provided by the Service Provider and Machine Hiring Charges per equipment per month for additional equipment as per Annexure 9) shall be linked with the WPI (Wholesale Price Index) for “All commodities”. For 1st Contractual year, there shall not be any escalation/de-escalation. For subsequent Contractual years, the Machine Hiring Charges shall be escalated /de-escalated in accordance to the following:

Revised Machine Hiring Charge per equipment per month (in Rs.) = Quoted/negotiated Machine Hiring Charges per equipment per month provided by the Service Provider (in Rs.) x [WPI (B) – WPI (A)/ WPI (A)]

Where

- Revised Machine Hiring Charges per equipment per month: Machine Hiring Charges per equipment per month applicable for the relevant Contractual year
- Quoted/negotiated Machine Hiring Charges: Machine Hiring Charges per equipment per month as quoted/negotiated with the Service Provider
- WPI (B): All India Wholesale Price Index for “All Commodities” published by the Office of the Economic Advisor, Ministry of Commerce & Industry, Government of India as on the date of start of relevant Contractual year
- WPI (A): All India Wholesale Price Index for “All Commodities” published by the Office of the Economic Advisor, Ministry of Commerce & Industry, Government of India as on the date of submission of Bid

7.3. Outfit allowance:

Escalation/ De-escalation for the ceilings of outfit allowance (mentioned in Clause 2.6.5 of Special Conditions of Contract) shall be linked with the WPI (Wholesale Price Index) for “All commodities”. For 1st Contractual year, there shall not be any escalation/de-escalation. For subsequent Contractual years, the ceilings of outfit allowance shall be escalated /de-escalated in accordance to the following:

Revised Ceiling of Outfit allowance = Base Ceiling of Outfit allowance x [WPI (B) – WPI (A)/ WPI (A)]

Where

- Revised Ceiling of Outfit allowance: Ceiling of Outfit allowance applicable for the relevant Contractual year
- Base Ceiling of Outfit allowance: Ceiling of Outfit allowances in accordance to Clause 2.6.5 of Special Conditions of Contract
- WPI (B): All India Wholesale Price Index for “All Commodities” published by the Office of the Economic Advisor, Ministry of Commerce & Industry, Government of India as on the date of start of relevant Contractual year
- WPI (A): All India Wholesale Price Index for “All Commodities” published by the Office of the Economic Advisor, Ministry of Commerce & Industry, Government of India as on the date of submission of Bid

7.4. **Annual Training Allowance**

Escalation/ De-escalation for the ceilings of outfit allowance (mentioned in Clause 2.6.5 of Special Conditions of Contract) shall be linked with the WPI (Wholesale Price Index) for “All commodities”. For 1st Contractual year, there shall not be any escalation/de-escalation. For subsequent Contractual years, the ceilings of outfit allowance shall be escalated /de-escalated in accordance to the following:

Revised Ceiling of Outfit allowance = Base Ceiling of Outfit allowance x [WPI (B) – WPI (A)/ WPI (A)]

Where

- Revised Ceiling of Outfit allowance: Ceiling of Outfit allowance applicable for the relevant Contractual year
- Base Ceiling of Outfit allowance: Ceiling of Outfit allowances in accordance to Clause 2.6.5 of Special Conditions of Contract
- WPI (B): All India Wholesale Price Index for “All Commodities” published by the Office of the Economic Advisor, Ministry of Commerce & Industry, Government of India as on the date of start of relevant Contractual year
- WPI (A): All India Wholesale Price Index for “All Commodities” published by the Office of the Economic Advisor, Ministry of Commerce & Industry, Government of India as on the date of submission of Bid

8. Liquidated damages/Penalty clause:

8.1. In case of any loss/theft

8.1.1. In case of any loss/theft, concerned officer of DSYS will consider the circumstances leading to the loss/theft and submit a report to the Nodal Officer, DSYS and for fixing responsibility and if the responsibility is fixed upon the Service Provider, the Service Provider shall make good the loss within the period specified by DSYS or else deduction of the cost shall be made from the following month's invoice.

8.2. In case of downtime more than 3 days in a month for machinery/equipment provided by Service Provider

8.2.1. The agency is to maintain all equipment/machineries provided by it in good working condition by maintaining downtime of not more than 3 days in a month. The downtime will be calculated on monthly basis and deductions will be made for such equipment for which downtime is more than 3 days in a month. The deductions are as under:

a. 0 days to 3 days downtime will attract no deduction

b. > 3 days downtime will attract deduction as under

$$\frac{\text{(Number of days of downtime in a month)} * \text{(Monthly hiring charge of equipment)}}{\text{(Number of days in a month)}}$$

8.3. Liquidated Damages / Penalty Clause in case of lapses in duty and breach of contract

8.3.1. For any breach of contract, the head of the concerned region on behalf of DSYS, shall be entitled to impose a penalty to the extent of INR 10,000/- on the first instance upon the Service Provider in the event of breach, violation or contravention of any of the terms and conditions contained herein after bringing it to the notice of the Nodal Officer, DSYS and obtaining his approval.

8.3.2. If the lapse is repeated, the extent of penalty will be doubled on each such occasion. However, the Service Provider can appeal for waiver of penalty to Principal Secretary, DSYS who is the final authority for taking decision in this respect. The decision of DSYS in this regard shall be final and binding upon the Service Provider. Some of the instances, in which penalty shall be imposed, are enumerated below. The list is illustrative and non-exhaustive.

a. If the cleaning schedule for inside buildings, outside buildings, garden/park maintenance, waste disposal and pest control is not adhered to

b. If food preparation and hospitality services are not provided satisfactorily on a daily basis

c. If the schedules for preventive maintenance for electrical equipment and civil maintenance is not adhered to

d. If the personnel are not found in proper uniform and displaying Photo Identity Card/ nameplate.

e. If the personnel are found indulging in smoking/drinking/sleeping during duty hours

- f. The selected Service Provider is supposed to provide facility management personnel. If the selected Service Provider is not able to provide the required number quantity and quality of personnel, a penalty for shortage of attendance will be imposed
- g. If the behavior of the personnel is found to be discourteous/disrespectful
- h. If any personnel performing duty submits a fake name and address
- i. If any personnel are found on duty other than those mentioned in the approved list supplied by the Service Provider
- j. If any personnel are found indulging in unlawful activities

Moreover, penalty shall be imposed on the Service Provider in case of the below deviations:

- a. ESI and EPF contribution not being deposited regularly by Service Provider to statutory authorities
- b. EPF amount deducted from wages of facility management personnel and deposited less in the account of facility management personnel by Service Provider
- c. Wages are not paid in time to the facility management personnel
- d. Salary Slip not issued to the facility management personnel deployed by the Service Provider
- e. Payment to facility management is made in Cash or by Cheque

8.3.3. Violation of any of the terms and conditions of the contract shall lead to deduction from the total amount of invoice for the month. Such deductions, however, shall be limited to a maximum of 10% of the total amount of invoice for the month. When the maximum limit of deduction is reached, DSYS at its discretion, may also terminate the contract, by issuing a notice 30 days prior to such termination

8.4. **In the event of delay in manpower deployment**

8.4.1. In the event that required manpower (or part thereof) is not deployed within the timeframe of 4 weeks duration from the date of intimation, DSYS, at its discretion can terminate the contract, alongside forfeiture of the Service Provider's Performance Security.

8.4.2. Liquidated damages/Penalty shall be levied with applicable GST. Invoice for such damages/penalty recovered shall be issued by DSYS

9. **Taxes & Duties**

9.1. **Indirect Taxes**

- A) The Service Provider agrees to and, hereby accepts full and exclusive liability for payment of any and all taxes, duties, charges and levies as per the Applicable Laws as applicable for the Scope of Supply in accordance with the provisions of this Service Order / Agreement. In case it is increased or decreased under any statute, rules, regulations, notifications, etc. of any Authority, the impact shall be to the account of DSYS subject to submission of documentary evidence to the satisfaction of DSYS.
- B) In case any fresh tax is imposed by any Authority under any Applicable Law during the Contract Period, the Service Provider shall deposit the same to the appropriate Authority which shall be reimbursed by DSYS on actuals and upon submission of documents evidencing such payment.
- C) Obligations relating to Goods and Services Tax (GST)
- i) The Service Provider should have registration under GST Acts
 - ii) The Service Provider has to raise Invoice as required under section 31 of the GST Act and relevant Rules made there under.
 - iii) The Invoice should contain the following particulars as required under Rule 46 of CGST Rules;
 - a. Name, address and Goods and Services Tax Identification Number of the Supplier;
 - b. A consecutive serial number not exceeding sixteen characters, in one or multiple series, containing alphabets or numerals or special characters-hyphen or dash and slash symbolized as “-” and “/” respectively, and any combination thereof, unique for a financial year;
 - c. Date of its issue;
 - d. Name, address and Goods and Services Tax Identification Number or Unique Identity Number, if registered, of the recipient;
 - e. Harmonized System of Nomenclature code for goods or SAC code for services;
 - f. Description of goods or services;
 - g. Quantity in case of goods and unit or Unique Quantity Code thereof;
 - h. Total value of supply of goods or services or both;
 - i. Taxable value of the supply of goods or services or both taking into account discount or abatement, if any;
 - j. Rate of tax (Central tax, State tax, integrated tax, Union territory tax or Cess);
 - k. Amount of tax charged in respect of taxable goods or services (Central tax, State tax, integrated tax, Union territory tax or Cess);

- l. Place of supply along with the name of the State, in the case of a supply in the course of Inter-State Trade or Commerce;
 - m. Address of delivery where the same is different from the place of supply;
 - n. Whether the tax is payable on reverse charge basis; and
 - o. Signature or digital signature of the supplier or his authorized representative.
- iv) The Service Provider should file the GST Returns as required in the GST Acts, and details of Invoice submitted to DSYS and GST amount charged thereon should reflect in Form GSTR-2A within a reasonable time.
 - v) The Service Provider has to comply with all the Provisions of GST Acts, Rules and Notifications issued there under.
 - vi) The Service Provider hereby undertakes to indemnify DSYS, from any liabilities arising in future due to noncompliance by the Service Provider of the GST Acts, Rules and any other Acts currently in force and applicable to the Service Provider in relation to the job assigned to the Service Provider by DSYS.

9.2. Direct Taxes

TDS as applicable shall be deducted under Income Tax Act,1961 and GST Act and certificate of deduction shall be provided by DSYS to the Service Provider in accordance with the applicable provisions.

Appendix - A: Schedule for Housekeeping Services

Please Note: These are indicative works and indicative frequencies

A. Cleaning and Sweeping (Buildings)

#	Activity	Method	Frequency
A	INSIDE BUILDINGS		
1	Rooms/Chambers/Labs cleaning	Sweeping and Mopping with Phenyl	Once daily in morning
		Sweeping	Once in afternoon
2	Corridor floor cleaning	Dry & Wet moping/Vacuuming if required (fully mechanized)	Twice daily
3	Corridor floor cleaning	Scrubbing and drying with Auto Scrubber	Once in a week
4	Staircase Cleaning	Sweeping and mopping with phenyl	Once daily
5	Door & door handles cleaning	Wet & Dry wiping	Once daily
6	Drinking water area	Wet & Dry wiping	Once daily
7	Lift door cleaning from outside	Wet & Dry wiping	Once daily
8	Garbage collection and disposal	Manual	Once daily
9	Glass and glass partition cleaning	Wet & Dry wiping	Once daily
10	Fire Extinguishers/hydrants and hose reels cleaning	Wet & Dry wiping	Once daily
11	Any type of furniture	Dusting	Once daily
12	Glasses /Nameplates	Wet & Dry wiping	Weekly

#	Activity	Method	Frequency
13	Telephone/Computers	Dusting/Vacuuming/Cleaning	Weekly
14	Cobwebs & doormats	Removal of cobwebs and removal of doormats	Weekly
15	Electric Switches	Dry cleaning	Weekly
16	Terrace Cleaning	Wet & Dry Cleaning	Monthly
17	Waste material cleaning	Manual	Daily
B OUTSIDE BUILDINGS			
1	Cleaning of external surface Including glass façade, external building surface, structure at entrance plaza at all heights		Once per month
2	Paved corridors cleaning	Sweeping	2 times a day
		High pressure washing	Once in a week
3	Outside glass cleaning	Wet & dry wiping	Once in a week
4	Outside walls	High pressure washing	Once in a week
5	Parking area & Internal Road cleaning (cycle/ Motorcycle/car)	Mechanized and manual sweeping	Once a day
6	All other roads	Mechanized and manual sweeping	Once a day
7	All the sewerage lines and drains	Sweeping + sprayed with Bleaching powder	Once in every week

B. Cleaning and Sweeping (Attached and General Toilets)

#	Activity	Method	Frequency
1	Toilet cleaning with toilet cleaning Agents (Deodorant phenyl/ washing powder/ acid	Sweeping and mopping	Twice a day and as & when required

#	Activity	Method	Frequency
	with placement of naphthalene balls)		
2	Floor cleaning	Scrubbing & drying	Once a day
3	Side wall cleaning	Scrubbing & drying	Once a day
4	Doors & door handle cleaning	Wet & dry wiping	Once a day
5	Wash basin and surrounding area Cleaning	Wiping	Two times a day
6	External tap cleaning	Dry wiping	Two times a day
7	Mirror cleaning	Damp wiping	Two times a day
8	Commode cleaning	Wiping	Every 2 hours
9	Urinal cleaning	Wet/Dry cleaning	On Hourly basis
10	Dustbin clearance & cleaning	Collection and wiping	Every 4 hours
11	Hand drier machine cleaning if any	Wiping	Every 4 hours
12	Exhaust Fan cleaning	Wiping	Weekly
13	Tube light or any other light cleaning	Dry wiping	Weekly
14	Electric Board and Switches cleaning	Dry dusting	Weekly
15	Spray of Air Freshener	Manual	Once daily
16	Hand wash on basins		As per requirement

C. Garbage collection & Disposal, Pest control

#	Activity	Frequency
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1	Pest control spray shall be made in all the office rooms, record rooms & stores.	Once in a month
2	Disposal of all wastage to be tied up with BMC's collection and transportation system and not left here and there within and around the premises.	Once daily

D. Garden & Park maintenance

#	Activity	Frequency
1	De-weeding work for lawn areas with required equipment including all cutting, trimming, making good in levels.	Daily
2	Making kyaries, mulching for trees, shrubs & ground covers at kyaries, mixing of manure for trees and required.	Daily or Twice Daily
3	Manual watering	Whenever Required
4	Replacement of damaged grass, trees and shrubs.	Whenever Required (to be done immediately)
5	Anti-termite treatment for damages leaves and branches.	Whenever Required (to be done immediately)
6	Dusting of each and every bench and dust bin	3 Times / Day
7	Wiping the chairs	1 Time / Day
8	Cleaning, Repairing work for benches & dust bin.	On alternate days

Appendix – B: Machinery/ Equipment List

PART -1:Housekeeping equipment and minimum specifications and make of the equipment/machine required

Please Note: This is an indicative requirement. DSYS reserves the right to modify this list at any time as per its requirement in the future.

#	Name of equipment	Brand (As per list or equivalent)	Minimum Specifications	Location	Nos.
1	Vacuum Cleaner	Johnson Diversey / Eureka Forbes/IPC	Industrial – minimum 50 L	TBD	1
2	Lawn Mower	Mirage 2000	Petrol driven. Grass box capacity – minimum 50 L	TBD	1
3	Motorized grass cutter	Kass	Petrol driven. 4 Stroke, Over Head Cam Single Cylinder	TBD	1
4	Vehicle for garbage collections and disposal	Tata/ Mahindra	-	TBD	1
5	Tea/Coffee vending machine	Café Coffee Day/ Lavazza/ HUL	Service capacity (150 cups per day)	TBD	1

Appendix – C: Schedule for Maintenance Services (Electrical/Mechanical and Civil)

Please Note: These are indicative works and indicative frequencies

PART – 1: Electrical/Mechanical Maintenance

2) Overhead line

11 kV & 0.415 kV Transmission Line Schedule Maintenance	
I	LT Line
A	Monthly
1	Inspect Line for any damage to Pole
2	Inspect Line for any tree touching
3	Check status of Stay Wires
4	Check Line for any damage to Conductor
B	Half Yearly
1	Bush Cutting & Tree trimming
2	Change faulty Insulator
3	Stringing of sag cable properly as per clearances
B	Yearly
1	Bush Cutting & Tree trimming
2	Change faulty Insulator
3	Stringing of sag cable properly as per clearances
4	Testing of the Earthing IR value.
5	Painting the pole if required.
6	Cable change if required.
Vehicle having telescoping boom for overhead work, Earth tester, Clamp Meter, Multimeter, Insulation Tester, Drill Machine, Box Spanner, Hydraulic Crimping Tools, Spanner Set (DE-, Ring & Open Type) and other required tools to deal with R/M of Over-Head Line maintenance	

2) Substation

Substation Schedule Maintenance	
I	33 & 11 kV Substations

A	Daily
1	Taking of the reading of Incoming/Outgoing voltage/current, APFC panel reading.
2	Inspect the Transformer oil level and winding temperature.
B	Weekly
1	Taking of the reading of Incoming/Outgoing voltage/current, APFC panel reading.
2	Inspection of APFC, Relays, Battery & Battery Charger and LT Panel Healthiness, indicator status and Alarm.
C	Monthly
1	Cleaning of the panel and Tightness check of all panel control supply , if required control TB should be change.
2	Inspection of the Transformer silica gel and oil level.
3	Inspection of the outdoor type VCB ,CT&PT and all types of insulator condition.
4	Check the Space Heaters located at its control panel for proper functioning.
5	Inspect the PT,CT and to be sure that no oil leak or series accumulation of soot, dust or salt composite is present.
D	Half Yearly
1	Carryout the maintenance of operating mechanism.
2	Cleaning of insulator if any unnecessary an excessive amount of dirt has accumulated.
3	Checking and testing of the grounding system.
4	Cleaning and tightness check of all control /interlocking supply.
E	Yearly
1	Visual inspection & examination of all wiring connections.
2	Check insulator support, clean or apply HVIC if necessary.
3	Check the physical condition of bus and tightness also.
4	Check and test the grounding system.
5	Carryout the maintenance of operating mechanism.
6	Check the tightness, clean and greasing the PT ,CT,AB switch /isolator and VCB.
7	Clean insulator if necessary, an excessive amount of dirt has accumulated.,
8	Test the IR value of the Earthing.
9	Change the insulator, conductor and any accessories if required.
10	Painting the structure if required.
11	Test all closing /tripping coil, protection/measuring CT&PT IR value and its healthiness.
Earth tester, Clamp Meter, Multimeter, Insulation Tester, Drill Machine, Box Spanner, Hydraulic Crimping Tools, Spanner Set (DE-, Ring & Open Type) and other required tools to deal with R/M of Substation maintenance.	

3) Transformers

Transformer Schedule Maintenance

I	Transformers 33/11 kV, 33/0.415 kV, 11/ 0.415 kV
A	Daily

1	Checking of oil level, it should be as per specified level.
2	Checking of the oil leakage any point of the transformer. If leakage is observed suitable action to be taken for attending oil leakage.
3	Checking of the oil and winding temperature.
4	Checking of the loading ampere of the transformer against rated figures.
5	Checking the abnormal sound.
B	Monthly
1	Checking of oil level in cap under silica gel breather. If it is found below the specified level, oil to be top up as per specified level.
2	Checking the breathing holes in silica gel breather & clean properly if required for proper breathing action.
3	Silica gel breather should be of blue color. If colour is pink, then replacement or heating of silica gel is required.
4	Checking of the oil level in the Buchholz Relay.
C	Quarterly
1	Checking for dirt deposition on bushings and tightness of its oil filling plug & examine for any crack in porcelain discs.
2	Checking of the BDV(≥ 60 KV) and PPM(≤ 10 PPM) of transformer oil and tap changer oil.
3	Checking of step-by-step mechanism operation & end position limit switches in ON load/OFF load tap changer.
D	Half Yearly
1	Checking of transformer oil for acidity (≤ 0.03 mg KOH/g), sludge content, flash point. Dielectric dissipation factor(tan delta). Interfacial tension and specific resistance.
E	Yearly
1	Cleaning of all the relays, alarms and control switches along with their circuit, in relay control panel by appropriate cleaning agent.
2	Checking of pockets fit OTI & WTI on the transformer top cover and replace oil if required.
3	Checking of proper function of pressure release device.
4	Checking of insulation resistance and polarization of transformer.
5	Checking of IR value of Earthing systems.
6	Checking DGA of transformer oil annually for higher KV rating transformer and once in 2 years for lower KV transformer.
7	Checking of the proper sealing of terminal Box.
8	Checking all protections and alarm circuits by actual external initiation with relay operation.
10	Checking of painting and surface finish.
11	Checking of tightness of bolts in gasket joints.
Earth tester, Clamp Meter, Multimeter, Insulation Tester, Drill Machine, Box Spanner, Hydraulic Criming Tools, Spanner Set (DE-, Ring & Open Type) and other required tools to deal with R/M of Transformer maintenance.	

4) Motors

Motors Schedule Maintenance	
I	Motors
A	Daily
1	Motor cleaning and checking of the cooling fan condition.
2	Checking of the running status and take the current taking at load, voltage.
3	Checking of the vibration of driving, non-driving end. Check the bearing and body temperature.
4	Inspection of abnormal sound from the motor.
5	Checking of the coupling status of the motor.
B	Monthly
1	Cleaning the motor terminal and check the tightness of Incoming/Outgoing cable.
2	Check the motor cooling fan condition.
C	Half Yearly
1	Motor cleaning and checking of the cooling fan condition.
2	Greasing of the motor.
D	Half Yearly
1	Motor cleaning and checking of the cooling fan condition.
2	Greasing of the motor.
3	Testing of the incoming cable IR value, motor winding IR.
4	Cleaning of the motor terminal box and sealed properly.
5	Painting of the motor if necessary.
Earth tester, Clamp Meter, Multimeter, Insulation Tester, Drill Machine, Box Spanner, Hydraulic Criming Tools, Spanner Set (DE-, Ring & Open Type) and other required tools to deal with R/M of Motor maintenance.	

5) HT & LT panels

HT & LT Panels Schedule Maintenance	
I	Panels
A	Daily
1	Inspection and taking the voltage/current.
2	Checking of the abnormal sound from panel.
3	Checking of the power/control cable condition.
4	Checking of the Relay meter and indicator status.
5	Checking of the control supply ,alarm and axu contactor status.
B	Monthly

1	Cleaning the panel
2	Tightness check of control/power supply
3	Checking of the connector and TB status.
4	Placing of the rat kill cake at the panel and check the hole seal properly.
C	Half Yearly
1	Motor cleaning and checking of the cooling fan condition.
2	Greasing of the motor.
D	Yearly
1	Cleaning of the panel
2	Incomer VCB/ACB maintenance to be done, and its release test to be done by a third-party vendor once in a year.
3	Bus CRM/IR test to be done by the third-party vendor once in a year.
4	Incoming /Outgoing cable tightness and IR test.
5	All protection/measuring CT, PT and control Transformer test as per the standards.
6	Panel space Heater and temperature detector should be test as per the standards.
7	Place the rat kill cake at the panel and check the hole seal properly.
8	Earthing IR test and nomenclature should be done with name plate.

Earth tester, Clamp Meter, Multimeter, Insulation Tester, Drill Machine, Box Spanner, Hydraulic Criming Tools, Spanner Set (DE-, Ring & Open Type) and other required tools to deal with R/M of HT & LT Panel maintenance.

6) Street Lights

Street Light Schedule Maintenance	
I	Street Light
A	Monthly
1	Inspection of the luminaries physical status.
2	Inspection the lighting DB physical status
3	Checking and managing of illumination standard as prescribed by DGMS using lux meter .
B	Half Yearly
1	Cleaning of the lighting DB and check its tightness of power ckt cable terminal.
2	Inspection the Earthing system and surge protector.
3	Greasing and oiling the movable parts /mechanism.
4	Checking of the Timer status and set as required.
C	Yearly
1	Checking and testing of the Earthing IR value.
2	Testing of the incoming/outgoing cable IR
3	Greasing and oiling of the movable parts /mechanism.
4	R/M of existing luminaries if required replace by the new

5	Checking of the power ckt contactor/timer/MCB healthiness if required replace the new one.
6	Checking of motor IR value and clean the terminal box. Seal motor terminal properly.
Vehicle having telescoping boom for overhead work, Earth tester, Clamp Meter, Multimeter, Insulation Tester, Drill Machine, Box Spanner, Hydraulic Criming Tools, Spanner Set (DE-, Ring & Open Type) and other required tools to deal with R/M of Over Head Line maintenance	

7) DG sets

DG Set Schedule Maintenance	
I	DG Set
A	Daily
1	To coordinate with the external and internal customer to facilitate smooth functioning of the DG Sets
2	Battery check for electrolyte level.
3	Specific gravity check.
4	Oil level and temperature check.
5	Check for any Fuel Leak
6	Cooling Hose check.
7	Oil pressure check.
8	Voltage and current check in each phase
9	Engine run hour and RPM.
10	Energy Generation Meter reading & Check
11	Checking the engines for its smooth running, observing for any unusual noise and color of the smoke from the exhaust.
12	Checking general functioning of all DG Set observe noise and vibration levels.
13	Regular visual inspection of all mechanical parts
14	Lub Oil Level
15	Coolant Level
B	Quarterly or Running Hour Based as per OEM Manual
1	Check & Change Coolant
2	Check & change all Lub Oil Filter
3	Check & Changer Fuel Filter
4	Check & Tighten Fan Belt
5	Check & Changer Air Filter
6	Clear air inlet and outlet restrictions and tighten all electrical connections and terminations.
7	Electrical Control Panel Check battery charging system and take corrective action, check electrical measuring instruments, indicative lamps for proper functioning, tighten power distribution wiring and connections, testing of relay and other protection and safety

	devices for proper working, checking for MCCB tripping mechanism, cleaning of bus bars and clammers and tightening of nuts and bolts, tighten of all electrical connections and terminations.
C	Half Yearly
1	Drain lubricating oil sump, clean sump strainers, renew lubricating oil
2	Carrying out valve tappet setting
3	End plays checking of crankshaft, accessory drive and turbo charger
4	Checking of proper functioning of various instruments, instrument panel and changing them as required.
5	Diagnosis of various faults and their rectification
6	Checking and fault finding of the electrical system associated with the engine
7	General cleaning and greasing of the alternator when required.
8	Cleaning battery terminals for sulphate formation and checking its state.
9	Maintenance of instruments, relays and connectors fitted in Gen set control Panel and changing them.
10	Checking of wiring system for its loose and dry connections.
11	Checking tightness of mounting bolts.
12	Checking rotating diode assembly of alternators.
13	Fault simulation and verification, functioning of relays, MCB/MCCB and contactors. Insulation testing of alternators once in six months
14	Replacement of lubricating oil, filters, coolant, Replacement of all hoses, belts, gaskets, safety controls, fuel pump, injectors, self-starter and charging alternator, trouble shooting, replacement of spares(all spare parts of AMF panel mcb, mccb, contactors, pushbutton, display, battery charger electronic switch, fuse), engine and alternator minor adjustment , radiator cleaning, fuel tank cleaning, panel repairing, AVM fitting job as and when required.
15	Check and reset injector pressure
16	Check and reset injector pump timing
17	Retighten cylinder head nuts
18	Adjust engine valve clearance
19	Radiator Repair for leakages etc.
20	All Engineer Safety Test
21	AVR & Diode check & rectification
22	Controller for operation check & maintenance
	Earth tester, Clamp Meter, Multimeter, Insulation Tester, Drill Machine, Box Spanner, Hydraulic Criming Tools, Spanner Set (DE-,Ring & Open Type) and other required tools to deal with R/M of DG Set Maintenance

8) Air conditioners

Split & Window AC, Package AC, Cassette Schedule Maintenance

I	Split & Window AC Maintenance
A	Monthly
1	Check & Clean Filter
2	Check Current of Compressor & record
3	Check blower motor condition
4	Check swing motor condition
5	Check Cooling effect
6	Power Connection Checking
7	Check & Clear Outdoor Coil condition
8	Check & Clean Indoor Coil
9	Drain Chocking cleaning
10	Tube's inspection and rectification
11	Condensate drain inspection
12	Checking of refrigerant (Gas pressure, Leak test)
13	Frost deposition checking and rectification
14	Fan tightness and cleaning
15	Sealing of passage/holes for indoor/outdoor machine equipment
B	Attending Leakages
1	Identification and rectification of leakages.
2	Vacuuming the gas circuit and inspection of leakages.
3	Gas re-charging
Earth tester, Clamp Meter, Multimeter, Insulation Tester, Drill Machine, Box Spanner, Hydraulic Cutting Tools, Spanner Set (DE-, Ring & Open Type) and other required tools to deal with R/M of AC System	

9) Split & Window AC, Package AC, Cassette

Split & Window AC, Package AC, Cassette Schedule Maintenance	
I	Package AC & Cassette AC Maintenance
A	Monthly
1	Check & Clean Filter
2	Check Current of Compressor & record
3	Check blower motor condition
4	Check swing motor condition
5	Check Cooling effect
6	Power Connection Checking
7	Check & Clear Outdoor Coil condition
8	Check & Clean Indoor Coil
9	Drain Chocking cleaning
10	Tube's inspection and rectification

11	Condensate drain inspection
12	Checking of refrigerant (Gas pressure, Leak test)
13	Frost deposition checking and rectification
14	Fan tightness and cleaning
15	Sealing of passage/holes for indoor/outdoor machine equipment
B	Attending Leakages
1	Identification and rectification of leakages.
2	Vacuumping the gas circuit and inspection of leakages.
3	Gas re-charging
Earth tester, Clamp Meter, Multimeter, Insulation Tester, Drill Machine, Box Spanner, Hydraulic Cutting Tools, Spanner Set (DE-, Ring & Open Type) and other required tools to deal with R/M of AC System	

PART – 2: Civil Maintenance

#	Service Level Requirement	Minimum Requirement
UG TANKS & WATER SUPPLY System (As per scope of work)		
1	Maintenance of submersible pumps.	Once /15 Days
2	Painting and erection of MS Ladder or replacement if required and if found theft or damaged.	Once a Month
3	Chemical treatment of water for purification.	In Alternate Days
4	Maintenance of manhole cover including replacement if found damaged or theft	Once/15 Days
SW DRAIN AND SEWAGE SYSTEM		
1	Cleaning of bed properly including removing of mud, soil etc.	1Time /Week
2	Regular maintenance of drain covers including replacement if found damaged	1 Time / Week
OTHERS		
1	Repair and maintenance of sanitary fixtures, lavatories	On alternate days
2	Removal and replacement of damaged sanitary fixtures and lavatories if required.	Immediate
3	Regular maintenance of plumbing fixtures.	On alternate days
PUMP ROOMS		
1	Regular maintenance of water pumps with all connections and attachments, damaged part should be repaired or replaced at that time immediately	Alternate days

#	Service Level Requirement	Minimum Requirement
DRINKING WATER		
1	Regular cleaning, maintenance of water cooler and purifier (RO) as per the need. Repairing work if not in working condition	Cleaning 1 Time / Day Maintenance as per the need
2	Painting inside outside as per approved paints on railings and outer concrete face	1 Time /6 Months
PLUMBING SYSTEMS		
1	Regular maintenance and cleaning of all valves.	1 Time / week
2	regular maintenance for all main line, sub lines water supplies.	1 Time / week
3	Regular maintenance for all automation system including all decoders, sensors, cables, solenoids valves.	On alternate Days
4	'Replacement of damaged pipes, valves, cables, decoders if found damaged or theft.	immediate
BOUNDARY WALL		
1	Painting inside outside as per approved paint on grills, fencing & all service / entry gates and gate columns.	1Time /12 Months
CARPENTRY		
1	All types of repair work in residential and non-residential buildings	As and when required
MASONRY		
1	All types of Masonry repair work in residential and non-residential buildings	As and when required
PAINTING		
1	All types of painting work in residential and non-residential buildings	<ul style="list-style-type: none"> ▪ Non-residential buildings – Annually ▪ Residential Buildings – Every three years ▪ As and when required

Appendix – D: Tools & Tackles for Electrical/ Mechanical maintenance

Please Note: This is an indicative list

#	Name of Tools	#	Name of Tools
1	Megger (0-5000 Volts)	33	Gloves (Electrical) (HT/ LT.)
2	Multi-Meter (Digital) – Texas Instruments/Fluke	34	Grease Gun (heavy Duty)
3	Tong Tester/Clamp Meter (Digital)	35	Chisel Small & Big (heavy duty)
4	IR Infrared Thermometer	36	Safety Goggles
5	Air Blower (Hot)	37	Nose Pliers 9"
6	Punching Tools (set 3mm to 24 mm)	38	Tool Box metallic
7	Crimping Tools All Sizes	39	Parrot Wrench 10"
8	Crimping Tool for Electrical	40	Safety Helmet
9	Electric Drill M/C	41	Safety Harness
10	Torch with cells	42	Cartridge fuses puller (HT / LT.)
11	Pliers Combination	43	Measuring Tape - 5 m
12	Screw Driver Set All Sizes	44	Bearing Puller
13	Line Tester	45	Box Spanner Set
14	DE-Ring Spanner Set	46	DE-Open Spanner Set
15	Bench Vice 6"	47	Digital LUX Meter
16	Hacksaw Frame	48	Ear Muffler
17	Tool Bag	49	Hammer 1/2 lbs., 1 lbs., 1 1/2 lbs.
18	Discharge Rod 33 kV	50	Screw driver set
19	Discharge Rod 1.1 kV	51	Voltage Detector 50 Volts to 33000 Volts
20	FRP Ladder 10'	52	FRP Ladder 16'
21	FRP Ladder 22'	53	FRP Stool
22	Gum Boot	54	Rain Coat
23	Electrical Safety Shoe	55	Double Test Lamp
24	Hydrometer	56	Wire Cutter
25	Earth Tester	57	Wire Stripper
26	Resuscitator	58	Fall Arrestor
27	Drill Bit Set	59	Allen Ket Set
28	Hammer Drill with Bits	60	Hole Saw Cutter
29	Pistol Drill	61	Cold Air Blower
30	Ladder – 12 and 6 ft	62	Come Along Clamp
31	Nylon Rope	63	Coir Rope
32	AC Maintenance Tools	64	Lift Maintenance Tools

Appendix – E: Tentative Details of Manpower requirement

Existing Facilities

PART – 1: Tentative Manpower required for General Administration

Zone	District	City	Name of the Facility	General Administration										
				Facility Manager	Hostel Manager	Asst. Hostel Manager	Asst. Facility Manager	Warden		Attendant/ Peon	Office Executive	Store Keeper	Total	
									Male	Female	Male			
			Category of Manpower								Unskilled	Skilled	Skilled	
Central Zone	Khordha	Bhubaneswar	Kalinga Stadium	1	-	-	1	-	-	-	-	-	1	3
	Khordha	Bhubaneswar	DSYS	-	-	-	-	-	-	4	-	-	-	4
	Khordha	Bhubaneswar	Sports Hostel	-	1	-	-	1	1	1	-	-	-	4
	Khordha	Bhubaneswar	Yogic Centre	-	-	-	-	-	-	1	-	-	-	1
	Khordha	Bhubaneswar	SAI Badminton Indoor Hall	-	-	-	1	1	1	3	-	-	-	6
	Khordha	Tamando	GCPE	-	-	-	1	1	1	1	-	-	-	4
	Khordha	Bhubaneswar	Indoor Hall, Unit-1	-	-	-	1	-	-	-	-	-	-	1
	Cuttack	Cuttack	Jawaharlal Nehru Indoor Stadium	-	-	-	1	-	-	-	-	-	-	1
	Cuttack	Cuttack	Sports Hostel	-	-	1	-	1	-	-	-	-	-	2
	Balasore	Balasore	Sports Hostel	-	-	1	-	1	-	1	-	-	-	3
Jajpur	Jajpur	Swimming Complex	-	-	-	1	-	-	-	-	-	-	1	

Zone	District	City	Name of the Facility	General Administration									Total
				Facility Manager	Hostel Manager	Asst. Hostel Manager	Asst. Facility Manager	Warden		Attendant/ Peon	Office Executive	Store Keeper	
								Male	Female	Male			
Category of Manpower										Unskilled	Skilled	Skilled	
	Puri	Puri	Sports Hostel	-	-	1	-	1	-	1	-	-	3
	Nayagarh	Nayagarh	Sports Hostel	-	-	1	-	1	-	1	-	-	3
	Mayurbhanj	Baripada	Sports Hostel	-	-	1	-	1	-	-	-	-	2
	Mayurbhanj	Baripada	Swimming Complex	-	-	-	1	-	-	-	-	-	1
	Mayurbhanj	Baripada	Indoor Hall	-	-	-	1	-	-	-	-	-	1
North Zone	Sambalpur	Sambalpur	Sports Hostel	-	-	1	-	1	-	-	-	-	2
	Sambalpur	Kulundi	GCPE	-	-	-	1	1	-	1	-	-	3
	Sambalpur	Sambalpur	VSS Stadium	-	-	-	1	-	-	-	-	-	1
	Sambalpur	Sambalpur	Indoor Hall	-	-	-	1	-	-	-	-	-	1
	Sambalpur	Sambalpur	Swimming Complex	-	-	-	1	-	-	-	-	-	1
	Deogarh	Deogarh	Indoor Hall, Indira Gandhi Stadium	-	-	-	1	-	-	-	-	-	1
	Subarnapur	Subarnapur	Swimming Complex	-	-	-	1	-	-	-	-	-	1
	Subarnapur	Subarnapur	Indoor Hall	-	-	-	1	-	-	-	-	-	1
	Bolangir	Bolangir	Sports Hostel	-	-	1	-	1	-	-	-	-	2
	Bolangir	Bolangir	Swimming Complex	-	-	-	1	-	-	-	-	-	1
Bolangir	Bolangir	Indoor Hall, RN Singh Deo	-	-	-	1	-	-	-	-	-	1	

Zone	District	City	Name of the Facility	General Administration									Total
				Facility Manager	Hostel Manager	Asst. Hostel Manager	Asst. Facility Manager	Warden		Attendant/ Peon	Office Executive	Store Keeper	
								Male	Female	Male			
	Category of Manpower									Unskilled	Skilled	Skilled	
			Sports Complex										
	Angul	Angul	Swimming Complex	-	-	-	1	-	-	-	-	-	1
	Angul	Angul	Indoor Hall	-	-	-	1	-	-	-	-	-	1
	Dhenkanal	Dhenkanal	SAI Badminton Indoor Hall	-	-	-	1	-	-	-	-	-	1
	Keonjhar	Keonjhar	Sports Hostel	-	-	1	-	1	-	-	-	-	2
	Keonjhar	Keonjhar	Indoor Hall, District Sport Complex	-	-	-	1	-	-	-	-	-	1
	Sundargarh	Rourkela	Sports Hostel	-	1	-	-	1	1	1	-	-	4
	Sundargarh	Sundargarh	Sports Hostel	-	-	1	-	1	1	2	-	-	5
	Sundargarh	Sundargarh	Indoor Hall	-	-	-	1	-	-	-	-	-	1
South Zone	Nuapada	Nuapada	Indoor Hall	-	-	-	1	-	-	-	-	-	1
	Malkangiri	Malkangiri	Sports Hostel	-	-	1	-	1	-	-	-	-	2
	Malkangiri	Malkangiri	Indoor Hall, Malkangiri Stadium	-	-	-	1	-	-	-	-	-	1
	Koraput	Koraput	Sports Hostel	-	-	1	-	1	1	1	-	-	4
	Koraput	Koraput	Indoor Hall, District HQ Stadium	-	-	-	1	-	-	-	-	-	1

Zone	District	City	Name of the Facility	General Administration									Total
				Facility Manager	Hostel Manager	Asst. Hostel Manager	Asst. Facility Manager	Warden		Attendant/ Peon	Office Executive	Store Keeper	
Category of Manpower								Male	Female	Male			
										Unskilled	Skilled	Skilled	
	Nabarangpur	Nabarangpur	Indoor Hall, District Stadium	-	-	-	1	-	-	-	-	-	1
	Rayagada	Rayagada	Indoor Hall	-	-	-	1	-	-	-	-	-	1
	Kalahandi	Bhawanipatna	Sports Hostel	-	-	1	-	1	-	-	-	-	2
	Kalahandi	Kalahandi - Kuruguda Road	Indoor Hall	-	-	-	1	-	-	-	-	-	1
	Kalahandi	Junagarh	Indoor Hall	-	-	-	1	-	-	-	-	-	1
	Ganjam	Berhampur	Sports Hostel	-	-	1	-	1	-	1	-	-	3
	Ganjam	Chhatrapur	Swimming Complex	-	-	-	1	-	-	-	-	-	1
	Ganjam	Chhatrapur	Indoor Hall	-	-	-	1	-	-	-	-	-	1
	Ganjam	Hinjilicut	Multi-Purpose Hall	-	-	-	1	-	-	-	-	-	1
	Gajapati	Gajapati	Indoor Hall, District Stadium	-	-	-	1	-	-	-	-	-	1
	Kandhamal	Phulbani	Sports Hostel	-	-	1	-	1	-	-	-	-	2
	Kandhamal	Phulbani	Indoor Hall	-	-	-	1	-	-	-	-	-	1
	Boudh	Boudh	Swimming Complex	-	-	-	1	-	-	-	-	-	1
	Boudh	Boudh	Indoor Hall	-	-	-	1	-	-	-	-	-	1
Total				1	2	14	36	19	6	19	0	1	98

PART – 2: Tentative Manpower required for Housekeeping Services

Zone	District	City	Name of the Facility	Housekeeping Services								Total
				Supervisor		Cleaning Staff		Gardener/ Mali	Groundsman	Washing Staff		
				Male	Female	Male	Female					Male
	Category of Manpower			Skilled	Skilled	Unskilled	Unskilled	Semi-skilled	Semi-skilled	Semi-skilled	Semi-skilled	
Central Zone	Khordha	Bhubaneswar	Kalinga Stadium	2	2	30	15	-	-	1	-	50
	Khordha	Bhubaneswar	DSYS	1	-	3	3	-	-	-	-	7
	Khordha	Bhubaneswar	Sports Hostel	-	-	2	2	-	3	1	1	9
	Khordha	Bhubaneswar	Capital High School Ground	-	-	1	-	-	-	-	-	1
	Khordha	Bhubaneswar	OSAP 7th Battalion	-	-	1	1	-	-	-	-	2
	Khordha	Bhubaneswar	Unit 1 Football Ground	-	-	1	-	-	-	-	-	1
	Khordha	Bhubaneswar	Yogic Centre	-	-	2	-	-	-	-	-	2
	Khordha	Bhubaneswar	SAI Badminton Indoor Hall	-	-	3	1	-	-	1	1	6
	Khordha	Tamando	GCPE	1	-	7	4	1	1	1	1	16

Zone	District	City	Name of the Facility	Housekeeping Services								Total
				Supervisor		Cleaning Staff		Gardener/ Mali	Groundsman	Washing Staff		
				Male	Female	Male	Female					Male
Category of Manpower				Skilled	Skilled	Unskilled	Unskilled	Semi-skilled	Semi-skilled	Semi-skilled	Semi-skilled	
	Khordha	Bhubaneswar	Indoor Hall, Unit-1	-	-	1	-	-	-	-	-	1
	Cuttack	Cuttack	Jawaharlal Nehru Indoor Stadium	-	-	2	2	1	-	-	-	5
	Cuttack	Cuttack	Sports Hostel	-	-	2	-	-	1	1	-	4
	Balasore	Balasore	Sports Hostel	-	-	2	-	-	1	1	-	4
	Jajpur	Jajpur	Swimming Complex	-	-	1	1	-	-	-	-	2
	Puri	Puri	Sports Hostel	-	-	2	-	-	1	1	-	4
	Nayagarh	Nayagarh	Sports Hostel	-	-	2	-	-	1	1	-	4
	Mayurbhanj	Baripada	Sports Hostel	-	-	2	-	-	1	1	-	4
	Mayurbhanj	Baripada	Swimming Complex	-	-	1	1	-	-	-	-	2
	Mayurbhanj	Baripada	Indoor Hall	-	-	1	-	-	-	-	-	1
North Zone	Sambalpur	Sambalpur	Sports Hostel	-	-	2	-	-	1	1	-	4
	Sambalpur	Kulundi	GCPE	-	-	2	-	-	1	1	-	4

Zone	District	City	Name of the Facility	Housekeeping Services								Total
				Supervisor		Cleaning Staff		Gardener/ Mali	Groundsman	Washing Staff		
Category of Manpower				Male	Female	Male	Female					Male
				Skilled	Skilled	Unskilled	Unskilled	Semi-skilled	Semi-skilled	Semi-skilled	Semi-skilled	
	Sambalpur	Sambalpur	VSS Stadium	-	-	2	-	-	-	-	-	2
	Sambalpur	Sambalpur	Indoor Hall	-	-	1	-	-	-	-	-	1
	Sambalpur	Sambalpur	Swimming Complex	-	-	1	1	-	-	-	-	2
	Deogarh	Deogarh	Indoor Hall, Indira Gandhi Stadium	-	-	1	-	-	-	-	-	1
	Subarnapur	Subarnapur	Swimming Complex	-	-	1	1	-	-	-	-	2
	Subarnapur	Subarnapur	Indoor Hall	-	-	1	-	-	-	-	-	1
	Bolangir	Bolangir	Sports Hostel	-	-	2	-	-	1	1	-	4
	Bolangir	Bolangir	Swimming Complex	-	-	1	1	-	-	-	-	2
	Bolangir	Bolangir	Indoor Hall, RN Singh Deo Sports Complex	-	-	1	-	-	-	-	-	1
	Angul	Angul	Swimming Complex	-	-	1	1	-	-	-	-	2

Zone	District	City	Name of the Facility	Housekeeping Services								Total
				Supervisor		Cleaning Staff		Gardener/ Mali	Groundsman	Washing Staff		
				Male	Female	Male	Female					Male
Category of Manpower				Skilled	Skilled	Unskilled	Unskilled	Semi-skilled	Semi-skilled	Semi-skilled	Semi-skilled	
	Angul	Angul	Indoor Hall	-	-	1	-	-	-	-	-	1
	Dhenkanal	Dhenkanal	SAI Badminton Indoor Hall	-	-	1	-	-	-	-	-	1
	Keonjhar	Keonjhar	Sports Hostel	-	-	2	-	-	1	1	-	4
	Keonjhar	Keonjhar	Indoor Hall, District Sport Complex	-	-	1	-	-	-	-	-	1
	Sundargarh	Rourkela	Sports Hostel	-	-	2	2	-	3	1	1	9
	Sundargarh	Sundargarh	Sports Hostel	-	-	2	2	-	3	1	1	9
	Sundargarh	Sundargarh	Indoor Hall	-	-	1	-	-	-	-	-	1
South Zone	Nuapada	Nuapada	Indoor Hall	-	-	1	-	-	-	-	-	1
	Malkangiri	Malkangiri	Sports Hostel	-	-	2	-	-	1	1	-	4
	Malkangiri	Malkangiri	Indoor Hall,	-	-	1	-	-	-	-	-	1

Zone	District	City	Name of the Facility	Housekeeping Services								Total
				Supervisor		Cleaning Staff		Gardener/ Mali	Groundsman	Washing Staff		
				Male	Female	Male	Female					Male
Category of Manpower				Skilled	Skilled	Unskilled	Unskilled	Semi-skilled	Semi-skilled	Semi-skilled	Semi-skilled	
			Malkangiri Stadium									
	Koraput	Koraput	Sports Hostel	-	-	2	2	-	3	1	1	9
	Koraput	Koraput	Indoor Hall, District HQ Stadium	-	-	1	-	-	-	-	-	1
	Nabarangpur	Nabarangpur	Indoor Hall, District Stadium	-	-	1	-	-	-	-	-	1
	Rayagada	Rayagada	Indoor Hall	-	-	1	-	-	-	-	-	1
	Kalahandi	Bhawanipatna	Sports Hostel	-	-	2	-	-	1	1	-	4
	Kalahandi	Kalahandi - Kuruguda Road	Indoor Hall	-	-	1	-	-	-	-	-	1
	Kalahandi	Junagarh	Indoor Hall	-	-	1	-	-	-	-	-	1
	Ganjam	Berhampur	Sports Hostel	-	-	2	-	-	1	1	-	4
	Ganjam	Chhatrapur	Swimming Complex	-	-	1	1	-	-	-	-	2

Zone	District	City	Name of the Facility	Housekeeping Services								Total
				Supervisor		Cleaning Staff		Gardener/ Mali	Groundsman	Washing Staff		
				Male	Female	Male	Female					Male
Category of Manpower				Skilled	Skilled	Unskilled	Unskilled	Semi-skilled	Semi-skilled	Semi-skilled	Semi-skilled	
	Ganjam	Chhatrapur	Indoor Hall	-	-	1	-	-	-	-	-	1
	Ganjam	Hinjilicut	Multi-Purpose Hall	-	-	2	-	-	-	-	-	2
	Gajapati	Gajapati	Indoor Hall, District Stadium	-	-	1	-	-	-	-	-	1
	Kandhamal	Phulbani	Sports Hostel	-	-	2	-	-	1	1	-	4
	Kandhamal	Phulbani	Indoor Hall	-	-	1	-	-	-	-	-	1
	Boudh	Boudh	Swimming Complex	-	-	1	1	-	-	-	-	2
	Boudh	Boudh	Indoor Hall	-	-	1	-	-	-	-	-	1
Total				4	2	117	42	2	26	20	6	219

PART – 3: Tentative Manpower required for Hospitality Services

Zone	District	City	Name of the Facility	Hospitality Services				Total
				Cook	Asst. Cook	Helper	Cleaner	
Category of Manpower				High Skilled	Skilled	Unskilled	Unskilled	
Central Zone	Khordha	Bhubaneswar	Sports Hostel	3	5	3	3	14
	Khordha	Bhubaneswar	SAI Badminton Indoor Hall	2	3	2	2	9
	Cuttack	Cuttack	Sports Hostel	2	3	2	2	9
	Balasore	Balasore	Sports Hostel	2	3	2	2	9
	Puri	Puri	Sports Hostel	2	3	2	2	9
	Nayagarh	Nayagarh	Sports Hostel	2	3	2	2	9
	Mayurbhanj	Baripada	Sports Hostel	2	3	2	2	9
North Zone	Sambalpur	Sambalpur	Sports Hostel	2	3	2	2	9
	Bolangir	Bolangir	Sports Hostel	2	3	2	2	9

Zone	District	City	Name of the Facility	Hospitality Services				Total
				Cook	Asst. Cook	Helper	Cleaner	
Category of Manpower				High Skilled	Skilled	Unskilled	Unskilled	
	Keonjhar	Keonjhar	Sports Hostel	2	3	2	2	9
	Sundargarh	Rourkela	Sports Hostel	2	4	3	2	11
	Sundargarh	Sundargarh	Sports Hostel	2	4	3	2	11
South Zone	Malkangiri	Malkangiri	Sports Hostel	2	3	2	2	9
	Koraput	Koraput	Sports Hostel	2	3	2	2	9
	Kalahandi	Bhawanipatna	Sports Hostel	2	3	2	2	9
	Ganjam	Berhampur	Sports Hostel	2	3	2	2	9
	Kandhamal	Phulbani	Sports Hostel	2	3	2	2	9
Total				35	55	37	35	162

PART – 4: Tentative Manpower required for Maintenance Services

Zone	District	City	Name of the Facility	Maintenance				Total
				Electrician	AC Technician	Plumber	Carpenter	
	Category of Manpower			Skilled	Skilled	Skilled	Skilled	
Central Zone	Khordha	Bhubaneswar	Kalinga Stadium	4	1	2	1	8
	Khordha	Tamando	GCPE	1	-	-	-	1
	Cuttack	Cuttack	Jawaharlal Nehru Indoor Stadium	1	-	-	-	1
North Zone	Sambalpur	Kulundi	GCPE	1	-	-	-	1
Total				7	1	2	1	11

PART – 5: Tentative Manpower required for Additional Support Services

Zone	District	City	Name of the Facility	Additional Support Services													Total
				Swimming Trainer	Gym Trainer	ICT Instructor	Music Teacher	Librarian	Yoga Trainer	Dietician	Physiotherapist	Sports Trainer	Horticulturist	Instructor	Life Guard	Pool Operator	
Category of Manpower				High Skilled	High Skilled	High Skilled	High Skilled	High Skilled	High Skilled	High Skilled	High Skilled				Skilled	Skilled	
Central Zone	Khordha	Bhubaneswar	Kalinga Stadium	1	5	-	-	-	-	-	-	-	1	-	2	1	10
	Khordha	Tamardo	GCPE	-	-	1	1	1	1	1	1	3	-	3	-	-	12
	Jajpur	Jajpur	Swimming Complex	-	-	-	-	-	-	-	-	-	-	-	1	1	2
	Mayurbhanj	Baripada	Swimming Complex	-	-	-	-	-	-	-	-	-	-	-	1	1	2
North Zone	Sambalpur	Kulundi	GCPE	-	-	1	1	-	1	1	1	3	-	6	-	-	14
	Sambalpur	Sambalpur	Swimming Complex	-	-	-	-	-	-	-	-	-	-	-	1	1	2
	Subarnapur	Subarnapur	Swimming Complex	-	-	-	-	-	-	-	-	-	-	-	1	1	2

Zone	District	City	Name of the Facility	Additional Support Services													Total
				Swimming Trainer	Gym Trainer	ICT Instructor	Music Teacher	Librarian	Yoga Trainer	Dietician	Physiotherapist	Sports Trainer	Horticulturist	Instructor	Life Guard	Pool Operator	
Category of Manpower				High Skilled	High Skilled	High Skilled	High Skilled	High Skilled	High Skilled	High Skilled	High Skilled				Skilled	Skilled	
	Bolangir	Bolangir	Swimming Complex	-	-	-	-	-	-	-	-	-	-	-	1	1	2
	Angul	Angul	Swimming Complex	-	-	-	-	-	-	-	-	-	-	-	1	1	2
South Zone	Ganjam	Chhatrapur	Swimming Complex	-	-	-	-	-	-	-	-	-	-	-	1	1	2
	Boudh	Boudh	Swimming Complex	-	-	-	-	-	-	-	-	-	-	-	1	1	2
Total				1	5	2	2	1	2	2	2	6	1	9	10	9	52

Overall Manpower Requirement for Upcoming Facilities

Note: This is only an indicative list of upcoming facilities and DSYS reserves the right to modify the list of facilities for deployment of FMS personnel. DSYS has the right to direct the Service Provider to deploy FMS personnel at any facility and location as required in the future.

Upcoming Infrastructure			General Administration			Housekeeping Services						Maintenance			Additional Support Services		Total
SL. No.	Project Name	List of facilities	Facility Manager	Asst. Facility Manager	Warden	Supervisor	Cleaning Staff		Gardener/Mali	Groundsman	Washing Staff	Electrician	AC Technician	Plumber	Life Guard	Pool Operator	
					Female	Male	Male	Female			Female						
						Skilled	Unskilled	Unskilled	Semi-skilled	Semi-skilled	Semi-skilled	Skilled	Skilled	Skilled	Skilled	Skilled	
1	Birsa Munda International Hockey Stadium and Practice Pitch, Rourkela	a) Main Stadium b) Practice Pitch with Recovery Centre	1	-	-	1	15	6	1	1	-	2	1	1	-	-	29
2	17 Hockey Training Centres, Sundargarh	a) Synthetic Hockey Field b) Administrative/ Changing Room Building	1	-	-	-	17	-	-	-	-	-	-	-	-	-	18
3	Sports Infrastructure in Balasore	a) Swimming Pool Complex	-	1	-	-	1	1	-	-	-	-	-	-	1	1	5

Upcoming Infrastructure			General Administration			Housekeeping Services						Maintenance			Additional Support Services		Total
SL. No.	Project Name	List of facilities	Facility Manager	Asst. Facility Manager	Warden	Supervisor	Cleaning Staff		Gardener/Mali	Groundsman	Washing Staff	Electrician	AC Technician	Plumber	Life Guard	Pool Operator	
					Female	Male	Male	Female			Female						
						Skilled	Unskilled	Unskilled	Semi-skilled	Semi-skilled	Semi-skilled	Skilled	Skilled	Skilled	Skilled	Skilled	
4	Sports Infrastructure in Sambalpur	a) Football Field	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1
5	Integrated Sports Complex, Berhampur	a) Cricket Field with Galleries and pavilion b) Multi Purpose Hall c) Open play courts d) Practice Pitches e) Swimming Pool	-	1	-	-	6	3	1	1	-	1	-	-	1	1	15
6	Integrated Sports Complex, Puri	a) Cricket Field with Gallery b) Multi Purpose Hall c) Open play courts d) Swimming Pool	-	1	-	-	6	3	1	1	-	1	-	-	1	1	15

Upcoming Infrastructure			General Administration			Housekeeping Services						Maintenance			Additional Support Services		Total
SL. No.	Project Name	List of facilities	Facility Manager	Asst. Facility Manager	Warden	Supervisor	Cleaning Staff		Gardener/Mali	Groundsman	Washing Staff	Electrician	AC Technician	Plumber	Life Guard	Pool Operator	
					Female	Male	Male	Female			Female						
						Skilled	Unskilled	Unskilled	Semi-skilled	Semi-skilled	Semi-skilled	Skilled	Skilled	Skilled	Skilled	Skilled	
7	Integrated Sports Complex, Jeypore	a) Football Field with Athletics Track and Gallery b) Multi Purpose Hall c) Open play courts d) Swimming Pool	-	1	-	-	6	3	1	2	-	1	-	-	1	1	16
8	Integrated Sports Complex, Jajpur	a) Hockey Training Centre b) Multi Purpose Hall c) Swimming Pool	-	1	-	-	4	2	-	1	-	1	-	-	1	1	11
9	Integrated Sports Complex, Keonjhar	a) Sports Hostel (Boys and Girls) b) Football Field with Athletics Track	-	1	1	-	4	2	-	2	1	1	-	-	-	-	12

Upcoming Infrastructure			General Administration			Housekeeping Services						Maintenance			Additional Support Services		Total
SL. No.	Project Name	List of facilities	Facility Manager	Asst. Facility Manager	Warden	Supervisor	Cleaning Staff		Gardener/Mali	Groundsman	Washing Staff	Electrician	AC Technician	Plumber	Life Guard	Pool Operator	
					Female	Male	Male	Female			Female						
						Skilled	Unskilled	Unskilled	Semi-skilled	Semi-skilled	Semi-skilled	Skilled	Skilled	Skilled	Skilled	Skilled	
		c) Admin Building															
Grand Total			2	6	1	1	59	20	4	9	1	7	1	1	5	5	122

Planned Facilities: The facilities and requirement as listed in the table below are indicative in nature. Deployment of FMS personnel by Service Provider at these facilities may or may not be required. DSYS reserves the right to determine the same.

Upcoming Infrastructure			General Administration	Housekeeping Staff	Total
SL. No.	Project Name	List of facilities	Asst. Facility Manager	Cleaning Staff	Total
				Male	
				Un-skilled	
1	Urban Sports Infrastructure in Municipal Corporations & Municipalities @ 34 locations	a) Multipurpose Indoor Stadium b) Cricket and Football Field	34	34	68
2	Urban Sports Infrastructure in Notified Area Councils (NACs) @ 54 locations	a) Multipurpose Indoor Stadium	54	54	108
Grand Total			88	88	176

Appendix - F: Minimum Qualification requirement of key facility management personnel

#	Staff	Qualifications	Skills
1	Facility Manager	<ul style="list-style-type: none"> ▪ A bachelor's degree, preferably in, hospitality/Facility management ▪ Seven (7) years of experience in facility and/or service administration and event coordination 	<ul style="list-style-type: none"> ▪ Proficient in the use of the latest versions of Microsoft Office; email and web searches. ▪ Strong interpersonal skills, able to communicate and work with diverse people at various levels of Govt. organization. ▪ Proficient in English, Odia and Hindi
2	Hostel Manager	<ul style="list-style-type: none"> ▪ A bachelor's degree, preferably in, hospitality/Facility management ▪ Seven (7) years of experience in hostel and/or service administration 	<ul style="list-style-type: none"> ▪ Proficient in the use of the latest versions of Microsoft Office; email and web searches. ▪ Strong interpersonal skills, able to communicate and work with diverse people at various levels of Govt. organization. ▪ Proficient in English, Odia and Hindi
3	Asst. Facility Manager	<ul style="list-style-type: none"> ▪ A bachelor's degree, preferably in, hospitality/Facility management ▪ Three (3) years of experience in facility and/or service administration and event coordination 	<ul style="list-style-type: none"> ▪ Proficient in the use of the latest versions of Microsoft Office; email and web searches. ▪ Strong interpersonal skills, able to communicate and work with diverse people at various levels of Govt. organization. ▪ Proficient in English, Odia and Hindi
4	Asst. Hostel Manager	<ul style="list-style-type: none"> ▪ A bachelor's degree, preferably in, hospitality/Facility management ▪ Three (3) years of experience in hostel and/or service administration 	<ul style="list-style-type: none"> ▪ Proficient in the use of the latest versions of Microsoft Office, email and web searches. ▪ Strong interpersonal skills, able to communicate and work with diverse people at various levels of Govt. organization. ▪ Proficient in English, Odia and Hindi
5	Warden	<ul style="list-style-type: none"> ▪ A bachelor's degree, preferably in B. Ed. 	<ul style="list-style-type: none"> ▪ Proficient in the use of the latest versions of Microsoft Office ▪ Strong interpersonal skills

#	Staff	Qualifications	Skills
		<ul style="list-style-type: none"> Two (2) years of experience in teaching/ hostel administration 	<ul style="list-style-type: none"> Proficient in English, Odia and Hindi
6	Sports Trainer	<ul style="list-style-type: none"> Master's degree/Bachelor's degree in physical education with specialization in at least one game/sport (as applicable) or Diploma/PG diploma in coaching in a sport (as applicable). 	
7	Instructor	<ul style="list-style-type: none"> M.P. Ed. degree or its equivalent with 55% marks or its equivalent grade i.e., B in the seven-point scale of letter grades O,A, B, C, D, E, F as per UGC norms. Note: Any other stipulation prescribed by UGC/Affiliating Body/State Govt. from time to time for the position of Assistant professor shall be mandatory. 	
8	Horticulturist	<ul style="list-style-type: none"> Bachelor's Degree in Agriculture/ Horticulture 7 (seven) years' experience in Floriculture & Horticulture Plantation 	
8	Skilled manpower		<ul style="list-style-type: none"> The skill-levels/certification requirement (as applicable) for such manpower.

Appendix - G: Hygiene Protocol to be followed

Utensils	The Service Provider shall ensure that all utensils to be washed with vim power and rinsed with clean water after every use and wiped with a clean dry cloth before use.
Plates, tumblers, cups etc.	<p>The Service Provider shall ensure that all used plates, tumblers, spoons etc. will be:</p> <ol style="list-style-type: none"> 1. Washed in plain water 2. Scrubbed with vim powder 3. Rinsed thoroughly in clean water 4. Sterilized in hot water. 5. Wiped with a clean cloth before use.
Personnel	<p>The Service Provider shall ensure that the following is strictly followed by all its personnel while on duty :</p> <ol style="list-style-type: none"> a. Wash hands in suitable disinfectant solution, then with soap and rinse in clean water and wipe dry on a clean dry towel especially. <ol style="list-style-type: none"> (i) On starting work. (ii) After using toilet. (iii) After handling raw foods (iv) After breaks for eating, drinking or smoking (v) After coughing, sneezing or blowing nose. (vi) After touching hair (vii) After handling refuse or waste materials. (viii) After handling cleaning chemicals. b. Cover cuts, sores and burns with clean waterproof dressing. c. Keeping fingernails short and clean and remove all Nail Polish. Avoid jewelry and perfumes. d. Wear clean and where appropriate protective clothing.

	<ul style="list-style-type: none"> (i) Clean uniform comprising of headgear, gloves and aprons where necessary and shoes. Head and feet should at all times be covered in Kitchen service. (ii) Use appropriate Personal protective equipment (to be provided by the service provider) like Helmets and shoes, during spot service. (iii) No person known or suffering from or known to be a carrier of disease likely to be transmitted through food (e.g., infected wounds, skin infection, sores or diarrhea) should be allowed to work in any food handling area.
Cooking/storing Equipment – Grinders, Dosa Plate, Gas Burners, Steam Cooking Equipment, Deep Freezer, Water Cooler, Aqua Guard/Furniture’s etc.	To be appropriately cleaned after such use and always keep it in a clean and hygienic condition.
Storage Conditions	To be of the highest standard for both perishables and non-perishables.

Appendix - H: Maintenance schedule of Park / Garden

1. Establishment & Maintenance of flower beds	
Annual flowers for Every Season	Throughout the year
Summer Annual	May to Oct
Winter Annual	Nov to April
Flower beds should be in full bloom during the years.	
2. Maintenance of Flower beds	
Weeding, Inspection for insects & disease implementation of pest control and disease control measure and spraying for weed insects on disease	As needed basic
Trimming of hedges	As needed basic
Irrigation of plants	As needed basic
3. Potted plant (flower bearing / ornamental)	
Preparation of new potted plant (flower bearing / ornamental)	As advised by Officer I/c of DSYS
Maintenance of potted plant	As needed
Colouring of pots	Twice / year
Decorative presentation of pots	As advised by Officer I/c of DSYS & Horticulturist
4. Lawn maintenance	
Weeding the lawns	As advised by Officer I/c of DSYS & Horticulturist
Rolling the lawns	
Mowing the lawns	
Sweeping the lawns	
Watering the lawns	
Application of fertilizers / insecticides	
Maintenance of proper mowing height	
5. Cleaning & Maintenance of Play equipment	

Regular dusting/cleaning	Once/Daily
Repairing of Broken and worn-out seats	Immediate
Replacement of broken, loose or Rusted chain.	Immediate
Inspection of all equipment in the line of safety	Once before opening and after closing of park for public
Tightening of loose screw & bolt	Immediately after detection during inspection
Paint/Stain	1/Year
6. All types of masonry repair works	As & when required
7. Repair and maintenance of play equipment like swing, seesaws, ladders etc.	Immediate
8. Replace & Repair of Electrical fittings	Immediate

Maintenance Work	Frequency
9. Litter	
clean entire area/collect litter	3-5/week – March – November 2/week – December – February
Empty trash cans/replace liners	1/day – March - November 1/week – December – February
10. Park Benches	
Clean/wipe as required w/ disinfectant	1/week – March - November
Remove graffiti	Within 5 days of notification of existence
Pressure wash	2/season – March & July
Paint/stain/sand	1/year
11. Shelters/ Restrooms	
Clean (Peak Season) 1/day – March 1	1/day – March – November
Clean (Off Season)	3-5/week-December -February

Sweep/blow	1/week
Pressure wash	1/month – March – November
Remove graffiti	Within 5 days of notification of existence
12. Trees	
Prune Inspect	1/three years
Remove stumps	Within 30 days of tree removal
Inspect	1 years
13. Park/open space Turf	
Aerate	2/year
Fertilize	2/year l
Weed Control	2/year l
Mow/trim	1/week – March - November
Remove sticks/nock /debris etc.	1/week year-round(as needed
14. Fountains	
Clean (Remove debars, wipe)	1/month
Painting	1/Year
15. Other related works	As and when required

Annexure 2A: Proforma of the Agreement to be Signed between DSYS and the Service Provider

Ref: [•]

This Agreement (hereinafter called the “Agreement”) is made on this [•] day of the month of [month], [year].

BETWEEN

Sports & Youth Services Department, Govt. of Odisha, having its office at C-1, Nayapalli, Bhubaneswar-751012 (hereinafter referred to as “DSYS”, which expression shall, unless repugnant to or inconsistent with the context, mean and include its successors and assigns) of the first part

AND

M/s. [•], a company incorporated under the provisions of the Companies Act, 1956/2013 and having its registered office at [•] (hereinafter referred to as the “service provider” which expression shall unless repugnant to or inconsistent with the context, mean and include its successors and assigns) of the other part.

WHEREAS

- i) the service provider, in the ordinary course of its business, is engaged in providing [•] services to its clients, and have represented to DSYS through their bid(s), against NIT No. SYS-OE-OE-0016-2021-5390 dated 24th June 2021 (hereinafter called the “Tender”) for the Engagement of an Agency to provide Facility Management and Support Services (through e-tendering) ;
- ii) on the basis of the said Tender, DSYS has adjudged the service provider as a successful Bidder and issued Letter of Award (LOA) No. [•] dated [•] for the same;
- iii) the service provider has agreed through their letter of acknowledgement vide letter No. [•] dated [•] to perform and undertake the scope of work as described in the Tender;
- iv) the service provider is being engaged to provide the required services for a period of [•] years on the terms and conditions set forth in this contract;

NOW THEREFORE THE PARTIES hereby agree as follows:

1. The mutual rights and obligations of the service provider and DSYS shall be as set forth in this contract, in particular:
 - (a) The service provider shall provide out the services in accordance with the provisions of this contract; and
 - (b) DSYS shall make payments to the service provider in accordance with the provisions of this contract.

1. Conditions of Contract
 - (a) Contract Period: <include relevant clauses from SCC>
 - (b) Payment Terms: <include details related to the final quoted /negotiated prices>
 - (c) The Agreement shall be governed by the laws of India and the courts of Bhubaneswar shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with this Agreement
 - (d) This Agreement has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Agreement
 - (e) All the terms and conditions as per the NIT No. SYS-OE-OE-0016-2021-5390 dated 24th June 2021 (including the General Conditions of Contract and Special Conditions of Contract) shall be applicable for this Agreement

IN WITNESS WHEREOF, the parties hereto have caused this contract to be executed by their respective authorized representatives on the day and year first before written.

For and on behalf of DSYS

(Authorized Representative)

Name:

Designation:

Sports & Youth Services Department

C-1, Nayapalli, Bhubaneswar-751012

For and on behalf of M/s.

(Authorized Signatory)

Name:

Designation:

Name of the service provider:

Address:

In presence of the following witnesses

Name:

Designation:

Sports & Youth Services Department

C-1, Nayapalli, Bhubaneswar-751012

Name:

Designation:

Name of the service provider:

Address:

Annexure 3: Format for Power of Attorney

(To be executed on INR 100 non judicial stamp paper and to be duly notarized)

Known all men by these presents, 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 tender against the NIT no. SYS-OE-OE-0016-2021-5390 dated 24th June 2021 published by the Sports & Youth Services Department, Govt. of Odisha for Engagement of an Agency to provide Facility Management and Support Services , including but not limited to signing and submission of all applications, bids and other documents and writings,

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things 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

Witnesses

.....
(Signature, name, designation and address)

1.

2.

Accepted

(Signature)
(Name, Title and Address of the Attorney)

Annexure 4: Price Bid Format

PART A - PRICE BID FOR GENERAL ADMINISTRATION

#	Description	% In words	% In figures
1	<p>Service charge for “General Administration” as % of the deployed Manpower Cost of the following facility management personnel</p> <p>1) Facility Management personnel deployed for General Administration</p> <p>The Manpower cost shall be calculated as per Clause 6.2 of SCC</p>	To be quoted	To be quoted

PART B - PRICE BID FOR PROVIDING HOUSEKEEPING SERVICES

#	Description	% In words	% In figures
1	<p>Service charge for “Housekeeping Services” as % of the deployed Manpower Cost of the following facility management personnel</p> <p>2) Facility Management personnel deployed for Housekeeping Services</p> <p>The Manpower cost shall be calculated as per Clause 6.2 of SCC</p>	To be quoted	To be quoted

PART C - PRICE BID FOR PROVIDING HOSPITALITY SERVICES

#	Description	% In word	% In figure
1	<p>Service charge for “Hospitality Services” as % of the deployed Manpower Cost of the following facility management personnel</p> <p>1) Facility Management personnel deployed for Hospitality Services</p> <p>The Manpower cost shall be calculated as per Clause 6.2 of SCC</p>	To be quoted	To be quoted

PART D - PRICE BID FOR PROVIDING MAINTENANCE SERVICES

#	Description	% In word	% In figure
1	<p>Service charge for “Maintenance Services” as % of the deployed Manpower Cost of the following facility management personnel</p> <p>2) Facility Management personnel deployed for Maintenance Services</p> <p>The Manpower cost shall be calculated as per Clause 6.2 of SCC</p>	To be quoted	To be quoted

PART E - PRICE BID FOR PROVIDING ADDITIONAL SUPPORT SERVICES

#	Description	% In word	% In figure
1	<p>Service charge (in %) for “Additional Support Services” as % of the deployed Manpower</p>	To be quoted	To be quoted

<p>Cost of the following facility management personnel</p> <p>1) Facility Management personnel deployed for Additional Support Services</p> <p>The Manpower cost shall be calculated as per Clause 6.2 of SCC</p>		
---	--	--

PART F - PRICE BID FOR MACHINE HIRING

Particulars	No. of equipment / machineries (a)	Machine hiring charges in INR per machinery per month (b)	Grand total per month (c= a x b)
1 Vacuum Cleaner	1		
2 Lawn Mower	1		
3 Motorized grass cutter	1		
4 Vehicle for garbage collections and disposal	1		
5 Tea/Coffee vending machine	1		
Total (PART-F)			

Note:

A) Constituents of Service charge in Price bid:

- 1) Profit
- 2) Benefit under Employees Compensation Act wherever applicable
- 3) Insurance
- 4) Administration Expenses
- 5) Interest Cost (if any)

- 6) Contingency
 - 7) Conveyance
 - 8) Casual / Sick leaves / benefits to be paid to the personnel deployed under various laws, except the benefits reimbursed by DSYS
 - 9) Tools and tackles (to be considered for quoting Service charge of maintenance)
 - 10) Any other that the Bidder would like to factor to deliver the Scope of work
- B) Machine hiring charges shall be inclusive of wages of operators engaged for this purpose as well as other associated statutory /obligatory liabilities and fuel and lubricants.
- C) Also Refer Clause 5.2.5 of Special Conditions of Contract

Signature of the Bidder with seal

Annexure 5: Declaration by the Bidder

(To be executed on INR 100 non judicial stamp paper and to be duly notarized)

Date: _____

Sub: Tender No. _____

In response to the Tender Document above stated, I/We hereby declare and solemnly swear that our Company/ firm _____ is not banned/blacklisted as on date by any competent court of Law, forum or any State Government or Central Government or their agencies or by any statutory entities or any PSUs.

AND, if at any stage the declaration/statement on oath is found to be false in part or otherwise, then without prejudice to any other action that may be taken, I/We, hereby agree to be treated as a disqualified Bidder for the ongoing Contract.

In addition to the disqualification our concern/entity may be banned/blacklisted.

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

Signature of the Deponent

(Authorized signatory of the Bidder with Seal)

Date:

Place:

Annexure 6: Check-list for the Techno-Commercial Bid

(To be enclosed with the Techno-Commercial Bid)

1. Name of the Bidder, Postal address & Registered Office:
2. Type of organization:
3. Contact name & designation of the Authorized Signatory of the Bidder & contact number:
4. Official email, phone, fax:
5. Official website:

Sl. No.	Qualification Requirement	Complied	Documents
1	Bidder's Experience – Documents in support of meeting Technical Criteria and Financial Criteria (Refer Clause 7 and Clause 8.16)		
2	Incorporation related documents -(Refer Clause 7.3.1 and Clause 8.16)		
3	Tax related documents (Refer Clause 7.3.2 and Clause 8.16)		
4	Declaration by the Bidder - Annexure 5		
5	Proof of payment of Tender Document Cost		
6	Bid Security Declaration – Annexure 11		
7	Machine hiring charge for Additional equipment – Annexure 9		
8	Power of Attorney - Annexure 3		
9	Signed copy of check list with seal - Annexure 6		
10	Bank details – Annexure 7		
11	Other Documents towards fulfillment of Eligibility Criteria as per Clause 7		
12	Documents towards fulfillment of Technical Scoring criteria as per Clause 8.27		

Date

Signature of the Authorized Signatory of the Bidder with Seal

Annexure 7: Mandate Form - on the letterhead of the Bidder

To

Sports & Youth Services Department, Govt. of Odisha

C-1, Nayapalli, Bhubaneswar, Odisha – 751012

Sub: Mandate for payment through electronic mode i.e., EFT/NEFT/RTGS

Dear Sir,

We are hereby giving our consent to get all our payments due from Sports & Youth Services Department through electronic mode i.e., EFT/NEFT/RTGS. We also agree to bear all the bank charges payable in this regard.

(Please furnish the information in capital letter)

1. Name of the Bidder
2. Address of the Bidder

PIN Code			
IT PAN			
e-mail id		Mobile No	
Phone		FAX No	

3. Bank Particulars

Bank Name					
Branch Name					
Branch Place					
Account No.					
Account Type	Saving/Current/Cash Credit		Branch State		
RTGS Enable	Yes/No	NEFT Enabled	Yes/No	Core-Bank Enabled *	Yes/No
Branch Code		MICR Code		IFSC Code	

* In case of Bidders having Bank account in Andhra Bank

4. Effective Date

We hereby declare that the particulars furnished are correct & complete. If any transaction is delayed or not effected for incomplete/incorrect information/any other technical reasons, we will not hold DSYS responsible.

Date

Signature of the Authorized Signatory of the Bidder with Seal

Certified that the Bank particulars furnished are correct as per our record.

Date:

Signature of the Bank with seal

Annexure 8: Format for Performance Security

(To be executed on INR 100/- non-judicial stamp paper)

B.G. No.

Dated:

WHEREAS:

- (A) (“AGENCY”) and Sports & Youth Services Department having its office at C-1, Nayapalli, Bhubaneswar – 751 012 (“DSYS”) has issued a Letter of Award (LOA) dated (the “LOA”) whereby DSYS has agreed to engage the Agency for (the “agreement”).
- (B) The LOA requires the AGENCY to furnish a Performance Security to DSYS of a sum of INR _____/- (the “Guarantee Amount”) as security for due and faithful performance of its obligations, under and in accordance with the AGREEMENT, for a period of _____ (the “Guarantee Period”).
- (C) We, through our branch at(Bhubaneswar) (the “Bank”) have agreed to furnish this bank guarantee (“Bank Guarantee”) as Performance Security. NOW, THEREFORE, the Bank hereby, unconditionally and irrevocably, guarantees and affirms as follows:
1. The Bank hereby, unconditionally and irrevocably, guarantees and undertakes to pay to DSYS upon occurrence of any failure or default in due and faithful performance of all or any of the AGENCY’s obligations, under and in accordance with the provisions of the agreement, on its mere first written demand, and without any demur, reservation, recourse, contest or protest, and without any reference to the Agency, such sum or sums up to an aggregate sum of the Guarantee Amount as DSYS shall claim, without DSYS being required to prove or to show grounds or reasons for its demand and/ or for the sum specified therein.
 2. A letter from DSYS that the AGENCY has committed default in the due and faithful performance of all or any of its obligations under and in accordance with the agreement shall be conclusive, final and binding on the Bank. The Bank further agrees that DSYS shall be the sole judge as to whether the AGENCY is in default in due and faithful performance of its obligations under the agreement and its decision that the Agency is in default shall be final, and binding on the Bank, notwithstanding any difference between DSYS and the Agency, or any dispute between them pending before any court, tribunal, arbitrator or any other judicial or quasi-judicial body or by the discharge of the Agency for any reason whatsoever.
 3. In order to give effect to this Bank Guarantee, DSYS shall be entitled to act as if the Bank were the principal debtor and any change in the constitution of the Agency and/ or the Bank, whether by

their absorption with any other body or corporation or otherwise, shall not in any way or manner affect the liability or obligation of the Bank under this Bank Guarantee.

4. It shall not be necessary, and the Bank hereby waives any necessity, for DSYS to proceed against the Agency before presenting to the Bank its demand under this Bank Guarantee.
5. DSYS shall have the liberty, without affecting in any manner the liability of the Bank under this Bank Guarantee, to vary at any time, the terms and conditions of the agreement or to extend the time or period for the compliance with, fulfilment and/ or performance of all or any of the obligations of the AGENCY contained in the agreement or to postpone for anytime, and from time to time, any of the rights and powers exercisable by DSYS against the AGENCY, and either to enforce or forbear from enforcing any of the terms and conditions contained in the agreement and/ or the securities available to DSYS, and the Bank shall not be released from its liability and obligation under this Bank Guarantee by any exercise by DSYS of the liberty with reference to the matters aforesaid or by reason of time being given to the AGENCY or any other forbearance, indulgence, act or omission on the part of DSYS or of any other matter or thing whatsoever which under any law relating to sureties and guarantors would, but for this provision, have the effect of releasing the Bank from its liability and obligation under this Bank Guarantee and the Bank hereby waives all of its rights under any such law.
6. This Bank Guarantee is in addition to, and not in substitution of, any other guarantee or security now or which may hereafter be held by DSYS in respect of, or relating to, the agreement or for the fulfillment, compliance and/ or performance of all or any of the obligations of the Agency under the agreement .
7. Notwithstanding anything contained hereinbefore, the liability of the Bank under this Bank Guarantee is restricted to the Guarantee Amount and this Bank Guarantee will remain in force until the expiry of the Guarantee Period, and unless a demand or claim in writing is made by DSYS on the Bank under this Bank Guarantee no later than twelve (12) months from the date of expiry of the Guarantee Period, all rights of DSYS under this Bank Guarantee shall be forfeited and the Bank shall be relieved from its liabilities hereunder.
8. The Bank undertakes not to revoke this Bank Guarantee during its validity, except with the previous express consent of DSYS in writing, and declares and warrants that it has the power to issue this Bank Guarantee and the undersigned has full powers to do so on behalf of the Bank.

9. Any notice by way of request, demand or otherwise hereunder may be sent by hand/messenger or by post addressed to the Bank at its above referred branch, which shall be deemed to have been duly authorized to receive such notice and to effect payment thereof forthwith, and if sent by post it shall be deemed to have been given at the time when it ought to have been delivered in due course of post and in proving such notice, when given by post, it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of DSYS that the envelope was so posted shall be conclusive.
10. This Bank Guarantee shall come into force with immediate effect and shall remain in force and effect until the expiry of the Guarantee Period (including the claim period) or until it is released earlier by DSYS pursuant to the provisions of the agreement.
11. Capitalized terms used herein, unless defined herein, shall have the meaning assigned to them in the agreement.
12. Notwithstanding anything contained herein:
 - i) Our liability under this Bank Guarantee shall not exceed INR
 - ii) The Bank Guarantee shall be valid up to (“Expiry Date including claim period” of the Bank Guarantee).
 - iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and if you serve upon us a written claim or demand made in the manner prescribed in this Bank Guarantee on or before (Claim Period of the Bank Guarantee) at our Branch at _____ Bhubaneswar.
 - iv) After claim period all your rights under this Bank Guarantee will be forfeited and we shall be relived and discharged from all liabilities thereunder, irrespective of whether the original has been returned to us or not.
13. The Bank Guarantee is issued in paper form and Advice transmitted through SFMS with required details to the beneficiary’s advising bank (ANDHRA BANK, DSYS CAMPUS BRANCH, BHUBANESWAR, IFSC Code ANDB0001059)

Signed and delivered by _____ Bank By the hand of Mr./Ms. _____, its _____ and authorized official.

(Signature of the Authorized Signatory) (Official Seal)

NOTE:

- (i) The Bank Guarantee should contain the name, designation and code number of the officer(s) signing the Bank Guarantee.
- (ii) The address, telephone number and other details of the head office of the Bank as well as of issuing branch should be mentioned on the covering letter of issuing Branch.

For _____ [Indicate name of Bank]

Signature.....

Full Name.....

Designation.....

Power of Attorney No.....

Date.....

Seal of the Bank.....

WITNESS: (SIGNATURE WITH NAME AND ADDRESS)

(1)

Signature.....

Full Name.....

(2)

Signature.....

Full Name.....

Annexure 9: Machine hiring charge for Additional equipment

#	Name of equipment	Make/ Model (As per list or equivalent)	Hiring charge (Rs.) per equipment per month if required
1	Caddy	Johnson Diversey / Eureka Forbes/IPC	
2	Wringer Trolley	Johnson Diversey / Eureka Forbes/IPC	
3	Ride on Sweeper	Johnson Diversey / Eureka Forbes/IPC	
4	Camper vehicle	Mahindra	
5	Telescopic Handle & Telescopic Rod	Johnson Diversey / Eureka Forbes/IPC	
6	Sweeping Machine	Johnson Diversey / Eureka Forbes/IPC	
7	Housekeeping trolleys	Johnson Diversey/ Eureka Forbes/IPC	
8	Glass cleaning Kit	Gala	
9	Manlift	Any brand HSE approved	
10	Single disc scrubber	Johnson Diversey/ Eureka Forbes/IPC	
11	Auto Scrubber	Johnson Diversey/ Eureka Forbes/IPC	
12	High Pressure – Jet Spray	Johnson Diversey/ Eureka Forbes/IPC	
13	Foam Generator	Johnson Diversey/ Eureka Forbes/IPC	
14	Automated Road Sweeping Machine	Johnson Diversey/ Eureka Forbes/IPC / Alano	
15	Arc suit for HT and LT lines	Local HSE approved	

Annexure 10: Estimated manpower cost under PART – A, PART – B, PART – C, PART- D and PART – E categories of Price Bid

PART A - MANPOWER COST (FOR PROVIDING STAFF FOR GENERAL ADMINISTRATION)

CATEGORY	No. of personnel	Wages in INR per month per personnel	Grand total in INR per month
Unskilled	19	9,399.98	1,78,600
Semi-skilled	0	10,608.98	0
Skilled	1	12,120.23	12,120
Highly-skilled	0	13,933.73	0
Facility Manager	3	75,000	2,25,000
Hostel Manager	2	75,000	1,50,000
Asst. Facility Manager	42	35,000	14,70,000
Asst. Hostel Manager	14	35,000	4,90,000
Warden	26	30,000	7,80,000
Sub-total	107		33,05,720

PART B - MANPOWER COST (FOR PROVIDING HOUSEKEEPING SERVICES)

CATEGORY	No. of personnel	Wages in INR per month per personnel	Grand total in INR per month
Unskilled	238	9,399.98	22,37,194
Semi-skilled	68	10,608.98	7,21,410
Skilled	7	12,120.23	84,842
Highly-skilled	0	13,933.73	0
Sub-total	313		30,43,446

PART C - MANPOWER COST (FOR PROVIDING HOSPITALITY SERVICES)

CATEGORY	No. of personnel	Wages in INR per month per personnel	Grand total in INR per month
Unskilled	72	9,399.98	6,76,798
Semi-skilled	0	10,608.98	0
Skilled	55	12,120.23	6,66,612
Highly-skilled	35	13,933.73	4,87,680

Sub-total	162		18,31,091
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PART D - MANPOWER COST (FOR PROVIDING MAINTENANCE SERVICES)

CATEGORY	No. of personnel	Wages in INR per month per personnel	Grand total in INR per month
Unskilled	0	9,400	0
Semi-skilled	0	10,609	0
Skilled	20	12,120	2,42,405
Highly-skilled	0	13,934	0
Sub-total	20		2,42,405

PART E - MANPOWER COST (FOR PROVIDING ADDITIONAL SUPPORT SERVICES)

CATEGORY	No. of personnel	Wages in INR per month per personnel	Grand total in INR per month
Unskilled	0	9,400	0
Semi-skilled	0	10,609	0
Skilled	29	12,120	3,51,487
Highly-skilled	17	13,934	2,36,873
Sports Trainer	6	25,000	1,50,000
Horticulturist	1	75,000	75,000
Instructor	9	25,000	2,25,000
Sub-total	62		10,38,360

Details of Wages in INR per month per personnel have been provided in Clause 6.2 of SCC.

Annexure 11: Format for Bid Security Declaration

<Letter head of the Bidder>

<Letter No. _____ Date: _____>

Bid No: _____

To

Sports & Youth Services Department, Govt. of Odisha

C-1, Nayapalli, Bhubaneswar, Odisha – 751012

We, the undersigned, declare that:

1. We understand that, according to your conditions, bids must be supported by a Bid-Security Declaration.
2. We accept that DSYS shall suspend/ prohibit/ debar/ blacklist from participating in bidding in any contract of the State for a minimum period of 180 days, if we are in breach of our obligation(s) under the bid conditions, because we:
 - (a) have withdrawn our Bid prior to the expiry date of the bid validity specified in the Letter of Bid or any extended date provided by DSYS: or
 - (b) having been notified of the acceptance of our Bid by DSYS prior to the expiry date the bid validity in the Letter of Bid or any extended date provided by DSYS.
 - i. Failure to furnish the Performance Security in accordance with the ITB/Terms of the Bid Document/RFP; or
 - ii. Fail to agree to the decisions of the contract negotiation meeting: or
 - iii. Failure / refusal to execute the Contract.
3. We understand this Bid-Security Declaration shall expire if we are not the successful Bidder, (i) upon the notification of the name of the successful Bidder through award of contract or (ii) after the expiry date of the Bid validity.

Name of the Bidder.....

Name of the person duly authorized to sign the Bid on behalf of the Bidder*

Title of the person signing the Bid

Signature of the person named above

Sports & Youth Services Department, Govt. of Odisha

Page **154** of **155**

Date signed day of.....

* Person signing the Bid shall have the power of attorney given by the Bidder attached to the Bid.