



ODISHA COMPUTER APPLICATION CENTRE

REQUEST FOR PROPOSAL

Enq.No.:-OCAC-IF&ITP-464-2023-23126

Odisha Computer Application Centre (OCAC) invites Request for Proposal (RFP) for providing Comprehensive Operation and Maintenance Services at Shakti Bhawan, Bhubaneswar. For details please visit websites www.ocac.in & www.odisha.gov.in. **The bid shall be submitted in electronic mode only in the portal <https://enivida.odisha.gov.in> latest by 13.01.2024, 3.00 P.M.** OCAC reserves the right to accept/ reject any / all bids without assigning any reason thereof.

General Manager(Admin), OCAC, Plot No.-N-1/7-D, Acharya Vihar, P.O.-RRL, Bhubaneswar-751013, Ph.-2567280/ 2567064/ 2567295

Request for Proposal (RFP) **for**

**Providing Comprehensive Operation & Maintenance
Services at Shakti Bhawan Bhubaneswar**



Enq.No.:-OCAC-IF&ITP-464/23-23126

Odisha Computer Application Centre (OCAC)
(Technical Directorate of I.T. Department, Government of Odisha)
N-1/7-D, Acharya Vihar, P.O. - RRL,
Bhubaneswar - 751013
EPBX: 674-2567280 / 2567064 / 2567295 / 2567283
Fax: +91-674-2567842
E-mail ID: contact@ocac.in
Website: www.ocac.in

DISCLAIMER

The information contained in this Tender document or subsequently provided to **Bidder(s)**, whether verbally or in documentary or any other form by Odisha Computer Application Centre (OCAC) or any of their employees is provided to Bidder(s) on the terms and conditions set out in this Tender Document and such other terms and conditions subject to which such information is provided.

This Tender is not an agreement and is neither an offer nor invitation by the OCAC to the Bidders or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in making their technical and financial offers pursuant to this Tender (the "**Bid**"). This Tender includes statements, which reflect various assumptions and assessments arrived at by the OCAC in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This Tender may not be appropriate for all persons, and it is not possible for the OCAC, to consider the technical capabilities, investment objectives, financial situation and particular needs of each party who reads or uses this Tender. The assumptions, assessments, statements and information contained in this Tender, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations, studies and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this Tender and obtains independent advice from appropriate sources.

Information provided in this Tender to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. OCAC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

OCAC, makes no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Tender or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the Tender and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender or arising in any way in this Bid Stage. OCAC 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 Tender.

OCAC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this Tender. The issue of this Tender does not imply that OCAC is bound to select a Bidder or to appoint the Preferred Bidder, as the case may be, for the Project and OCAC reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

OCAC reserves all the rights to cancel, terminate, change or modify this selection process and/or requirements of bidding stated in the Tender, at any time without assigning any reason or providing any notice and without accepting any liability for the same.

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 OCAC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and OCAC 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.

Instruction to Bidders for Online Bid Submission

e-Nivida is the complete process of eTendering, from publishing of tenders online, inviting online bids , evaluation and award of contract using the system. You may keep a watch of the tenders floated under <https://enivida.odisha.gov.in>

Bidder Enrolment can be done using “**Bidder Enrolment**”.

The instructions given below are meant to assist the bidders in registering on the e- Nivida Portal, and submitting their bid online on the portal as per uploaded bid.

More information useful for submitting online bids on the eNivida Portal may be obtained at:

<https://enivida.odisha.gov.in>

GUIDELINES FOR REGISTRATION:

1. Bidders are required to enroll themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link “Bidder Enrolment” available on the home page of e-tender Portal by paying the Registration fee of Rs.2,500/- + Applicable GST.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
7. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
8. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id ***odishaenivida@gmail.com***, for activation of the account.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have selected the tenders they are interested in, then they can pay

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the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document /schedule and they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with colour option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
5. These documents may be directly submitted from the "My Documents" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

SUBMISSION OF BIDS

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
3. Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD declaration as applicable and enter details of the instrument.
4. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by

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all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
- Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

For any clarification in using eNivida Portal:

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

Please feel free to contact eNivida Helpdesk (as given below) for any query related to e-tendering.

Phone No. 011-49606060

Mail id: - odishaenivida@gmail.com

RFP SCHEDULE

Sl. No.	Items	Date & Time
01	Availability of Bid Document in the website (www.ocac.in , www.odisha.gov.in , https://enivida.odisha.gov.in , www.tenders.gov.in)	20/12/2023
02	Last date for receiving pre-bid queries through e-mail: ao.ocac@odisha.gov.in	26/12/2023, By 4:00 PM
03	Pre Bid Conference	27/12/2023, 12:00 PM

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04	Issue of Corrigendum (if required)	28/12/2023, 06:00 PM
05	Last date and time for Submission of Bid	12/01/2024 by 3:00 PM
06	Opening of General/ Pre-Qualification Bids	12/01/2024 by 4:00 PM
07	Opening of Technical Bids	12/01/2024 by 4:00 PM
08	Opening of Commercial Bids	16/01/2024 by 4:00 PM

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1. Fact Sheet

The bidders should read thoroughly this **Fact Sheet** comprising of important factual data related to this RFP.

Clause Reference	Topic
Method of Selection	Quality & Cost Based Selection (QCBS) method shall be used to select the bidder. The bidder is required to submit the bids General (i.e., Pre-qualification), Technical & Financial bid in eNivida portal (https://enivida.odisha.gov.in). Technical bid of those bidders who qualify in General Bid shall be opened. Financial bid of those bidders who qualify in Technical Bid by scoring 80% mark or above shall be opened.
RFP Document Fee (Non Refundable)	<p>The RFP document can be downloaded from the website www.odisha.gov.in or www.ocac.in or https://enivida.odisha.gov.in/. The bidders are required to submit the Tender document fee (non-refundable) of ₹5600/- (Rupees Five Thousand Six Hundred Only, Inclusive of 12% GST) by Demand Draft (DD) in favour of Odisha Computer Application Centre, payable at Bhubaneswar from any of the nationalized / scheduled bank along with the proposal.</p> <p><i>The RFP document fee can also be transfer online through NEFT only to Union Bank of India, Account Number 149316300000195, IFSC Code - UBIN0814938, Acharya Vihar Branch, Bhubaneswar, Account Name - Odisha Computer Application Centre. In case of NEFT online transfer of RFP Document fee, the firm must mention the Firm Name, Amount Transfer with Transaction ID, Tender Enquire Number, GST No in the mail.</i></p>
Earnest Money Deposit (EMD)	<p>Earnest Money Deposit of amount ₹25.0 Lakhs only (Rupees Twenty - Five Lakhs Only) in the form of a Demand Draft OR Bank Guarantee (in the format specified in Appendix I: Form 3) issued by any nationalized / scheduled commercial bank in favor of "Odisha Computer Application Centre", payable at Bhubaneswar and should be valid for 90 days from the due date of the tender / RFP bid submission.</p> <p><i>Bidder should upload the scan copy of the DD online and submit the original DD/BG at OCAC office.</i></p>
Scope of Work	Selected Bidder is expected to deliver the services listed in Scope of Work as mentioned in this RFP.
Pre-bid Meeting	A Pre-bid meeting will be held on the date & time as mentioned in the RFP Schedule at Odisha Computer Application Centre (OCAC), Bhubaneswar. All the queries should be received on or before the date & time as mentioned in the RFP Schedule, through e-mail to ao.ocac@odisha.gov.in and gm_ocac@ocac.in .
Language	The Proposal should be filled by the Bidder in English language only.
Currency	The bidder should quote price in Indian Rupees only. The offered price must be inclusive of taxes.
Validity Period	Proposals / Bids must remain valid 180 days after the last date of submission of bid.

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Submission of Proposals	Proposals must be submitted through electronic mode only. No physical copies of the documents will be accepted.
Bid to be submitted on or before last date of submission at:	The proposal submission address is: General Manager (Admin) Odisha Computer Application Centre (OCAC) Plot No. - N-1/7-D, Acharya Vihar P.O - RRL, Bhubaneswar - 751013 EPBX: 0674 - 2567280/2567064/2567295 Fax: +91-674 – 2567842

2. Request for Proposal

Sealed tenders are invited from eligible, reputed, and qualified, Facility Management Service Providers for Comprehensive Operation & Maintenance of Shakti Bhawan, Plot No-99, Bhoi Nagar Bhubaneswar, as detailed out in the Scope of Work under **Section-8** of this RFP Document. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in **Section 6.1** of this RFP Document.

3. Structure of the RFP

This Request for Proposal (RFP) document for selection of Service Provider to provide comprehensive operation and maintenance services and associated manpower support to carry out routine operations and maintenance activities at the Shakti Bhawan comprise of the following: -

- i. Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
 - a. General instructions for bidding process.
 - b. Bid evaluation process including the parameters for Pre-qualification, Technical evaluation and commercial evaluation to facilitate Odisha Computer Application Centre (OCAC) in determining bidder's suitability as the service provider.
 - c. Payment schedule.
 - d. Commercial bid and other formats.
- ii. Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas: -
 - a. About the project and its objectives
 - b. Scope of work
 - c. Functional and Technical requirements
 - d. Project Schedule
 - e. Service levels for the service partner

The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the service provider of Odisha Computer Application Centre (OCAC).

- iii. Service Level Agreement (SLA) to be signed by the selected bidder, the draft copy of which will be issued during issue of Letter of Intent (LoI) /Award of contract.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at Bidder's risk and may result in rejection of the proposal.

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4. Background Information

4.1 Basic Information

- a) Odisha Computer Application Centre (OCAC) as the Technical Directorate of Information Technology Department, Government of Odisha, invites responses (Tenders) to this Request for Proposals (RFP) from Service Providers (Bidders) to provide Operation and Maintenance Services and Associated Manpower Support to carry out Routine Operations and Maintenance activities at the Shakti Bhawan as described in **Section-8** of this RFP, Scope of Work.
- b) Any contract that may result from this Government procurement competition will be for a term of five years. However, depending on the performance of the Service Provider the contract will be renewed every year.
- c) Odisha Computer Application Centre reserves the right to extend the term for a further period of up to one year. Such extension or extensions on the predefined terms and conditions will happen, subject to the performance review of selected bidder.
- d) Proposals must be received not later than time, date and venue mentioned in the RFP Schedule. Proposals that are received late will not be considered in this procurement process.
- e) OCAC will award the Contract to the successful bidder whose proposal has been determined as the best value proposal based on Technical and Financial evaluation criteria and accepted by the Tender Accepting Authority.

4.2 Project Background

4.2.1. Need for the Service Provider

Odisha Computer Application Centre (OCAC), the Designated Technical Directorate of Information Technology Department, Government of Odisha, has evolved through years as a center of excellence in IT solutions and e-Governance. It has contributed significantly to the steady growth of IT in the state. Now OCAC require the services of a Service Provider as defined in the scope of work to provide Operation and Maintenance Services and Associated Manpower Support to carry out Routine Operations and Maintenance activities at Shakti Bhawan.

5. Instructions to the Bidders

5.1 General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by Odisha Computer Application Centre (OCAC) on the basis of this RFP.

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- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by OCAC. Any notification of preferred bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

5.2 Compliant Proposals / Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms & conditions, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the proposal may be rejected. Bidders must: -
 - i. Include all documentation specified in this RFP;
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - iii. Comply with all requirements as set out within this RFP.

5.3 Pre-Bid Meeting & Clarifications

5.3.1 Pre-bid Meeting

- a. OCAC shall hold a pre-bid meeting with the prospective bidders on the date & time as mentioned in the RFP Schedule at OCAC, Plot No. -N-1/7-D, Acharya Vihar, P.O.-RRL, Bhubaneswar-751013.
- b. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach the e-mail id - **ao.ocac@odisha.gov.in** and **gm_ocac@ocac.in** on or before the date & time as mentioned in the RFP Schedule.
- c. The queries should necessarily be submitted in the following format: -

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification
1			
2			

- d. OCAC shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained.

5.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a. The Nodal Officer notified by OCAC will endeavor to provide timely response to all queries. However, OCAC makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the bidders.

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- b. At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the OCAC's web site at <http://www.ocac.in>, www.odisha.gov.in, www.tenders.gov.in. Any such corrigendum shall be deemed to be incorporated into this RFP.
- e. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

5.4 Key Requirements of the Bid

5.4.1 Right to Terminate the Process

- a. OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by OCAC. The bidder's participation in this process may result OCAC selecting the bidder to engage towards execution of the contract.

5.4.2 RFP Document Fee

- a. The RFP document can be downloaded from the website www.odisha.gov.in or www.ocac.in or <https://enivida.odisha.gov.in/>. The bidders are required to submit the document fee (non-refundable) of ₹5600/- (Rupees Five Thousand Six Hundred Only) by Demand Draft in favour of "Odisha Computer Application Centre" payable at Bhubaneswar from any of the scheduled commercial bank along with the Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

The RFP document fee can also be transfer online through NEFT only to Union Bank of India, Account Number 149316300000195, IFSC Code -UBIN0814938, Acharya Vihar Branch, Bhubaneswar, Account Name - Odisha Computer Application Centre. In case of NEFT online transfer of RFP Document fee, the firm must mention the Firm Name, Amount Transfer with Transaction ID, Tender Enquire Number, GST No in the mail.

5.4.3 Earnest Money Deposit (EMD)

- a. Bidders shall submit, along with their Bids, EMD of ₹25.0 Lakhs only (Rupees Twenty-Five Lakhs Only) in the form of a Demand Draft OR Bank Guarantee (in the format specified in Appendix I: Form 3) issued by any nationalized / scheduled bank in favor of "Odisha Computer Application Centre", payable at Bhubaneswar and should be valid for 90 days from the due date of the tender / RFP.
- b. EMD of all unsuccessful bidders will be refunded by OCAC within 30 days of award

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of work to the successful bidder. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in **Appendix III**.

- c. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e. Bidder should upload the scan copy of the DD/BG online and submit the original DD/BG at OCAC office.
- f. The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

5.4.4 Submission of Proposals

- a. The bidders should submit their responses as per the format given in this RFP in the following manner
 - Prequalification & Technical Proposal- in first cover.
 - Commercial Proposal - in Second cover.
- b. The Response to Pre-Qualification criteria, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be submitted through online mode only in e-Nivida Portal.
- c. Please note that prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.
- d. The Pre-Qualification Proposal, Technical Proposal and Commercial Proposal should be marked as "Response to RFP for providing Comprehensive Operation and Maintenance Services and Associated Manpower Support to carry out Routine Operations and Maintenance activities at the Shakti Bhawan", <RFP Reference Number> and the wordings "DO NOT OPEN BEFORE < Date and Time >".
- e. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- f. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

5.4.5 Authentication of Bids

A proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

5.5 Preparation and Submission of Proposal

5.5.1 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5.5.2 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

5.5.3 Venue & Deadline for Submission of Proposals

Proposals must be submitted on or before 10.01.2023 by 03:00 PM through electronic mode only. No physical copies of the documents will be accepted.

Addressed To	General Manager (Admin)
Name	Odisha Computer Application Centre (OCAC) (Technical Directorate of I.T. Deptt, Govt. of Odisha)
Address	Plot No. - N-1/7-D, Acharya Vihar P.O.- RRL, Bhubaneswar – 751013
Telephone	EPBX: 0674-2567280 / 2567064 / 2567295
Fax Nos.	Fax: +91- 0674-2567842

5.5.4 Late Bids

- a. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b. The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c. OCAC shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- d. OCAC reserves the right to modify and amend any of the above-stipulated conditions/criteria depending upon project priorities vis-à-vis urgent commitments.

5.6 Deviations

The bidder may provide deviation to the contents of the RFP document. It may be noted that once the deviation is provided, the bidder would not be allowed to withdraw the deviation submitted.

The Proposal evaluation committee would evaluate and classify them as “material deviation” or “non material deviation”. In case of material deviation, the committee may decide to “monetize” the value of the deviations, which will be added to the price bid

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submitted by the bidder OR declare the bid as non-responsive. In case of non-material deviations, the deviations would form a part of the proposal & contract. The bidders would be informed in writing on the committee's decision on the deviation, prior to the announcement of technical scores. The bidders would not be allowed to withdraw the deviations at this stage. No correspondence in this matter will be entertained.

[Format that enables a bidder to clearly define, demarcate and declare deviations]

No.	Deviation	Material	Non-Material	Impacted Deliverable(s)	Impacted Timeline(s)	Financial Impact
1.	< Deviation description >	< Yes / No >	< Yes / No >	< Name(s) of Deliverables to get affected by the Deviation >	< Effect on Timelines due to the Deviation >	< Value >

5.7 Evaluation Process

- a. OCAC will constitute a Bid Evaluation Committee to evaluate the responses of the bidders.
- b. The Evaluation Committee constituted by OCAC shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence, may lead to rejection.
- c. The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.
- d. The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- e. The Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

The Proposals submitted by the bidders will be opened on the date & time as mentioned in the RFP schedule by an officer authorized by OCAC, in the presence of such of those Bidders or their representatives who may be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authorization from the tendering firms to identify their bonafides for attending the opening of the RFP proposal.

5.7.1. Tender Validity

The offer submitted by the Bidders should be valid for minimum period of **180 days** from the last date of submission of Tender.

5.7.2 Tender Evaluation

- a. Initial Bid scrutiny will be held and incomplete details as given below will be treated

as non-responsive. If Proposals;

- Are not submitted in as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Are found with suppression of details
- With incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested in the checklist
- Have non-compliance of any of the clauses stipulated in the RFP
- With lesser validity period

b. All responsive Bids will be considered for further processing as below:-

OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

6. Criteria for Evaluation

Tenders for this contract will be assessed in accordance with Quality and Cost Based Selection (QCBS) method.

$$T_s = \frac{100 * \text{Technical Marks}}{\text{(Highest Technical Marks obtained by any bidder)}}$$

$$F_s = \frac{100 * \text{Lowest Price Bid received Amount of the Price Bid}}{\text{Amount of the Price Bid}}$$

Then the combined score, S shall be calculated as follows:

$$S = T_s * (70\%) + F_s * (30\%)$$

Tie-Bidders:

In the event that 2 (two) or more technically qualified Bidders (the "Tie Bidders") have the same Combined Score, the Bidder with the highest Technical Score shall be considered as the Selected Bidder. - -

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6.1 Pre-Qualification (PQ) Criteria

Sl.No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The bidder must be a company registered in India under Indian Companies Act 1956, since last 5 years as on 31st March 2023. The bidder must have as on 31st March 2023. The bidder must have registered with the GST registration having PAN, EPF, ESI Compliance, Labor contract license and up to date Income Tax Return as on 31 st March 2022.	Valid copy of certificate of incorporation and registration with all copies of all relevant Certificate.
2	Geographical Presence	The bidder must have its office located in Odisha. If not, an undertaking must be submitted to open an office in Odisha within 30 days of receiving the work order.	Address Proof & Undertaking if required
3	Annual Turnover	The average annual turnover of the bidder during the last 3 financial years should not be less than INR 50 Crores, as on March 31 st , 2022. This turnover should be on account of providing Comprehensive Operation, Maintenance and Multi facility Mechanized Services in Govt./Private sector IT parks, IT/ITeS companies, High rise Buildings, Apartments, Business Centers and Malls in India.	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor.
4	Technical Capability	The bidder must be successfully executing at least the following numbers of Comprehensive Operation, Maintenance and Multi facility Mechanised Services in Govt./Private sector IT parks, IT/ITeS companies, High rise Buildings, Apartments, Business Centers and Malls in India during last five financial years as on 31 st March 2022 of value specified herein: - - One project with minimum 2,50,000 Sqft. Super Built-up areas not less than the amount equal to Rs. 200.0 Lakhs (Rupees Two Hundred Lakhs) per year. OR - Two projects with minimum 1,50,000 Sqft. SuperBuilt-up areas each and each project cost notless than the amount equal to Rs. 100 Lakhs (Rupees One Hundred Lakhs) per year.	Work Order + Work Execution Certificates from the clients
5	EPF & ESI	The bidder must have cleared up-to-date EPF & ESI.	Documents in support thereof Copy of certificate Self-Certification by the authorized signatory (HR Head) with clear
6	Certifications	The bidder must possess a valid ISO 9001: 2015 (relating to Facility Management Services), ISO 14001: 2015 and also have ISO 45001:2018 occupational health and safety management system (OHSAS).	
7	Manpower Strength	The firm should have adequate man power to coordinate all the functions required for	

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		operation of Shakti Bhawan such as Power back up, Air Conditioning Plant, back up DG and UPS maintenance, day to day requirement of manpower for Housekeeping, Security, Parking Management, Lawn/ Garden maintenance, management of passenger & service lifts, management of fire hydrants and fire safety devices etc.	declaration of staff. (year wise, level/designation wise, qualification, experience, required skills) AND PF Register showing the number of subscribers along with the deposit of challan as proof.
8	Fair Practice	Bidders must not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Govt. of India/ any State Govt. /PSU during last ten years as on 31 st March 2022.	A Self Certified letter may be submitted.
9	Performance/Fair Practice/Not Blacklisted	The Bidder must not have any record of poor performance, abandoned work, having been black-listed by any State Government or Government of India or having faced Commercial failures etc. during last ten years as on 31 st March 2022.	A Self Certified letter may be submitted.
10	Fees	The Bidder must have submitted ₹ 5600/- (Rupees Five Thousand Six Hundred Only) towards the cost of the Tender Document. The Bidder must have furnished the EMD of Rs.25 Lakh (Rupees Twenty Five Lakhs Only).	

Odisha Computer Application Centre (OCAC) if required, would visit/enquiry the sites mentioned by the bidder as 'Relevant Experience' to verify the level of Operation & Maintenance Services provided as of value specified herein, completeness and details related to the long term sustainability and other aspect of the project.

6.2 Broad Technical Evaluation Criteria

Bidders who meet the pre-qualifications/eligibility requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations.

6.3 Scoring Model

Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-Qualification Criteria and score at least 80 (Eighty) marks in the below (given) defined scoring mechanism would be considered technically qualified. Price Bids of such technically qualified bidders alone shall further considered for evaluation.

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Sl. No	Criteria	Basis for Evaluation	Max Marks	Supporting
	COMPANY PROFILE		30	
1.	Average annual turnover from Comprehensive Operation, Maintenance and Multi facility Mechanised Services in Govt. /Private sector IT parks, IT/ITeS companies, High rise Buildings, Apartments, Business Centers and Malls in India in last 3 financial years, as on March 31 st , 2022.	<p>More than Rs. 100 (Hundred) crores: 30 marks</p> <p>More than Rs.70 (Seventy) crores and up to Rs. 90 (Ninety) crores: 25 marks</p> <p>Between Rs. 50 (Fifty) crores to Rs.70 (Seventy)crores : 20 marks</p>		Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor.
2	Past Experience		20	
	One mark for each successful project	<p>5 Similar Project 5 Marks</p> <p>10 Similar Project 10 Marks</p> <p>15 Similar Projects 15 Marks</p> <p>20 or more than 20 Similar Project 20 Marks</p>		Relevant Work Order

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Sl. No	Criteria	Basis for Evaluation	Max Marks	Supporting
	Relevant Strength		30	
2.	<p>(I) Experience in Comprehensive Operation, Maintenance and Multi facility Mechanized Services in Govt./Private sector IT parks, IT/ITeS companies, High rise Buildings, Apartments, Business Centers and Malls in India during last five financial years as on 31st March 2022 with minimum 2,50,00 Sqft. Super Built-up area not less than the amount equal to Rs.200 Lakhs (Rupees Two Hundred Lakhs). The work order should have been issued within the last 5 years, as on 31st March 2022 and should have been successfully completed / executed.</p>			Work Order + Successful Execution Certificates from the client (s);
	<p>(II) Experience in Comprehensive Operation, Maintenance and Multi facility Mechanized Services in Govt./Private sector IT parks, IT/ITeS companies, High rise Buildings, Apartments, Business Centers and Malls in India during last five financial years as on 31st March 2022 with minimum 1,50,000 Sqft. Super Built-up area not less than the amount equal to Rs. 200 Lakhs (Rupees Hundred Lakhs).</p>	<p>When the no. is:equal to or more than 5 projects: 30 marks Between 3 to 4 projects: 20 marks Between 1 to 2 projects:10 marks</p>		
	The work order should have been issued within the last 5 years, as on 31 st March 2022 and should have been successfully completed/ executed.			

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Sl. No	Criteria	Basis for Evaluation	Max Marks	Supporting
	SOLUTION APPROACH & METHODOLOGY		20	
3.	<p>Approach and Methodology to perform the work in this assignment</p> <p>The approach should reflect the conceptual implementation framework proposed by the Vendor</p>	<p>Qualitative assessment based on</p> <p>-Understanding of the objectives of the assignment: The extent to which the approach and work plan respond to the objectives indicated in the Scope of Work, understanding IT industry</p> <p>- Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements</p> <p>- Learning from Issues, Challenges faced from similar works</p>		<p>The bidders have to give a presentation of 30 minute duration on type of solution, methodology to be adopted and the implementation plan for the assignment.</p>

6.4 Commercial Bid Evaluation

- a. The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- b. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- c. The bid price will include all taxes and levies and shall be in Indian Rupees.
- d. Any conditional bid would be rejected.
- e. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".
- f. In the event the bid commercial bid values are tied, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

7. Appointment of Service Provider

7.1 Award Criteria

OCAC will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

7.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

OCAC reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for OCAC action.

7.3 Notification of Award

Prior to the expiration of the validity period, OCAC will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, OCAC, may like to request the bidders to extend the validity period of the bid. The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, OCAC will notify each unsuccessful bidder and return their EMD.

7.4 Contract Finalization and Award

OCAC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed. On this basis the draft contract agreement would be finalized for award & signing.

7.5 Performance Guarantee

OCAC will require the selected bidder to provide a Performance Bank Guarantee from a Nationalized Bank, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership. The Performance Guarantee shall initially be kept valid for one year and two months and shall be renewed at the end of each year if the agreement period is extended on the basis of performance of the bidder. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as will be decided at the time of issue of work order by OCAC. In case the selected bidder fails to submit performance guarantee within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder without giving any notice. OCAC shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or OCAC incurs any loss due to service provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

7.6 Signing of Contract

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between OCAC and the successful bidder. The Draft Legal Agreement will be provided

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as a separate document as a template.

7.7 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, OCAC shall invoke the PBG of the most responsive bidder.

8. Scope of Work

8.1. Scope of Work

The bidder shall provide Operation and Maintenance Services and Associated Manpower Support to carry out Regular Operations and Maintenance activities at the Shakti Bhawan campus. The service provider shall also supply qualified, experience and skilled personnel on a call out basis as and when required by Shakti Bhawan, to provide assistance to Shakti Bhawan's Maintenance Team when need arises. The service provider should provide the services in accordance with best practices in similar situations for "A- Grade".

The detailed scope of services that the bidder would be contractually obliged to deliver has been detailed as per the following:-

Area	Desired Output
A-SOFT SERVICES	
(i). Cleaning (Inside & Outside)	<ul style="list-style-type: none">• Ensure complete campus is cleaned on daily basis in all building blocks, including but not limited to common areas, like lobby at each level, staircases, corridors, basement, drive ways, path ways, security booths, gates etc.• Thoroughly clean both sides of internal glass in doors and partitions including frames and sills.• Spot clean glass throughout the buildings.• Removal of grease marks or finger prints glass counters and partitions windows & structural glazing.• Thoroughly clean external surfaces of structural glazing quarterly basis.• Dusting windowsills and blinds, if any.• External Glass Façade/ Metal & Granite Cleaning – Minimum Once in a month Cleaning of the external glass façade, Metal & Granite cladding of the building as mentioned above will be carried out throughout the month with a dedicated set of workers and equipment. A minimum of one complete cleaning of the building per month shall be carried out. It shall be ensured that the external façade is in an immaculate condition at all times as can be expected in the best corporate houses.• Take corrective measures to prevent rusting or corrosion of external façade members, by applying rust prevention polymer paints to increase the durability of external metal façade structure.• Standard and best quality cleaning material will be used for cleaning.• Standard and certified access equipment with appropriate safety devices shall be used for External Glass Façade / Metal & Granite cleaning.• Safety measures for cleaning insurance will be taken by you, Helmets and Safety belts will be provided to execute the work. Only trained cleaning personnel are to be employed and work to be

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	<p>carried out under expert supervision.</p> <ul style="list-style-type: none"> • Work shall be executed in such a manner as to cause no inconvenience to Clients and their regular operation. • You will arrange to cover all workmen with accident insurance and all other rules as per the Workmen Compensation Act and other applicable Acts shall be strictly adhered to. • Care will be taken to ensure that absolutely no damage is done to glass or aluminum composite panel during cleaning operations, if any damage is done to glass, costs for replacement of the same including inconvenience costs shall be borne by you or deducted from bills payable.
<p>(ii). Garbage collection /Disposal.</p>	<ul style="list-style-type: none"> • Empty all garbage containers, wipe clean and replace liners on a daily basis • Make arrangements for segregation of garbage as Wet, recyclable plastic, metal, medical and hazardous. • Ensure regular disposal of garbage as per environmental guideline defined by Pollution control board guidelines. • Collect the waste papers, empty the garbage drums, waster paper baskets and arrange to carry away from the premises to the common garbage dump.
<p>(iii). Garden & Lawn Maintenance</p>	<p>Maintenance and Upkeep of lawns, plants, trees, creepers, indoor pots & plants by doing the following:</p> <ul style="list-style-type: none"> • Watering, pumping & mowing. • Trimming considering shape. • Trimming of unwanted branches. • Replacement of plants, if required. • Gap filling • Loosening of soil. • Staking if required. • Painting of pots. <p>Regular use of insecticides and Pesticides to control infection to plants.</p> <ul style="list-style-type: none"> • Providing flower arrangements for special occasions.
	<ul style="list-style-type: none"> • Maintain a dust free environment. • Sweeping clean of debris from walkways and drive ways & terrace & hose clean them during appropriate climate condition. • This service also includes effective prevention methods against cockroaches, silverfish, crickets, pesticides, Rats etc. The treatment comprises of thorough monthly insecticide sprays of entire premises. The environment friendly chemical in use will have knock down effect to kill pest instantly and residual action to take care of the premises during the intervening period. While spraying, operator shall take all necessary precautions and shall pay special attention in all nooks and corners and other vulnerable places harboring insect pests • All the staircases from the Ground floor to the terrace. • The terraces at all levels. • Entrance lobby in each wing. • Parking at ground floor level. • Compound area of the building. • Service Ducts & Common toilets. • Elevators & Machine rooms. • Watchmen rooms, Meter rooms, Telephone rooms, Pump rooms and

	<p>any rooms which may not have been mentioned here specifically but nevertheless is accessible in the building and is under the control of the Owner. In the above description the term common area would necessarily mean any area in the building that has not been leased out but excludes carpet area on all floors.</p> <ul style="list-style-type: none"> • The house-keeping service to be provided in the building will include maintenance by keeping the entire areas mentioned above in totally clean, dust free and hygienic conditions. Particular care shall be taken to ensure that all the floor, walls, ceilings, windows, doors, and other areas are maintained in hygienic & immaculately clean condition. • Cleaning Service areas (as required vacuum cleaning) of all floors, walls & ceilings minimum twice a day. • Scrubbing & wet mopping of hard finished floors & walls to remove dust, stains and any kind of dirt and to maintain these in highly polished condition as original. • Cleaning & scrubbing of all joints in flooring & walls (where applicable) to ensure that no dirt & dust deposit in the same. • To sweep all floors, terraces, walls & ceilings to remove all dust, garbage. • To dispose off the garbage collected to municipal garbage collection place within the complex (Once a day).
	<ul style="list-style-type: none"> • To clean lifts internal areas and common toilets daily. • To clean lifts and common toilet areas. • Sweeping all the floor areas, including damp mopping of areas such as tiles, staircases elevator floors, sidewalls & entrance areas. Floors shall be free of dirt, mud, footprints, liquid spills & other debris. During inclement weather conditions the frequency may be higher than once per day. When completed the floors shall have a uniform appearance with no streaks, smears, swirl marks, detergents, residues or any evidence of remaining dirt or standing water. After sweeping all the tiles floors, area must be scrubbed clean. • Through cleaning of toilets at scheduled intervals with suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap, mud and smudges. • Clearing of glasses at entrance doors and windows of common areas with window squeeze and applicators. • Removal of any grease marks or finger prints from the walls, doors, doorframes, windows and window frames and security booths, glass counters and partitions. The cleaning shall be done using approved all-purpose cleaner and lint free cloth or paper towels. • Removal of Trash or Garbage to the designated areas in the complex. This shall further be moved to main dump pits in the complex, keep dump area reasonably in a clean condition. • Sweeping of debris from walkways and driveways and hose clean them during appropriate climatic and water use conditions. • All dustbins from the office areas must be scrubbed clean. • Dusting windowsills from common areas of the floor exits. • Mechanical sweeping equipment shall be used for sweeping of compounds daily. • Wet Floor scrubbing machine for granite / marble floors in the internal lobbies should be used weekly. • Jet pressure machine for cleaning of the compounds/car parks weekly. • Mechanical sweeping equipment shall be used for sweeping of compounds daily.

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(v) Toilets and bathroom fixtures (Both Lobby & Service Area)	<ul style="list-style-type: none"> • Thoroughly clean all basins, toilets, fittings and all vertical, horizontal surfaces with an approved detergent. • Clean thoroughly the inside of the toilet bowl.
	<p>Clean the toilet seat, cistern and under the toilet bowl.</p> <ul style="list-style-type: none"> • Mop floor with neutral detergent. • Clean and wash all mirrors. • Scrub toilet floor (Machine scrub or manually). • Wash all tiled surfaces. • Wipe surfaces with cloth having appropriate cleaning characteristics. • Thoroughly clean exhaust fans and vents. • Spot clean and hot rinse showers. • Thoroughly clean showers and bathroom fixture including commodes. • Replace naphthalene balls/urinal cubes. • Remove all wetness on floor and slabs. • Check for odour quality. • Use air-fresheners and deodorizers. • Paper bins would be cleaned and sanitized. • All washroom dustbins would be thoroughly cleaned and sanitized. • Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfect.
(v) Fixtures, fittings and furniture (all areas including offices)	<ul style="list-style-type: none"> • Wipe with neutral detergent cloth and spot clean.
(vi) Low level surfaces	<ul style="list-style-type: none"> • Wipe all surfaces with neutral detergent cloth, spot clean and remove any obvious stains.
(vii) High level surfaces	<ul style="list-style-type: none"> • Wipe all surfaces with neutral detergent cloth, spot clean and remove any obvious stains. • Remove cobwebs as they appear.
(viii) Ceiling	<ul style="list-style-type: none"> • Remove cobwebs as they appear.
(ix) Walls, skirting.	<ul style="list-style-type: none"> • Wash with a neutral detergent.
(x) Hard Floors.	<ul style="list-style-type: none"> • Thoroughly sweep with a dust mop. • Wet mop with a neutral detergent, removing all marks, stains. • Buff with a polisher. • Vacuum sliding door tracks. Thoroughly vacuum with a filtered machine, details corners, edges and sliding door tracks. • Spot vacuum, remove stains, spillages etc. • Any chair, trash receptacles, and easily moveable items, shall be moved to vacuum underneath, and then replaced in the original position.

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<p>(xi) Security Service Shakti Bhawan</p>	<ul style="list-style-type: none"> • Operation & monitoring CCTV surveillance system. • Maintaining Main Gates for entry and exit and control of Entry and Exit of materials and personnel and prevention of entry of unauthorized persons / vendors. • Maintaining the registers for materials movement and movement of visiting personnel & issue of visiting pass and other passes maintaining register on it. • Security of the building, fixed assets and movable asset entrusted in their charge. • Patrolling of surrounding area to prevent unauthorized entry of persons and encroachment and smooth movement of traffic. • To watch smooth movement of traffic at portico and other place. • Maintain close liaison with local police. • To have the front gate control with boom barrier • Patrolling at vehicle parking area to prevent theft.
<p>(xii) Help Desk</p>	<ul style="list-style-type: none"> • Help desk services both web & voice based to be provided from morning 9:00 A.M to 9:00 P.M. • Help desk has to record the complaints raised by the occupants and closely monitor the solution of the complaint. • Providing information regarding the occupants to visitors and to perform public relation counter & close liaison with occupants & Facility Management Personnel.
<p>B-ENGINEERING SERVICES</p>	
<p>(i) Stand by DG, DG sets Associated panel boards & HSD Storage Facilities.</p>	<ul style="list-style-type: none"> • Log all running parameters once every hour. If required for any interval as per direction of In- charge of Shakti Bhawan, Bhubaneswar. • Prepare log sheets for routine maintenance as per O&M manuals of all equipment and ensure that the instruction of O&M manual are strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage. • Prepare inventory of spares and ensure that critical spares are always available. • To ensure that all meters are in working condition and all equipment is working according to the design parameters given in O&M Manual. • To ensure that all equipment / plants has sequential running and all equipment, pumps including the standby equipment work on operating time equalization basis. • To ensure that minimum one day fuel for continuous running of all DG's is always available and keep record of diesel/oil consumption and maintain the record. • To keep records of diesel receipts and consumption and submit daily report to In- charge of Shakti Bhawan, Bhubaneswar.

	<ul style="list-style-type: none"> • DG sets as mentioned above to start and stop as per the requirement or Schedules that will be given to you by the maintenance in charge of Shakti Bhawan, Bhubaneswar. • Unhealthy systems, abnormalities in performance or malfunctioning if any will be reported / rectified within a reasonable time period and help support OEM engineer for rectification work if required. • To coordinate with the external and internal customer to facilitate smooth functioning of the DG Sets. • To carry out day to day maintenance work as per activity chart that shall be formatted by you and got approved by the Maintenance in charge of Shakti Bhawan, Bhubaneswar, which shall cover the following: <ul style="list-style-type: none"> • Battery check for electrolyte level. • Specific gravity check. • Oil level and temperature check. • Fuel Leak. • Cooling Hose check. • Oil pressure check. • Voltage and current check in each phase. • Engine run hour and RPM. • KWH generated. • Checking general functioning of all gadgets observe noise and vibration levels. <p>Regular visual inspection of all mechanical drives.</p> • Log all running parameters once every hour. If required for any interval as per direction of In- charge of Shakti Bhawan, Bhubaneswar. • Prepare log sheets for routine maintenance as per O&M manuals of all equipment and ensure that the instruction of O&M manual are strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage. • Prepare inventory of spares and ensure that critical spares are always available. • To ensure that all meters are in working condition and all equipment is working according to the design parameters given in O&M Manual. • To ensure that all equipment / plants has sequential running and all equipment, pumps including the standby equipment work on operating time equalization basis. • To ensure that minimum one day fuel for continuous running of all DG's is always available and keep record of diesel/oil consumption and maintain the record. • To keep records of diesel receipts and consumption and submit daily report to In- charge of Shakti Bhawan,
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	<p align="center">Bhubaneswar.</p>
<p>(ii).Water Pumps</p>	<ul style="list-style-type: none"> • Maintenance of the automatic panels of the system. • Regular routine maintenance of the pumps and associated equipment, pressure gauges etc. • Coordination with the OEM as and when required ensuring trouble free and smoothing operations and no disruption in water supply to the clients. • Logging of all maintenance data in the approved formats. • Ensuring that the equipment is functioning as per the design parameters. • Prepare log sheets for routine maintenance as per O&M manuals of all equipment and ensure that the instruction of O&M manual are strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage. • Prepare inventory of spares and ensure that critical spares are always available. To ensure that all meters are in working condition and all equipment is working according to the design parameters given in O&M Manual. • To ensure that all equipment / plants has sequential running and all equipment, pumps including the standby equipment work on operating time equalization basis.
<p>(iii).HVAC, Air conditioning & its accessories & AHU'S.</p>	<ul style="list-style-type: none"> • Ensure incoming water is clean from the right source, free of mud and debris • Carryout monthly water test for contamination including dissolved chemicals from an authorized and certified lab agency • Thoroughly clean all overhead and underground water storage tanks periodically once in a quarter as minimum. • Thoroughly wipe with an appropriate detergent and cloth and keep also free from dust, also wipe area surrounding the AHU vent. • Operation of all AHU & attending the complaint of AC. • Record of room temperature in every module in every day & maintaining the register on it. • Follow-up for the AMC of Air-condition equipment's with appropriate agency & coordination with AMC agency for trouble free operation. • Air conditioning system under O& M to start and stop as per requirement or schedules that will be given to you by the Maintenance In-charge of Shakti Bhawan, Bhubaneswar. • Unhealthy systems, abnormalities in performance or malfunctioning if any will be reported/ rectified within a reasonable time period and help support OEM engineer for rectification work if required.

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	<ul style="list-style-type: none"> • Facility Manager/Supervisor shall generate daily weekly and monthly reports covering the energy consumption, daily service requests, faults attended, routine and break down maintenance. • Regular visual inspection of all mechanical drives. • Log all air conditioning parameters every hour. • Check all the air-conditioning equipment for any sign of external leaks, check and prevent leaks from glands, valves and pipelines and stop the same immediately. • Check clean and maintain pumps including oiling greasing and gland packing as per requirement and clean all filters once in a week. • Check and record all electrical parameters viz voltage, current, frequency, power factor, KWH on all panels in your scope. • To keep record of energy consumption and prepare record of clients energy consumption. • Prepare log sheets for routine maintenance as per O&M manuals of all equipment and ensure that the instruction of O&M manual are strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage. • Prepare inventory of spares and ensure that critical spares are always available. • To ensure that all meters are in working condition and all equipment is working according to the design parameters given in O&M Manual. <p>To ensure that all equipment / plants has sequential running and all equipment, pumps including the standby equipment work on operating time equalization basis.</p>
<p>(iv).Water Management, Plumbing and Sewerage System at Shakti Bhawan, Bhubaneswar</p>	<ul style="list-style-type: none"> • Thoroughly clean all overhead and underground water storage tanks periodically. • Water management, operational records, inflow and outflow control. • Regular checking and repairs of all sanitary fixtures and supply lines. • Checkup of all valves, taps, floats and other plumbing and sanitary fittings free from leakage. • To operate & maintain the system • Follow up for AMC of any machine or system or any other accessories.
<p>(v).Fire Fighting.</p>	<ul style="list-style-type: none"> • Service cover basis security to intelligence to I.R. information and crisis management including fire and life safety program. • Any incident of a fire is to be recorded and reported through the Incident report. Ensure data is made available for reporting any incidents, and external agencies like insurance companies of tenants • All fire-fighting equipment's are regularly checked for functioning efficiently and such checks will be

properly recorded. Whenever and whenever necessary arrangements will be made to refill the equipment's.

- A close liaison with the local brigade is maintained.
- Conducting mock drills on quarterly interval. Follow-up for the AMC of the fire fighting equipments with the appropriate agency & coordination with AMC agency for trouble free operation.

FIRE SERVICES

Monthly : -

- Testing of Pump set.
- Checking the system for any leakages.
- Checking for any missing equipment / parts.
- Greasing, Oiling of hose reels as required.
- Opening and closing of lines valves for free movement as required.
- Checking hose reels for water flow.
- Checking of hydrant valve for opening / closing.
- Checking of automatic starting of pump sets.
- Tightening of gland nut of pumps.

Half Yearly : -

- Application of powder to rubber hoses of all hose reels.
- Cleaning of control panel.
- Resetting of pressure switches for automatic starting of pumps.
- Supplementing of gland packing.
- Checking of pump coupling rubber pads.
- Tightening of Foundation bolts of pump sets.

FIRE ALARM SYSTEM

Monthly : -

- Testing of control panel.
- Testing of Hooters.
- Testing of Fire Alarm System.
- Testing of Pill Boxes to raise Fire Alarm.
- Testing of Smoke Detectors by giving smoke.
- Testing of Detectors in lift machine room, meter room and other areas wherever installed.

Half Yearly : -

- Cleaning of control panel.
- Cleaning of Detectors in lift machine room, meter room and other areas wherever installed.

SPRINKLER SYSTEM

Monthly : -

- Testing of Pump sets.
- Checking the system for any leakage.
- Checking for any missing equipment or parts.
- Opening and closing of line valves for free movement as required.
- Testing of automatic starting of Pump sets.
- Tightening of gland nuts of pumps.

Half Yearly : -

- Cleaning of control panel.
- Resetting of pressure switches for automatic starting

	<p>of pumps.</p> <ul style="list-style-type: none"> • Supplementing of gland packing. • Checking of pump coupling rubber pads. • Tightening of foundation bolts for pump sets. • Cleaning of Sprinkler head. <p><u>FIRE EXTINGUISHERS</u></p> <p>Monthly :-</p> <ul style="list-style-type: none"> • Checking pressure gauges of all Fire Extinguishers to ensure proper pressure. • Checking of the working mechanisms to ensure proper working during emergency conditions. • Maintaining a log record of all services. • You shall provide training to the Security Supervisors as the Client Supervisor of the building to ensure that they are well conversant and familiar with all operational aspects of the Fire frightening system to operate the system during emergencies. Conducting Fire Drill once in a month. • You will also manage operational preparedness for functioning of the system at all times via prescheduled checks. All replacement of spares will be recorded in a register be presented for the signature of Maintenance-in-charge. <p><u>FIRE ALARM, PUBLIC ADDRESS & SPRINKLER ANNUNCIATION SYSTEM</u></p> <ul style="list-style-type: none"> • Round the clock monitoring the FAS and logging any abnormality. On any eventuality ie, in case of fire and to be required to vacate the premises, the operator should announce the same in PA system about the fire and request to evacuate as per fire warden instructions. Attending lift car calls & arranging • to rescue the trapped passengers.
<p>(vi).Lifts (Vertical Movement), Operation and Upkeep of Lifts.</p> <p>UPS (Power Back up)</p>	<ul style="list-style-type: none"> • Providing undisturbed services of xx nos capsule lift & xx nos service lift for tenants. • Lift attendant shall look after operations of lifts without any interruption. • Follow up for the AMC of lift with appropriate agency (after maintenance warranty period & coordination with AMC agency for trouble free operation. • Thorough cleaning and upkeep of the lift on regular intervals in a day. • Cleaning of glass, sensors bottom channels for any trouble & lights, fans inside the lift car. • Availability of Power back up 24x7 and follow up for the AMC of UPS with appropriate agency (coordination with AMC/supplier for trouble free operation) • Enable and coordinate rescue operations by trained personnel to evacuate trapped passengers from the lifts.

<p>(vii).Electrical Works – Minor Repair & Checkup, Electrical Systems (HT & LT), Electrical fixtures and appliances</p> <p>i) Any other Services offering</p>	<p>Daily operation of all electrical power system- incoming and outgoing and DG sets.</p> <ul style="list-style-type: none"> • Minor maintenance and replacing fuse, tube lights, bulbs, minor wiring etc. • Switching on pumps for filling water to tanks. • Attending to power breakdowns in case of internal faults. • Providing electricians for preventive maintenance of power panels, maintenance of all accessories, light fixtures, power points, replacement of spares, attending DG periodic checking of electric fittings, replacement of batteries & coordinating with AMC for servicing of mechanical & electrical equipments. • Follow-up for the AMC of D.G. sets & Panels with appropriate agency & coordination with AMC agency for trouble free operation. • All facilities /functions to start or stop as per the requirements or as directed by the Maintenance in charge of M/s Shakti Bhawan. • Unhealthy systems, abnormalities in performance or malfunctioning if any will be reported / rectified within a reasonable time period and help support OEM engineer for rectification work if required. • Regular checking of all the electrical panels and distribution boards. • Hourly logging of all parameters like meter readings, power factor, power consumption etc. and highlight discrepancies or variances. • Clean all panels, switchgears controls etc on regular basis. • Daily check of all light fixtures, points , bulbs and power sockets wiring and changing defective ones within the premises under maintenance. • Check earth pit resistance and watering earth pit. • Check and all the switches on standby equipment and ensure that all are in operating condition. • Inspect and clean contacts if necessary & check connections of Motors/ switchboards/ equipment etc. on routine basis. • Check correct operations of all safety circuits and equipment. • To attend all service calls and breakdowns within the minimum possible time period. • To carry out preventive maintenance to ensure minimum breakdowns. <p>Prepare log sheets for routine maintenance as per O&M manuals of all equipment and ensure that the instruction of O&M manual are strictly followed to ensure efficient and safe working of all equipment and to ensure that no equipment suffers from breakdown, loss of performance wear and tear or any other damage.</p> <ul style="list-style-type: none"> • Prepare inventory of spares and ensure that critical spares are always available.
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Odisha Computer Application Centre (OCAC)

	<ul style="list-style-type: none"> • To ensure that all meters are in working condition and all equipment is working according to the design parameters given in O&M Manual. • To ensure that all equipment / plants has sequential running and all equipment, pumps including the standby equipment work on operating time equalization basis. • To keep day to day reading of all meter readings including energy meter readings and prepare client wise monthly report stating energy consumption. • Thoroughly clean all electrical fixtures and appliances including fountains and insect killing devices. • Periodically clean all motor vents, etc. • As per the requirement of OCAC. • Conference Hall Maintenance
<p>General</p>	<p>The service provider is encouraged to inspect the facility, understand scale and scope of works.</p> <p>As part of the submission the service provider shall submit manuals for “Standard operating procedure” for entire facility management service, including criteria’s to be measured for performance evaluation on a quarterly basis, the manual shall cover following topics,</p> <ol style="list-style-type: none"> 1. Introduction and Overview: <ol style="list-style-type: none"> a. Brief description of the facility management services. b. Overview of the office building campus. 2. Organizational Structure: <ol style="list-style-type: none"> a. Roles and responsibilities of facility management staff. b. Reporting hierarchy and communication channels. 3. Health and Safety Procedures: <ol style="list-style-type: none"> a. Emergency response plans. b. Safety protocols and procedures. c. Health and safety training requirements. 4. Building Maintenance: <ol style="list-style-type: none"> a. Regular maintenance schedules. b. Procedures for equipment and system checks. c. Guidelines for preventive maintenance. 5. Cleaning and Housekeeping: <ol style="list-style-type: none"> a. Cleaning schedules for different areas. b. Cleaning materials and equipment guidelines. c. Waste management procedures. 6. Security Measures: <ol style="list-style-type: none"> a. Access control policies. b. Security patrols and surveillance. c. Incident reporting procedures. 7. Energy Management: <ol style="list-style-type: none"> a. Guidelines for energy-efficient practices. b. Monitoring and controlling energy consumption. c. Procedures for handling energy-related issues. 8. Space Management: <ol style="list-style-type: none"> a. Allocation and utilization of office spaces.

	<ul style="list-style-type: none"> b. Procedures for office relocations or changes. c. Furniture and equipment inventory management. <p>9. Vendor Management:</p> <ul style="list-style-type: none"> a. Protocols for selecting and managing service providers. b. Contract management procedures. c. Quality control measures for vendor services. <p>10. Technology Integration:</p> <ul style="list-style-type: none"> a. Use of technology for facility management. b. Maintenance of building automation systems. c. IT infrastructure management. <p>11. Communication Protocols:</p> <ul style="list-style-type: none"> a. Communication plans for both internal and external stakeholders. b. Reporting procedures for incidents and issues. c. Documentation and record-keeping standards. <p>12. Environmental Sustainability:</p> <ul style="list-style-type: none"> a. Initiatives for eco-friendly practices. b. Waste reduction and recycling programs. c. Compliance with environmental regulations. <p>13. Training and Development:</p> <ul style="list-style-type: none"> a. Ongoing training programs for facility management staff. b. Skill development initiatives. c. Cross-training plans for key responsibilities. <p>14. Compliance and Regulations:</p> <ul style="list-style-type: none"> a. Adherence to local regulations and building codes. b. Safety and environmental compliance. c. Documentation of certifications and inspections. <p>15. Continuous Improvement:</p> <ul style="list-style-type: none"> a. Internal Audit system, corrective measures tracking and closure b. Procedures for feedback and evaluation. c. Regular reviews of SOPs for updates. d. Continuous improvement initiatives. <p>Appendix:</p> <ul style="list-style-type: none"> e. Relevant forms, checklists, and templates. f. Emergency contact information.
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9. Terms & Conditions

9.1 Nature of Services & Scope of Works

The Firm shall engage efficient and trust worthy personnel to render comprehensive operation and maintenance services of Shakti Bhawan on day to day basis as described in scope of work.

9.2 Agreement Period

Odisha Computer Application Centre (OCAC)

The contract period will be for a period of five years. However, the performance of the Service Provider will be reviewed annually and on the satisfactory performance of the Service Provider renewal for each year shall be considered.

9.3 Terms of Payment

- (a) OCAC shall make payment on the basis of monthly bills furnished with check slips/acknowledgement to services, provided by the Firm & duly certified by OCAC Engineer-in-charge by first week of subsequent month for the services rendered for the previous month and payments will be made by OCAC within **15 days** from the date of submission of bills by the Firm
- (b) The Firm shall maintain proper reporting format, check slips, acknowledgement from occupants of Shakti Bhawan for rendering and monitoring the operation and maintenance services on each modules, work areas and submit the same regularly to the Engineer-in-charge of Shakti Bhawan.

9.4 Place of work & Deployment of Personnel

- (a) The place of work would be Shakti Bhawan, Plot No-99, Bhoi Nagar Bhubaneswar. The Firm shall deploy personnel for carrying out the services.
- (b) The personnel employed by the Firm shall be morally good and physically healthy to carry out the assignments to the satisfaction of Shakti Bhawan and shall not be suffering from any chronic and contagious diseases.
- (c) The firm shall submit an antecedent Police verification report of all personnel engaged by them for operation & maintenance services of Shakti Bhawan at the time of deployment of manpower.
- (d) The Firm shall ensure the personnel engaged for different services would be polite to each tenants/occupants of Shakti Bhawan and on event of any on towards situation; the matter would be brought to the knowledge of Senior Officer of OCAC/ Shakti Bhawan.
- (e) The Firm shall provide the qualified uniformed staff to perform the services. The employees of the Firm entering the premises of Shakti Bhawan shall have proper uniform & badges for Identification.
- (f) The Firm shall conduct periodic general medical check-up of its employees at its cost and submit a report to OCAC/ Shakti Bhawan in each month. In the event that any of the staff is found to be suffering from any communicable diseases, The Firm shall replace such staff immediately.
- (g) The Firm shall deploy its authorized representatives and adequate supervisors to be present at the place of work during all working hours to ensure satisfactory rendering services under this scope of works. The Firm shall further exercise due and adequate controls over such personnel and ensure that appropriate instructions/ directions are issued to them in the course of the performance of the tasks under this Agreement.
- (h) The Firm shall ensure that its employees while carrying out their obligations under this

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agreement observe all required standards of cleanliness, decency and decorum, safety and general discipline.

- (i) "Right man for right job" shall be followed to avoid accidents at work. It shall be the duty of the facility manager and supervisor of the Firm to get the critical job done by employees competent enough to perform the particular task.
- (j) The Firm shall carry out instructions and act upon any guidelines in pursuance of the Agreement. If and only if they are given/ signed by an Engineer-in-charge/ Authorised representative of OCAC, whose names will be intimated by OCAC from time to time.

10. Risk & Responsibility

The Firm shall without to it's and responsibilities will ensure and keep insured it's personnel show deployed at Shakti Bhawan against all liabilities for death and injury whatsoever on account of any accident in the course of performing the maintenance services at Shakti Bhawan. OCAC will not be responsible and to be held liable for any such death injury or accident to employees and any other personnel so deployed by the Firm. In the event of OCAC is made liable to pay any damage or compensation in respect such employees, the Firm shall reimburse such damages or compensation on demand from OCAC. The Firm indemnify to the corporation from all claims for injury, death caused to any person under workmen compensation act – 1938. Besides, the contractor shall comply with all the provision of prevailing labour laws during execution of work.

11. Statutory Compliance

- a) The Firm shall be responsible for compliance and coverage of its employees under all necessary statutory obligations under various statutes applicable such as Employees State Insurance (ESI), Provident Fund (PF), Workman Compensation Act, Minimum Wages Act, Contract Labour (Regulation & Obligation) Act and all other applicable to labour enactment the Firm shall produce them to OCAC as and when required.
- b) The Firm shall alone be responsible for complying with statutory and prescribed rules and regulation to obtain license, permissions, certificates, registrations for maintenance services of Shakti Bhawan. The Firm shall furnish to OCAC with copies of all such license, certificates etc.as and when demanded by OCAC.
- c) The Firm shall alone be responsible for the payments of wages and all other statutory payments / legal dues to its employees deployed under this Agreement. The payment / consideration contemplated as per Clause – 3 of the Agreement shall be released by OCAC only open. The Firm producing PF & ESI challans deposits of the payment receipt for the preceding month.
- d) In the event of the Firm fails to comply with any of the provisions of the statutes applicable to them and if OCAC happens to incur any expenditure including but not limited to deferred any litigation or in compounding the default or in the part of the Firm in complying with the said provisions, the Firm shall indemnify OCAC to the extent of such expenditure and all other damages, losses as may estimate by OCAC to the Firm or may take appropriate action to

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recover the same from the Firm such as expenditure / expenses / claims assessed by OCAC will be realised from the bills payment to the contractor.

e) The Firm shall provide First Aid facilities at the work place according to the Contract Labour (Regulation & Abolition) Act 1970 and ESI Act 1948.

12. Confidentiality / Secrecy

a) The Firm, its supervisors, its employees and any one acting under it for the purpose of this agreement shall maintain strict confidentiality of the information's belonging to OCAC/ Shakti Bhawan that may have come into its / their possession or knowledge because of the services rendered by them under this Agreement. Such information shall not be diverted or disclosed to any third

party under any circumstances whatsoever without obtaining prior written permission from OCAC.

b) The Firm shall not hold it out as associated with OCAC in any manner other than for the purpose of rendering the services under this agreement.

13. Liability and Indemnity

The Firm shall be responsible & liable for and shall indemnify OCAC and keep OCAC indemnified and safe and harmless at all times against:-

- a) Any and all claims, liabilities, damages, losses, costs, charges, Expenses, proceeding & actions of any nature whatsoever made or institute against or caused to suffered by OCAC/ Shakti Bhawan directly or indirectly by reasons of:
- b) Any wrongful, incorrect, dishonest, criminals, fraudulent or negligent work default, failure, bad faith, disregard of its duties and obligation hereunder service act or omission by the Firm and / or its facility staff.
- c) Any theft, robbery, fraud or other wrongful action or omission by the firm and / or any of its facility staff.

14. Sub Contracting

The Firm shall itself perform its obligation under this agreement and shall not assign or transfer or sub-contract any of its rights and obligations under this agreement to any third party without the prior written permission from competent authority of OCAC/ Shakti Bhawan.

15. Loss / Theft / Damage

The Firm shall be responsible for any and all losses, theft, damages, caused to any equipment installation, in premises, fitting and fixtures, good there in and any other properties belonging to Shakti Bhawan because of any act of negligence, commission or omission of its employees while discharging their duties.

16. Breach of Agreement

In case of breach of agreement by the Firm, OCAC 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 security deposit, legal action for recovery of money & OCAC shall be at liberty to terminate this Agreement.

17. Liquidated Damage

- a) That in case of mishap due to wrong operation or manual error, which results disruption of services, the total cost of down time along with equipment repair cost shall be borne by the Firm to maximum of 50% of the monthly bill against the services not provided by them.
- b) A quality check procedure shall be developed by OCAC/ Shakti Bhawan against each services and feed back from the Tenants / Occupants shall be obtained for assessment of performance of the services rendered by the Firm at Shakti Bhawan.
- c) Where there in non-performance of unsatisfactory performance of its obligation in the part of the Firm, OCAC shall give a written notice of the default and the Firm shall make rectify within 3 (three) days from the date of such notice.
- d) For quality check and for Operation and Maintenance, the formats, Check list are to be maintained as prescribed by OCAC/ Shakti Bhawan. In addition to it further formats shall be included by OCAC/ Shakti Bhawan against each service for improvement of Scope of work at any time.
- e) It is agreed that OCAC shall have the right to deduct from the monthly bill of the Firm on non-performance of services an amount of 20% of individual services listed in scope of work for each instant of non-performance without implementing corrective action even after intimation from OCAC subject to limiting to 50% of total monthly bill. Where in spite of these efforts there is continuance of non-performance or improper performance of obligation, OCAC shall have the right to terminate the contract henceforth without any notice to the Firm & Forfeiture of EMD.
- f) Without prejudice to the above, OCAC shall at its sole and absolute discretion, be entitled to terminate this agreement by written notice and without any payment or compensation whatsoever.

18. Force Measure

OCAC shall not be responsible for any damage caused to the Firm by natural, calamities like flood, earthquake, cyclone or any other Act of God, explosion, fire & riot etc.

19. Post Termination Responsibility of the Firm

Upon termination of this agreement, the firm shall immediately deliver all the documents and any / all data, plant, machineries & equipment held by it and which are in possession / custody / control of its Facility Staff, to the OCAC. The firm shall also forthwith remove all its Facility Staff together with its machines / equipment whatsoever from the premises of the Shakti Bhawan.

20. Jurisdiction

That the court situated at Bhubaneswar shall have jurisdiction to decide any disputes or litigations between the parties hereto.

Annexure -

21. Pre-Qualification & Technical Bid Templates

21.1 Form 1: Compliance Sheet for Pre-Qualification Proposal

The pre-qualification proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Pre-Qualification proposal.

Sl. No.	Basic Requirement	Required	Provided	Reference & Page Number
1	Document Fee	Demand Draft of 5600/-	Yes / No	
2	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory	Yes / No	
3	Particulars of the Bidders	As per Form 2	Yes / No	
4	Earnest Money Deposit	Demand Draft / Bank Guarantee (Form 3) of 25 Lakhs (Rupees Twenty Five Lakhs Only)	Yes / No	
5	Sales Turnover	Extracts from the audited Balance sheet and Profit & Loss;	Yes / No	
6	Technical Capability	Work Order + Completion Certificates from the client	Yes / No	
7	Certifications	ISO 9001: 2015 (relating to Facility Management Services), ISO 14001: 2015 and also have ISO 45001:2018 occupational health and safety management system (OHSAS)	Yes / No	
9	Legal Entity	Copy of Certificate of Incorporation, Copy of PAN, Copy of GST Registration Certificate, ESI, Labor contract license, EPF, up to date IT return.	Yes / No	
10	Manpower Strength	Self-Certification (from HR Head) by the authorized signatory and copy of PF Register showing the number of subscribers along with the deposit of challan as proof.	Yes / No	
11	Performance/Fair Practice/ Not Blacklisted in last 10 years	A self-certified letter	Yes / No	

21.2 Form 2: Particulars of the Bidder

Sl. No.	Information Sought	Details to be Furnished
A	Name , address, URL, e-mail id, contact no. of the bidding Company	
B	Incorporation status of the firm (public limited / private limited, Proprietorship etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	

Odisha Computer Application Centre (OCAC)

21.3 Form 3: Bank Guarantee

To,

The General Manager (Admin)

Odisha Computer Application Centre

Plot No. - N-1/7-D, Acharya Vihar

P.O.- RRL, Bhubaneswar - 751013

EPBX: 0674-2567280/2567064/2567295

Fax: +91-0674-2567842

Whereas < < Name of the bidder > > (hereinafter called the Bidder) has submitted the bid for Submission of RFP # < < RFP Number > > dated < < Date > > for < < Name of the assignment > > (hereinafter called "the Bid") to Odisha Computer Application Centre (OCAC).

Know all Men by these presents that we < < > > having our office at < < Address > > (hereinafter called "the Bank") are bound to the Odisha Computer Application Centre (hereinafter called "the Purchaser") in the sum of Rs. < < Amount in figures > > (Rupees < < Amount in words > > only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this < < Date > >

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - (a) Withdraws his participation from the bid during the period of validity of bid document; or
 - (b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

Odisha Computer Application Centre (OCAC)

- i) We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.
- ii) This guarantee will remain in force up to < < insert date > > and including < < extra time over and above mandated in the RFP > > from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed Rs. < < Amount in figures > > (Rupees < < Amount in words > > only)
- II. This Bank Guarantee shall be valid upto < < insert date > >)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before < < insert date > >) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

21.4 Form 4: Compliance Sheet for Technical Proposal

The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal.

For Technical Evaluation

Sl. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1.	Covering Letter for Technical Proposal	As per Form 5	Yes / No	
2.	Average turnover from in last 3 financial years as on March 31 st , 2022 (Turnover in Rs 50 Crores)	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor; and Project citation (Form 6)	Yes / No	
3.	Experience in last five (5) financial years ending March 31 st , 2022.	Work Order + Work Completion Certificates from the clients; and Project citation (Form 6)	Yes / No	
4.	Quality Standards/Certifications	ISO 9001: 2015 (relating to Facility Management Services), ISO 14001: 2015 and also have ISO 45001:2018 occupational health and safety management system (OHSAS)	Yes / No	
5.	Details of personnel to be deployed for the assignment as per the scope of work	Manpower no. and their skills as per the requirement	Yes / No	
6.	Tools and Assets as per requirements specified in Technical evaluation	Tools and Assets which could be leveraged for the assignment (relevance to the Scope of work)	Yes / No	
7.	Deviations (if any)	Form 7	Yes / No	

21.5 Form 5: Letter of Proposal

To: < Location, Date >

To,

The General Manager (Admin)

Odisha Computer Application Centre

Plot No. - N-1/7-D, Acharya Vihar

P.O.- RRL, Bhubaneswar - 751013

EPBX: 0674-2567280/2567064/2567295

Fax: +91-0674-2567842

Subject: Submission of the Technical bid for project of XXXXXXXXXXXXXXXXXXXX

Dear Sir,

We, the undersigned, offer to provide XXXXXXXXXXXXXXX with your Request for Proposal dated < insert date > and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 **days** as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address:A _____

Location: _____ Date: _____

21.6 Form 6: Project Citation Format

Relevant IT project experience (provide projects details in the last 5 years as on March31,2022)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Tools/Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

21.7 Form 7: Deviations

This section should contain any assumption on areas which have not been provided in the RFP OR any changes to the existing provisions of the RFP.

A - On the Scope of Work

[Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

B – Any other areas

22. Financial Proposal Template

22.1 Form 1: Covering Letter

To:

The General Manager (Admin)

Odisha Computer Application Centre

Plot No. - N-1/7-D, Acharya Vihar

P.O.- RRL, Bhubaneswar - 751013

EPBX: 0674-2567280/2567064/2567295

Fax: +91-0674-2567842

Subject: Submission of the Financial bid for XXXXXXXXXXXXXXXX

Dear Sir/Madam,

We, the undersigned, offer to provide XXXXXXXXXXXX in accordance with your Request for Proposal dated < < *Date* > > and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of < < *Amount in words and figures* > >. This amount is inclusive of the local taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 **calendar days** from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing tax rates during the time of payment.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid. Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect

to.

4. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

5. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

6. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the RFP document. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

7. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded .to us, we shall submit the Performance Bank Guarantee as specified in the < Appendix III > of this RFP document. Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal. We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief. We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

Yours sincerely,
Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

22.2 Form 2: Financial Proposal

Sl. No.	Description of Item	Qty. (No.)	For Five Years		
			Unit Price (per month) (Rs.)	Total Price (per year) (Rs.)	Total cost (Rs.) (for 5 years)
1.	Support Manpower Resources in different service areas.				
a.	Supervisory Staff				
b.	Staff for Façade and Floor Cleaning				
c.	Garbage Collection & Disposal Staff				
d..	Garden & Lawn Maintenance Staff				
e.	House Keeping Staff				
f.	Toilet Cleaning Staff				
g.	Security Staff				
h.	Electrical/ Mechanical operation & maintenance support for lifts, generators, air conditioning, pump sets, fire fighting systems etc.				
2.	Soaps/ Detergents/ Cleaning agents/ materials etc.	L.S.			
3.	Pesticides/ Termitecides/ Garden Manures, seeds, sapplings, plants etc.	L.S.			
4.	Others, (Pl. Specify)*				
Total Cost (Rs.)					
In Words -					

1. * The bidder is requested to quote any unforeseen item which has not been included in the above list.
2. Bidder shall visit the facility prior and ensure the complete scope of work prior to filling the financial bid
3. The rates quoted shall be inclusive of all taxes.

Annexure – III

23. Template for Performance Bank Guarantee

23.1 Form 1: Performance Bank Guarantee

The General Manager (Admin) Odisha
Computer Application Centre Plot No. -
N-1/7-D, Acharya Vihar P.O.- RRL,
Bhubaneswar - 751013
EPBX: 0674-2567280/2567064/
2567295
Fax: +91-0674-2567842

Whereas, <name of the supplier and address> (hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. < Date > to provide XXXXXXXXXXXXX to Odisha Computer Application Centre(OCAC) (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, < Name of Bank > a banking company incorporated and having its head /registered office at < Address of Registered Office > and having one of its office at < Address of Local Office > have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.< Insert Value > (Rupees < Insert Value in Words > only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. < Insert Value > (Rupees < Insert Value in Words > only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

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

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

This Guarantee shall be valid until < < Insert Date > >)

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed Rs. < Insert Value > (Rupees <

Odisha Computer Application Centre (OCAC)

Insert Value in Words > only).

II. This bank guarantee shall be valid up to < *Insert Expiry Date* >)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before < *Insert Expiry Date* >) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date