

Balajee Arun Educational Society

TENDER ENQUIRY

Tender No. No. BAES/RC-FSS/002-HYD/19-20

Date: 20.04.19
Due date: 27.04.19

Subject: Tender for Facilities & Soft Services Main Building and Hostel complex.

Commercial Bids in prescribed format are invited on behalf of Balajee Arun Educational Society for providing **Facility and Soft Services** for Main Building & Hostel complex (**24X7**) consisting of **Appx 2.5 Laks Sq Ft** . The complex main building has got total around 130 rooms, and 30 Wash Rooms and Hostel (**24X7**) with Ground + 3 floors. The tenderer should sign all papers as having read and understood the terms and conditions contained in the tender document and submit the same along with requisite information. **The last date of receipt of tender is 27 April, 2019 by 10.00 AM.** The tender document can be downloaded from the website www.dpsnacharam.in and look out for tenders on top or the bids can be forwarded to tenders@dpssecunderabad.in

1.The agencies are requested in their own interest to inspect the site of work before quoting their rates.

2.The Financial bid (**Annexure-C**) completed in all respect should be sent to the above mail invariably before **10 AM 27 Apr 2019.**

Location of work:Main Buidling & **Hostel Complex, Balajee Arun Educational Socieity, Nacharam, Hyderabad**

Period of Contract: Initially for a period of **Three Months on trial basis** which may be extended for a further period of **One Year** only subject to the condition services were found satisfactory and on mutual consent. **The contract will not be extended further.**

Final decision: The Committee members reserves the right to accept or reject any bid in whole or part thereof without assigning/specifying any reason there for. **The lowest bidder will be considered for award of contract though not binding. The Agency with unsatisfactory Or dubious Service record during previous contracts shall not be considered in any case.**

3. SCOPE OF WORK:

The FM agency shall be required to provide **facility and soft services on 24 X 7 basis to the Hostel complex, and day service at main building** with suitable number of manpower as trained staff. The details of manpower and duty hours are at **Annexure-A**. The FM Service Provider will be directly responsible for ensuring operational service levels and that the performance is met. They will be directly reporting to the Admin Manager. The detailed scope of work is at **Annexure-B**. The staff of the next shift will be off from the duty only after the staff of next shift report for duty. The shift/change will be after proper handing over/taking over formalities in the register provided for this purpose.

4. RESPONSIBILITIES:-

- a) Provide a customer's service environment of Highest Quality.
- b) Hire, train and retain such personnel as may be required to manage and perform the assigned functions as defined. All work is to be completed in a manner that is consistent and compliant with all local and national laws, codes and regulation being a service requirement to be met 100%.
- c) Ensure a professional environment where full 24/7 back-up capabilities are in place and protected from internal and external interruptions.
- d) Maintain effective relations, implement procedures to define and ensure the prompt handling of routine customer service requests including the proper communication channels and service workload tracking mechanisms.
- e) Provide for on-site general maintenance staff coverage to satisfy daily workload and requirements.
- f) To develop a staffing plan that minimizes overtime expenses incurred due to recurring work tasks that can be planned and scheduled in advance.
- g) Develop operating plans and strategies which ensure that adequate resources are available at all time to properly support the Hostel facility system.
- h) **The Agency should have a registration with the Telangana Government.**
- i) All the staff should be given Identity card and same should be displayed to security guard on entry to premises. The staff/visitor will record their attendance/entry in register kept at site whenever they are entering /exiting to record their presence at a given point of time to ascertain their presence during any emergency.
- j) A list of items should be prepared, monitored and maintained. A report should be submitted to Admin Manager every 01 months.
- k) The job is Premises and Facilities Management, under single point responsibility and shall be with modern systems and services of International Quality, integrating all functions necessary to support the daily operations ranging from House Keeping to high-tech operations and maintenance smoothly, deploying competent, trained and experienced work force under a well-structured system and using modern management techniques including hardware and software support.
- l) Ground maintenance to keep in good, clean condition the structure, appearance and maintain in excellent order the, cleaning and liter removal of all landscape areas and maintenance system.
- m) To streamline work in accordance with the instructions given to the agency by the management and to maintain regular contact with the management with regard to maintenance and improvement.
- n) **The agency shall be responsible for arranging uniform including winter clothes, umbrellas, from time to time at its own cost required for maintenance or as directed.**
- o) There should be minimum staff on-site at all times (staffing levels should not compromise on service delivery)
- p) The staff should be dressed in uniform and possess Identity Card and should be displayed.
- q) There should be adequate off-site backup, trained, to ensure 100% service delivery.
- r) FM Service Provider will provide and manage all safety equipments and shall be responsible for the safety of his staff/ personnel deputed at the said premises.
- s) **The agency shall be liable to pay full amount of wages to deputed staff actually paid by the**

Society in respect of all the posts on or before 10th of every month without waiting for the payment of bill(s) for the said month(s). All arrears arising out due to revision of minimum wages shall be paid only after documentary evidence i.e. bank statement with name of staff and amount of arrear deposited, is submitted by the agency. The agency shall also submit the details of wages paid duly acknowledged by each deputed staff every month with the invoice.

5. LIABILITIES:

- i) The FM services provider shall ensure that deputed staff is above 18 years of age and possess full knowledge of work. The staff deployed by the agency should be trained, middle age, active, smart and well turned out with clean, proper uniform and Identity Card. Services to be performed by qualified, competent, efficient and good character personnel in accordance with recognized best practices and industry standards.
- ii) The shift of the staff would be rotated weekly and a roster would be maintained for proper check by the F/Mgr.
- iii) The agency should carry out Police and address verification of all manpower deployed in premises by him.
- iv) The staff would be changed with proper handing and taking over after each shift for better arrangements from operational point of view.
- v) All liabilities such as wages, ESI, PF, Bonus, Insurance and all other statutory requirements of staff on duty will be borne by the agency. The agency will submit the proof of PF & ESI payments with every bill.
- vi) **The agency will provide the replacement immediately in case anyone proceeds on leave or remain absent or resigns from the post failing to do so Rs.500/- per day for each absent staff will be recovered during the said month from the bill.**
- vii) **The agency shall indemnify Society for any liability for any accident, death or injury to deployed staff against any loss of or damage to any property belonging to the VESL, its servants or agents which shall arise out of the performance of the services under this agreement and against all costs, demands and damages involved therewith.**

6. TERMS AND CONDITIONS:

- i) Period of Contract: This contract shall be valid initially for a period of Three Months on Trial Basis from date of awarding the contract and may be extended for a further period of one year only on satisfactory performance and mutual agreement. **No further extension shall be granted in any case.**
- ii) Price: The quoted rates shall be firm and fixed for a period of one years from the date of awarding of the contract. However minimum wages rates of the Government payable at Haryana will be applicable as per provision of Minimum Wages Act 1948 by the Labour Commissioner, Govt. of Telangana. **Salary payable to the staff inclusive of all allowance i.e. PF, ESI, Bonus, Leave,** fulfilling all laws, rules requirement and statutory obligations required under minimum wages act, workmen's compensation act and other labour laws in force from time to time shall be quoted in the Financial Bid. **Management fees/Commission and Government Tax is to be mentioned separately in total.**
- iii) Termination of **Society Management reserves the right to Terminate the contract**

- Contract: **by giving 15 days notice without assigning any reason whatsoever.**
- iv) Payment: Payment shall be made to agency on monthly basis possibly after receipt of bill complete in all respect duly certified and recommended by the designated in charge for actual duties performed by staff as per rates agreed to.
- v) Workmen employed: The service contractor shall be responsible for all labour laws and statutory requirement, insurances, medical treatment to any illness, injury in or outside premises etc pertaining to his employees and shall be responsible against any claim on this account.
- vi) Delay in payment: In case of delay in monthly payment, the agency should be financially sound to make payment to its manpower without affecting the work for a minimum period of **two (02) months**. The monthly bill should be submitted after expiry of month on or before 10th of next month and any delay in submission of bill shall be the sole responsibility of the agency. No interest shall be paid on delayed payment.
- viii) Replacement of Staff: Any staff may be asked to be replaced immediately from site without assigning any reason whatsoever. Non-compliance may lead to suitable action against the firm and if necessary lead to termination of the contract also.
- ix) Labour rates: The rates will be firm and valid during the period of contract from the date of awarding of the contract. However any revision of minimum wages rates by Labour Commissioner, Telangana Government shall be considered and paid.
- x) Restrictions: The staff deployed should be soft spoken and possess a good character. No staff deployed by the firm should smoke, drink alcohol, chew pan, gutka etc. within the hostel premises. Non-compliance may lead to suitable penalty/termination of contract. Staff of earlier agency, if any, shall not be deployed by the agency without prior permission of the Society. No staff deployed should indulge in unionism or any other unlawful activities prohibited by law. The deputed staff shall not proceed on leave without prior permission. **All staff should have police verification done before deputing at site.**
- xi) Attendance register: The agency will maintain daily attendance register which will be verified by the authorized official of the Society daily. Each staff will report for duty on time and leave on time and fill the name, post, time (in & out) in the register himself/herself and sign.
- xii) Certification of bills: All bills to be certified by the authorized officer of employer and rechecked by the officials of the Admin Department before release of payment.

- xiii) Registration: The agency should have a registration with the Telangana Government and certificate be submitted with the tender.
- xiv) Subcontract: **The contract as a whole or part thereof is Non-transferable.**
- xv) Disqualification: **Under no circumstances the respondents to contact any Society employees, other than the Administration or authorized by him with regard to this contract or any of the information. Violation of this provision will subject to immediate disqualification and no further communication in this regard will be entertained.**

7. ARBITRATION

Except where otherwise provided for in the contract all questions and disputes whatsoever in any way arising out of or relating to the contract and terms and conditions concerning the contract shall be referred to the sole arbitration of the Society or to the sole arbitration of some other person appointed by Society. The venue of arbitration shall be at Hyderabad. The award of the arbitrator shall be final, conclusive and binding on both the parties to this contract.

8. BID SUBMISSION:

Duly completed bid documents should be submitted in the manner described as under:-

The tenderer should sign and stamp the **Annexure- C (Financial Bid)** as having read and understood the terms and conditions contained in the tender document and submit the same along with requisite information to tenders@dpssecunderabad.in. Wherever, the prices are to be quoted should be written in figures and words as well.

(Srinivas Ganti)
Purchase Manager

No. BAES/RC-FSS/002-HYD/19-20

Tentative requirement of Facility Management Staff

S.N.	Post	Strength	Duty
1.	House Keeping Staff	As Reqd	24x7-Hostel 8 Hrs- Main Bldg
2.	Supervisor	As Reqd	24x7-Hostel 8 Hrs- Main Bldg
3	Material	Monthly	
4	Timings	_____ Hrs to _____ Hrs	Weekly Off-1

Annexure-B

SCOPE OF WORK

Hostel Complex

Ground Floor:-

Lobby :- Floor dry mop, wet mop.

Reception sofa dusting.

Reception table & chair dusting.

Side windows dusting, study tables dusting.

Electrical area sweeping mats cleaning.

Accounts : - Floor dry mop, wet mop.

Tables & Chairs dusting.

Dust bin Cleaning.

Office Room : - Floor Sweeping, wet mop.

Tables & Chairs dusting.

Dust bin Cleaning.

Cafeteria : - Sweeping, Wet mop.

Dining tables cleaning.

Wash room cleaning.

Floor mats Cleaning,

Water Coolers dusting.

M I Room : - Sweeping, Moping, Dusting.
If required bed sheets change, Bed making.

Laundry : - Dry mop, Wet Mop, Dusting.
Washrooms : - Wash basins, W.C., U.C cleaning
Doors, Floor, Taps cleaning

1st Floor, 2nd Floor & 3rd Floor

Lobby :- Floor dry mop, wet mop.
Water cooler dusting, Study Tables dusting,
T.T table dusting, Side windows dusting,
Shoe racks dusting.

Rooms :- Floor dry mop, Wet mop, Side windows dusting,
Study tables dusting. Wooden racks dusting, Bed making,
Dustbins cleaning, Partition glass cleaning.

Gym room, PET Director room, Guest room cleaning

Weekly Cleaning

1. Cobweb cleaning / Removal

2. Ceiling fans

3. A.C

4. Windows mesh

5. Shoe rack

6. Buckets / Mugs Scrubbing

7. Water coolers

8. Side window glass

9. Staircase scrubbing

10. Store room

11. Cafeteria side windows mats & glass cleaning

12. Dustbin & Buckets Scrubbing FM Service Provider shall design the manpower for Company considering the following equipment and Services that are to be provided the Service Provider to the Company.

Main Building:-

Around 130 Classrooms/Staffrooms/Offices, 25-30 Washrooms, Swimming Pool Area and Skating Rink

Waste Management

Kitchen Waste:

a. All food waste from the Cafeteria and the Pantries are to be collected and stored at the designated areas at regular intervals

Paper Waste:

a. All paper waste to be removed as and when required and at regular

intervals Renovation Debris:

- a. Renovation Debris is to be stored at designated space at designated area
- b. It is to be removed by the relevant contractor. **Responsibility of Facility Manager to ensure adherence.**

Safety Guidelines

- (i) The FM Service Provider must know and follow their duties related to safety for all personnel. These guidelines are applicable to FM Service Providers as well as sub-contractors deployed by them at the site
- (ii) All FM Service Provider workmen should be provided with a uniform by the FM Service Provider and shall work within the Hostel premises in their prescribed uniform.
- (iii) The FM Service Provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by Company personnel beforehand.
- (iv) The FM Service Provider shall provide prior information to the Company representative about any hazardous material being brought on the site and shall ensure security storage of such material.
- (v) The FM Service Provider must leave work areas in a clean, tidy and safe condition at the end of each working period.
- (vi) The FM Service Provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs on site.
- (vii) All workmen of the FM Service Provider or their sub-contractors must have valid identifications cards verified by the Company Security Department & shall display at all times during duty hours.

Services to be undertaken by the Service Provider for Facility Management Services

1. Supervisor (Housekeeping)

Supervise work activities of cleaning staff to ensure clean, orderly and attractive rooms, stairs corridors, toilets, washrooms and other areas (in and out and surrounding) in the building. Assigned duties inspect work and investigate complaints related to housekeeping service etc and take corrective steps immediately.

2. Housekeeping (Man/Maid)

Should be able to understand basic Hindi. They must have at least 3 year experience of working in any corporate office. Should have basic knowledge of Housekeeping, chemicals and their delusions etc. Should have experience in operating Single disc machines, vacuum cleaners etc.

Annexure-C

Financial Bid

SI No	Cost break up	%	8	8
	Particulars	0	SUP(HK)	HK-Staff
A	Minimum Wages			
	Basic			
	Dearness Allowance			
	Others			
	Gross Wages			
B	Statutory Payments			
	PF Employer			
	ESI Employer			
	Bonus			
	PF Employee			
	ESI Employee			
	Leave Allowance (CL)			
	Uniform			
C	Sub-Total (A& B)			
D	Service Charges			
E	Total (C+D)			

Note: Management fee/Commission and Tax should not be loaded on salary and mentioned separately.

Total cost of Tender (in figures) _____

Total cost of Tender (In words) _____

Signature of Tenderer with office seal _____

Name, Designation and Company address _____

Email and contact number _____

Note:

1. Society shall pay to successful agency in accordance to statutory provisions including all payable allowances in conformity with the Minimum wages notified by Labour Commissioner, Government of Telangana.
2. The agency should quote Management Fees and tax separately payable on monthly bill amount towards Facility Management & Soft Services.
3. The agency which stands lowest in financial bid shall be considered for award of contract

although not binding. Previous Service record of the agency shall be taken into consideration while deciding to award the contract. **The agency with unsatisfactory previous record with Society or any other organization shall not be considered.**

4. The minimum rate of wages of the government payable at Haryana shall be applicable as per provision of Minimum Wages Act, 1948 by the Labour Commissioner, Government of Telangana.
5. No other charges other than quoted above shall be payable and mentioned in the Bid.
6. **The agency shall pay full wages to all deputed staff without any deductions thereon except statutory deductions and submit documentary evidence i.e. name-wise bank statement of transfer of wages every month along with the Monthly Bill. The wages shall be paid to all deputed staff on or before 10th of each month without fail.**