



United Nations  
Educational, Scientific and  
Cultural Organization

# REGIONAL CENTRE FOR BIOTECHNOLOGY

an institution of education, training and research

Established by the Dept. of Biotechnology, Govt. of India  
Under the Auspices of UNESCO  
180 Udyog Vihar Phase 1, Gurgaon - 122016, India

## **TENDER DOCUMENT**

### **Name of work:**

Providing Electromechanical Services at RCB  
& THSTI in NCR-Biotech Science cluster,  
Village-Bhankri, Gurgaon-Faridabad  
Expressway, Faridabad -121004 (Haryana)

### **CLIENT:**

EXECUTIVE DIRECTOR, RCB GURGAON  
FLOATING TENDER ON BEHALF OF RCB & THSTI

**COST OF TENDER DOCUMENT: - Rs. 1,500/-**

**NOTICE INVITING TENDER FOR PROVIDING ELECTROMECHANICAL SERVICES TO RCB & THSTI AT NCR-BIOTECH SCIENCE CLUSTER, VILLAGE BHANKRI, GURGAON-FARIDABAD EXPRESSWAY, FARIDABAD**

Tender's Name- **Electromechanical Services**

Bidding Document No: - **RCB/BSC/TENDER/FMS-EMS/2014-15/009**

Tender Fee – **Rs. 1500 /-(Rupees One thousand Five hundred only)**

All tender related queries may be addressed to [tender@rcb.ac.in](mailto:tender@rcb.ac.in); tender document available from [www.rcb.ac.in](http://www.rcb.ac.in), [www.rcb.res.in](http://www.rcb.res.in) & [www.thsti.res.in](http://www.thsti.res.in).

**Schedule for invitation of tender:**

1	Pre- bid meeting & presentation by prospective bidder	<b>12/08/2014 at 15.00hrs</b>
2	Bid Submission end date (Last date and time) for receipt of bids	<b>02/09/2014 at 15.00hrs</b>
3	Bid Opening Date and time	<b>02/09/2014 at 15.30hrs</b>
4	Validity of bids (from the last date of bid submission)	<b>180 days</b>

**Note: All amendments, time extension, clarifications etc. will be uploaded in the websites only and will not be published in newspapers.** Bidders should regularly visit the above websites to keep themselves updated. No extension in the bid due date/time shall be considered on account of delay in the receipt of any document by mail.

1. On behalf of the two institute of RCB & THSTI, Executive Director, Regional Centre for Biotechnology, sealed tenders are invited from established, reputed and experienced agencies for providing **Electromechanical Services RCB and THSTI** in NCR Biotech Science Cluster, Village Bhankri, Gurgaon-Faridabad Expressway, Faridabad -121004 (Haryana).

2. The bidder must read the prescribed terms & conditions and accept the same to proceed further to submit the bids.

After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as asked. Incomplete information may lead the bid to be summarily rejected.

Bidder must unconditionally accept all terms and conditions stipulated in the original/downloaded tender document and submit the entire signed and stamped document.

3. All documents submitted should be self-attested with seal of the bidder.

4. All pages of the bid including all enclosures should be numbered (except printed leaflets/catalogue) and must be duly filled in, signed and stamped by the bidder or his authorized representative. Offers received without signature and seal on all pages are liable to be rejected.

5. The evaluation of the bid, as explained in detail later, will give 60% weight to technical bid and 40% to financial bid.

**IMPORTANT INSTRUCTIONS TO BE NOTED CAREFULLY BY THE BIDDER/ AGENCY(S):**

(a)	<b>Centre</b>	Regional Centre for Biotechnology(RCB), Gurgaon & Translational Health Science & Technology Institute (THSTI), Gurgaon.
(b)	<b>Name of Services required</b>	Providing of Electromechanical Services to Regional Centre for Biotechnology (RCB) & Translational Health Science & Technology Institute (THSTI) at NCR-Biotech Science cluster, at Village Bhankri, Gurgaon-Faridabad Expressway, Faridabad - 121004 (Haryana)
(c)	<b>Date for start of full service</b>	Within Fifteen (15) days of the Award of Contract, complete service as per scope of work.
(d)	<b>Tender Cost</b>	Rs. 1500 /-(Rupees One thousand Five hundred only) in the form of a demand draft/ pay order in favour of " <b>Executive Director, Regional Centre for Biotechnology</b> ", payable at Gurgaon, which is non-refundable.
(e)	<b>Bid Security (EMD)</b>	Rs. 2,00,000/- (Rupees Two lacs only) in the form of a demand draft/ pay order/BG drawn on an Indian scheduled Bank, payable at Gurgaon in favour of " <b>Executive Director, Regional Centre for Biotechnology</b> ",

**I. PROCEDURE FOR SUBMITTING TENDERS**

The following documents along-with supporting documents, may be submitted in Original form so as to reach the Office of the Sr. Manager (A&F), Regional Centre for Biotechnology, #180, Udyog Vihar Phase-I, Gurgaon-122016 (Haryana), before the last date and time of the closing of the bid indicated in the Tender :-

- i. Covering letter indicating the index / list of enclosures.
- ii. Tender document fee/ receipt.
- iii. Additional information of the Bidding Agency duly signed by the bidder or authorized representative of the bidder as per the Performa and format given in **Annexure-I**
- iv. Bid Security (EMD) in original along with declaration in **Annexure II**

- v. Original/downloaded tender document duly filled in, signed and stamped by the Bidder or his authorized representative and duly witnessed with name address & contact number of witness.
- vi. Declaration as per **Annexure-III** along with attested Copies of Income Tax Return for the last three years, PAN ., Service Tax and/ or VAT Registration Certificate of the bidder/ Agency.
- vii. Undertaking at least for the last 7 years of Experience in the field of Electromechanical Services shall be given in – **Annexure-IV**
- viii. Undertaking to accept all Terms and Conditions of the Tender document and to comply with them as per **Annexure- V on a letter head duly signed and stamped by authorized signatories. Successful bidder** will submit the same on award on Non-Judicial stamp paper of Rs. 50/- duly notarized and signed by the Bidder/ Agency or authorized representative of the Bidder/ Agency.
- ix. **Annexure VI:** List of present clients (at least three nos. ) with whom annual billing for similar services shall not be less than Rs. 40 Lac per annum in each case.
- x. Proof of successful execution of work along-with certified copies of the completion of Work/Agreement executed for providing of identical/similar Services in last seven years.(as given in **Annexure IV & VI**)
- xi. Solvency certificate from banker(s) for the value not less than Rs. 40lacs.
- xii. **Annexure VII:** Undertaking to provide manpower as per the desired category, qualification, experience and terms & conditions.
- xiii. Technical bid Para IV of this tender document, however it must be noted that no price should be indicated in the technical bid or PQB evaluation.
- xiv. Each page of the tender should be numbered and signed by the Bidder/Agency with the seal of the firm.
- xv. **Annexure VIII:** Scope of work
- xvi. **Annexure IX:** List of Equipments
- xvii. **Annexure X:** Area Details
- xviii. **Annexure XI:** Service Level Agreement
- xix. **Annexure XII:** Minimum Manpower Required
- xx. **Annexure XIII:** Pre-qualification Bid
- xxi. **Annexure XIV:** Technical Bid
- xxii. **Annexure XV:** Financial Bid

**II A Pre bid meeting:** The prospective bidders are expected to make a presentation indicating the likely manpower to be deployed (as per annexure XV for optimal coverage of scope of work mentioned in the relevant pages of the tender document. (Annexure VIII).

**II. B Pre-Qualification Bid (Annexure XIII)**

**A. Eligibility Criteria:-**

1. The Tenderers must have an experience of handling the Electromechanical services (EMS) in reputed organization including Govt. & PSUs at least for the last Seven years supported by documentary evidence and must have among list of big clients, at least two Govt./Semi-Govt./PSUs. Certificates of satisfactory performance from these two clients are also to be submitted along with tender.
2. The tenderer should have at least;
  - a) One similar completed work contract of Rs.80.0 lacs or more;
  - OR**
  - b) Two similar completed work contracts of Rs.50.0 lacs or more;
  - OR**
  - c) Three similar completed work contracts of Rs. 40.0 lacs or more.
3. Total turnover of the agency should not be less than Rs.100.0lacs/annum for “**Similar work**” during proceeding three years of experience as mentioned at (1) above.
4. “**Similar work**” means providing electromechanical services with at least 500 TR chiller unit, 1200 KVA DG set & 1600 KVA transformer.

**B** Following documents are required to be sent to the address mentioned in the stipulated time. The bid criteria as mentioned in table must be fulfilled and supported by relevant document as indicated below.

No.	Eligibility Bid Criteria	Document
1	<b>Annexure I</b>	Properly filled and duly signed and stamped.
2	Bid Security(EMD) of <b>Rs. 2,00,000.00</b> only	DD/Pay Order/Banker’s Cheque /Bank guarantee in favour of “ <b>Executive Director, Regional Centre for Biotechnology</b> ” payable at Gurgaon, along with properly filled, signed and stamped <b>Annexure II</b>
3	<b>Annexure III</b>	Copy of IT return and acknowledgment of the Income Tax

		Department for the any three consecutive financial years 2010-11, 2011-12, 2012-13,2013-14 and photocopy of PAN card <b>Annexure III</b>
4	Undertaking by Bidder/ Agency as mentioned in <b>Annexure IV</b>	On official letter head of Bidder/ Agency, duly signed and stamped by Bidder/ Agency.
5	Undertaking by Bidder/ Agency as mentioned in <b>Annexure V</b>	As explained above.
6	Financial Standing Solvency Certificate of Rs.40 Lacs from a scheduled bank	Signed certificate from Bank manager/authorized official
7	List of Major Clients	List of at least three major clients with annual contract value for not less than Rupees 40.00 Lacs P.A in each Organization.
8	License under Private Electromechanical Services.	Only those who hold valid registration with the Labour Department , electrical, fire and other departments required, for carrying out such works, valid in Haryana shall be eligible to bid in response to NIT and if found successful the workmen shall need to get registered with the labour department. Photocopy of license duly signed and stamped by Bidder/ Agency
9	Experience of providing Electromechanical Services in at least two Government organization ( <b>Annexure -IV</b> )	A certificate from the authorized official of the concerned organization.

C. Even though the applicants meet the above criteria, they are subject to be disqualified if they have:

- i) Made misleading or false representation in the form, statement and attachments submitted in and or
- ii) Record of poor performance such as abandoning the work, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures, etc.
- iii) Found to have been black listed in any other works.

### III. TECHNICAL BID:

Following are required to be submitted in the TECHNICAL Bid after compliance of all the corrigendum if any issued. In case of non-submission of requisite document(s) or providing incomplete technical details by the bidder, the bid is liable to be cancelled during the technical evaluation stage without any further reference, whatsoever.

1. Statement of average turnover in the last three years, along with copies of the audited statement giving the yearly turnover for last three years.
2. Information about total manpower on rolls with the agency in different categories, along with their qualification levels.
3. Information about the duration for which the Agency is in the Electro Mechanical services business, along with evidence for the same.
4. ISO/other certifications the agency has (please provide self-attested copies of these certifications)
5. List of current clients and clients in the previous three years in the format given in **Annexure VI** of the tender document. For each client listed, proof of successful execution of the contract should be provided.
6. Information about training programs/tie up for the training of employees for Electromechanical Services, along with records of recent past trainings conducted.
7. The bidder will be required to make a short presentation on the scheduled date to the expert committee on the plan it has for providing facilities management services to NCR Biotech Science Cluster, Village Bhankri, Faridabad -121004 (Haryana).

### IV. PRICE BID

**Minimum required manpower to be indicated by the bidder as per detail in Annexure - XV. Centre reserves the right to increase or decrease the manpower as listed.**

The Price Bids must be submitted in the prescribed format as per (**Annexure -XV**) and nowhere else. ***(PLEASE NOTE THAT NO PRICES SHALL BE INDICATED IN THE PQB OR THE TECHNICAL BID OTHERWISE, THE BID WILL BE REJECTED OUTRIGHTLY WITHOUT ANY FURTHER CORRESPONDENCE)***

- A. The price bid is to be quoted strictly as per the format given in **Annexure -XV**. There should be no cutting or overwriting.
- B. If price bid is not quoted as per the format in **Annexure -XV**, the bid is liable to be rejected or the evaluation committee may make its own judgment regarding the total monthly cost of the price bid quoted by the bidder.

**V. BID Evaluation Criteria:**

- A. The bids shall be ranked on the basis of combined weighted score for quality and cost. The tender shall be awarded to the bidder obtaining the highest total combined score in evaluation of Technical bid and Price (financial) bid.
- B. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during evaluation of bids. The technical and Price (financial) bids shall enjoy weightage in the proportion of 60:40 i.e. 60% for the technical bid and 40% for the financial bid. The financial bids of only those successful bidders who obtain minimum 70% point i.e. 70/100 in Technical evaluation will be opened for evaluation.
- C. Combined scores of respective bidders shall be obtained by sum of their respective technical bid scores (out of 60) and their respective Price (financial) bid scores (out of 40).
- D. (i) Criteria for evaluation of the technical bid/performance of contractors for pre-eligibility

	<b>Attributes</b>	<b>Evaluation</b>
<b>1.</b>	Financial strength (i) Average annual (last three years) turnover <b>100 lacs/year</b> 15 marks (ii) Solvency Certificate 40 lacs 05 marks	<b>(20 marks)</b> (i) 60% marks for minimum eligibility criteria (ii) 100% marks for twice the minimum eligibility criteria or more In between (i) & (ii) – on pro-rata basis for similar works.
<b>2.</b>	Experience in similar class of work (minimum three clients) i One similar works contract of Rs.80 lacs or more or ii Two similar works contract of Rs.50 lacs or more or iii Three similar works contract of Rs.40 lacs or more	<b>(20 marks)</b> (i) 60% marks for minimum eligibility criteria of works (ii) 100% marks for twice the minimum eligibility criteria or more In between (i) & (ii) – on pro-rata basis For similar works
<b>3.</b>	Performance on timely attending completion. Please attach completion certificate of timely/satisfactory minimum two clients. One of whom should be PSU/Govt. organization.	<b>(10 marks)</b> (i) 60% marks for minimum eligibility criteria of works (ii) 100% marks for twice or more



		the eligibility (iii) In between pro-rata
4.	ISO/ other certification of the firm	<b>(05 marks)</b> For certification 5 points Otherwise Zero(0)
5.	Performance of works (Quality) Based on report/visit/ presentation	<b>(15 marks)</b>
	(i) Very Good	15
	(ii) Good	10
	(iii) Fair	05
	(iv) Poor	0
6.	Personnel and Establishment deployed	<b>(Max. 20 marks)</b>
	(i) Graduate Engineer	3 Marks (Maximum 3 marks )
	(ii) Diploma holder Engineer	2 marks for each upto Max.4 marks
	(iii) Supervisory/Foreman	1 mark for each upto Max. 3 marks
	(iv) Other category	10 Marks for Fifty & more other pro-rata
7.	Plant & Equipment List (suitable to the nature of job)	<b>(Max. 10 marks)</b> Evaluation by technical committee.

**Total = 100 marks**

**(ii) Financial bid evaluation:-**

The bidder quoting to lowest rate will be awarded full points out of 40. Other will be awarded pro-rata.

**VI. TERMS AND CONDITIONS**

Period of Contract: This contract shall be valid for an initial period of one year. Based on the satisfactory performance, the period may be extended on yearly basis for a maximum period of 5 years at the sole discretion of the Centre. The rate for next year will be based on indices (%age increase in central minimum wages based on cost index), as approved by the competent authority of the Centre.

Price: Quoted rates shall be valid for the entire period of the contract.

Payment:	Payment shall be made on monthly basis within fifteen (15) days from the date of receipt of bill duly certified & recommended by designated officer in charge.
Workmen Employed:	The Bidder/agency shall be responsible for following all labour laws and statutory requirements, insurances pertaining to its employees. The agency shall indemnify RCB against any Claim on this account. It must retain sufficient reserve of manpower to cater for situations like leave, weekly offs, medical problems, holidays or any other exigencies etc.
Performance:	The performance of the services will be continuously evaluated by the designated committee/user groups nominated by the Executive Director.
Delay in Payment:	In case of delay in monthly payment, the agency should make payment to its manpower & for consumables without affecting the work.
Arbitration:	Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996, within thirty (30) days (or such longer period as may be mutually agreed upon from the date that either party notifies in writing that such dispute or disagreement exists.
Replacement of Staff:	Any staff/employee may be required to be replaced immediately from the site without assigning any reason whatsoever.
Restrictions:	Smoking cigarette, bidi, chewing tobacco, pan, Gutkha or any other banned item is strictly prohibited inside the Institute's premises. Non-Compliance may lead to suitable penalty / termination of contract, to be decided by the Institute.
Attendance register:	Agency shall be responsible to maintain biometric & manual records of daily attendance of the staff deployed by it. However the Centre reserves the right to inspect the records & verify attendance as and when required or deemed fit.
Certification of bills:	Every bill forwarded for payment shall need to be certified by the nominated officer of the Centre.

## **VII. GENERAL TERMS & CONDITIONS**

1. In the event of non-commencement or unsatisfactory performance of the work contract, the Centre reserves the right to cancel the contract agreement or to withhold the payment. In such eventuality Centre (RCB) further reserves the right to get the work done from some other agencies at the cost of bidding agency. The Agency will also be black listed by the Institute for a period of 5 years from participating in such type of tender and his earnest money/security deposit will also be forfeited.
2. It shall be presumed that the terms & conditions mentioned in the tender document including amendments/ corrigendum if any have been read, understood and duly accepted by the bidder. The bidder shall have no right to modify/ alter/ amend/ delete any terms/ conditions mentioned in tender document.
3. Tender forms are not transferable. Only the original/downloaded complete tender form must be signed & stamped, and Submitted.
4. Each page of the tender should be numbered and signed by the bidder/ Agency or his authorized signatory and duly witnessed with the seal of the firm.
5. Furnishing of wrong information and false documents will make the bidder ineligible for bidding and liable to be debarred/blacklisted from participation in Tender enquiries/Open Tenders/Annual Rate Contracts by the Centre. The EMD amount will also be forfeited.
6. The bidder will have to furnish documents in support of the information given in the tender. Original documents shall be checked for verification as and when required.
7. In case of any attempt for cartelization by bidder with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted and bid security will be forfeited.
8. If any required information /documents are not submitted, then the bid of the concerned bidder will be rejected and shall not be considered. No representation in this regard will be entertained.
9. The bidders are expected to be present at the time of opening of bid; however, the bids will be processed even when no bidder /representative is present as per declared schedule.
10. The decision of the Centre regarding approval of bids shall be final and binding on all bidders.
11. A prospective bidder requiring any clarification of the Bidding Document shall contact the Centre through e-mail.
12. Any person who is in Govt. Service anywhere or an employee of the Centre/Institute should not be made a partner to the contract by the bidder directly or indirectly in any manner whatsoever.
13. The individual signing the tender document/ bids or any document forming part of the bid on behalf of bidder, shall be responsible to produce a proper power of attorney duly executed in his favour stating that he/she has authority to bind on behalf of such

other person of the bidding agency as the case may be in all matters pertaining to the contract including the arbitration clauses.

In case the bidder, so signing, fails to provide the said power of attorney the Centre may, without prejudice to other civil and criminal remedies cancel the bid and hold the signatory liable to all costs and damages. In case of registered or unregistered partnership firm, all the partners should sign the bids. In case of change of any person signing the agreement on behalf of limited company or firm, he/she will produce a letter of authority / resolution passed by the company empowering him/her to sign the agreement on behalf of the Bidder/ company or firm.

14. The personnel, whose services are provided by the bidder, shall at all times and for all purposes be the employees of the Agency (Bidding agency) and on no account personnel so appointed and recruited by the agency (Bidder) will have any claim for appointment, continuous recruitment or regularization etc. against the Institute.
15. In every case in which by virtue of the Workman's Compensation Act, the Centre is obliged to pay compensation to such person employed by the Agency (bidder) in execution of the work, Centre will be entitled to recover from the Agency (bidder) the amount of compensation so paid.
16. The bidding agency shall be responsible for verifying the antecedents of its staff/employees working at RCB & THSTI in NCR Biotech Science Cluster, by police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any authority. The list containing the names/addresses of the personnel appointed by the bidder/agency shall be made available to the Centre with their bio-data within 15 days from the date of deputation. The same shall also be provided in the form of CD giving out photographs and detail of the staff within one month of commencement of work.
17. The Bidder/ Agency shall obtain a license under Contract Labour (R&A) Act, 1970 and also submit an attested copy of such license to the Centre. The agency shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation and any other laws and rules applicable in this regard.
18. Only those who hold valid registration with the Labour Department shall be eligible to bid in response to NIT and if found successful the agency (workmen) shall need to get registered with the Labour Department.
19. The agency shall have necessary licenses/ authorizations for providing Electromechanical Services and/or obtain the same at its costs and expenses as and when required.
20. The successful bidder shall be required to file a copy of every contract appointment with detailed bank account to which wages of the workmen were to be credited by the successful bidder with the District Level Grievance Redressal machinery headed by the Deputy Commissioner (Revenue)

21. The Bidder/ Agency, himself, shall be responsible for any type of statutory/mandatory claims or penalties in light of the default with reference to the aboveprovisions
22. In case any person engaged by the Bidder/ Agency is found to be inefficient,quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, thebidder/agency will have to replace such person with a suitable substitute at the directionof the competent authority at short notice.
23. The Institute shall not provide any sort of accommodation to the staff or person deployedby the bidding agency and no cooking/lodging will be allowed in the premises of theInstitute at any time.
24. The deployed staff shall wear the prescribed neat and clean uniform according toseason affixing thereon the badge mentioning on the same, his name and designation,provided by the Bidder/ Agency at his own cost.
25. All safety accessories and measures as required for the execution of the work shall beprovided to the workers by the FMS Agency at its own cost.
26. The agency shall not engage any staff below the age of 18 years. All the staff deployedby the agency shall be medically fit and their antecedent be verified prior to thedeployment in theCentre/Institute.
27. If any complaint of misbehaviour and misconduct comes into the knowledge of theInstitute then all such responsibility shall be of the agency and any loss owing tonegligence or mishandling by the staff, the Bidder/ Agency shall himself be responsibleto make good for the losses so suffered by the Institute.
28. The Agency shall not, at any stage, cause or permit any sort of nuisance in the premisesof the Institute or do anything which may cause unnecessary disturbance orinconvenience to others working there as well as to the general public in the Institutepremises and near to it.
29. No escalation of rates quoted will be allowed during the period of contract except due to revision of minimum wages notified by central govt.or revised statutory provision. The agency will honour the FallClause in case it also gets business in any other establishment.
30. The agency shall not engage any sub-contractor or sublet/transfer the contract to another agency/person in any manner.
31. The agency providing Electromechanical Services should ensure the following: -
  - That a daily report of its staff on duty and about their performance isfurnished & maintained.
  - That its staff does not smoke/drink/abuse drugs at the place of work.
  - That any specific work related to Maintenance assigned to it by the PrincipalEmployer or any officer authorized by him is carried out by him diligently and wellin time.

- The Principal Employer may also ensure that the salary wages shall be distributed in full as per Minimum Wages Act by the Bidder/ Agency to the deployed staff.
32. Tax deduction at source shall be governed by the prevailing Rules.
  33. In case the agency fails to execute the job after signing the agreement / deed or leave the job before completion of the period of contract at their own accord, the Executive Director, Regional Centre for Biotechnology, Gurgaon, shall have the right to forfeit the last payment due, irrespective of the duration of the contract.
  34. The Executive Director, Regional Centre for Biotechnology reserves the right to:
    - A. Amend the scope and value of any contract under this NIT.
    - B. Reject or accept any application without assigning any reasons thereof and
    - C. Reject all applications and cancel the Tender.
    - D. The Centre/Employer/Consultant shall neither be liable for any such actions nor be under any obligation to inform the Applicants.

#### **VIII. PENALTY CLAUSES**

- 1) In case the agency fails to commence the work as stipulated in the agreement, after 2 weeks delay, Institute reserves the right to cancel the contract and withhold the agreement and forfeit the EMD as applicable and get this job to be carried out from at the cost of the Agency. The defaulting Bidder/ Agency will be blacklisted from participating in any tender of RCB for next three years
- 2) During the execution of the contract, in case there is shortfall from the committed number of manpower, the Institute will deduct wages payable for the day for the missing manpower
- 3) For any other breach of contract, Designated committee or Authority or any person nominated by or on behalf of the Institute shall be entitled to impose a penalty up to Rs.1000/- for each event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee. The total penalty will per month will be limited to Rs 5000/-

Some of the instances in which penalty would be imposed are enumerated below. (But these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).

- I. If the personnel working are not found in proper uniform and displaying their photo identity card.
- II. If the personnel found indulging in smoking/drinking/sleeping during duty hours.
- III. Penalty will also be imposed if the behavior of personnel(s) found is discourteous to anyone in the institute.
- IV. If any person found performing duty by submitting a fake name and address, the services of such person shall be terminated and the agency will be held responsible for such lapse.

- V. If any personnel found on duty other than those mentioned in the approved list issued by the agencies to the Centre/Institute's authorities.
- VI. In the case of any loss/theft of NCR Biotech Science Cluster property, the committee of NCR Biotech Science Cluster will consider the circumstances leading to the loss and if the responsibility is fixed on the agency, the Centre will make good the losses by deducting the cost of loss from the next month's bill in one or more installments.

#### **IX. Bid Security (EMD):**

- I. Each tender must be accompanied by Bid Security of Rs **2, 00,000/- (Rupees Two Lacs only)** in the form of a Demand Draft/ Pay Order/BG/FDR favouring the "Executive Director, Regional Centre for Biotechnology" payable at Gurgaon, and the original Bid Security sent to O/O the Senior Manager (A&F), Regional Centre for Biotechnology, Gurgaon, so as to reach before the closing of the bid.
- II. The Bid Security shall be valid and remain deposited with the Institute for the period of forty five days beyond the final bid validity period.
- III. In case of non submission of Bid Security, the tender would be rejected without assigning any reason whatsoever unless the bidder has uploaded valid exemption certificate as per sub-clause (v) given below.
- IV. No interest shall be payable by the Centre on the Bid Security.
- V. Bid Security shall be refunded immediately to the unsuccessful bidder on finalization of the tender and to the successful bidder it will be adjusted against security deposit.
- VI. The Bid Security is liable to be forfeited if the bidder withdraws or impairs or derogates the bid in any respect within the period of validity of this offer.
- VII. **Performance security deposit:** - the successful tenderer will have to deposit the performance security deposit of **Rs.10 lacs** in the form of Demand Draft/ Banker's cheque/ BG of any scheduled bank drawn in favour of "Executive Director Regional Centre for Biotechnology" payable at Gurgaon, valid till three months beyond the currency of the contract.

#### **X. SUPERVISION & QUALITY CONTROL**

- 1. Centre management shall have the right to terminate the contract/reduce the scope of the services rendered by the agency, with one month notice, if services provided are not of the requisite standard.
- 2. Centre will have unfettered right to inspect the premise, process of Electromechanical Services at anytime and the agency will cooperate with the Institute. Institute will have overriding supervising power to give instructions and it must be complied with.

## **XI. LIABILITIES OF SERVICE PROVIDER**

1. Man power engaged by Agency will be trained, young, smart and well mannered with proper uniform and as per the qualifications, experience and age as specified in **Annexure - VII**.
2. The Agency shall make available CV of the employees in hard copy and/or soft copy giving out the details of all the employees deployed in NCR Biotech Science Cluster.
3. The shift of the staff would be rotated periodically and a roster would be maintained.
4. The staff would be changed with proper handing & taking over every month / week as per roster to avoid possible contacts/collusion for better operational point of view.
5. The agency shall pay its employees' wages in to their respective bank account through ECS (mandatory requirement). The ECS statement of monthly salary payment duly verified by bank official would have to be submitted with bill for payment.
6. All liabilities such as wages, ESI, PF, Bonus and other statutory requirements of the staff on duty will be borne by agency. Agency will submit the proof of PF & ESI payments with ECS statement for salary payment with the monthly bill.
7. The agency shall be responsible to provide trained manpower in Electromechanical Services.
8. RCB names a worker as unfit/inefficient he should be removed immediately from the work spot. Provide reliever immediately.
9. Providing emergency services as needed on a twenty-four (24) hour, seven (7) days a week basis. The response time for attending to any break down/ maintenance call shall be immediate and in no case it should not exceed one hour.
10. Developing and implementing Non comprehensive facility operation and preventative maintenance plans.
11. Nobody will be appointed without interacting with Regional Centre for Biotechnology, Gurgaon, official
12. Weekly, fortnightly and monthly training of all the personnel deployed must be organized as per training program and intimated to RCB.
13. Working hours of outsourced employees would normally be eight (8) hours (excluding tea and lunch break). All quotes on eight hour duty roster.
14. During winters staff will be equipped with woolen pullover (Sweaters), coats & boots as per need.
15. The service provider shall also provide female staff as per Centre/Institute need.

## **XII. CONTRACT TENURE (EXTENSION)**

### **(i) CONTRACT TENURE: -**

- a) The contract will be valid initially for **ONE YEAR** from the date of engagement of the agency.



- b) After the completion of the assigned responsibilities during the tenure of the contract, Centre, at its sole discretion may extend the contract on year to year basis (maximum for five years) based on satisfactory performance of the agency during the previous year(s) and successful meeting and exceeding of the SLAs.
- c) In exceptionally deserving case, Centre, at its sole discretion and mutual consent, may consider further extension of the period of contact for which independent assessment of performance could be sought.
- d) Centre will decide the commencement of the service which will be duly notified at the time of Award of Tender.

### **XIII. PAYMENT TERMS**

1. Given the fact that the contractor is under legal obligation to pay due wages as per requirements of law, the successful bidder shall be expected to make payment which may be verified by the owner. The contractor shall pay for all legal charges/contributions to statutory authorities. Besides that the contractor shall be obliged to satisfy empowered officer about continued labour law compliance and when required by empowered officer.
2. The payment to the service provider shall be made as per actual and not exceed quoted price (supported by ECS statement duly verified by bank official). The deployment of manpower may vary as per need basis and would be assessed on dynamic basis. Monthly assessment and review shall be made.
3. The Agency shall raise bill by the first week of next month. The payment shall be made within Fifteen (15) days of submission of bill. Disputed amount or amount on which clarification is required may be held up till the time matter is sorted out. However, rest amount shall be released by due date.
4. Bill should be submitted to the Engineering branch before 5.00 p.m. otherwise bill will be deemed to be submitted on the next working day.
5. Payment from Institute shall be made by electronic fund transfer to the contractor's account by NEFT or RTGS for which purpose agency is expected to submit their complete bank details.
6. Disputed amount on which clarification is required may be held up till the time matter is sorted out. However, rest of the amount shall be released by due date.
7. Here it is essential to note that while considering the attendance and availability of the staff, their working hours will also be considered for evaluation and non-compliance with the mentioned hours of work would be penalized.
8. Penalty would be in terms of part of the salary / payment, which would be deducted and reflected in month's payment.

9. Payment of bill for deployed manpower must be submitted with following documents for further processing of the bill:
  - a) Monthly Statement of ESI payment
  - b) Monthly Statement of EPF payment
10. The payment to the contractor shall be released on verification of the contracted service through a checking mechanism enforced by Designate Inspection Committee or Authority or any person nominated by or on behalf of the Institute to assess the performance of the agency, both in terms of quantity and quality.

#### **XIV. FORCE MAJEURE**

- i. "Force Majeure" shall mean any event beyond the reasonable control of the Institute or the Bidder/ Agency, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected.
- ii. If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances thereof within fourteen (14) days after the occurrence of such event.
- iii. No delay or nonperformance by either party hereto caused by the occurrence of any event of Force Majeure shall
  - a. constitute a default or breach of the Contract
  - b. give rise to any claim for damages or additional cost or expense occasioned thereby
  - c. If and to the extent that such delay or nonperformance is caused by the occurrence of an event of Force Majeure.
- iv. Notwithstanding clause (iii) above, Force Majeure shall not apply to any obligation of the Institute to make payments to the Agency herein.

#### **XV. Risk Purchase:-**

In the event of the Bidder/ Supplier's failure to supply the ordered services as per the contract the Institute reserves the right to procure the services from any other source at the Bidder's risk and cost and the difference in cost shall be borne by the Bidder. Such cost shall be recovered from the bill of the agency. Further, the purchaser shall retain the right to take any other action(s) as deemed fit.

#### **XVI. JURISDICTION:-**

Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of a suit, any and all actions and proceedings arising out of or relative to the contract (including any arbitration in terms thereof) shall lie only in the Court of Competent Civil jurisdiction in this behalf at Delhi/New Delhi and only the said Court(s) shall

have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other Courts.

#### **XVII. Fall Clause:-**

If at any time during the contract period, it is noticed or brought to the knowledge of the Institute that the contractor/bidder has reduced/proposed to reduce the rates for such outsourcing of Electromechanical Services as are covered under this tender enquiry, to any organization (including any department of Govt. of NCT Delhi) at rate lower than the rates quoted under this contract, he shall forthwith reduce the rates payable under this tender for such services after the coming into force of such reduction, the rate of services shall stand correspondingly reduced. The Institute shall make payments based on such reduced rates only.

#### **XVIII. Arbitration**

1. Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996, within thirty (30) days (or such longer period as may be mutually agreed upon from the date that either party notifies in writing that such dispute or disagreement exists.
2. All disputes and differences arising out of, or in any way, concerning this agreement (except those, the decision whereof is otherwise, hereinbefore provided for) shall be referred for sole arbitration by any person to be nominated by the Executive Director, Regional Centre for Biotechnology, Gurgaon. The venue of Arbitration shall be New Delhi, India. The award of the arbitrator so appointed shall be final and binding on both the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction.
3. Indian laws shall govern this contract.
4. The existence of any dispute(s) or difference(s) or the initiation or continuance of the arbitration proceedings shall not permit the Parties to postpone or delay the performance by the parties of their respective obligations pursuant to this Contract.

The venue of the arbitration shall be Delhi, India.

#### **XIX. NOTICES**

Any notice, request, or consent sought pursuant to the tender shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by speed post, email, or facsimile to such Party i.e. the Institute or Bidder.

## **XX. TERMINATION**

The Institute may terminate the Contract, by not less than thirty(30) days' written notice of termination to the Bidder/Agency, to be given after the occurrence of any of the events specified in paragraphs (i) to (iii) of this Clause and sixty (60) days' in the case of the event referred to in (iv) below :

- i. if the Bidder/Agency fails to meet the performance obligations under the Contract.
- ii. If the Bidder/Agency becomes insolvent or bankrupt;
- iii. If the Bidder/Agency, in the judgment of the Institute has engaged in corrupt or fraudulent practices in competing or in executing the Contract.
- iv. If as a result of Force Majeure, the Bidder/Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

### **For the purpose of this clause:**

- i. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution.
- ii. "Fraudulent Practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the Purchaser.

## **XXI. Exclusive Right of the Executive Director, Regional Centre for Biotechnology, Gurgaon,**

The Executive Director, Regional Centre for Biotechnology, Gurgaon, has full and exclusive right to accept or reject any bid or tender and / or withdraw the work order without assigning any reasons, whatsoever.

Regional Centre for Biotechnology, Gurgaon,

**Signature of the Bidder/ Agency with stamp**

Witnesses:-

1.

2.

**Additional information of the Bidding Agency duly signed by the bidder or authorized representative of the bidder as per the Performa**

1. Tender Enquiry No. RCB/BSC/TENDER/FMS-EMS/2014-15/009. Due for opening on:
2. Name & Address of Bidder:-

**Please indicate**

3. Details of Bank Account of the bidder/Agency.
  - i) Name of the Bank
  - ii) Address of the Branch
  - iii) Phone number
  - iv) IFS Code No.
  - v) Bank Account No.
  - vi) Type of Account
4. Business Name and constitution of the firm. Is the firm registered under?
  - i) The Indian Companies Act, 1956
  - ii) The Indian Partnership Act, 1932
  - iii) Any act, if not, who are the owners. (Please give full Name and Address)
5. For partnership firms state whether they are registered or not registered under Indian Partnership Act. 1932. Should the answer to this question by a partnership firm be in the affirmative please state further:
  - i) Whether by the partnership agreement authority to refer disputes
  - ii) concerning the business of the partnership to arbitration has been conferred on the Partner who has signed the tender
  - iii) If the answer to (a) is in the negative, whether there is any general power of attorney executed by all the partners of the firm authorizing the partner who has signed the tender to refer dispute concerning business of the partnership to arbitration\

**Signature of witness**

Full Name and Address of Witness

**Signature of Bidder**

Full name & address of the Person signing (In BLOCK LETTER)

Whether signing as Proprietor/ Partner

/ Constituted Attorney / duly authorized by the company

**DETAILS OF EARNEST MONEY DEPOSIT**

Tender Enquiry No.:- RCB/BSC/TENDER/FMS-EMS/2014-15/009.

Due for opening on:

Bid Security (EMD) as required by this tender is being submitted in the form of DD/Bank Guarantee/FDR favouring "**Executive Director, Regional Centre for Biotechnology**" payable at **Gurgaon**, and duly discharged in his favour in advance.

1. Details of Bid Security attached (DD/Pay Order/FDR, Bank Guarantee):\_\_\_\_\_
2. Instruments.No.\_\_\_\_\_ Dated\_\_\_\_\_
3. Drawn on (Bank)\_\_\_\_\_
4. Address of Branch \_\_\_\_\_
5. Amount\_\_\_\_\_

Signature of the Bidder

Name & Address with stamp

**INCOME TAX RETURN & PAN**

Tender Enquiry No.: **RCB/BSC/TENDER/FMS-EMS/2014-15/009**. Due for opening on:-

As required by this tender the copies of Documents as per details given below are being submitted:-

Details of IT Return: Copy of IT returns of F.Y. - 2010-11, 2011-12, 2012-13, and 2013-14

PAN (Attach a photocopy of PAN Card):

Service Tax Registration No:

VAT Registration No.

Signature of the Bidder

Name & Address with stamp

**UNDERTAKING – YEARS OF EXPERIENCE**

**Tender No. RCB/BSC/TENDER/FMS-EMS/2014-15/009. Due for opening on: \_\_\_\_\_**

**Name of the Service \_\_\_\_\_**

I/ We M/s \_\_\_\_\_ hereby declare that:

1. Our agency has been in business for a period of at least .....years in Operation & Maintenance (Electromechanical) Services for which the quotation/ tender are submitted.

2. We have served in similar works i.e. provided electromechanical services in govt./institutes/or private corporate sector with over 200 users (employees, students, etc.) in the last ..... years as stated in relevant annexure.

3. We will be able to arrange for the required manpower, material, machine and other resources for the establishment of service as per the tender term within **15** days of award of tender **(A/T)/Letter of intent (LOI)**.

4. We declare that we have necessary infrastructure/tie up for the operation & maintenance of the electromechanical equipment being used and enough manpower to cater to any additional need of Client on short notice (any increase in required manpower, duly paid), if any such need arises in the tenure of the contract.

**Signature of the Bidder**

**Name & Address with stamp**



**UNDERTAKING**

**Tender Enquiry No :-RCB/BSC/TENDER/FMS-EMS/2014-15/009.Due for opening on:**

I/ We M/s \_\_\_\_\_ hereby declare that:

1. I/ we am/are agency engaged in business of providing Operation & Maintenance Services (Electromechanical equipment) have examined the above mentioned tender document including amendment/ corrigendum (if any) the receipt of which is hereby confirmed.
2. I/ we do hereby offer to provide Operation & Maintenance Services for electromechanical equipment at the prices and rates mentioned in the price bid.
3. I/we do hereby agree to provide to abide by the minimum wages act of NCR.
4. I/we have quoted rates inclusive of all statutory taxes, charges & compliances i.e.EPF, ESI etc. as applicable.
5. I/ we agree to abide by my/our offer for a period of 180 days from the date of opening of the tender.
6. I/ we have carefully read and understood all the Terms and Conditions of the Tender and shall abide by them.
7. I/we agree for the all clauses and payment terms and conditions of this tender enquiry. In case any condition put forth by us is against the terms and conditions of tender, the same shall be treated as to be having no affect whatsoever and that the tender terms and conditions shall only prevail upon such conditions, if any.
8. I/ we have necessary licenses/ authorizations for providing the Operation & Maintenance Services (Electromechanical equipment) and/or obtain the same at my/our costs and expenses as and when required.
9. I/ we also declare that in case of change constitution of our firm or for any other change, merger, dissolution, insolvency etc. the same shall be immediately brought to the notice of client, in such case continuing partner, successor or administrator or permitted assign shall be responsible for discharging all the liabilities under this contract/ tender.
10. The tender document has been downloaded from the official website i.e. [www.rcb.res.in](http://www.rcb.res.in) [www.rcb.ac.in](http://www.rcb.ac.in), for bidding purpose is a true copy of the original.
11. Our firm or any other firm with similar type of operation with same or some/one of the partners/proprietors being same as of the tendering firm has not been black listed in the past 3 years by any Government/ private institution except as per the following details:-  
(If there is any case please attach the details of the same)
12. I/we also certify that that there is no vigilance/ CBI case pending against the firm/supplier/ or any other firm with similar type of operation with same or some/one of the proprietors being same as of the tendering firm except as per the following details:-

(If there is any case please attach the details of the same)

13. I/we also certify that there is no pending case for payment/ civil liability pending againstus in any of the courts except as per the following details:-

(If there is any case please attach the details of the same)

14. I/we also certify that I have at least 03 clients with whom annual billing for similarservices is not less than 40.0 Lacs in each case.

**Signature of the Bidder**

**Name & Address with stamp**

## LIST OF PRESENT CLIENTS

List clients with whom annual billing for similar services not less than Rs.40 Lac/year in each case in the last three years.

S.No	Name of the client	Date of start	Date of completion	Area (in sq m) being serviced, and number of users	Scope of work	Number of manpower employed	Approx annual contract value providing similar for services	Reference of authorized official on clients side with contact number
1								
2								
3								
4								
5								

**Note: Keep adding in the similar manner if the list is longer**

**NOTE:**

1. Clients mean the clients presently (on the last day of bid submission) being served by service provider or were serviced in the last three years.
2. Supporting documents in the form of award of work/completion should be submitted.
3. Please highlight the clients for which the total tenure of services is more than 3 years continuously. Certificate of continuity of services with all the clients where Operation & Maintenance been provided for 3 or more years continuously should also be attached/proof of award of work in continuity to be attached.
4. If no proof of award of work, completion of work is submitted, the evaluation committee may make its own judgment and the Bidder/ Agency may be rated poorly on this count in technical evaluation.

**Signature of the Bidder**

**Name & Address with stamp**

**SIZE, QUALIFICATIONS, AND EXPERIENCE OF MANPOWER**

1. Please provide information about the total size of manpower employed by you. Please also provide educational qualification levels for the different categories of manpower, and any other relevant information for assessing their quality.

**Details enclosed:**

**Signature of the Bidder**

### SCOPE OF WORK

The following minimum scope of work is required at the locations. Final scope of work would be jointly finalized by the selected service provider and RCB.

- Running ,Operation & Maintenance of utilities, services, and equipment
- Liaison with local authorities for renewal of statutory licenses/permissions for operations/ maintenance.
- The scope of work can be increased or decreased during the terms of the contract at the discretion of the competitive authority

#### A. **Running, Operations & Maintenance of Electromechanical Services:**

This scope of work essentially indicates Running Operations & Maintenance services pertaining to upkeep & smooth working of the equipment. Required Preventive Maintenance will be carried out for the equipments at the institute as per benchmarked maintenance practices /OEM manuals.

#### **Manpower**

Scope – To Provide and maintain proper & efficient engineering services in the premises by deploying sufficient number of trained, experienced and competent technical personnel. All statutory requirements like PF, ESIC will be met with. Necessary training to staff will be provided by Facilities Management Company.

- Carry out day to day activities required in Operations that includes Operations and monitoring of Utility services equipment, logging of all related parameter pertaining to the equipment, assessing the data and initiating necessary actions depending on the analysis of data/records.
- Carry out maintenance services at specified intervals as per the OEM service / operations manuals. (See Detailed Scope of Work )
- Coordinating with AMC contractors for Break down maintenance & follow up as required. Continuous efforts will be made to minimize the down time of equipment.
- Attending complaints of civil, plumbing and electrical nature of official residence of Executive Director (Delhi) and hostels (Gurgaon) or inside cluster campus when shifted therein.

#### **Resource requirement**

- **See annexure-XV**

#### **Annual Maintenance Contracts**

- Institute will have AMC s for all major equipment. Co ordination & monitoring required for management and execution of the Annual Maintenance Contractors will be done by Facilities Management Company.

- Efforts & suggestions will be made to reduce the AMC costs through alternate arrangements.

### **Equipment (Non-scientific) & Non-IT**

- All equipment will be maintained at optimum operating levels. All scheduled maintenance required for the upkeep of the equipment will be carried out.
- Tools & tackles required for the services will be supplied by the service provider.

### **DETAILED SCOPE OF WORK**

#### **a. Providing 24/7 Operations & Technical Support**

- 24/7 manning for the Engineering services, continuous monitoring of calls and complaints, work allocation to shift technicians and follow up on work progress.
- Generation of reports for Maintenance, maintaining & analyzing equipment operation logs for equipment.
- Implementing Preventive maintenance as per schedules & Manuals.
- Co ordination & Monitoring of AMC.

#### **b. Power Generation and Electrical Distribution System**

- Maintenance of transformers – Checking of oil level, temperature and topping up. Operation of tap changers if required.
- HT Line and HT Equipment- Maintenance of HT line from HT meter room (Output) to VCB Panel of ESS of Centre and VCB panels and switch gears.
- LT Panels, Distribution Boards - Checking of connections, vacuum cleaning of panels, Visual inspection, Insulation testing, testing of relays & contactors, cleaning of contacts.
- Distribution Boards – Routine checking and tightening of all panel internals, cable connections, checking & replacement of switches, sockets contactors, relays, cleaning of contacts for proper & trouble free function. Switching ON/OFF of power panels, lighting panels, capacitor banks, Emergency systems as required. Minor repairs of equipment like geysers, kettles and such other equipment.
- Diesel Generator Sets – Operating the DG Set as per requirement and logging all parameters, routine checking in all respects, operation in case of power failures and recording relevant data. Cleaning and changing of Air filters, oil filters, Exhaust system checking & cleaning, governor checking & checking of battery condition & topping up of electrolyte, cleaning of radiator & topping of coolant will be carried out.
- Major O/H of DG sets & major break downs are not covered under this scope of work. AMC for the same will be arranged with OEM Contractor.
- Lighting panels & fixtures – Trouble shooting & Replacement faulty tubes/bulbs, fans, switches, sockets MCBs, Fuses etc. and other electrical accessories wherever possible.
- Checking of UPS panels, battery condition, checking of Electrolyte Levels and topping up, initiating necessary actions with AMC provider in case of the breakdown.

**c. HVAC**

- Record required parameters and log sheets for the chiller & HVAC system. Round the clock Operation of Chillers, pumps, cooling towers. Carrying out preventive maintenance as scheduled will be done if not covered under AMC contractor for major breakdowns & monitoring.
- Major O/H & Break down Maintenance of chillers will be coordinated with OEM Contractor.
- Air Handling Units, Fan Coil Units, Ventilation system – Routine services like air filter cleaning, motor greasing, belt tightening & replacement, motor & alignment, cleaning of cooling coils as scheduled. Checking and replacement of faulty valves, gaskets, drainline clearing.
- Major Break downs will be coordinated with AM Contractor.

**d. Mechanical Services**

- Plumbing - Checking availability of water and informing concerned authorities for further action.
- Water Pumps & Hydro Pneumatic System – Operations and minor service of pumps like greasing, checking alignment, tightening & replacement of gland packing, cleaning strainers.
- All Drainage System – Checking and clearing drains choke ups.
- Replacement of washers, taps & other fittings.
- Minor repairs to all Plumbing accessories.
- Carpentry - Repairing creaky doors, repairs of the floor springs, door closures, minor wood work and polishing/painting jobs & lamination, fixing of paintings. Repair of the furniture and chairs.

**e. Firefighting Equipment**

- Fire Hydrant and accessories: Operation and maintenance of fire fighting system, including but not limited to Operations of fire Hydrant hoses in case of emergency, testing of the same at regular intervals for proper functioning. Minor repairs to the system. Checking of Hose reel system, maintaining required pressure in wet rise system, maintaining diesel stock at Diesel Pump, maintaining records of tests.
- Portable Fire Extinguishers - Checking & ensuring all fire extinguishers are in working condition and initiate necessary actions for refilling etc & recording related data.
- Regular cleaning of smoke detectors to avoid false alarms; check & clean mimic panels & related systems for proper operations. Coordination with OEM in case of major Breakdowns/problems.

**f. Sewage Treatment Plants (AMC to be taken from M/s SIMA, supplier of the plant)**

- Operation and maintenance of sewage treatment plant.
- Cleaning of Pumps, blowers, Electrical panel, water filters piping and allied accessories.
- To ensure all standby pumps and blowers are in working condition.
- To keep surrounding areas clean.

- Opening and cleaning of sand and carbon filter including nozzle changing and recharge of filter media.
- Cleaning of aeration tanks, clarifier, sludge tanks, replacement of defective pipes.
- Logbook to monitor overall operation of plant on hourly basis.
- To get periodical test report authorized lab and submit to RCB. Pollution control board records to maintain as per the statutory requirement.
- The supplier has to ensure that all the parameters are maintained as per the norms of Pollution Control Board at all the times.

**g. Planned Preventive Maintenance**

A comprehensive Planned Preventive Maintenance (PPM) program must be maintained at all times. Outstanding PPM's must be addressed with RCB & THSTI on a monthly basis. Planned Schedule must be submitted to RCB & THSTI at least 3 weeks in advance to ensure all actions required have been identified. All PPM work is subject to approval from RCB

**h. Other Equipment**

- Break down Maintenance / major repairs of other equipment like Security equipment, Card Readers, PA system; Office Equipment like Fax machines, Xerox Machines, Projectors, Communication systems will be coordinated through AMC contractors.
- Minor civil and masonry work at cluster and other places under scope.

**i. Other Services**

- Tracking and submitting inventory reports of all consumables on monthly basis / as and when required.
- Tracking and submitting all utilities consumptions and costs on monthly basis.

**j. Solar panels cleaning and maintenance**

- All solar panels will be cleaned regularly and properly maintained. (Yet to be installed)

**k. Inspections**

- Supervisors should monitor activities of their staff to insure that housekeeping is acceptable.
- Supervisors should develop an inspection checklist that is tailored to the individual work area.
- All deficiencies noted during the inspection should be documented in sufficient detail to allow the use of the checklist as a cleanup guide.
- During inspections, any safety related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent dangers shall be immediately reported to the facility manager who in turn, will notify RCB.



## **B. Liaisoning.**

### **Co-ordination with RCB & THSTI**

- Service Provider will co-ordinate with RCB & THSTI Vendors for carrying out maintenance of equipment under AMC or warranty.
- Supplier will maintain a record of all the equipment at RCB, keep record of the Vendors details, keep track of the dates of AMC / Warranty validity and inform RCB when the validity is within 2 months of completion.
- Supplier will also perform Escalations within Vendors in case problems are not responded or resolved as per the Contracts.
- Supplier will prepare the records of routine service visits to be provided by AMC providers and tracking to be done for actual visits, on weekly basis.
- Supplier will coordinate with fuel vendor for ensuring the smooth supply to maintain the Reorder Point.
- Supplier will track all the expenses of RCB & THSTI for stores and HSD Fuel.
- Supplier will maintain record of Fuel consumption of DG set, Stock Register of fuel in adherence with Excise Rules and Regulations, payments issued to Oil Companies and status with the purchase function of RCB & THSTI.
- Keep the Inventory status of all spares required for the maintenance of the facility and update on daily basis / as and when required.
- Preparation of Stock report on consumables at RCB & THSTI
- Supplier will prepare Purchase request for spare parts, Electrical and Mechanical items, plumbing, AC spares and DG spares and will co ordinate for approvals with RCB.

### **Liability**

- The Service Provider shall indemnify and hold RCB, Gurgaon, harmless from and against all claims, demands, suits, proceedings, damages, costs, expenses and liabilities, including without limitation, reasonable legal fees brought against or incurred by either of them for
  - Injury to persons, including death; and/or
  - Loss or damage to any property; and/or
  - Any other liability resulting from any acts or omissions of the indemnifying Party in the performance of this Contract.
  - Service Provider shall maintain in force and upon request give evidence of adequate insurance covering its potential liability.

### **Liaisoning with local and state authorities**

- Service Provider will co-ordinate with state and local authorities for the work being done by it, as needed.

### **Value Engineering for better services and Cost Reduction**

- Service Provider will use the expertise it has to suggest ways and means of improving the services and reducing cost.

### **Reporting**

- Service Provider will submit the Daily, Weekly, Monthly, Quarterly, Half-Yearly and Annual Reports as per the formats discussed and decided between RCB and Service Provider. These Formats will be submitted by Service Provider within 1 week of commencement of Services at RCB and will be finalized within one week from submission.

## **GENERAL REQUIREMENTS**

### **Helpdesk Management**

The Helpdesk Services pertain to the Facilities Management, problems on Help-Desk and resolving the problems to closure, which occur on day to day basis. Service Provider will be required to manage Help-Desk at RCB wherein the problems will be logged either on telephone, in person or through email. Helpdesk will classify all such calls and would forward / allocate to the concerned departments, its Engineers / Technicians, Supervisor or any concerned operational staff for resolution. For each type of problem, the response time would be defined and service provider will adhere to it.

This helpdesk will receive, log and track all calls related to the end users in the facility. For calls/ services it is not directly responsible, these would be informed and escalated to the concerned RCB personnel as decided and communicated to the helpdesk from time to time.

- While a standard Help-Desk needs to be manned and managed during office hours Month through Saturday, emergency helpdesk will be provided on a 24/7 basis by qualified computer literate Help-Desk Operators.
- Helpdesk will be allotted a dedicated Telephone Extension No. by RCB
- An email ID will be provided for Help-Desk by RCB
- Any problem logged in Help Desk either telephonically or through mail will be registered by Help-Desk operator in a Complaint Register and allotted a Unique No. on that date.
- Work orders will be made by Help-Desk operator and handed over to respective attendant to attend to the problem
- Any Complaint Lodged in Helpdesk will be responded depending on nature of the problem but not later than as referred in SLA and resolved within 2 hours (routine Complaint) of logging the complaint.
- Once the call is closed the respective attendant will get the signatures of the complainant on the work order. Helpdesk to counter check before closure of any problems assigned.

- Resolution of the problem will be reconfirmed by the Help-Desk operator with the complainant and then closed in the Register.
- At the end of each day, the unattended and pending problems will be carried forward to the next day and a report of such problems will be prepared and forwarded to the respective authorities in RCB.

### **Escalations**

All Routine Problems, help-Desk related problems, Operations related problems, will be handled by the service provider without any intervention of RCB.

If any call is not resolved within the agreed timelines, it will be escalated to the concerned as per the escalation matrix.

### **Materials, Consumables & Spares**

- The Service Provider will maintain inventories and follow up with suppliers for regular supplies of such material. Where material is to be provided by Regional Centre for Biotechnology, Gurgaon, requests will be raised in advance with prior necessary approvals from RCB & THSTI.
- In case of AMCs, the spares required will be governed by the nature of AM contract.
- Service provider would always keep minimum nos. of equipments (in working conditions) at site that are needed for housekeeping and other activities.

### **Personnel**

- The Contractor would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards as laid down by RCB and the industry norms.
- All staff would be in a neat, clean and well-groomed appearance
- All staff to carry proper ID cards as provided by the service provider.
- The staff will ensure wearing respective work masks, safety gloves and belts as and when required.
- All legal & statutory compliances would be the responsibility of the service provider
- Continuous training of the employees would also be the responsibility of the service provider.
- Attendance of all staff at site to be recorded on daily basis and a report of the same should be provided to RCB on regular basis.

### **Safety guidelines**

- Service provider must know and follow their duties related to safety for all personnel. These guidelines are applicable as well as sub-contractors deployed by them at the site.
- All Service Provider workmen should be provided with a uniform and shall work within RCB premises in their prescribed uniform.
- The service provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by RCB.

- The service provider shall provide prior information to RCB representative about anyhazardous material being brought on the site and shall ensure security storage of suchmaterial.
- The housekeeping standards employed by service provider and his sub-contractors must begood in all respect.
- The service provider must leave work areas in a clean, tidy and safe condition at the end ofeach working period.
- No work may be carried out above the heads of people or over gangway or roads or nearpower cables unless all precautions have been taken to ensure the safety of the personbelow, and until permission is given by RCB.
- The service provider must provide consumables, tools and equipment based on applicableregulations / codes / guidelines.
- The service provider should ensure that their personnel do not consume alcohol / do notsmoke / do not take drugs in RCB premises.
- All workmen of the service provider or their sub-contractors must have valididentificationcards verified by RCB Security Department & shall display at all times during duty hours.

### **Background Check**

Background check for all employees deployed at RCB is mandatory. None should be deployed atRCB without police verification report seen and cleared by RCB authorities. **Dos'for deployedstaff**

- Maintain personal hygiene by wearing clean clothes, gloves, shoes etc.
- Be well groomed with short & tidy hair, trimmed nails etc.
- Keep spare uniform available to change at short notice.
- Be always polite and courteous to staff, students and guest of RCB.
- Answer telephone calls politely.
- All safety and security rules regulations of RCB to be strictly adhered by the staff.

### **Don'ts' for deployed staff**

- Misbehavior with any RCB staff, student, Guest, other Contract personnel of any magnitude.
- Impoliteness, loud talking, inappropriate language, inappropriate gestures, any indiscipline
- Group gatherings, disturbance
- Involvement in any kind of activity at RCB with malafide intentions (including theft), eitherdirectly or as a support to any third party

### **Screening**

- Service Provider will depute any personnel at RCB only after screening and approval by RCBauthorities. Any change in any personnel will be at an intimation of at least 1 week to RCB.The new personnel will also be screened and approved by RCB.

- If any personnel needs to be changed by Service Provider due to some emergency which is beyond the Service Provider control, even then the new personnel will be screened and approved by RCB first.
- In case of rejection of any personnel by RCB, Service Provider will provide an option till the personnel is approved by RCB.
- If Service Provider continues to provide sub-standard personnel which are not approved by RCB and the work suffers, RCB will impose penalties as defined ahead.

**Management, Co-ordination Reporting and Meetings.**

- Service Provider will be responsible for managing the services as described in the scope of work, Liaison with RCB and AMC Providers, reporting to RCB, providing Value-Adds to RCB and escalations.
- Service Provider has to do daily meetings, weekly meetings, and monthly review on 10<sup>th</sup> working day of every month. Quarterly review meeting to appraise RCB about the FM activities and value-adds.

**Managing the Services**

- Service Provider will take ownership of all the Services as described in this Scope of Work and will work as an independent Unit. RCB's intervention should be only on major issues and not on routine/ operational issues.
- Service Provider will ensure that the Checklists are adhered to with utmost care and regularity.
- Service Provider will ensure that the problems are responded and resolved as per the Timeframes decided for each type of problem.
- Service Provider will prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of commencement of agreement.
- Service Provider Site in charge will brief RCB representative on operational proceedings on day to day basis.
- The Facility Manager shall develop Continuity of Business Plan for all the premises in coordination with RCB within three (3) months of signing of the agreement.
- Provide multi-skilled and trained staff.
- The staff should be trained on all the services mentioned in the RFP.
- There should be adequate off-site backup, trained, to ensure 100% service delivery.
- The Service Provider will liaise with external parties (government bodies) if required on behalf of RCB.
- The Service Provider shall ensure that all statutory compliances (PF, ESIC, Minimum wages, contract labour act, etc.) as applicable are adhered to for any person employed by them directly or indirectly. RCB reserves the right to terminate the agreement in case there is any willful flouting of the law.

- The Service Provider shall co-ordinate the procurement of all consumables / material.

**Statutory Compliance**

The Service Provide shall comply with all the statutory acts, and shall on regular basis submitproof of compliance to RCB

**List of Equipments under AMC/Defect Liability  
Period/Warranty**

S.No.	Equipment particulars	Qty	Make	Remarks
<b>1</b>	<b>HVAC Systems</b>			
i	WATER COOLED Centrifugal 500 TR	3	YORK	
ii	AHUs with VFD	35	WAVES	
iii	TFA without VFD	3	WAVES	
iv	Cooling Tower	3	Bell	
v	FCUs 2.0 TR	50	WAVES	
vi	FCUs 2.5 TR	4	WAVES	
vii	FCUs 3.0 TR	17	WAVES	
viii	Air washer 10800 cfm	1	WAVES	
ix	Exhaust Fan 11800 cfm	1	WAVES	
x	BMS System For HVAC	1	Blue Star	
xi	Primary chilled water Pumps	3	Sevcon	
xii	Secondary chilled water Pumps with VFD	3	Sevcon	
xiii	Condenser water Pumps(3Nos)	3	Sevcon	
xiv	CT fans	12	Bell	
xv	Toilet Exhaust Fan	78	Usha	
xvi	Exhaust Fan 450mm	70	Usha	
<b>2</b>	<b>DG Sets 1500 KVA</b>	2	Sudhir	
<b>3</b>	<b>Transformers with RTCC 2000 KVA</b>	2	Sudhir	
<b>4</b>	<b>HT VCB 11 KV Indoor Type</b>	1	Sudhir	
<b>5</b>	<b>Intelligent type Fire Alarm System –System controlled by Smoke , Heat &amp; duct detector and MCB</b>	1	Siemens	
<b>6</b>	<b>Fire Extinguishers CO2, ABC</b>	210		
<b>7</b>	<b>Lifts capsule type</b>	8	Thyson	
<b>8</b>	<b>Passenger/Service Lift</b>			
i	RCB	1	Thyson	
ii	THSTI	2	Thyson	
iii	SAF	2	Thyson	
iv	PRRC	2	Thyson	
<b>9</b>	<b>Water Softening Plant of 12500LPH</b>	1	SIMA	
<b>10</b>	<b>STP- 2x 200 KLD (One operational)</b>		SIMA	
	Tanks 200 KLD	2		
<b>11</b>	<b>Lighting Fixtures</b>			
i	Surface Mounted Strip type florescent fitting with 1 no. 28 watt T5 lamps	316	Philips	
ii	Surface/ recessed Mounted decorative florescent fitting suitable for and with 2 no. 28 watt	698	Philips	
iii	Surface Mounted 11 watt LED lamp fitting	74	Intapower	
iv	Recessed mounted 9 watt Mirror Optic LED lamp Fitting	650	Intapower	
v	Surface/ wall Mounted Bulkhead luminaries 5 watt LED lamps	76	Wipro	
vi	Recessed mounted 25 watt Mirror Optic LED lamp Fitting with lamp	72	Philips	

vii	Surface mounted wall/ceiling light luminarie with 1 x 11 watt LED	113	Intapower	
viii	Brick light luminaire 1x13 watt PL lamp fitting	36	Decon	
ix	Indore surface mounted down light 18 watt LED lamp fitting with cover	13	Philips	
x	Recessed mounted fitting 35 watt LED downlighter	23	Philips	
xi	Supply ,installation, testing & commissioning of self contained 3 watt LED sign board	12		
xii	2x36 CFL 2'x2' Modular Fixture Philips FBS 450	1566	Philips	
xiii	18 Watt CFL downlight fixture with attachment Philips FBH 145 M	583	Philips	
xiv	2x42 watt FBH 225 2x42w CFL with attachment ZZG225 T	254	Philips	
xv	2x42 watt FBH 225 2x42w CFL with attachment ZZG225 T or eq	29	Philips	
xvi	Pole Light Fixtures on 7.5 m high Poles with Single Arm	42	Twinkle	
xvii	Pole Light Fixtures on 3.5 m high MS tubular	57	Twinkle	
xviii	Light Fixtures on 16 m high mast system with 400w SON 6nos & 2nos 400W	1	Bajaj	
<b>12</b>	<b>Electrical Panels</b>			
i	Main LT Panel	1	Advance	
ii	Synchronizing Panel	1	Advance	
iii	Capacitor Panel	1	Advance	
iv	AC Panel	1	Advance	
v	FEEDER PILLAR for External lighting	2	Advance	
vi	Fire Pump Panel	1	Advance	
vii	Plumbing Panel	1	Advance	
viii	MBD ( Small Animal)	1	Advance	
ix	SBD-2 (PRIMATE)	4	Advance	
x	MBD-P (THSTI)	1	Advance	
xi	MBD-L (THSTI)	1	Advance	
xii	MBD-P (LIBRARY)	1	Advance	
xiii	MBD-L (LIBRARY)	1	Advance	
xiv	MBD-P (RCB)	1	Advance	
xv	MBD-L (RCB)	1	Advance	
xvi	Autoclave Panel	1	Advance	
xvii	FDB-1 (Small Animal)	5	Advance	
xviii	FDB-2 (SA,PR,ESS)	6	Advance	
xix	FDB-L (THSTI)	10	Advance	
xx	FDB-P1 (THSTI)	2	Advance	
xxi	FDB-P2 (THSTI)	2	Advance	
xxii	FDB-P3 (THSTI)	6	Advance	
xxiii	FBD-P1,2,3,4,5,6,7,8,9,10 (RCB)	10	Advance	
xxiv	FDB-P1 (LIBRARY)	1	Advance	
xxv	FDB-P2 (LIBRARY)	1	Advance	
xxvi	AHU Panel for RCB	2	Advance	
xxvii	AHU Panel for Library	2	Advance	
xxviii	AHU Panel (1&2) for SA	2	Advance	
xxix	AHU Panel (1&2) for THSTI	2	Advance	
xxx	Lift Panel (SA,PR,THSTI,RCB)	6	Advance	
xxxi	Timer controlled prewired TP MCB 4 way	6	L&T / Hagger	



xxxii	Vertical type TP MCB DB 8 way	62	L&T / Hagger	
xxxiii	TP MCB DB 4 way	7	L&T / Hagger	
xxxiv	TP MCB DB 6 way	62	L&T / Hagger	
xxxv	VTPN DB 10/12 way	26	L&T / Hagger	
<b>13</b>	<b>Pumps</b>			
i	Split casing pumps (Domestic Water)	2	Kirloskar	
ii	Split casing pumps (Flushing Water )	2	Kirloskar	
iii	Split casing pumps (Soft water)	2	Kirloskar	
iv	SUMP Pump	2	Kirloskar	
v	Hydrant Pump	1	Kirloskar	
vi	Fire Engine -	1	Kirloskar	
vii	Sprinkler pump -	1	Kirloskar	
viii	Jockey Pump -	3	Kirloskar	
<b>14</b>	<b>Water Tanks</b>			
i	Raw Water Tank - 1,00,000 Ltrs	2		
ii	Filter/ Treated Water Tank - 50,000 Ltrs	2		
iii	Soft water Tank - 50,000 Ltrs	2		
iv	Fire Tank -1,00,000 Ltrs.	2		
v	OHT - Fire, Drinking, Flushing at All Blocks	6		
vi	Earthing Pits	95		
vii	Rain Water Harvesting Pits - 1No.	20		
<b>15</b>	<b>Bore well</b>	3		
<b>16</b>	<b>Lab Items - Such as U.P.S , -80 freezers ,stabilizer etc.</b>			

**Details of Area**  
**Building Wise Area**

	THSTI	RCB	SAF	PRB	LIBRARY	ESS
<b>Built up Area as /Architect</b>						
<b>Carpet area</b>	9215.00	7803.70	3022.70	2241.7	3015.40	1557.5
<b>Staircase area</b>	540.00	357.50	131.40	163.8	122.60	93.6
<b>Toilet</b> Ladies	221.00	163.20			58.20	
Gents	208.00	157.00			62.00	
Handicap	9.00	17.20	11.10	3.5		
General			16.40	18.4		9.1
<b>Interaction/ Meeting Room</b>	220.00	220.00			375.60	
<b>Pantries</b>	44.00	25.90				
<b>Lab Area</b>	3615.00	2831.60	605.40	223.8		
<b>Corridor Area</b>	1858.00	1512.40	698.60	332.6	346.70	
<b>Office Area</b>	1528.00	786.00	159.00	87.2		423
<b>Lobby/ Foyer Area</b>	267.00	237.80				
<b>Control Room</b>	35.00	48.30				
<b>Equipment Room</b>	406.00	1060.10				
<b>AHU</b>	240.00	271.00	106.80		57.60	
<b>Electrical Room</b>	25.00	15.40	13.00			
<b>Seminar Hall</b>		85.30			493.60	
<b>Auditorium</b>					540.70	
<b>Library/ computer lab</b>					658.40	
<b>Quarantine Room</b>				220		
<b>Washing Area</b>			168.4			
<b>Animal Breeding</b>			730.00			
<b>Store Room</b>			218.6	31		85
<b>Services</b>			18.2			
<b>Animal Room</b>				782.2		
<b>Record/Other Area</b>			145.8	454		
<b>A.C Plant Room</b>						414
<b>D.G Set Room</b>						211.6
<b>LT Panel</b>						200
<b>Transformer</b>						91
<b>Staff Room/ Other Area</b>						29.7
<b>Building-wise total Area</b>	<b>18431.00</b>	<b>15592.40</b>	<b>6045.40</b>	<b>4558.2</b>	<b>5730.80</b>	<b>3114.5</b>

## Service Level Arrangements (SLAs)

**Chart 1:** Severity Levels and time allowed for attending to the problems under each level of severity.

<b>Severity Levels</b>	<b>Impact of Severity</b>	<b>Response Time</b>	<b>Recovery Time*</b>	<b>Status Update to the authorities of the institute during continuance of the problem</b>
Severity 1	Severe impact on operation of the institute - unable to operate	Immediate- on logging of the problem	Within 60 minutes	every hour
Severity 2	Institute's Operations are degraded but, yet able to operate (with back-up measures)	If Problem is logged before 1700 hours - to be attended on the same day; and if logged after 1700 hours - to discuss with the authorities of the institute whether to be attended the same day or next day.	Within 4-8 hours	Once a day or as desired by the authorities of the institute
Severity 3	Low impact on Institute's operations - though detrimental, but not an immediate area of concern	Problem to be attended to within same or next day after it's logging.	Within 24 hours	Once in two working days
Severity 4	Zero impact on Institute's Operations - Required for improving or for value addition to	Problems to be attended to during course of preventive or breakdown maintenance (as & when).	Within 30 days,	Once every 10 days

	services.			
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\*Recovery time includes interim measures. However, final resolution may involve procurement of spares and mobilizing of third party OEM/vendors.

**Chart 2:** Broad description of problems to be addressed under each level of severity

<b>Problem Type/Level</b>	<b>Problem Reported / Type of request</b>
Severity 1:	Power Shut down
	All the DGs shut down
	Main server room – Power or AC Shutdown
	All elevators of residential or hostel or academic block are non-functional
	Shut down of Fire fighting / detection systems
	HVAC shut down
	Stock of diesel – NIL
	Water supply to the institute shut down Complete shutdown of UPS
Severity 2:	Critical damage to Building Structure/Façade
	Serious problems with fire fighting / detection, HVAC and electric supply systems (not amounting to shut down)
	Water Supply shut down to any of the building
	Chocking of Sewerage / drainage
	Serious issues with Campus cleanliness/security
	50% Elevators of residential or hostel or academic block are Nonfunctional. UPS / LAN problem in Faculty room/ Library
	Fan coil unit not operating
Severity 3 :	Minor lapses in security, Parking problems/conflicts
	Partial blockage in drainage/sewerage/water supply systems.
	Building Maintenance issues
	Issus with Common Areas & Amenities, Minor problems in MVAC/electrical / fire fighting& detection systems / Lighting/ UPS point.
Severity 4:	Civil Infrastructure works, House Keeping & Security Services
	Infrastructure works
	Material shifting

### Minimum Manpower Required

#### Three categories of manpower are required

1. **Manager / Supervisor:** .....nos, Technical Supervisor .....nos in general shift 9:00 AM to 6:00 PM
2. **Electromechanical Staff - (i)** Skilled Technicians- .....nos. This manpower should comprise of multi skilled technicians, DG Operators, AC Plant Operators, Plumbers. Some of multi skilled technicians should be able to do IT work including telephones. Plumbers besides having skills in plumbing job should be able to manage firefighting equipment, water softening plant etc. (ii) To aid Skilled Technicians, ..... nos. of semi skilled manpower to be provided.

#### Notes :

- The manpower numbers indicated are the minimum which will have to be deployed. In case to meet SLAs, additional manpower is required, the same can be included in the bid.
- RCB& THSTI working hours will be from 9.00 am to 6.00 pm. The electromechanical services will have to be provided on 24/7 basis for the substation, DG, chiller, plumbing and fire fighting operation, UPS etc. The above mentioned manpower will be appropriately apportioned to work in the shifts. They will also attend critical complaints of the residents, students residing in the hostels. Similarly a few staff of soft services will be deployed on staggered hours for the staff working late hours.
- The service provider to ensure that every person who has been deployed gets weekly off.

## PRE-QUALIFICATION BID

Sl.	Documents asked for	Page number at which document is placed
1	Bid Security (EMD) of Rs. 2,00,000.00 (Rupees Two lacs only) in the form of DD/ FDR/Bank Guarantee issued by any scheduled commercial bank in favour of <b>Executive Director, RCB payable at Gurgaon</b> , valid for 45 days beyond the Tender validity period.	
2	One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also.	
3	Undertaking on the letter head of Rs.100/- (Rupees one hundred only) as per format prescribed in Annexure-IV).	
4	Self-attested copy of the PAN card issued by the Income Tax Dept. with copy of Income-Tax Return of the last financial year.	
5	Self attested copy of Service Tax Registration No	
6	Self attested copy of valid Registration number of the firm/agency	
7	Self attested copy of valid Provident Fund Registration number.	
8	Self attested copy of valid ESI Registration No.	
9	Self attested copy of valid License No. under Contract Labour (R&A) Act, 1970.	
10	Proof of experiences of last three financial years.	
11	Annual returns of previous three years supported by audited balance sheet.	
12	Any other documents, as required.	

**TECHNICAL BID (Total Points: 60)**

<b>Sl. No.</b>	<b>Criteria</b>
<b>1</b>	Annual Turnover (in Lakhs) (average of last 3 consecutive years)
<b>2</b>	Total Manpower on roll, no. of Trained Supervisory staff on roll, quality of manpower.
<b>3</b>	No of years of providing <b>Electromechanical Services</b>
<b>4</b>	ISO/ Other Certifications of the firm
<b>5</b>	Experience in similar organizations, the nature of past and current customers, recommendations from clients
<b>6</b>	Training of manpower – training methods deployed, upgradation of manpower, infrastructure/tie up for the training of employees for <b>Electromechanical Services</b>
<b>7</b>	Plan for providing facilities management service to RCB & THSTI in NCR-Biotech Science cluster, Village Bhankri, Gurgaon-Faridabad Expressway, Faridabad.

**FINANCIAL BID (Total: 40 points)**

Please provide in this table the categories of manpower you plan to use at RCB & THSTI in NCR-Biotech Science Cluster, Faridabad. The manpower must be grouped in three categories as tabulated below – manager/supervisor, Electromechanical and semi skilled. You can, within these categories, further subcategorize if you want (e.g. shift engineer, operator, electrician, carpenter, mason etc.) to use at NCR-Biotech Science Cluster, Faridabad, and for each category their general qualifications, the number you plan to use, their salary, and the total cost. After listing the manpower cost, list the cost of consumables and any other charges by the agency (if any). The total cost should be clearly stated in the last line.

S.No.	Category of Employee	Qualifications	Number to be deployed	Salary PM	% Agency charge (in term of salary P.M)	Total Cost (incl. agency charges)
<b>1.</b>	<b>Manager/Supervisor</b>					
a	Manager/Building supervisor					
b	Technical Supervisor					
<b>2.</b>	<b>Electromechanical (Skilled members categories wise)</b>					
a	Sub-Station Electrician					
b	HVAC & Chiller					
c	STP					
d	BMS operator					
e	Wire-Man					
f	Pumps operator					
g	Fitters					
h	Welder					
<b>3.</b>	<b>Semi Skilled</b>					
a	Sub-Station Electrician Helper					
b	HVAC & Chiller					
c	STP					
d	Wire Man					
e	Pump Operator/fitter/welder					
f	Lift Operator					
g	Carpenter					
<b>4.</b>	Cost of all consumables as detailed in scope	n/a	n/a	n/a		
<b>5.</b>	Other charges (if any)	n/a	n/a	n/a		
	<b>TOTAL</b>					

Note:

- Salary must include ESI & PF as applicable.
- Agency Charges should include Bonus, Uniform allowance etc.
- Wages should not be less than minimum wages as prescribed by minimum wages act prescribed by Central Govt.



**REGIONAL CENTRE FOR BIOTECHNOLOGY**  
**FINANCIAL BID FOR ELECTROMACHENICAL SERVICEFOR RCB & THSTIATNCR-BIOTECH**  
**SCIENCE CLUSTER, VILLAGE BHANKRI, GURGAON-FARIDABAD EXPRESSWAY, FARIDABAD**

I / we the authorized signatories, on behalf of the.....(registered name of the Agency) in response to tender of the Institute for “Electromechanical Services” NCR-Biotech Science Cluster, Faridabad Campus hosted on its web-site and as per “Scope of Work” contained in the tender document quote our best rates as below. Manpower (Annexure XV of the Tender Document) wise rate quotation is attached.

S. No.	Service	Cost (All inclusive)	Remarks
1	Services of personnel, as per Annexure XV of the Tender Document, on all working days from 9:00 AM to 6:30 PM. & for manning plant in three shift on 24/7 basis		Quote here total cost of providing services of personnel as per requirement indicated in the tender document. Enclose a separate personnel wise cost sheet as per Annexure-XV of the Tender Document.
2	Per hour unit cost of providing services on off-days / holidays		Quote here total average per hour cost of providing services of all personnel. Enclose a separate personnel wise cost sheet as per Annexure XV of the Tender Document.
3	Overtime rates on per hour basis, if retained after office hours or called before office hours		Quote here total average per hour cost of providing services of all personnel. Enclose a separate personnel wise cost sheet as per Annexure-XV of the Tender Document.
4	Cost of providing tools and equipments, outsourced wherever applicable as per requirement		Quote here equipment wise cost of tools and equipments proposed to be applied in providing the services.

Cost quoted for “2”, “3” and “4” above will not be a deciding factor for evaluating the financial bid. However, the bid shall be summarily rejected if the same is not quoted. The decision of the Institute in this regard shall be final and not subject to any review.

Name and Complete Address of the  
Bidder with official seal

Contact Number with e-mail ID

Date:

Place: