

**TAMILNADU URBAN INFRASTRUCTURE FINANCIAL
SERVICES LIMITED
CHENNAI**

TENDER DOCUMENT

FOR

PROVIDING FACILITIES MANAGEMENT SERVICES

AT

IDENTIFIED BUS TERMINALS of ULBs in Tamil Nadu

Tender No. :

PROVIDING FACILITIES MANAGEMENT SERVICES

AT

IDENTIFIED BUS TERMINALS of ULBs in Tamil Nadu

REQUEST FOR PROPOSAL

Bid Proposal is invited from interested Parties / Organisations / Agencies having relevant experience in the related field for undertaking maintenance and upkeep including housekeeping and cleaning activities in the bus terminals of ULBs in Tamil Nadu. The parties / Organisations / Agencies should have a local office in the same location for day to day co-ordination. Interested parties / Organisations / Agencies should submit their proposal in prescribed format along with all supporting documents in sealed envelope to the office of the _____ by 03.12.2009. The pre-bid discussion is to be held on --.--.2009. at ...3.00P.M. (in the office of the _____).

Application forms as well as other details can be collected from the office of _____, or can be downloaded free of cost from the website http://_____.in with effect from 05.11.2009.

IMPORTANT INSTRUCTIONS

- 1) This Tender Document contains 25 Pages.
- 2) Read the tender documents carefully before filling and submission.
- 3) Sign each page with seal.
- 4) PART 'A' should contain
 - a) Profile, with all relevant signed documents as mentioned in Terms and Conditions (General) in Page No. 14 to 19.
 - b) EMD

Sealed cover with superscription **“TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES AT IDENTIFIED BUS TERMINALS in ULBs of Tamil Nadu.” PART ‘A’ .**

- 5) PART 'B' should contain only Commercial Bid.
Seal the cover with superscription **“COMMERCIAL BID FOR FACILITIES MANAGEMENT SERVICES AT IDENTIFIED BUS TERMINALS in ULBs of Tamil Nadu. .” PART ‘B’.**
- 6) Put PART 'A' and PART 'B' in separate sealed covers and put both the sealed cover in one cover addressed to _____ with superscription on the cover as **“TENDER FOR FACILITIES MANAGEMENT SERVICES AT BUS TERMINAL in ULBs of Tamil Nadu. ”, No. _____ Dated _____** and send it to us and it should reach before the last date.

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1. PROJECT BACKGROUND

Government, in the recent past has been paying serious attention on developing modern bus stands in many ulbs, in order to facilitate easier mobility and enhance the passenger-comfort in these bus stands. It is necessary that the assets created are also maintained properly for long term sustainability. Government would like to emphasize on the maintenance of these bus stands, which have been created with utmost care on every aspect. Government trusts that well maintained bus stands not only benefit users but also reflect the face of the local body to the public.

Therefore, the Government intends to develop a sustainable maintenance level for the bus stands, which could be adopted as a standard for all the bus stands so far created/under creation or to be created. Given the fact that the regular and high level of maintenance demands adequate manpower and flexibility in the deployment of manpower as also special skills to use mechanically operated equipments, it is necessary to outsource the upkeep and maintenance to private operators.

The Urban Local Bodies (ULB), Government of Tamil Nadu (GoTN) intend to develop Modern bus terminals in the State by upgrading the existing terminals through provision of necessary user-friendly infrastructure. These terminals would be operated and maintained at a pre-determined quality standard, rendering cost effective and efficient service to the users. The ultimate aim is to transform the facility into a SIGNATURE BUSSTAND getting ISO and Green building certification from the appropriate authorities. With this Request for Proposal (RFP), _____ corporation / municipality/ town panchayat invites applications for selection of private agency for performing maintenance activities in the bus terminals.

2. SCOPE OF WORK

The Scope of work includes annual maintenance contract for operation and maintenance of identified Bus terminals. The tenderer should carry out all the works as per Job Specification like operating and maintaining all the utility services within the bus terminal including upkeep. The scope of work includes providing sufficient manpower and equipments for services required for a 24/7 maintenance. The scope of work also includes providing consumables/ spares/materials/euipments required for the maintenance works as per Job Specification.

Areas of services

The following are the broad areas which require meticulous attention during maintenance-

- Water supply
- Underground Drainage
- Storm Water Drainage
- Lighting both internal and external
- Greenery area
- Seating arrangements for waiting passengers
- Signages
- Watch and ward
- Information system through LCD monitors / audio systems
- Passenger amenities in waiting area
- Solid waste collection, removal and its frequency
- Luggage trolley
- Public conveniences
- Advertising in preidentified areas (posters, illuminated, rolling / chargeable or animated displays)
- CCTV for security / surveillance (optional)
- Vehicle parking space

The scope of the works/ activities to be performed under each service head covers the following:

Water supply maintenance

- Pumping water to the overhead tanks in the bus terminal by switching on the pump and switching off after filling up the water, as frequently as required
- Check the availability of water in the water tanks and fill the tanks as and when required.
- All the water coolers/ water tanks in the bus terminal have to be cleaned, internally twice a week and externally on a daily basis, by a trained person.
- Filters provided in the water purifiers are to be cleaned as per the instructions of the suppliers.
- Chlorinating the water at overhead tank/ storage tanks as per norms.
- Providing an intelligent PLC arrangement for coordinating and automation of all the above activities thro computers.
- Disconnecting and reconnecting plumbing connection in case of water heaters/ geyser, electrical gadgets, wherever such electrical items are required to be replaced / repaired within 24 hrs..
- Arresting leakage through window sills, etc and arresting leakage in sanitary and water lines with sealant / caulking materials within 24 hrs..
- Cleaning of drinking water pipelines, rain water lines, waste water pipes, bore well water lines including disconnecting and reconnecting the pipes as per requirements. Fittings and pipes, if changed, will be paid extra. It may be mentioned that bore well pipes of the bus terminal frequently clogs and cleaning is necessary on urgent basis. The contractors will be required to employ more workers to clean those pipes in a short time to maintain the water supply, no extra will be paid for this. The above should be done as preventive maintenance.
- Operating and keeping all equipment, accessories, safety/protection devices etc in healthy condition at all times including cleaning on daily basis
- Attending to breakdowns, failures, faults in the equipment/system, replacement/repair etc and restoration of operation within 24 hrs or in the shortest possible time
- Repair of faulty equipment items as required
- Checking and maintaining log book for running of pumps and water levels reading in different tanks / sumps.
- Cleaning of pump house, sump & bore well pumps including pumps, motors, starters, panels, pipe racks etc as a preventive maintenance measure.
- Performing periodic water quality sampling/ testing and submit test results to ULB for necessary action every month .
- Entry of meter reading/ consumption monitoring on a day to day basis and reporting to ULB.
- In addition to the aforementioned works the contractor shall carry out necessary maintenance, renewals, repairs, replacements and relevant works as directed by ULB to make them perform properly.

Sewerage & Drainage Maintenance

- Cleaning of manholes, septic tanks, closed drains, gully trap, gutters inside the bus terminal leading and connected with the main drains. These areas are to be cleaned once in every two months and as and when situation demands or as advised by the ULB from time to time as a preventive maintenance measure.
- Cleaning and removing the chokes in the sewer lines below / above ground level for smooth functioning of sewerage system and maintenance of the same.
- Operation, maintenance and repairs of suction, delivery and diversion valves provided on the main sewer pipe line for disposal/ diversion of bus terminal sanitary effluent to city/ town main sewer.
- Operation, maintenance and repairs of electrically/ diesel operated portable centrifugal pump for pumping out of effluent (sanitary) water from manhole or from any other place. The job includes shifting of pump etc. from one location to another location, removal and

fixing of suction/ delivery pipes etc. as per directions of Engineer-in-charge/ his authorized representative.

- Cleaning of major storm water drains flowing inside the bus terminal, at least once in a month and disposing immediately the silts, mud, debris etc. to ULB dumping ground without causing nuisance to any body with the help of ULB vehicles. However routine maintenance should be undertaken.
- All minor drains shall be cleaned daily & as required so as to ensure smooth discharge of wastewater. There shall not be any stagnation & over flowing of water.
- In addition to the aforementioned works the contractor shall carry out necessary maintenance, renewals, repairs, replacements and relevant works as directed by ULB.

Sanitation Maintenance

- Toilets, Bathrooms, wash basins, urinals and fittings to be cleaned with water added with ISI branded disinfectant once every 3 hours for the 24hrs. Toilet fittings, glazed tiles, washbasins and floors to be cleaned meticulously and kept spick and span. Toilet floor to be washed with soap and ISI branded Phenyl. Phenyl, which forms sediments at the bottom, should not be used. The floor is to be wiped with cloth.
- Glazed tile walls to be washed with ISI branded soap to maintain the glow of the shining surface of glazed tiles and wipe it with white cloth. Toilet, washbasin, urinals, and bathrooms fittings should be cleaned every day in order to maintain the original shining by using the chemicals to avoid formation of residues and stains. Putting urinal cakes and naphthalene balls cleaning the soap bowls, as and when required. Perfume to be sprayed around the area.
- There should be a weekly spraying of insecticide/ rodenticide/ pesticide for removal of flies, rodents and pests.

Solid Waste Management Maintenance

- ULB will provide garbage bins at identified locations for the use of the agency and it should create awareness to shopowners to bring in their garbage to these bins and not throw it indiscriminately..
- Sweep the bus parking bays, access roads, guide ways and footpaths within the bus terminal as well as collect the wastes in their push carts/ tri-cycles from all the shops and establishments situated within the bus terminal premises on a daily basis.
- Sweeping and collection of garbage at other areas and terrace
- The waste material/garbage collected in the dustbins shall be transported by the ULB on a daily basis.

House Keeping

- Mopping of covered areas and staircases.
- Cleaning of all glass doors, partitions windows, aluminium cladding pillars once in a day.
- Cleaning of electrical fittings, chairs, etc once in a day.
- Cleaning of stainless hand rails, granite name boards once in a day.
- Maintenance of garden and potted plants in landscape area on daily basis.
- Cob removal at all places once a week
- Cleaning of dome, bus parking shelter areas once in a week.
- Cleaning, washing all the rooms, utility rooms, lounges, parking area, corridors, terraces, staircases, all plinth area of the Bus terminal and its surroundings up to the adjoining service roads daily, including collection of garbage, dry leaves, twigs, paper and plastic wastes, all organic and non organic material, solid waste, litter etc., over areas specified and depositing in the dustbins on a daily basis.
- Glass of the window to be cleaned with appropriate ISI branded chemicals meant for cleaning the glass. There should not be any scratch on the glass and the glass should be neat and sparkling. The cleaning of the glass should be done by modern method and the method of using newspaper and old cloth for cleaning the same are not permitted.

- Dewatering any space related to maintenance works and upkeep of premises as necessary.
- Quality of materials to be used for cleaning & maintenance shall be of high standard and after approval by the ULB.
- Safe space to store the cleaning materials shall be provided by the ULB.

Electrical Maintenance

- Electrical maintenance of various type of buildings/ structures within the Bus terminal
- Electrical maintenance of Bore well pump motors, Street lighting and periphery lighting inside Bus terminal
- Electrical maintenance of non operational area in side Bus terminal such as Service complex, meeting rooms, canteen, corridors, toilets as directed.
- Electrical maintenance of operational area in side Bus terminal such as Power stations, AC plants etc., under the supervision of ULB Staff as directed.
- Attending to making good of fuse off complaints
- Replacing of burnt out or damaged switches, sockets, holders, switch boards etc.,
- Temporary wiring and lighting
- Dismantling of burnt pump motors, burnt ceiling fans, burnt chokes of light fixtures and installing the same after repairs, for which materials will be issued by the ULB free of cost
- Fixing of Geysers, boilers, repairing of geysers for the replacement of defective thermostat, rectification of major leaks of the geyser
- Repairing the burnt chokes of street light fixtures and changing of fused bulbs in the fixture
- Periodical maintenance of light fittings, street light fittings, ceiling fans, exhaust fans including repairs like replacement of fused bulbs and tubes, checking of chokes, capacitors, starters, holders, terminals, control gears, regulators etc.
- Periodical checking and maintenance of all electrical installations such as water supply pump motors, garden/ landscape pump motors and starters
- Diagnosing the cable fault and rectifying the defects by providing straight through joints, end terminations etc., as directed.
- Preventive maintenance of above listed installations to be carried out in a well planned manner with periodicity as detailed in general, as directed.
- Electrical complaints, other than the above mentioned shall also be executed by the contractor, as per the directions.
- The major work allotted shall be attended to, within 8 hours and reported to ULB for its progress
- Preventive maintenance shall be effectively carried out in consultation with ULB
- Recording and up-keeping of Log-book for various operation as mentioned in should be strictly followed
- In addition to this any other electrical work allotted by the ULB to be attended.

Street Lighting Maintenance

- Checking of street-lighting within the bus terminal premises.
- Replacement of defective parts of street-light such as holder, bulbs, tubes, chokes etc.
- Regular switching "ON" and "OFF" street-lights.
- Replacement of defective street-light fitting/fitting cover/ lamp, if necessary.
- Painting of street lighting pole if necessary.
- Entry of meter reading/ consumption monitoring on a day to day basis and reporting to ULB.
- Identify and Implement Energy Saving options in Street lighting.

Parking Area Maintenance

- Inspection and maintenance of parking area pavement, side drains, berms, sheltered walk-ways.
- Inspection and maintenance of parking area general lighting and carrying out necessary renewals and repairs
- Regulation of parking in designated areas using field personnel
- Conducting regular patrols within parking area to ensure vehicle and passenger safety
- Inlet and exit registry/ timer/ cost scheduler for parking vehicles
- Security scanning systems (deep-scan) for vehicles to ensure safety
- Display board showing parking slot status and relevant user information
- Signage and uni-direction lanes to ensure proper vehicle flow

Landscaping Maintenance

- The daily operation and of the landscaping shall include, but not limited to,
 - Watering of all plants and lawn.
 - De-weeding and cutting and mowing of lawn with necessary machinery.
 - Application of fertilizers, manure and pesticides as and when required.
 - Replacing of any plants and trees dying during the maintenance period if any. (not due to natural calamities).
 - Collection and disposal of all cutting and pruning waste, fallen leaves, cut lawn, dug up soil, surplus earth and all other organic and inorganic waste at appropriate location.
 - Operation & Maintenance including frequent cleaning of water cascade, fountain and other water bodies located indoor & outdoor of Bus terminal premises.
 - Operation of water fountain and cascade (if available).
 - Periodic changing and rotation of potted plants inside and outside the premises.

Security Services

- Providing security services to the bus terminal by employing ____ number of security guards in each shift, covering 24 hours on a 24 X 7 basis.
- The specific duties and responsibility of the security agency shall be:
 - Control of entry and exit of buses
 - Traffic management within the bus terminals
 - Control entry and exit of passengers.
 - Guard all the property of the bus terminal.
 - Receives incoming telephone calls after working hour through the office telephone.
 - Verify that all gates, doors and windows are locked.
 - Ensure that unauthorised vehicles are not parked outside the premises.
 - Support investigation of damage, accidents and incidents to determine causes circumstances and participants, prepare reports.

Other Jobs

- Attending to all the Complaints recorded in Registered / received relating to Civil, Water Supply and Sanitary Systems & Plumbing works and Allied works and rectifying the defects wherever necessary including cost of minor materials replaced in the premises.
- Eradicating weeds, shrubs, etc. and removal of plant growth in external and common areas of buildings and in plumbing lines periodically without any extra cost such as scaffolding, etc.. by pouring acid / saturated ammonium sulphate solution periodically.
- Providing all tools, tackles, machines, equipments and other housekeeping/ maintenance related consumables etc. Safe custody of all such materials will be contractor's whole responsibility. No extra charge will be paid for the same.
- Procurement & supply of spares in time so that operation and maintenance is not held-up for want of spares
- Procurement & supply of consumables in time so that operation and maintenance is not held-up for want of consumables

- Preventive Maintenance of equipment including planning, drawing-up PM Schedules etc. This would include all checks/works, servicing/overhauling as per manufactures' manuals as available with Engineer
- Co-ordination with other agencies operating at site, statutory authorities etc. for carrying out the work including arrangement for shut-downs etc
- Maintaining daily logbook of events, complaint registers/files, spares consumption registers/files etc
- Any other work required for efficient O&M of the Systems not mentioned above or as directed by the Engineer in-charge.
- Performing daily, weekly, monthly, quarterly, half yearly and annual checks for efficient Operation & Maintenance of the Systems as and when required and as advised by the Engineer in-charge .
- Tenderer to provide adequate MANPOWER - As per sheet enclosed (Section - D).
- Schedules for carrying out each job will be provided by the Engineer in-charge.
- All the workers engaged by the contractor in the Bus terminal, shall have the uniform.
- The Contractor shall provide proper uniform, shoes and other safety gadgets like hand gloves, raincoats etc., for their personnel during Operation and maintenance services at site.
- All staffs of the organization shall bear photo identity card during the period of work, which shall be duly signed by the authorised representative of the contractor.
- Contractor will be solely responsible to comply with relevant labour laws and other government regulations in force.

General

In addition to all the above, the operator shall keep personnel at call for various services like plumbing, plastering, electrical works and other small repair works which may be required at short notice. He should also keep a reserve set pf personnel in case of absent of maintenance staff.

3. JOB SPECIFICATIONS

Task	Frequency
Water supply system – Repair works	As & when required
Sewerage & Drainage system – Repair works	As & when required
Street lighting – Repair works	As & when required
Operation & Maintenance of water supply system, sewer system, street lighting, sanitation system etc.	Daily basis as per scope of work
Sweeping (Manual/ Mechanical Cleaning) of Circulation Areas	Hourly
Washing & Mopping of Floors	Twice daily
Cleaning Toilets, Urinals & Wash Basins	
Dusting of Ceiling, Door, railing, furniture's etc.	Twice in week
Odour Control	As & when required
Pest, rodent & animal control	As & when required
Area cleaning; cutting of bushes, overhead tanks, sumps etc.	Fortnightly
Drain Cleaning	To be cleaned on a weekly basis or as required to ensure rapid discharge of storm water.
Solid Waste Collection	Twice daily
Solid Waste Disposal	Once daily
Landscaping (Watering, Trimming, De-weeding, Fountain maintenance, lawn sprinkler operation & maintenance etc.)	Daily basis
Security Arrangement	Covering 24 hours on a 24 x 7 basis
Attending emergency Calls	As & when required
NB – Above scheduled is subject to change as per the decision of ULB	

4. DEPLOYMENT OF MANPOWER

The Contractor will be required to deploy the following “minimum” personnel at site for the above work:

SI	Manpower	Minimum Qualifications	Minimum Working Experience	Nos
A	Civil works			
	Supervisor	Diploma in Civil Engineering	3-years in O&M of Civil structures	1
	Technical Assistant	ITI	3-years in O&M of Civil structures	1
			2-years in O&M of Civil structures	2
B	Water Supply & Sewerage			
	Fitter	ITI (Mech./Elec.)	3-years in maintenance of Pumping	1
	Operator	Semi-skilled	3-years as operator of Pumping	1
	Plumber	Semi-skilled	3-years in maintenance of pumps, pipes and appurtenances	1
	Helper	Semi-skilled	2-years in maintenance of pumping equipment	
C	Sanitation			
		Diploma in Civil/ Mechanical Engineering	3-years in O&M of sanitation facilities	
	House keeping	Semi-skilled	2-years in maintenance of sanitation facilities	4
D	Electrical			
	Electrician Grade I	ITI (Elec.)	3-years in Electrical installations & certified for appropriate class	1
	Helper	Semi-skilled	2-years in Electrical installations	1
E	Solid Waste Management			
	Street sweeper	Semi-skilled	3-years in street sweeping operations	6
F	Landscape			
	Garden-in-charge	Semi-skilled	3-years in garden maintenance & landscaping works	1
G	Parking area			
	Time Keeper	Semi-skilled (3 shifts)	Min High. Sec. School Cert. and 3 years specific experience	3
	Parking Attendant	Semi-skilled (3 shifts)	- N/A -	3
H	Security			
	Security Supervisor	Senior/ Retd. Staff from Armed Forces/ Ex-Servicemen/ Police etc. (2 shifts)	More than 3 years in coordinating and supervising security operations in institutions/ industries etc.	2
	Security personnel	Semi-skilled (2 shifts)	3 years in security works	9

NOTE: - Only Licensed/Certified Supervisors, Electrician/ Operators shall be deployed preferably the other skilled worker deployed shall also be Licensed/certified. License of the proposed personnel to be enclosed. Other certificates of the technical qualification also to be enclosed. All the above Staff on the Contract shall wear uniform and batches identifying their category and name in English and Tamil.

The manpower for operation and maintenance shall be deployed round the clock including Sundays and Holidays in each shift (A shift, B shift, C shift and General shift). Additional manpower shall be deployed as and when required. Working hours for manpower deployed for all days shall be as follows:

General Shift	9:00 Hrs to 17:30 Hrs
'A' Shift	6:00 Hrs to 14:00 Hrs
'B' Shift	14:00 Hrs to 22:00 Hrs
'C' Shift	22:00 Hrs to 6:00 Hrs (Next day)

personnel deployed in A, B, & C shifts shall not leave unless reliever arrives. The manpower deployed by the contractor shall be dressed in uniform as agreed upon

5. LIST OF TOOLS TO BE MAINTAINED AT SITE

The Contractor shall keep the following tools/instruments (minimum requirement) at site for maintenance of the installation at no extra cost:

LIST OF CLEANING ITEMS TO BE SUPPLIED BY THE CONTRACTOR

1. Coconut Broom
2. Soft Broom
3. Cobweb Brush
4. WC Round Brush
5. Glass Duster
6. Floor Duster
7. Mop Stick
8. Rubber Wiper
9. Plastic /Aluminium Buckets
10. Plastic / aluminium/st. steel Mugs
11. Cotton Swabs
12. Nylon Scrubber
13. Vacuum Cleaner
14. Steel Wool
15. Dust Pan/st steel
16. Metal Brooms
17. Shovel

LIST OF CLEANING AGENTS & INSECTICIDE TO BE SUPPLIED BY THE CONTRACTOR

1. Bathroom acid
2. Floor cleaner
3. Glass Cleaner
4. Toilet Cleaner
5. Naphthalene ball
6. Phenyl
7. Room Spray
8. Bleaching powder
9. Potassium Permanganate
10. Insecticide Spray

6. DOCUMENTS TO BE MAINTAINED

The Contractor will be required to maintain the following documents:

- a) Logbook(s) of daily events
- b) Complaint register(s)/ files
- c) Daily breakdown maintenance / status reports
- d) Planning and scheduling of Preventive Maintenance
- e) Reports of Preventive Maintenance done
- f) Spare consumption register / reports
- g) Attendance sheets

7. TERMS AND CONDITIONS: (GENERAL)

1. Tenderer should be a registered and licensed contractor. Appropriate documents/Certificates issued from appropriate authorities should be enclosed to support this.
2.
 - a) Tenderer should have a minimum five years experience in providing similar type of services. The tenderer should have worked with Government/Public Sector Undertaking/Large Private Sector Institutions and a Certificate of Performance should be enclosed duly indicating the value of contract period and payment received.
 - b) The tenderer should have a minimum annual turnover of **Rs.15.00lakhs for the last 3** years.
3. The tenderer should have VAT/TIN/PAN Registration.
4. Tender should be accompanied with an EMD of Rs.50,000/- (Rupees Fifty Thousand only), by way of Cross Demand Draft drawn in favour of _____ . EMD will not carry any interest and the same will be refunded to the unsuccessful tenderer within 30 days from the date of tender opening or finalisation of the tender whichever is later. **Any tender without EMD in PART-A will be rejected.**

EMD of successful Contractor will be retained as a part of security deposit and is refundable after termination of the contract without any interest after deducting dues if any, to the ULB.
5. The tender document is non-transferable.
6. Tender covers consists of Part A & Part B:

Part- A

- a) Profile of the Tenderer
- b) Tender Documents
- c) EMD

Part-B

- a) Commercial Bid

7. SUBMISSION OF TENDER:

The tender should be submitted under “**Two Cover System**”, the first cover is termed as part ‘A’ with Tender documents, profile of the tenderer, necessary EMD of Rs.50,000/- (Rupees Fifty Thousand only) with superscription on the cover as “**TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES AT BUS TERMINAL**” PART ‘A’ and the second cover is termed as Part ‘B’, sealed with “**COMMERCIAL BID FOR PROVIDING FACILITIES MANAGEMENT SERVICES AT BUS TERMINAL**” PART ‘B’. Both covers should be placed in a bigger cover with superscription “**TENDER FOR PROVIDING FACILITIES MANAGEMENT SERVICES AT BUS TERMINAL**” addressed to _____ and submitted before the last date.

8. Quoted price should be inclusive of all taxes and duties. Rate of tax/duty should be indicated separately.
9. The offer should be valid for a period of atleast 90 days from the date of the tender opening.
10. The Contract will be for a period of three **years**, which could be extended further, on mutual consent of either party at the end of one year for two more years. At the end of contract period if it is required that the existing service contract is required to be renewed till another mechanism is installed it will be done by the competent authority on mutually agreed rates for not more than 3 months.
11. _____ reserves the right to reject any or all the tenders, wholly or partly without assigning any reason thereof. In all matters pertaining to this tender, the decision of the _____, shall be final and binding.
12. All tenders and covers should bear the name and address of the tenderer and all the pages of the tender document must bear the seal and signature of the tenderer.
13. The tenderer should be prepared to come to _____, to take part in discussions, if required at a short notice.
14. **Pre-bid meeting:** A pre-bid meeting would be held on _____. The tenderers who require any clarifications of the tender documents are invited for the meeting.
15. The completed tenders should reach _____, on or before _____.
16. No request for any further extension of the above deadline shall be entertained. Delayed and/or incomplete tenders shall not be considered.
17. The Tenders will be opened at _____ at the _____.
Representatives of the tenderers are welcome.
18. On the above date, only Part-A i.e., the Profile of the tenderer will be opened. Tenders will be short-listed based on the information provided in Part-A. Part-B submitted by the short listed tenderers (Only who has fulfilled the condition of Part-A) will be opened at a later date under intimation to such tenderers.

19. The Contractor shall fulfil all statutory requirements pertaining to minimum wages and other statutory benefits and proper account of payments including minimum wages being made to the workers of the agency. The Contractor shall be solely responsible for any failure to fulfil the statutory obligations and shall indemnify the ULB against all such liabilities, which are likely to arise out of the agency's failure to fulfil such statutory obligations.
20. Where counter terms and conditions, printed or cyclostyled conditions have been offered by the Contractor, the same shall not be accepted by the ULB, unless a specific written acceptance thereof is obtained.
21. If the Contractor fails to carry out the Jobs as per the terms and conditions agreed upon, he is liable for forfeiture of EMD/Security Deposit in additions to penalty as detailed below:
 - a. for non supply of any material or equipment: Rs. 100/- per day.
 - b. for non supply of labour as agreed upon, Rs. 500/- per day.
 - c. continuing the above offence for the second time, the penalty is doubled.
 - d. if the attitude is found to continue then the notice for cancellation of contract will be issued.
 - e. upon hearing before a management committee the decision to cancel will be taken and conveyed.
22. The Contractor shall be solely responsible either for any injury, damage, accident to the workman employed by the agency or for any loss or damage to the equipment/property in the areas of work as a result of negligence/carelessness of its workers.
23. The workers employed by the Contractor shall wear uniform and name badge, which is provided by the Contractor and the agency, shall be responsible for the discipline of their workers. **The workers are not employees of the ULB** and shall not have any claim whatsoever on the ULB and shall not act detrimental to the interest of the ULB. The agency shall have to follow the security regulations as directed by the ULB. Workers shall not carry out trade union activities in the campus.
24. No accommodation will be provided in the campus for the workers and the Contractor shall make their own arrangements.
25. ULB reserves the right to terminate the contract on 2 months notice, if the performance is not satisfactory. The Contractor can also terminate the contract by giving 2 months notice and clearing all the dues to the ULB, if he is not willing to continue the contract.
26. All the documentation in the tender should be in English.
27. This tender document consists of **25 Pages.**
28. Sub-letting/Sub contracting the work is not permissible under any circumstances.
29. Successful Contractor shall execute an agreement on a prescribed format.
30. The Tender should be complete in all respects.

8. TERMS AND CONDITIONS AS PART OF AGREEMENT

- a. **Disputes:** All disputes that may arise shall be referred to a management committee appointed for the purpose where an Engineer, a Health officer and a Commissioner will sit and here disputes.the Commissioner, _____, whose decision shall be final.
- b. **Insurance to Employees:** All employees engaged by the contractor shall be comprehensively insured for accidents and injuries by the contractor at his cost.
- c. **The duration of the Contract:** The duration of this contract is for a period of Two years, this may be extended further, on mutual consent and subject to satisfactory performance of the contract.
- d. **Payment Terms:** The payment will be made monthly proportionately on satisfactory completion of job contract services and related miscellaneous works mentioned in Scope of Work and Job Specifications and as per actual manpower supplied. In case of shortfall in supply of manpower, the payment will be deducted at the rate of 1.25 times of the applicable wages in addition to the penalty as specified in **page no 19** under Penalty Clause. The bill should be submitted on 5th of succeeding month and payment will be made within 30 days from the certification of the bill by the Supervisor who will supervise the above work. The contractor has to indicate his Bank Account No. for arranging ECS payment. 70% of payment can be drawn on expiry of the 30 days of the production of the bill from the escrow account to be maintained by the ulb with the particular bank upon production of submission of the bill by the agency. The balance will be settled in next 15 days by th employer. Any further delay will make the agency eligible for claiming interest of 10% with his next bill.

The works attended to as per job specification and scope of work, vis-à-vis scheduled work and its satisfactory completion has to be certified by the nominated Supervisor, before release of payment.

- e. **Indemnity:** ULB shall be indemnified for all losses due to commissions and omissions of any person deployed by the contractor. There shall not be any loss or damage caused to the ULB on account of any negligence, carelessness, acts of omissions/commissions of contractors, his employees or staff and the same shall be made good by the contractor. It shall be made very clear that the employees/staff engaged by the contractor shall not be treated or considered as employees of ULB under any circumstances. The contractor shall defend, indemnify and hold the ULB harmless from any liability or damage, law suits, penalties imposed by any State or Central Government Department or statutory body or by a third party for reasons of violation of any of their statutory provisions or requirements. The ULB shall not be liable for any damage or compensation payable to any workmen or to any person as a consequence of his work and the ULB shall be completely indemnified accordingly.
- f. **Security Deposit:** The contractor has to deposit a Security Deposit of Rs. 1,00,000/- (Rupees one lakhs Only) by drawing a demand draft from any Nationalized Bank in favour of the _____, before the commencement of the contract.

If the contractor fails to carry out the entrusted Job Contract Services and related miscellaneous works within the stipulated time and as per the Scope of work and Job Specification. ULB reserves the right to impose penalty as specified in the Penalty Clause and has the right of getting the work done through some one else.

The security deposit furnished by the contractor will not carry any interest and will be refunded:

- a) On completion of Job Contract Service entrusted to the contractor satisfactorily. If the work is not satisfactory he is liable for forfeiture of SD amount deposited.
- b) The Security Deposit made by the Contractor to be released only after producing the proof of compliance with Provident Fund, Minimum Wage etc.

The books of accounts regarding attendance, acquaintance, wages paid, PF Accounts etc., are to be maintained properly and produced for inspection to the ULB, whenever asked for and the ULB can take penal action for non-compliance.

The contractor shall provide the required number of efficient and reliable workers, in the respective categories for all shifts on all the days of week.

The contractor shall be responsible for the discipline of his workers.

g. The workers employed by the contractor:

- a) Shall not act in any way detrimental the interest of the ULB and within age group of 21 to 50 years.
 - b) Are not employees of the ULB and shall not have any claim whatsoever on the ULB.
 - c) Uniform: All personnel appointed by the contractor shall wear approved uniforms provided by the agency during working hours for proper identification of employees of different agencies
 - d) The contractor shall provide ID Cards to the staff. It will be verified and certified by ULB.
 - e) Have to follow the security instructions as directed by the ULB.
 - f) They shall not participate in any strike or protest in any form.
 - g) All Contractor's workers are required to do their duty maintaining hygiene, cleanliness and safety.
 - h) The list of workers profile has to be submitted to ULB for approval and should be employed only on the approval by the ULB.
- h.** All the required quantity of materials and labourers for Facilities Management services and related miscellaneous works will be at the cost of the contractor. He shall furnish the staff position, implements, equipment, tools and plants for this work as proposed to be deployed by him.

Whenever any claim for the payment of damage/loss whether liquidated or not, money arises out of or under this contract against the contractor, the ULB shall be entitled to recover such sum by appropriating in part or whole, the security deposited by the contractor. In the event of security deposit money being insufficient, then the balance or the total sum recoverable, shall be deducted from any sum then due or which at any time thereafter may become due to the contract under this or any Security Deposit shall be withheld till such claims of the ULB or other contract finally adjudicated upon and paid by the contractor.

ULB reserves the right to terminate the Facility Management Services and related miscellaneous work contract with 2 months notice, if the performance is not as per specification. The contractor can also terminate the contract by giving 2 months notice and clearing all the dues towards ULB, if he is not willing to continue the contract.

- i. There will be a periodical evaluation of the work done by Contractor from time to time, and he will be informed of the same by the management committee.
- j. The Contractor shall comply with all the requirements under labor and other relevant laws and maintain the required documents. Any violation or non-compliance shall be viewed very seriously resulting in penal action as well as termination of the contract depending on the seriousness of the violation.

The contractor shall obtain a valid license from the appropriate authorities.

The rate quoted by the Contractor shall include all component of taxes leviable as applicable to works and service contract, if any
It is emphasized that the contract is purely a Maintenance Contract intended for carrying out all the works entrusted in the schedule appended to this and at no stage this should be interpreted as a LABOUR CONTRACT.

Where counter terms and conditions, printed or cyclostyled conditions have been offered by the contractor, the same shall not be deemed to have been accepted by the ULB, unless written acceptance thereof is obtained.

- k. On all matters pertaining to this work order, the decision of the ULB shall be final and binding.

9. OTHER CONDITIONS

- a. Adequate number of manpower should be supplied so that the work is done in specified time. Sufficient number of workers should be available to carry out the Facility Management Services in the bus terminal. The number should be declared in the Commercial Bid.
- b. All records shall be maintained by the agency as a part of record of day-to-day work done, they shall be daily authenticated by the Supervisor or any authority designated for the work. They shall become the basic documents for preparation of bills on monthly basis. They shall be maintained in duplicate, one set with each of the supervisor of the agency and the ULB.
- c. The works as specified in job specifications have to be carried out as per the schedule and also within the stipulated time given. The contractor shall employ as much manpower as required and utilize such quality and quantity of material as required for maintaining high standard of cleanliness within the stipulated time.

10. PENALTY CLAUSE

Work not done satisfactorily would be recorded and rejected for payment. Reasons for rejection would also be recorded.

Penalty shall be as indicated above.

The cost of execution of the work at the risk and cost as well as the penalty shall be recovered in the next bill that falls due and if the amount of recovery exceeds the bill amount, recoveries shall be made from the Security Deposit, which has to be made good within 15 days of the short fall.

- 11. Interested national or international firms, Consortium etc. meeting the abovementioned requirements including the eligibility criteria should submit the following:

Letter of Application

See Appendix 1

General Information

See Appendix 2

Information on Relevant experience

See Appendix 3

Details of Net Worth of the Past 5 years

See Appendix 4

Format of Power of Attorney

See Appendix 5

Format for Consortium Agreement

See Appendix 6

12. SUBMISSION OF PROPOSALS

Separate proposals should be submitted for each Bus Terminal in envelopes clearly marked “**Proposal for Maintenance of Bus Terminal at <Location/s>**”.

Application **Due Date: Interested Parties should submit their “Request for Qualification” so as to reach latest by 1500 hrs on December 03, 2009.**

Address for Submission of Proposals:

The RFP must be submitted through Courier / Registered Post / in person. RFP submitted through facsimile / e-submission is allowed.

These proposals would be evaluated by a specially constituted ‘Project Committee’ for this particular project. Preferred bidder would be selected and then called up for signing of concession agreement for award of the project.

Note: Put in PART 'A'

PROFILE OF THE TENDERER

PART 'A'
TENDER FOR FACILITIES MANAGEMENT SERVICES AT _____ BUS TERMINALS

1. Name of the Firm\Organization :
2. Address :
3. Telephone No. / Mobile No. & Name of the Contact Person :
4. Fax No. :
5. Email ID :
6. Do you have an office at _____? If so, Please provide the Address and Telephone No. :
7. Month and Year of establishment :
8. Name of proprietor\partners\directors :
9. No. of years of experience in this field, with References, Certificates :
10. Annual Turnover during the last 3 years (Enclose copies of Audited Financial Statement) :
:
2008 - 09 :
2007 - 08 :
2006 - 07 :
:
11. Whether the firm is an Income Tax Assessee? If so please give the details of PAN No. and copy of the latest assessment order :
12. Registration No. :
13. EPF No. :
14. ESI No. :
15. TIN No. :
15. Bank Details (Bank Name, No, & Address (for ECS Payments) :

Note: Put in PART 'A'

DETAILS OF PREVIOUS CONTRACTS

Period of Contract		Name and Address of the Organization with reference letters	Name of the Contact person & Phone No.	Value of Contract and other Details	Remarks
From	To				

Give details of current contracts, if any, of similar services being rendered by you and which will be available for inspection by our officials:

Period of Contract		Name and Address of the Organization with reference letters	Name of the Contact person & Phone No.	Value of Contract and other Details	Remarks
From	To				

Place:
Date:

SIGNATURE OF THE TENDERER
()

Note: Put in PART 'A'

(PART – A)

LIST OF MATERIALS

SL.No.	Material	Brand	Quantity Per Month
1.	Black Phenyl		
2.	White Phenyl		
3.	Iteol		
4.	Scented Disinfectant		
5.	Bombay Brooms		
6.	Coconut Brooms		
7.	Swabbing Cloth		
8.	Soap Oil		
9.	Washing Brush		
10.	Mop Stick		
11.	Dust Clearing Stick		
1	You can use substitutes also for the above materials subject to quality approved by concerned authorities		
2	The list is only indicative and actual list to be mentioned by the bidder		

Note: Detach and put in PART 'B'

TENDER FOR FACILITY MANAGEMENT SERVICES

AT

_____ BUS TERMINAL

PART-B

COMMERCIAL BID

Tenderers Name:

Nature of Work : Providing Facility Management Services at Bus Terminal.

Sl. No.	Description	Details	Labourer	Supervisor	Total
1	Wage				
2	EPF	_____ % of 1			
3	ESI	_____ % of 1			
4	Total	(1+2+3)			
5	No. of Staff				
6	Total Cost	(4 X 5)			
7	Reliever Charges	1/6 of 6			
8	Total	(6+7)			
9	Service Tax	10.30% of 8			
10	Total	(8+9)			
11	Service Charge	_____ % of 10			
12	Total	(10+11)			
13	Material Cost	As per bill of materials			
14	Uniform charges				
15	Grand Total	In figures			
16	Grand Total	In Words			
17	Extra manpower (for 1 manday)				

Date:

Place:

SIGNATURE OF THE TENDERER

Note: Detach and put in PART 'B'

(PART – B)

BILL OF MATERIALS

SL.No.	Material	Brand	Quantity Per Month	Cost per month
1.	Black Phenyl			
2.	White Phenyl			
3.	Iteol			
4.	Scented Disinfectant			
5.	Bombay Brooms			
6.	Coconut Brooms			
7.	Swabbing Cloth			
8.	Soap Oil			
9.	Washing Brush			
10.	Mop Stick			
11.	Dust Clearing Stick			

Date:

Place:

SIGNATURE OF THE TENDERER

Note: This information should be kept in PART 'B' and Sealed with a superscription as "Commercial Bid for the Facilities Management Services at Identified Bus Terminals". Both covers 'PART A and PART B' should be sealed in a bigger cover addressed to _____, with superscription "TENDER FOR FACILITIES MANAGEMENT SERVICES AT IDENTIFIED BUS TERMINALS".