



MAA MANIKESHWARI UNIVERSITY

ମା ମାଣିକେଶ୍ଵରୀ ବିଶ୍ଵବିଦ୍ୟାଳୟ
माँ माणिकेश्वरी विश्वविद्यालय

Manikya Vihar, Bhawanipatna, Kalahandi, Odisha - 766001

No: 2541 /MMU

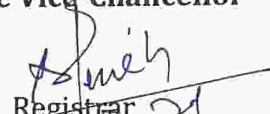
Date: 31/07/2026

REQUEST FOR PROPOSAL

Sealed tenders are invited under the two-bid system from reputed and experienced registered Facility Management Service (FMS) providers to provide Comprehensive Facility management Services (CFMS) for a period of ONE (01) year initially which can be extended up to maximum six months subject to satisfactory performance & mutual consent. Agencies can apply for all services and also for one or two services independently. The Facility Management Service providers shall submit their duly completed proposal along with other prerequisite documents in support of eligibility criteria and the required information as per formats given in original **on or before 21.08.2026 by 5 PM** as per the terms and conditions of the tender document. The tender document can be obtained from the issue section of the university on payment of Rs.1000/- (Rupees One thousand) only by cash from 31/07/2026 to 21/08/2026 from 10 A.M. to 5 P.M.) or can be downloaded from the University website: <https://kalahandiuniversity.ac.in/index/>.

The terms and conditions of the Tender Document can also be accessed from our website <https://kalahandiuniversity.ac.in/index/> The undersigned reserves the right to accept / reject any offers without assigning any reasons thereof.

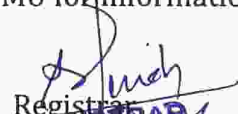
By Order of the Vice-Chancellor


Registrar
REGISTRAR
Maa Manikeshwari University
Bhawanipatna

Memo no. 2542/MMU

Dated: 31/07/2026

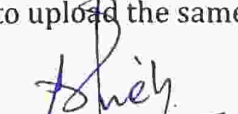
Copy forwarded to PA to VC/PA to registrar /CoF/ Notice board of MMU for information and necessary action.


Registrar
REGISTRAR
Maa Manikeshwari University
Bhawanipatna

Memo No.2543/MMU

Dated:31/07/2026

Copy forwarded to person-in-charge of website MMU with a request to upload the same on the website


Registrar
REGISTRAR
Maa Manikeshwari University
Bhawanipatna

REQUEST FOR PROPOSAL

**SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE
FACILITY MANAGEMENT SERVICES**

Maa Manikeshwari University, Bhawanipatna,
Kalahandi, Odisha



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Disclaimer and Confidentiality

This Request for Proposal (RFP) Document has been prepared by Office of The Registrar to Maa Manikeshwari University, Bhawanipatna, Kalahandi, Govt. of Odisha -766001 (herein referred to as **CLIENT**) solely for the purpose of providing information to potential bidders. It is provided on a confidential basis and is not to be distributed or reproduced in whole or in part without the prior written consent of the Client.

The information contained in this RFP document (the "**RFP**") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of Client or any of their employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by "**CLIENT**" to prospective Bidder/s. The purpose of this RFP is to provide interested bidders with information that may be useful to them in preparing their proposal i.e. Eligibility/Technical Proposal, Documents and Financial Proposal (the "Bid") pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by "**CLIENT**" in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. It is intended to be used as a guide only and does not constitute advice, including without limitation, investment or any other type of advice. This RFP may not be appropriate for all persons, and it is not possible for "**CLIENT**", its employees to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP including annexures/attachments/ amendments and obtain independent advice from appropriate sources. "**CLIENT**" assume that any person who reads or uses this document is capable of evaluating the merits and risks of any investment or other decision with respect to a financial/property transaction, operation, its suitability and its financial, taxation, accounting and legal implications without any reliance on this document.

Information provided in this RFP to the Bidder/s is on a wide range of matters, some of which depend upon interpretation. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

This document may contain information figures, calculations and other information contained in this document may minor deviation from the original fact due to error in calculation by the staff of this institution. Any projections or analyses represent best estimates only and may be based on assumptions, which, while reasonable, may not be correct. Past performance of any property or market information, if any, described in this document is not a reliable indication of future performance of such property. Bidders should not rely on any information contained in this document as a statement

or representation of fact and **must make their own enquiries to verify and satisfy themselves of all aspects of such information**, including without limitation, any income, fee/rentals, dimensions, areas, zoning and permits. While the information in this document has been prepared in good faith and with due care, no representations or warranties are made (express or implied) as to the accuracy, currency, completeness, suitability or otherwise of such information. "CLIENT", its officers, employees, subcontractors and agents shall not be liable (except to the extent that liability under statute or by operation of law cannot be excluded) to any person for any loss, liability, damage or expense arising directly or indirectly from or connected in any way with any use of or reliance on such information.

"CLIENT" accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. "CLIENT" and its employees make no representation or warranty and shall have no liability to any person, including any Bidder or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way during the Bidding Process.

"CLIENT" also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

"CLIENT" may in its absolute discretion at any time, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. "CLIENT" may also withdraw or cancel the RFP at any time without assigning any reasons thereof. "CLIENT" reserves the right, without any obligation or liability, to accept or reject any or all applications, at any stage of the selection process, to cancel or modify the process or any part thereof, or to vary any or all the terms and conditions at any time, without assigning any reason whatsoever.

The issue of this RFP does not imply that "CLIENT" is bound to select service provider or to appoint the successful service provider, as the case may be. "CLIENT" reserves the right to reject all or any of the Bidder/s or Bids without assigning any reason whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by "CLIENT" or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and "CLIENT" shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process



Notice Inviting Tender (NIT)

Office of The Registrar to Maa Manikeshwari University, Manikya Vihar, Bhawanipatna, Kalahandi, Odisha-751001 ("CLIENT"), invites sealed proposal from all interested Bidder(s) for '**SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE FACILITY MANAGEMENT SERVICES (CFMS)**' at the above location.

A. Indicative Scope :

The Broad Scope of services required through this RFP, shall be inter alia as indicated below:

- a. Housekeeping services,
- b. Cleaning & Sweeping services,
- c. Gardening Services,
- d. Security Services,
- e. Back Office Services,
- f. Electrical Maintenance services,
- g. Plumbing, Masonry and Carpentry services.

The services requirement may differ as mentioned in this tender document due to availability of fund and requirement of services. The agreement or MoU will be made for all the services, however services which the University requires, the FMS provider must supply the services as per agreement within one week from the date of communication or with immediate effect.

A. Contract Period: Initially 01 (one) year and can be extended up to maximum six months based on satisfactory performance and mutual consent.

B. Bid Processing Fee (INR): Rs.10,000/-+ 18% GST (non-refundable)

The RFP document can be downloaded from <https://kalahandiuniversity.ac.in/index/>. To clarify the queries of the Bidder/s, a pre- bid meeting will be held on **10.08.2026** in O/o Registrar, Maa Manikeshwari University, Manikya Vihar, Bhawanipatna, Kalahandi Odisha-751001 at **11 AM** in physical mode. Duly completed proposal along with other prerequisites documents in support of eligibility criteria and the required information as per formats must be submitted through **Registered Post/ Speed Post/ Courier/By hand** latest by **21.08.2026, 05.00 PM** as specified in the critical date sheet below. For details, please refer the RFP Documents.

C. Critical Date Sheet:

1	RFP Issue Date	(31/07/2026)
2	Last Date and Time for Submission of Pre-Bid queries through email	(06/08/2026)
3	Pre-Bid Meeting Date and Time	(10/08/2026) 11.00 AM
4	Upload of Pre-Bid Clarification (Date and Time)	(12/08/2026) 4.00 PM
5	Bid Due Date and Time	(21/08/2026) 05.00 PM
6	Technical Bid Opening Date and Time	(24/08/2026) 10.30 AM
7	Technical presentation Date and Time	(24/08/2026) 02.30 PM
7	Financial Bid Opening Date and Time	Same day after the completion of technical presentation if time permits or else next day at 10.00 AM

D. Contact Person:

Registrar, Maa Manikeshwari University, Manikya Vihar, Bhawanipatna, Kalahandi, Odisha-751001 email: registrar@kalahandiuniversity.ac.in,

Mobile No.: 9937398628

E. Complete Address for Submission of Bid

Registrar to Maa Manikeshwari University, Manikya Vihar, Bhawanipatna, Kalahandi, Odisha-751001



Bidder Data Sheet

Sl. No.	DESCRIPTION	
1	Title of Request for Proposal (RFP)	Selection of agency for providing comprehensive facility management services at Manikeshwari University, Manikya Vihar, Bhawanipatna, Kalahandi, Odisha-751001
2	Broad scope of services	The Broad Scope of services required under this RFP shall be inter alia as briefed below: a. Housekeeping services, b. Cleaning & Sweeping services, c. Gardening Services, d. Security Services, e. Back Office Services f. Electrical Maintenance services g. Plumbing, Masonry and Carpentry services
3	Contract Period	The Contract shall be for a period 01 (one) year initially and can be extended up to maximum six months based on satisfactory performance and mutual consent.
4	Method of Selection	Least Cost Selection Process (LCS)
5	Bid Processing Fee	Non-refundable amount of Rs.10,000/-+ 18% GST (Ten Thousand +18% GST Only) in shape of Demand Draft in favour of "Comptroller of Finance", Maa Manikeshwari University, Bhawanipatna.
6	Submission of Proposal	Bidder/s shall be required to submit their Proposal through Registered Post / Speed Post / Courier/By hand as per instructions in the instructions in the RFP Document on or before the end date and time for proposal submission i.e. 21.08.2026, 05.00 PM to the following address: Office of The Registrar to Maa Manikeshwari University, Manikya Vihar, Bhawanipatna, Kalahandi, Odisha-751001. The Client will not be responsible for any postal delay/any consequences in receiving of the proposal. Any bid received after the deadline of submission will be out-rightly rejected.
7	Issue of RFP	31/07/2026
8	Downloading of RFP Documents	Bidders can download the complete RFP Document from the website of https://kalahandiuniversity.ac.in/index/ .

9	Pre-Bid Meeting	Date: 10.08.2026 Time: 11.00 AM Venue: O/o the Registrar, Maa Manikeshwari University Contact Person: Registrar Contact Number: 9937398628 <i>Bidders may confirm their participation in the pre-bid meeting by sending their queries in respect to the RFP Document as per the prescribed format to the email at registrar@kalahandiuniversity.ac.in by the deadline as specified in the RFP Document.</i>
10	Last date and time of sending queries	Date: 06.08.2026 Time: 05.00 PM
11	Client's response to queries	Date: 12.08.2026 Response to all the queries shall be uploaded on the website https://kalahandiuniversity.ac.in/index/ without reference to the name of the bidder.
12	Last date and time of Submission of Bid (Bid Due Date)	Date: 21/08/.2026 Time: 05.00 PM
13	Date of opening of Technical Bid	Date: 24/08/2026 Time: 10.30 AM <i>The Technical Bids shall be opened in presence of the authorized representatives of the bidder who wish to be present at the venue at that time.</i>
14	Date of opening of Financial Proposal	Same day after the completion of technical presentation if time permits or else next day at 10.00AM. <i>Financial Bids of technically qualified bidders will only be opened in presence of the authorized representatives and evaluated. Bidders quoting lowest financial bid i.e. L1 among technically qualified bidders shall be identified as selected bidder.</i>
15	Letter of Award (LoA) to selected Bidder	Within 7 days from the date of issue of award notice.
16	Site Visit	Bidders are advised to prepare and submit their respective proposals only after visiting the site and validating project information. Prospective bidders may make a visit to the site for necessary assessment for the purpose of bid preparation. The site visit will be facilitated by the Client from Dt 07/08/2026 to Dt 12.08.2026 for the prospective bidders (on prior request). The details of the authorized person to be contacted for site visit.

		Name & Designation: Registrar, Maa Manikeshwari University, Contact No. M-9937398628
17	Scope of work, Obligations of Agency and Client, for the assignment:	As detailed in Schedule of Requirements (Section 3, Form T8 and annexure A)
18	Selection process	As detailed in clause 1.3.
19	Earnest Money Deposit (EMD)	The Bidders must submit Bid Security/EMD of Lakh Rupees Only (Detail in clause 1.12)
20	Performance Security	Selected bidder must submit Performance Security of the amount equivalent to 3% of the Annual Contract Value.
21	Validity of Proposal	Proposals must remain valid for 180 (one hundred eighty days) after the submission date
22	Language(s) of the submitted proposals:	English
23	Bidder to state financial proposal in the national currency:	Indian Rupees (INR)
24	Taxes	As per Clause no 1.2.9
25	Selection Criteria for Pre- Qualification (eligibility)	<i>Bidders are requested to refer Clause 1.2.4 for detail</i>
26	Evaluation Criteria for Technical Proposal	<i>Bidders are requested to refer Clause 1.7.1</i>
27	Annual Comprehensive Facility Management Cost	Lowest financial bid quoted by the bidder. The payment for the entire Annual Comprehensive Facility Management Cost will be done on equal monthly installments basis during the contract period and the payment shall be on compliance of statutory obligations by CFMS and after due verification by the client.
28	Signing of Service Agreement (SA)	Within 07 (Seven) days from the date of issue of LOA.
29	Mobilization Period and Commencement of Service:	15 days from the signing of Service Agreement (SA).



Section-1: Instruction to bidders

1.1

Project Introduction

Buildup Area		
Sl. No.	Name of the Built-Up area	Area in Sq.Ft.
1.	VC Residence (G+1)	2350.00
2.	Sandhul Boys Hostel (G+1)	12490.60
3.	West Hostel	11840.00
4.	Bansadhara Hostel (G+2)	17650.00
5.	East Hostel (G+1)	9700.00
6.	300-Seater Boys Hostel (G+2)	19375.00
7.	ITDA Hostel (G+1)	5800.00
8.	Department of Anthropology & Mathematics (G+1)	1002.40
9.	Vocational	1002.40
10.	Post Office	2707.20
11.	MSW	2707.20
12.	Panchayat Samiti SC/ST HOSTEL	2065.00
13.	Indravati Hostel (G+2)	10326.80
14.	Udanti Hostel (G+1)	19400.00
15.	Nagavali Hostel (G+2)	17650.00
16.	300-Seater Women's Hostel (G+2)	19375.00
17.	NCC	561.00
18.	NCC Store	480.00
19.	Gym	1230.00
20.	B. Ed Corridor	1496.00
21.	Room NO.42 To Geography Dept.	5459.40
22.	Room No. 35 To Exam Section	7862.40
23.	Front	753.30
24.	Office Area	1878.00
25.	Counter (+3)	918.00
26.	Auditorium	6166.20
27.	+2 Office	627.00
28.	Commerce Block	10998.00
29.	Corridor	8486.40
30.	Room No-62	3038.00
31.	50, 51, 60, 61 Corridors	10118.40
32.	5t Building	3230
33.	Laguage Lab.	2870.42
34.	+2 Principal' Room	300.00
35.	Science Block	13130.00
36.	New Library	6000.00
37.	Arts Block	6520.00

38.	Girls Common Room	2150.00
39.	Boys Common Room & Sports Council Office	2150.00
40.	Guest House	600.00
41.	NSS office	750.00
42.	Staff quarters and residential Area	6050.00
	TOTAL	259264.12

Laboratory

Sl. No.	Name of the Classroom	No. of Labs
1.	Anthropology	01
2.	IT	01
3.	SAMS	01
4.	History (Museum)	01
5.	Mathematics/Commerce/BCA	01
6.	Language Lab.	01
7.	B.Ed.	01
8.	Geography	02
9.	Computer Science	01
10.	Chemistry (+2)	01
11.	Physics (+2)	01
12.	Zoology (+2)	01
13.	Botany (+2)	01
14.	Chemistry (Degree)	01
15.	Physics (Degree)	01
16.	Zoology Lab.2(Degree)	02
17.	Zoology Research Lab.	01
18.	Botany Lab.-2 (Degree)	02
	TOTAL	19

Toilet/Washroom

Sl. No.	Name of the Office/Section	No. of Rooms
1.	SAMs office	01
2.	Registrar Office	01
3.	Office	03
4.	VC Chamber	01
5.	Near Anthropology Dept.	02
6.	Near Mathematics Dept.	01
7.	Near English Dept.	01
8.	Golden Jubilee Block	02
9.	Near B.Ed. Office	01
10.	Near Geography Dept.	01
11.	Exam. Section	02
12.	Near Confidential Section	01
13.	Near Education Department	01
14.	Near Sanskrit Department	01
15.	Post Office	01
16.	MSW	01

17.	Canteen	01
18.	Guest House	01
19.	Science Block	06
20.	Library	08
21.	Arts Block	06
22.	Girls common room	02
23.	Sport/NCC office and Boys Common room	02
24.	Toilet Block near 5T building	02
25.	Near IGNOU office	01
26.	Juva Sanskar Hall	01
27.	Sanskrit Dept.	01
TOTAL		52

Note: (i) Area variation is $\pm 10\%$.

(ii) Bidders are requested for site visit before preparation and submission of their Bid.

1.2. General

1.2.1. Scope of Tender

Office of Registrar, Maa Manikeshwari University, Manikya Vihar, Bhawanipatna, Kalahandi-766001 (hereinafter referred to as "The **CLIENT**") invites sealed bids from the eligible bidders for providing Comprehensive Facility Management Services at Maa Manikeshwari University, Bhawanipatna.

The successful bidder will be expected to provide the comprehensive facility management services for the intended period specified in the Bidder Data Sheet. Please refer **Annexure A of the RFP** for scope of work for the proposed services.

The successful bidder shall become Facility Management Service Provider (FMS) on completion of contract signing formalities.

The bidders are required to familiarize themselves with the site conditions as well as surroundings and take them into account while preparing their proposals.

1.2.2. Client

For the purpose of this RFP, Client shall mean Office of Registrar, Maa Manikeshwari University, Manikya Vihar, Bhawanipatna, Kalahandi-766001 for proposed service.

1.2.3. Reporting Officer

Name: Shri Dr Gunanidhi Naik, OAS (S), Registrar, Maa Manikeshwari University, Manikya Vihar, Bhawanipatna, Kalahandi-766001.

1.2.4. Eligibility Criteria

The bidder should meet the following eligibility requirements to qualify for participation in the bidding process:

	Criteria/Description	Required Supporting Document
Technical Criteria		
A.	The bidder should be registered under appropriate Acts e.g.; • Indian Companies Act 2013 • Indian Partnership Act 1932 • The Societies Registration Act 1860. • Limited Liability Partnership Act 2008. • Odisha Shops & Establishments Act, 1956 etc.	Copy of Certificates of Incorporation / Registration issued by the competent Client
B.	The bidder must have executed Comprehensive Operation, Maintenance and Multi facility Mechanized Services in Central / State Govt./ IT / ITeS companies, High rise Buildings, Apartments, Business centres and Malls in India (Preferably in Odisha) during last Five financial years as on dt 31.03.2026 of value specified herein in the relevant area as per the scope of the work: - One project with minimum 50,000 Sq. ft. Built-up areas and not less than the contract value of Rupees Two Crores.	Copies of supporting work order / work completion certificate issued by respective authorities as applicable along with duly filled information sheet as per Form T4.
C.	Bidder should be registered with the Income Tax, Goods and Services Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation etc.	Copies of PAN, GSTIN, IT Returns for the last 3 financial years, Labour Registration, EPF Registration Certificate, ESI Registration Certificate and Valid License under PSARA (Private Security Agencies Regulation Act. 2005) to be submitted along with the technical proposal.
D.	Bidder must not be under any declaration of Ineligibility by any Client and should not be blacklisted with any of the government project as on date of proposal.	Undertaking as per Form T5 on stamp paper of appropriate value in shape of affidavit from the Notary regarding his eligibility and non-blacklisting needs to be furnished
E.	The registered Office / branch office of the Service Provider must be located within the jurisdictional area of Odisha. Preference will be given having office at Bhawanipatna.	Valid address proof of the office (Copy of the Land Line Telephone Bill / Electricity Bill / GSTIN of the Office Premise)

F.	In the Financial Years immediately preceding the Proposal Due Date, the Bidder has not: (i) Failed to perform any contract, as evidenced by the imposition of a penalty by an arbitral or judicial authority or arbitration award or a judicial pronouncement against such Bidder; (ii) Been expelled from any project or contract by the GoI or any state government, or its instrumentalities; (iii) Had any contract terminated by the GoI or any state government, or its instrumentalities	An undertaking to this effect must be submitted on the letter head of the Bidder.
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Financial Capability Criteria

G.	Bidder should have the average financial turnover of not less than Rs. 15.00 Cr (Rupees fifteen crore) and should have a positive net worth for last Five financial years (FY 2021-22 to FY2025-26), ending 31.03.2026 for providing similar type of services as per the scope of the work.	Duly certified copy from the auditor / chartered accountant has to be provided certifying Organizations turnover during last five financial years (FY 2021-22 to FY2025-26) as per Form T2 (part B) of Section 5.
H.	Must have its own bank account in any scheduled bank situated in, Odisha.	Copy of the passbook along with self- attested Bank Account Statement for the last One-year period needs to be furnished.
I.	Must not have any pending judicial proceedings for any criminal offence against the proprietor /Director / Persons to be deployed by the Service Provider	An undertaking to this effect must be submitted on the bidder letter head.

NB:

- i. **Similar works** means undertaken Comprehensive Facility Management Services including operation and maintenance services, housekeeping, security services, horticulture, waste management, etc.
- ii. **Eligible** Projects for the purpose of evaluation shall mean following projects: Similar works executed for Central Government/State Government/PSUs/ Convention Centre/ Commercial Complexes/ Multiplexes /Luxury Hotels/ Resorts/Institutional Campus/Corporate House/Hospitals, etc.

1.2.5. Technical Evaluation

The eligible bidders would be further evaluated for short-listing based on following technical score weightage:

Sl. No.	Criteria	Weightage	Criteria Total
	Sub-Criteria	Sub-Criteria	
			50
1	Past experience of the Bidder		
1.1	Experience of Bidder (in number of years in business from the date of incorporation and in terms of services provided):	20	10
		i) 5 to 7 years	15
		ii) 7 to 9 years	20
		iii) More than 10 years	
1.2	Undertaken at least one project having comprehensive facilities management services with minimum built up area of 50000 sq. ft. and having the contract value of minimum Seven (07) crore during the last Five financial years (FY 2021-22 to FY2025-26)	30	
		i) Minimum of 1 project of similar capacity and contract value	20
		ii) For each additional project of similar capacity and contract value	5 (Maximum 10Mark)
2	Financial strength of the bidder: Average Annual financial turnover of Rs. 15.00 Cr (Rupees fifteen crore) during the last Five financial years (FY 2021-22 to FY2025-26), as on 31.03.2026	Bidders having (i) Prescribed financial turnover as per the RFP = 5 Marks (ii) For each additional turnover of Rs. 1 Crore = 1 Mark	10
3	Proposed Manpower, Standard Operating Procedure, Quality Control Mechanism and Work plan to undertake the comprehensive facilities management at the location	Review of bidder's technical proposal with reference to Quality-of-Service Delivery, Equipment availability, Automation and proposed technical manpower to be deployed for the purpose based on related documents furnished.	10
4	Quality Standards / Certifications for the Service	a.ISO 9001: 2008 (relating to Facility Management services) & ISO 14001: 2004 Certifications	5
6	Site visit report and Technical Presentation¹	a. Understanding the site- 10 Marks. b. Approach & Methodology- 8 marks c. Proposed Work Plan- 07 marks	25

¹ this will be evaluated by the committee members and the marks will be assigned by each member, the average of all member of the committee will be the mark for this section.

Bidders who score minimum 70% marks shall be considered for further evaluation.

1.2.6. Proposal Preparation Cost

The bidder shall be responsible for bearing all the costs and expenses associated with the preparation of its proposal and participate in the bidding process. Client shall not be responsible, or in any way liable for such costs/expenses, regardless of the conduct or outcome of the bidding process.

1.2.7. Project Inspection and Site Visit

The Bidder, at his own responsibility and risk can visit, and examine the location of the site and its surroundings and obtain all information that may be necessary for preparing the proposal. The costs of visiting the site shall be borne by the Bidder. Client shall not be liable for such costs, regardless of the outcome of the bidding process.

1.2.8. Only One Proposal

Each bidder will submit only one proposal. Alternative bid is not allowed. Consortium / Joint venture of any form is not allowed under this bidding process

1.2.9. Taxes

The financial proposal /bid shall be exclusive of applicable Goods & Services Tax (GST). As a condition, precedent for reimbursement of the GST, the FMS shall provide a valid GSTIN and raise GST compliant Tax Invoice to the Client.

The financial liability on account of any other applicable taxes, as may be applicable on the amounts received by the FMS from Client shall be solely borne by the FMS. The FMS alone shall be responsible in all respects for the payment of all taxes including Income Tax etc. in a timely manner and filing the returns in respect thereof as per the applicable laws. Client shall not bear any responsibility in this regard.

However, towards compliance with the applicable Tax laws, Client shall deduct TDS as applicable from the payments to be made by Client to FMS and a certificate shall be made available to the FMS in support of the evidence.

1.3. Bidding Instructions

1.3.1. Brief Description of Bidding Process: The proposal/bid against the RFP would be completed through single stage two envelope systems:

A. Request for Proposal (RFP) -

RFP comprises of following two parts as briefed below:

a. Part 1: Technical Proposal

- The Technical Proposal of bidders will be evaluated for compliance with the

eligibility criteria and further technical evaluation as defined in the RFP. The bidders fulfilling the eligibility criteria and technical evaluation conditions shall be considered as technically qualified. These technically qualified bidders would only be considered for Financial Proposal evaluation.

b. Part 2: Financial Proposal

- Financial Proposal of technically qualified bidders (based on technical proposal and technical evaluation as indicated above) will only be opened and evaluated.
- Bidders quoting Lowest Bid Value i.e. **L1** for annual cost of services among technically qualified bidders shall be selected as successful bidder.

B. Proposal validity shall be as per duration specified in Clause 1.14

During the Bidding Process, the bidder will be requested to submit their Proposals pursuant to this RFP in accordance with the terms set forth in this RFP, all the Volumes, Appendices and Addenda thereof issued by "**CLIENT**" as part of this Bidding Process (collectively the "Bidding Documents"), as modified, altered, amended and clarified from time to time by Client. All Proposals shall be prepared and submitted in accordance with such terms. **There should not be any overwriting allowed in the Financial Bid.**

Client reserves the right to reject the proposal which does not meet the requirement of the selection process. Any further extension of the proposal validity period shall be with the consent of the bidder. Further details of the process to be followed during the Bidding Process and the terms thereof are spelt out in this RFP.

1.3.2. Special Instructions for Preparation of Proposal

- i. Language: The proposal and supporting documents shall be in English language unless otherwise specified.
- ii. Currency: Bidders shall express the price of their Financial Proposal in Indian Rupees (INR) only.
- iii. All Bidders are required to submit their proposal in accordance with the guidelines set forth in this RFP. In order to promote consistency among proposals and minimize potential misunderstandings regarding interpretation of proposals by Client, the format in which bidders have to specify the fundamental aspects of their Proposal have been outlined in this RFP.
- iv. The technical proposal shall contain no interlineations or overwriting, except as necessary to correct errors made by Bidder/s. Any such corrections, interlineations or overwriting must be initialed by the authorised representative of the bidder. There should not be any overwriting in the financial bid. Client's decisions in this regard will be final.

- v. In preparing their Proposal, bidders are expected to examine in detail all the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal. While preparing the Technical Proposal, Bidders must give particular attention to the following:
- vi. The bidder must physically visit the project location to have a clear understanding of the proposed facilities and the nature of services required, financial and technical implications.
- vii. While making the proposal, the bidder must ensure that they provide all the information as sought by Tender Inviting Authority, failing which the proposal shall be considered as non-responsive.
- viii. **Detail working of the lump sum price must be submitted along with the Financial Proposal.**
- ix. The Bidder shall also submit, along with their Proposal, a copy of this RFP bearing the initials of the Authorized Signatory of the Bidder and stamp of the entity thereof on each page of these documents i.e. RFP. This shall indicate that the Bidder agrees to abide by all terms & conditions specified in the RFP.
- x. It shall be deemed that prior to the submission of the Proposal, the Bidder has:
- a) made a complete and careful examination of terms and conditions / requirements, and other information as set forth in this RFP document;
 - b) Received all such relevant information as it has been requested from Client; and
 - c) made a complete and careful examination of the various aspects of the Project.
- xi. No change in or supplementary information to a Proposal shall be accepted after the Proposal Due Date. However, Client reserves the right to seek additional information from the Bidders, if found necessary, during the course of evaluation of the Proposal. In case of non- submission, incomplete submission or delayed submission of such additional information or clarifications sought by Client, the Proposal would be evaluated solely on the basis of available information.
- xii. Client shall not be liable for any mistake or error or neglect by Bidder in respect of the above.
- xiii. **Client reserves the right to reject any or all proposals without assigning any reason whatsoever.**
- xiv. Client also reserves the right to terminate the Bidding Process at its discretion under intimation to the Bidders submitting the Proposals, without assigning any reasons for the same.

- xv. Client reserves the right to verify any or all information furnished by the Bidder.
- xvi. Notwithstanding anything stated in this RFP, if any claim made or information provided by the Bidder in the Proposal or any information provided by the Bidder in response to any subsequent query by Client, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection.
- xvii. The Bidder shall be responsible for all costs associated with the preparation of the Proposal. Client shall not be responsible in any way for such costs, regardless of the conduct or outcome of the Bidding Process.

1.3.3. Submission of Queries

Any queries or request for additional information concerning this RFP shall be submitted by email within the timeline as provided in the Bidder Data Sheet, to the designated authority as provided here under:

Contact Person: The Registrar, Maa Manikeshwari University,
Bhawanipatna, Kalahandi-766001

Contact Number: -M-9937398628

Mail Id: registrar@kalahandiuniversity.ac.in

The email subject/communication shall clearly bear the following identification/ title:

"Queries / Request for Clarification: Name of the Assignment"

The Bidder shall mention the name of firm and contact details of their representative on email while sending queries:

The queries should necessarily be submitted in the following format: -

RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification (s)	Points of clarification

Any requests for clarifications after the bid submission date shall not be entertained.

1.3.4. Clarification and Amendment of RFP document

On the basis of the inputs provided by Bidders during Pre-bid meeting and any further discussions with any/all interested parties, which Client may hold at its own discretion; Client may amend the RFP document. The clarifications to the list of queries along with addendums if any will be uploaded on the websites as mentioned in the Bidder Data Sheet of this RFP in the form of Pre-Bid Clarification. Each such clarification shall be the part of the RFP document.

At any time prior to the deadline for submission of bid, Client may, for any reason, whether at its own initiative or in response to clarifications requested by one or more of the interested parties, modify the RFP document by way of issuance of an "Addendum".

1.3.5. Bidder submission in support of Eligibility

Bidder shall submit the signed checklist for eligibility criteria as per Form-T2 along with requisite documents as indicated in the clause 1.2.4 (Eligibility Criteria)

1.3.6. Submission for Technical Proposal

Bidders are required to submit Technical Proposal as per the prescribed format as provided in the RFP Document. Submission of wrong form of technical proposal will result in the rejection of the bid. The Technical Proposal shall provide the information indicated in the following para using the attached Standard Forms.

The following Forms need to be submitted along with the technical proposal:

Forms no.	Format Details
Form- T1	Covering Letter
Form - T2	A: Bidder's Organisation
	B: Financial Capacity of the Bidder
Form - T3	Power of Attorney
Form - T4	Past Experience in Similar Sector
Form - T5	Undertaking
Form - T6	Commitment for proposed Equipment and Materials
Form - T7	Proposed manpower deployment plan and standard operating procedure
Form - T8	Quality control mechanism
Form T9	Anti-Collusion Certificate
Form T10	Description of Approach & Methodology
Form T11	Proposed Work Plan

1.3.7. Submission for Financial Proposal

- i. The Financial Proposal shall be prepared using the attached Standard Forms.

Forms No.	Enclosures to Financial Proposal
Form F1:	Financial Proposal Submission Form
Form F2:	Financial Bid
Form F3:	Detail Break Up of Financial Offer

ii. The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

iii. All information provided should be legible, and wherever the information is given in figures, the same should also be mentioned in words. In case of conflict between amounts stated in figures and words, the lower amount will be taken as correct, whether the same has been provided in figures or in words.

iv. The financial proposal shall be in the form of lump-sum amount (in the form of Annual Comprehensive Facility Management Cost quoted in INR for First Year) and shall be exclusive of any taxes/GST that may be applicable. Detail break-up of the lump-sum amount must also be worked out and to be submitted along with the financial proposal.

1.4. Preparation and Submission of Bids

1.4.1. Preparation of Bids

- a) Bidders should take into account all clarifications/corrigendum/ addendums to the RFP document published before preparation and submission of their proposals.
- b) Bidders should go through the RFP Document carefully to understand the requirements to be submitted as part of the bid. Please note the number of covers/packets in which the bids have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

1.4.2. Submission of Bids

The bids shall be submitted through **SPEED POST / REGISTERED POST / COURIER/ By Hand** under two cover system i.e., viz., **Technical Proposal (Cover-I) and Financial Proposal (Cover-II)**, **The cover I & II must BE put in the 3rd cover and** must be superscripted with **PROPOSAL FOR COMPREHENSIVE FACILITY MANAGEMENT SERVICES**.

All the pages of bid being submitted **must be signed** and sequentially numbered by the bidder irrespective of nature of content of the documents before submission. The proposals submitted through Telegram/Fax/email / any other mode shall not be considered and will be out rightly rejected. No correspondence will be entertained in this matter. Cover – I Technical Proposal:

- i. Bid Processing Fee and EMD as applicable.
- ii. The documents as specified in clause 1.3.6 of this RFP are to be self-attested and furnished by the Bidder (i.e. checklist and Form T1 to T11).
- iii. Signed copy of the RFP.
- iv. All required documents.

1) Cover – II Financial Bid (Check list):

- i. The formats as specified in clause 1.3.7 of this RFP are to be self-attested and to be furnished by the Bidder.

1.5. Modifications/ Withdrawal of Proposals

No proposal can be modified by the bidder subsequent to the closing date and time of proposal submission due date. In the event of withdrawal of the proposal by bidder, the EMD will be forfeited by "CLIENT".

1.6. Opening of Proposal

Client reserves the right to reject any Proposal not submitted on time and which does not contain the information / documents as set out in this RFP.

Stage 1: Opening of Cover 1 Technical Proposal

The documents in Cover I submitted by respective bidders will be opened on the date and time stipulated in the "Bidder Data Sheet", processed & scrutinized to determine Non- Responsive Proposals. Prior to evaluation of Proposals, Client will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive only if the Proposal:

- i. is received by the proposal due date pursuant to point 12 of the Bidder Data Sheet.
- ii. is submitted pursuant to Clause 1.3.
- iii. is accompanied by the Power of Attorney as specified in Form T3, as applicable.
- iv. accompanied by Bid Processing Fee and EMD as applicable.
- v. contains all the information as requested in the RFP;
- vi. all pages of the Proposal are signed by Authorized representative of Bidder.
- vii. contains information in the forms specified in this RFP; and fulfills the conditions of eligibility,
- viii. Proposal validity is as prescribed in the RFP,
- ix. Technical proposal does not contain any financial information.
- x. Client reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification or withdrawal shall be entertained by Client in respect of such Proposals.

Client would subsequently examine and evaluate Proposals in accordance with the selection process specified at Clause 1.7.1 and the criteria & bid evaluation parameters as set out in Clause 1.2.4 and 1.2.5 of this RFP.

Stage 2: Opening of Cover 2 (Financial Proposal)

After the technical evaluation, Client would prepare a list of technically qualified Bidder/s in terms of Clause 1.7.2 for opening of their Financial Proposals within the stipulated date. Client will not entertain any query or clarification from Bidder/s who fail to qualify at any stage of Selection Process.

The financial evaluation would be carried out in terms of Clause 1.7.2.

1.7. Evaluation of Proposal

1.7.1. Technical Evaluation

The Technical Proposal of bidders will be opened in presence of the authorized representative of the bidders and evaluated for compliance with the qualification criteria as defined in clause 1.2.4 of the RFP. The technically qualified bidders as per clause 1.2.4 would only be considered for evaluation of Financial Proposal.

1.7.2. Financial Evaluation and Selection of Bidder

Financial Proposal of technically qualified bidders (as indicated in clause 1.7.1) will only be opened and evaluated. Bidders quoting lowest Financial Quote i.e. **L1** (as per Form F2), among technically qualified bidders shall be identified as **"Selected Bidder"**.

1.8. Award of Work

After selection, a Letter of Award (the "LOA") shall be issued, in duplicate, by the Client to the Selected Bidder and the Selected Bidder shall, within 07 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof, which may also be extended through email in addition to offline mode of acceptance of communication to avoid delay. In the event the duplicate copy of the LOA duly signed by the Selected Bidder is not received by the stipulated date, the Client may, unless it consents to extension of time for submission thereof, the appropriate EMD of such Bidder as mutually agreed genuine pre-estimated loss and damage suffered by the Client on account of failure of the Selected Bidder to acknowledge the LOA, and the next eligible Bidder may be considered.

1.9. Execution of Service Agreement

After acknowledgement of the LOA as aforesaid by the Selected Bidder, it shall execute the Service Agreement (SA) within the period prescribed in "Bidder Data Sheet". The Selected Bidder shall not be entitled to seek any deviation in the Service Agreement. The Selected Bidder shall submit Performance Bank Guarantee before signing of Service Agreement.

1.10. Implementation Process and Contract Period

The date on which the Service Agreement will be signed between "CLIENT" and Selected Bidder will be identified as the 'Commencement Date';

Mobilization Period

The Agency will be granted 15 calendar days from the date of signing the Service Agreement to mobilize the resources as per the requirements stated in this RFP. The date on which the mobilization period gets completed will be identified as the 'Effective Date';

The Client may request to mobilize part team on priority (if need be) during mobilization period, FMS shall extend required assistance to the Client if such request is raised.

Contract Period

The Contract Period shall start from the 'Effective Date' as defined above, and shall be valid for **a period of One-years (12 months)** initially which can be extended up to 06 (Six) months subject to satisfactory performance and mutual consent. The FMS shall provide a consolidated list of equipment's procured by the FMS and update the Client on annual basis for records.

Payment Terms and Enhancement

i. The payment for the entire Annual Comprehensive Facility Management Cost will be done on equal monthly installments basis during contract period and the payment shall be on compliance of statutory obligations by CFMS and after due verification by the client. However, cost of consumables shall be released as per Annexure B Clause B.2.1 of the RFP.

However, if after taking into account the changes/ increase in the minimum wages/ statutory wages payable to the workers by the State Government, such increase will be considered with the approval of the Competent Authority on request of the CFMS.

1.11. Performance Security

Within 10 days of receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Client a Performance Security [to cover the amount of liquidated damages and/or the compensation of the breach of contract] in any of the forms given below for an amount equivalent to **3% of the Annual Contract Value** as per the stipulation in accordance with Rule 213 (i) of Odisha General Financial Rules (OGFR), 2023 Dtd. 04.06.2025. Performance Security shall be submitted in the form of Bank Guarantee from any scheduled commercial bank in favour of "The Comptroller of Finance, Maa Manikeshwari University, Bhawanipatna". Failure of the successful Bidder to comply with the requirements of Sub- clause 1.11 shall constitute sufficient grounds for cancellation of the award and forfeiture of the EMD.



The performance security submitted shall be valid for a period of 01 Years and 06 months from the date of effectiveness of the contract.

It is expressly understood and agreed that the performance security is intended to secure the performance of entire Service Agreement. It is also expressly understood and agreed that the performance security is not to be construed to cover all the damages detailed/ Stipulated in various clauses in the Contract document.

Should the contract period, for whatever reason be extended, the Bidder, shall at his own cost, get the validity period of Bank Guarantee in respect of performance security furnished by him extended and shall furnish the extended / revised Bank Guarantee to the Client before the expiry date of the Bank Guarantee originally furnished.

Appropriation of Performance Security

Performance Security submitted by the FMS shall be forfeited if the FMS fails to commence operations as per the requirements of this RFP.

In the event the FMS fails to perform any or all its obligations under the Service Agreement and damages are imposed for such failure, the Client shall have a right to appropriate such amount as damages from the Performance Security submitted by the FMS.

Upon occurrence of a FMS Default or failure to meet any condition as per the Service Agreement, the Client shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to en-cash and appropriate the relevant amounts from the Performance Security as Damages for such FMS Default or failure to meet any Condition Precedent. Upon such appropriation from the Performance Security, the FMS shall, within 30 (thirty) days thereof, replenish, in case of partial appropriation, to its original value, and in case of appropriation of the entire Performance Security provide a fresh Performance Security, as the case may be, failing which the Client shall be entitled to terminate this Agreement.

Upon replenishment or furnishing of a fresh Performance Security as aforesaid, the FMS shall be entitled to an additional Cure Period of 30 (thirty) days for remedying the FMS Default or to meet any Condition Precedent, and in the event of the FMS not curing its default or meeting such Condition Precedent within such Cure Period, the Client shall be entitled to en-cash and appropriate such Performance Security as Damages, and to terminate this Agreement.

Release of Performance Security

Performance Security submitted, will be returned to the Agency subject to the Client's right to receive or recover amounts, if any, due without any interest within 90 days after completion of Contract.

1.12. Bid Security/EMD

1. The Bidders must submit Bid Security/EMD of an amount of Rs.6,00,000/- (Six Lakh Rupees only) in shape of Demand Draft in favour of "The Comptroller of Finance, Maa Manikeshwari University, Bhawanipatna-766001."
2. Bidders claiming exemption from submission of Bid Security/EMD under the applicable provisions shall be required to submit valid supporting documents along with their bid.
3. Bidders shall not be permitted to withdraw the offer or modify the terms and conditions of the bid during the bid validity period. In case bidder fails to observe and comply the stipulations made herein or backs out after quoting the rates, the aforesaid amount of Earnest Money will be forfeited to the Government.
4. The amount deposited as EMD as required in clause 1.12 of the RFP will not carry any interest.
5. The Tender Bid without Earnest Money Deposit will be summarily rejected, except in cases where exemption has been claimed and valid documents have been submitted in accordance with Sub-clause (2) above & same is in conformity with relevant provisions of Odisha General Financial Rules (OGFR) 2023 and instructions issued by Finance Department.
6. No claim shall lie against the Government/Department in respect of erosion in the value of interest on the amount of EMD security deposit.
7. Bid securities of the unsuccessful bidders will be returned to them after expiry of the final bid validity period and latest by the 30th day after the award of the contract. However, in case of two packets of two stage bidding, bid securities of unsuccessful bidders during the first stage i.e technical evaluation etc will be returned within 30 days of the declaration of results of the first stage i.e technical evaluation.
8. **Bid security** will be refunded to the successful bidder on receipt of performance security.

1.13. Power of Attorney

1.13.1 The Bidder should submit a Power of Attorney in the format specified at **Form T3** of Section 5 authorizing the signatory of the Proposal to commit the Bidder.

1.14. Proposal Validity

The Bidder Data Sheet Sl. No 21 indicates that the proposal will remain valid for a period of 180 days after the submission date. During this period, bidders shall ensure the availability of professional staff nominated in the Proposal and also the financial proposal shall remain unchanged. Client will make its best effort to complete the selection process within this period. If required, the Client may request the bidders to extend the validity period of their proposals. Bidder/s, who does not agree, has the right to refuse to extend the validity of their Proposals; under such circumstance Client shall not consider such proposal for further evaluation.



Bidders are requested to refer "Bidder Data Sheet" for applicable duration of validity.

1.15. Conflict of Interest

Bidders, and any of their affiliates, shall be considered to have a conflict of interest and shall not be eligible for selection as Facility Management Company (FMS) under any of the circumstances set forth below:

- a. **Conflicting Assignment/job:** A bidder or any of its affiliates shall not be hired for any Assignment/job that, by its nature, may be in conflict with this Assignment/job of the bidder to be executed for the same Employer.
- i. **Conflicting Relationships:** A bidder that has a business or family relationship with a member of the Client/Ministry's staff who is directly or indirectly involved in any part of the preparation of the Terms of Reference of the Assignment/job, the selection process for such Assignment/job, or
- ii. Supervision of the Contract may not be awarded a Contract, until and unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Client.

Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the bidder or the termination of its Contract.

1.16. Corrupt or Fraudulent Practices

1.16.1 Client desires to observe a high standard of ethics during the procurement and execution of Draft Service Agreement. In pursuance of this Clause, the Client:

- a) will not accept a proposal for award if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt fraudulent practices on competing for the RFP in question, and will declare a bidder ineligible.
- b) if it, at any time determines that the bidder has engaged in corrupt or fraudulent practices, for this RFP or in the past for the purpose of this provision, the Client defined the terms set forth as follows:

"Corrupt Practices" means the offering, giving, receiving and soliciting of anything of value to influence the action of an official in the procurement process or in Service Agreement execution; and

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a Service Agreement and includes collusive practices among Bidders (prior to or after Proposal submission designed to establish Proposal prices at artificial, non-competitive levels and to deprive the Client of the benefits of free and open competition

1.17. Prohibition against collusion amongst bidder(s)

1.17.1 Each Bidder shall warrant by its Proposal that the contents of its Proposal

have been arrived at independently. Any Proposal which has been arrived at, through connivance or collusion or pooling amongst two or more interested parties for the purpose of restricting competition shall be deemed to be invalid and the concerned Bidder(s) shall lose its/their Earnest Money, at Client's sole discretion. ***The format for Anti- Collusion Certificate has been provided in Form T-9 under Section 4 of the RFP document.***

1.18. Confidentiality

1.18.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The effort by bidder to seek confidential information related to the process may result in the rejection of its Proposal.

1.19. Interpretation of Documents:

i. Client will have the sole discretion in relation to:

- a) the interpretation of this RFP document, the Proposals and any documents provided in support of the Proposals; and
- b) all decisions relating to the evaluation of Proposals.

Client will have no obligation to explain or justify its interpretation of this RFP document, the Proposal(s) or their supporting/related documents / information or to justify the evaluation process or selection of the Selected Bidder.

ii. In the event of conflicts of any sort among the Information and Instructions to Bidder and the Service Agreement, the documents shall be given the following priority:

- a) Service Agreement,
- b) Information and Instructions to Bidder.

iii. Client reserves the right to use and interpret the Proposal documents, data etc. it receives from the Bidder(s) in its absolute discretion.



Section – 2: Key clauses of Service Agreement

2.1 Sub-contracting

The selected service provider is not allowed to sub-contract any portion of work to any entity under this contract.

2.2 Other contractors

The facility management service provider (FMS) shall cooperate and share the service areas with other contractors, Occupants, Operators, Public authorities associated with the Client as and when required.

The facility management service provider shall as refer to in the contract, also provide facilities and services for them as described in the schedule. The Client's representative may modify the schedule of other contractors and shall notify the FMS of any such modification.

2.3 Materials, Machinery & Equipment

The FMS shall arrange and supply at his own cost all material, machinery, equipment, plant, tools, appliances, implements, ladder, cordage, tackle, scaffoldings, water and power supply and temporary works requisite or proper for effective execution of the work, whether original, altered or substituted and whether included in the specification or other documents forming part of the Contract or referred to these conditions or not all which may be necessary for the purpose of satisfying or complying with the requirements of the Client as to any matter which under these conditions he is entitled to be satisfied or which he is entitled to require together with the carriage therefore to and from the work.

The FMS shall bear all the costs including transportation, loading, unloading, stacking storage, safe custody against the damage due to sun, rain, dampness, fire, theft etc.

All the material brought to the site shall be duly accounted for by the contractor and got insured against loss due to any reason what so ever. Proof regarding this supported by the copies of the requisite document shall be regularly submitted to the Representative appointed by the Client. The Client may summon the complete record of the procurement of materials from the service provider at any time if needed. At site, the material shall be accounted in a manner prescribed by Client in writing.

The material procured by the service provider shall be strictly according to the specification of that material conforming to ISI standard or any other approving Client as applicable.

Storage of the material should be as per approved norm. No damaged or inferior material will be kept at site of work for more than seven days from the date of orders of to remove the material.



2.4 Labour

The FMS shall, make his own arrangements for the engagement of all staff and labour, local or other, and for their payment, housing, feeding and transport. The FMS shall, if required by the Client, deliver to the Client a return in detail, in such form and at such intervals as the authorised officer of Client may prescribe, showing the staff and the number of the several classes of labour from time to time employed by the Contractor on the site and such other information as may require.

2.5 Compliance with Labour Regulations

During continuance of the contract, the FMS shall abide at all times by the all-existing labour enactments and rules made there under, regulations, notifications and bye laws of the State or Central Government or local Client and any other labour law (including rules), regulations, bye laws that may be passed or notification that may be issued under any labour law in future either by the State or the Central Government or the local Client.

The FMS shall keep the Client indemnified in case any action is taken by the Client on account of contravention of any of the provisions of any act or rules made there under, regulations, or notifications including amendments. If the Client is caused to pay or reimburse, such amounts as may be necessary to cause or observe or for non- observance of the provisions stipulated in the notifications/bye laws/Acts/Rules/regulations including amendments If any on the part of the contractor, the Client shall have the right to deduct any money due to FMS, including his amount of performance security. The Client shall also have a right to recover from the Service Provider any sum required or estimated to be required for making good the loss or damage suffered by the Client.

The employees of the FMS in no case shall be treated as the employees of the Client at any point of time.

2.6 Insurance

The FMS shall provide, in the joint names of the Employer and the FMS, insurance cover from the Start Date to the end of the Maintenance Period, in the amounts and deductibles stated in the Contract Data for the following events which are due to the Contractor's risk:

- a. loss of or damage to the Works, Plant and Materials;
- b. loss of or damage to Equipment;
- c. loss of or damage of property (except the Works, Plant, Materials and Equipment) in connection with the Contract: and
- d. Personal injury or death.

Policies and certificates for insurance shall be delivered by the FMS to the Client for the Client's approval before the Start Date. All such insurance shall provide for compensation to be payable in the types and proportions of currencies required to rectify the loss or damage incurred.



If the FMS does not provide any of the policies and certificates required, the Employer may affect the insurance which the Contractor should have provided and recover the premiums the Employer has paid from payments otherwise due to the contractor or, if no payment is due, the payment of the premiums shall be a debt due.

Alterations to the terms of insurance shall not be made without the approval of the Client.

Both parties shall comply with any conditions of the insurance policies.

2.7 Safety

The FMS shall be responsible for maintaining the safety of all activities on the site. In respect of all labour directly or indirectly employed in the work for the performance of the FMS's part of this contract, the FMS shall at his own expense arrange for the safety provisions as per Safety Code framed from time to time and shall at his own expense provide for all facilities in connection therewith.

FMS is responsible for co-ordination and management of delivery of services from AMC vendors/suppliers/contractors; therefore, for ensuring safety compliance by them, FMS is required to monitor the delivery of service and report client in case of non-compliance of safety requirements immediately.

2.8 Liquidated Damages

The FMS shall pay liquidated damages to the Client at the defined rates. The total amount of liquidated damages shall not exceed the amount defined in the Contract. The Client may deduct liquidated damages from payments due to the FMS. Payment of liquidated damages does not affect the FMS's.

In case of continued default or repetitive non-performance at regular intervals, Client may go on enhancing the levy of liquidated damages, each time limited to 1% of contract price per month of further default subject to maximum limit of 10%.

2.9 Cost of Repairs

Loss of damage to the Works or Materials to be incorporated in the Works between the Start Date and the end of the duration of Contract shall be remedied by the FMS at FMS's cost if the loss or damage arises from the FMS's acts or omissions or damage to main FMS's work.

2.10 Manuals & Registers

The FMS shall provide updated asset register recording the actual condition of the assets at the time of takeover and at the end of the contract period.

If the FMS does not submit the asset register at the end of the contract period or

they do not receive the Client's approval, the Client reserves the right to withhold the final bill payable to the FMS.

2.11 Force Majeure

Force Majeure Event: Force Majeure Event shall mean any event or circumstance or a combination occurring in India set out hereunder, which affect or prevent the Party claiming Force Majeure ("Affected Party") from performing its obligations:

(A) Non-Political Events

- (a) Acts of God or natural disasters beyond the reasonable control of the Affected Party which could not reasonably have been expected to occur, including but not limited to storm, cyclone, typhoon, hurricane, flood, landslide, drought, lightning, earthquakes, volcanic eruption, fire or exceptionally adverse weather conditions affecting the implementation of the Project.
- (b) Radioactive contamination, ionizing radiation
- (c) Epidemic, famine.
- (d) An act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, military action, nuclear blast.
- (e) Strikes or boycotts or industrial action or any public agitation of any kind;
- (f) Any event or circumstances of a nature analogous to any of the foregoing.

(B) Political Event

- (a) Change in Law, other than any Tax laws, rules and regulations, to which the provisions of Change in Law as per the Service Agreement cannot be applied;
- (b) Expropriation or compulsory acquisition by any Competent Client of the Project or part thereof or any material assets or rights of the FMS; provided the same has not resulted from an act or default of the FMS or such person;

The FMS shall not be liable for any penalty for delay or for failure to perform the contract for reasons of force majeure such as acts of god, acts of the public enemy, acts of Govt., Fires, floods, epidemics, Quarantine restrictions, strikes, Freight Embargo and provided that the supplier shall within Ten (10) days from the beginning of delay on such account notify the purchaser in writing of the cause of delay. The Client shall verify the facts and grant such extension, if facts justify.

2.12 Termination

The Client may terminate the Contract if the other party causes a fundamental breach of the Contract. For this purpose, **60 days' notice** in writing shall be served by either party on the other party clearly mentioning the particular grounds of Breach of Contract with a copy to the Employer.

Fundamental breaches of Contract include, but shall not be limited to the following:

a) Breach of contract by FMS

- i. the FMS stops work for 30 days when no stoppage of work is shown on the current programme and the stoppage has not been certified by the



- authorized officer of the Client as per the provision of the requirement and scope of the study;
- ii. the FMS is made bankrupt or goes into liquidation other than for a reconstruction or amalgamation.
 - iii. the Client gives Notice that failure to correct a particular Defect is a fundamental breach of Contract and the FMS fails to correct it within a reasonable period of time determined by the authorized representative of the Client;
 - iv. the FMS does not maintain a Performance Security which is required;
 - v. the FMS has delayed the completion of works by the number of days for which the maximum amount of liquidated damages can be paid as defined in the Contract data;
 - vi. If the FMS, in the judgment of the Client has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
 - vii. In case the FMS is a partnership firm or any other such legal entity having more than one constituent, the FMS shall not change its legal constitution in any manner during the subsistence of contract. The shareholding, percentage/extent of partnership or other interest of the original constituents of the FMS shall not be diluted or varied during the subsistence of Contract.
 - viii. The FMS shall not engage the services of any Sub-FMS for the purposes of discharging entire obligation under the Contract without approval of the Client.
 - ix. If the FMS, having been given a notice in writing by the Client, fails to rectify, reconstruct or replace any defective work or continues the execution of work in an inefficient, improper, un workman like manner or not in accordance with sound Engineering practices or without complying with the directions and requirements within a period of 15 days of the issue of said notice.
 - x. If the FMS commits any acts of defaults with respect to conditions of contract.

Payment upon Termination

If the Contract is terminated because of a fundamental breach of Contract by the FMS, the authorized representative of the Client shall issue a certificate for the value of the work done less advance payments received upto the date of the issue of the certificate, less other recoveries due in terms of the contract, less taxes due to be deducted at source as per applicable law and less the percentage to apply to the work not completed as indicated in the Contract Data. Additional Liquidated Damages shall not apply. If the total amount due to the Client exceeds any payment due to the FMS the difference shall be a debt payable to the Client.

2.13 No Compensation for Alteration in or Restriction in Works

If at any time , after the commencement of the work the Government, for any reason whatsoever, does not require the whole Project/Work or part thereof to be carried out, the authorized representative of the Client shall give notice in writing of the fact to the FMS , who shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which he might have derived from the execution of the work in full, but which he did not derive in consequence of the full amount of work not having been carried out, neither shall he have any claim for compensation by reasons of any alteration having

been made in the original specifications, drawings , designs and instructions , which shall involve any curtailment of the work originally contemplated.

2.14 Obligations of Facility Management Contractor General

A. Standard of Performance

The FMS shall perform the services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The FMS shall at all the times support and safeguard the Client's legitimate interest in any dealings with the other parties. Law governing Services

The FMS shall perform the Services in accordance with the Applicable Law and shall take all practicable steps to ensure that the personnel of FMS comply with the Applicable Law. The Client shall notify FMS in writing of the relevant local customs, and the FMS after such notification, respect such customs.

B. Conflict of Interest

The FMS shall hold the Client's interest's paramount, without any consideration for future works, and strictly avoid conflict with other assignments or their own corporate interests.

a. FMS not to benefit from commissions, discounts, etc.

i. The payment of the FMS pursuant to clause 1.10.3, hereof shall constitute the FMS's only payment in connection with this Contract and, the FMS shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the FMS shall use its best efforts to ensure that Personnel involved shall not receive any such additional payment.

ii. Furthermore, the FMS shall comply with the CLIENT's applicable procurement guidelines for procurement of goods, works or services.

b. FMS and affiliates not to be otherwise interested in Project

The FMS agrees that, during the term of this Contract and after its termination, the FMS and any entity affiliated with FMS, shall be disqualified from providing goods, works or services resulting from or directly related to the FMS for the implementation of the project.

c. Prohibition of conflicting activities

The FMS shall not engage, and shall cause their Personnel not to engage, either directly or indirectly, in any business or and their professional activities which would conflict with the activities assigned to them under this Contract.

C. Confidentiality

Except with the prior written consent of the Client, the FMS and the



Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the FMS and the Personnel make public the recommendations formulated in the course of or as a result of the Services.

D. Liability of the FMS

Subject to additional provisions, if any, set forth in the Contract, the entire and collective liability of the selected FMS arising out of or relating to this agreement will be to the extent of the agreed final total fee as quoted by the FMS. FMS's actions requiring Client's prior approval

The FMS shall obtain Client's prior approval in writing before taking any of the following actions.

- a. Any change or addition to the Personnel listed as key professionals under the Scope of Work,
- b. Any change in equipment/material in respect of make, quality or other criteria, which the FMS furnished.

E. Obligation of the Client Assistance and exemptions

Client shall assist the FMS and his staff for getting necessary statutory permissions, approvals (if any) as may be required under the law for their stay at project site and for providing Services as per Scope of Work. Such assistance shall not be considered as Client's obligation.

F. Access to Land

Client warrants that FMS shall have, free of charge unimpeded access to all land at Project Facility in respect of which access is required for the performance of the Services. The Client will be responsible for any damage to such land or property thereon resulting from such access and will indemnify FMS and each Personnel in respect of liability for any such damage, unless such damage is caused by default or negligence of FMS or Personnel or any affiliate of them.

G. Change in Applicable Law related to taxes and duties

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost incurred by FMS in performing the Services, then the remuneration and reimbursable expenses as otherwise payable to the FMS under this Contract shall be increased or decreased accordingly by agreement between the parties hereto.

E. Services, facilities and property of CLIENT

Client shall make available to the FMS and the Personnel, for the purpose of the Services and free of any charge, the services, facilities and property described in the Scope of Work, Form T8.



F. Payment

The certificate on the satisfactory performance of the service by FMS shall be issued by an Officer authorized by the Client and in consideration of the services performed by the FMS under this Contract. The Client shall make to the FMS such payments and in such a manner as is provided in the Agreement. The payment will be made by the Client directly to the Bank Account of the FMS towards the service performed for the concerned period. The FMS is liable to pay the remunerations of its deployed manpower / beneficiaries in their respective bank account and submit the duly certified transaction statement to the Client for necessary records

G. Payment for manpower resource

- a) The payment for the manpower deployed for the Comprehensive Facility Management Services will be done through equal monthly installments (depending on the actual manpower deployed and the Man Month Rates quoted by the CFMS provider in its Financial Proposal) during Contract Period.
- b) The Client may at any time during Contract Period instruct the CFMS provider to deploy additional staff and personnel at the Facility (over and above the minimum number of staff and personnel specified in **Annexure-C** and CFMS provider shall, pursuant to receiving such instructions from the Client, deploy such additional staff and personnel at the Facility. Payments for the additional staff and personnel shall be calculated in accordance with the Man Month Rates for the relevant category of staff as set out in the Financial Proposal.
- c) If the CFMS Provider, in its discretion, needs to deploy any additional staff or personnel at any time during the Contract Period to perform the Services, it shall do so only with the prior written approval of the Client. Payment for such additional staff and personnel approved by the Client shall be calculated in accordance with the Man Month Rates for the relevant category of staff, as set out in the Financial Proposal.

H. Miscellaneous Cost

Miscellaneous Cost like AMC of equipment's, Insurance (project related), Utility Bills, and Liaising Fee etc. will be paid by the Client. FMS shall assist and facilitate in selection of vendors/suppliers for rendering the services.

I. Basic Utilities

Basic Utilities like Water and Power Supply will be provided by the Client to FMS, however the infrastructure required for use of water and power supply shall be the responsibility of FMS.

J. Statutory and regulatory compliances

Procurement or renewal of statutory and regulatory compliances related to Client's assets shall be done by the Client. Client may seek advice from FMS for such procurement or renewals.

K. Extension/Renewal of Contract

The extension or renewal of the contract in terms of increase in duration of contract or addition in scope of work, if required by the Client may be considered taking into account the performance of the FMS and mutual consent. However, Client is not bound to consider any such extensions.

The extension or renewal of the contract shall be as per the terms as approved by the Client.

Section – 3: Schedule of Requirements.

3.1 About the facility

The office of the Registrar, Maa Manikeshwari University, Bhawanipatna is under the administrative control of Higher education Department, Government of Odisha.

3.2 Facility Area

The Facility Area where services of FMS are required shall include all areas within boundary of the office premises including but not limited to all built-up areas, basements, landscape and open spaces. Refer Annexure III for details of various spaces. This document does not intend to limit or exclude any item in the scope of work that is to be covered for delivering the Facility Management Services timely and successfully.

3.3 Purpose

O/o The Registrar, Maa Manikeshwari University, Manikya Vihar, Bhawanipatna invites sealed proposals from all eligible bidder / service provider for providing comprehensive facility management services for the Maa Manikeshwari University, Manikya Vihar, Bhawanipatna.

The broad scope of services required as below;

- a. Housekeeping services,
- b. Cleaning & Sweeping services,
- c. Gardening Services,
- d. Security Services
- e. Back Office Services
- f. Electrical maintenance services,
- g. Plumbing, Masonry and Carpentry services.

Please refer **Annexure-A** for detailed scope of work

Section 4: Technical Proposal

- i. Bidders need to submit all required information with supporting documents as per Form T1 to T11 and as per instructions provided in this RFP.
- ii. If necessary, additional sheets can be added by the Bidder.

- iii. Each page of technical and qualification information shall be duly signed by the Bidder or his authorized representative.
- iv. Cost incurred by Bidder(s) in making this offer, in providing clarifications or attending discussions, conferences, or site visits shall not be reimbursed by the Client.
- v. Incomplete bids shall be summarily rejected.
- vi. The language for submission of application shall be English.
- vii. The enclosed forms should be filled in completely and all questions should be answered. If any particular query is not relevant, it should be replied as 'not applicable'.
- viii. Financial data, Project/Work costs, value of works, etc. should be given in Indian Rupee only.
- ix. If the bid is made by a firm in partnership, it shall be signed by all the partners of the firm along with their full names and current addresses, or by a partner holding the power of attorney for the firm for signing the application. In such a case a certified copy of the power of attorney should accompany the application. A certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany the application.
- x. If the bid is made by a limited company or a limited corporation, it shall be signed by a duly authorized person holding the power of attorney for signing the application, in which case a certified copy of the power of attorney should accompany the application. Such limited company or corporation will be required to furnish satisfactory evidence of its existence before the contract is awarded. The information furnished must be sufficient to show that the bidder is capable in all respects to successfully complete the envisaged work.



FORM-T1: COVERING LETTER

(On the Bidder's Letter Head)

To

[Location,
Date]

The Registrar, Maa Manikeshwari University, Manikya Vihar, Bhawanipatna

Sub: Selection of Agency for Providing Comprehensive Facility Management Services for the Maa Manikeshwari University, Bhawanipatna-751001

Dear Sir,

With reference to your Request for Proposal dated__I have examined all relevant documents and understood their contents; hereby submit our Technical and Financial Proposal for **Comprehensive Facility Management Services**.

1. All information provided in the Proposal and in the Appendices is true and correct and all documents accompanying such Proposal are true copies of their respective originals. This statement is made for the express purpose of appointment as the Contractor for the aforesaid Assignment.
2. I shall make available to the Client any additional information it may deem necessary or require for supplementing or authenticating of the Proposal.
3. I acknowledge the right of the Client to reject our proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
4. I certify that in the last five years, we or any of our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial Client or a judicial pronouncement or arbitration award against the Bidder nor been expelled from any project or contract by any public Client nor have had any contract terminated by any public Client for breach on our part.
5. I declare that:
 - a. I have examined and have no reservations to the RFP Documents, including any Addendum issued by the Client;
 - b. I do not have any conflict of interest in accordance with the prescriptions in the RFP Document;
 - c. I/have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in RFP document, in respect of any tender or



request for proposal issued by or any agreement entered into with the Client or any other public sector enterprise or any government, Central or State; and I hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

6. I agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall I/we have any claim or right of whatsoever nature if the Assignment is not awarded to me/us or our proposal is not opened or rejected.

7. I agree to keep this offer valid for 180 (One hundred and Eighty Days) days from the Proposal Due Date specified in the RFP Document.

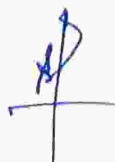
8. In the event of my firm being selected as the Service Provider, I agree to enter into an Agreement in accordance with the form which shall be provided by Client. We agree not to seek any changes in the aforesaid form and agree to abide by the same.

9. I agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms and conditions of the RFP Document.

Yours sincerely,

Authorized Signature
[In full and initials]: _____

**Name and Title of
Signatory:**
Name of Firm:
Address:



FORM-T2: INFORMATION ABOUT THE BIDDER

A. *BIDDER'S ORGANISATION*

1. **Title of Project:**

2. State the Status of the Bidder's Organization namely Public Limited Company/
Private Limited Company/ Partnership Firm/ Proprietary Firm, etc.

3. **State the following:**

- a) Name of Company or Firm:
- b) Country of incorporation:
- c) Registered address:
- d) Year of Incorporation:
- e) Year of commencement of business:
- f) Principal place of business:
- g) GSTIN:
- h) PAN:
- i) Brief description about the Organization including details of its main lines of business:

4. **Details of authorized signatory of the Bidder:**

- a) Name:
- b) Designation:
- c) Company:
- d) Address:
- e) Phone No.:
- f) Fax No. :
- g) E-mail address:

5. *Details of individual (s) who will serve as the point of contact / communication for CLIENT within the Company*



- a) Name:
- b) Designation:
- c) Address:
- d) Telephone No.
- e) E-mail address:
- f) Fax No.

6. Bidders shall enclose copies of the valid EPF, ESI and Labour License & PSARA License;

7. Checklist of Eligibility

Criteria	Description	Required Document	Supporting	Submitted (Yes/No)
Technical Criteria				
A.	The bidder should be registered under appropriate Client e.g.; • Indian Companies Act 2013 • Indian Partnership Act 1932 • The Societies Registration Act 1860. • Limited Liability Partnership Act 2008. • Odisha Shops & Establishments Act, 1956 etc.	Copy of Certificates of Incorporation / Registration issued by the competent Client		
B.	The bidder must have executed Comprehensive Operation, Maintenance and Multi facility Mechanized Services in Central / State Govt./ IT / ITeS companies, High rise Buildings, Apartments, Business centers and Malls in India (preferably Bhubaneswar, Odisha) during last Five financial years (FY2021-22 to FY2025-26),	Copies of supporting work order / work completion certificate issued by respective authorities as applicable along with duly filled information sheet as per Form T4.		

	a s on dt 31.03.2026 of value specified herein in the relevant area as per the scope of the work:- <u>One project</u> with minimum 50,000 Sq. ft. Built-up areas and not less than the contract value of Rupees Seven Crores [i.e. 70% of the Estimated Cost of the Project]		
C.	Bidder should be registered with the Income Tax, Goods and Services Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation etc.	Copies of PAN, GSTIN, IT Returns for the last 3 financial years, Labour Registration, EPF Registration Certificate, ESI Registration Certificate and Valid License under PSARA (Private Security Agencies Regulation Act.2005) to be submitted. along with the technical proposal.	
D.	Bidder must not be under any declaration of Ineligibility by any Client and should not be blacklisted with any of the government project as on date of proposal.	Undertaking as per Form T5 on stamp paper of appropriate value in shape of affidavit from the Notary regarding his eligibility and non-blacklisting needs to be furnished	
E.	The registered Office / branch office of the Service Provider must be located within the jurisdictional area of Bhawanipatna or Bhubaneswar, Odisha.	Valid address proof of the office (Copy of the Land Line Telephone Bill / Electricity Bill / GSTIN of the Office Premise)	
F.	In the Financial Years immediately preceding the Proposal Due Date , the Bidder has not: (iv) Failed to perform any contract, as evidenced by the imposition of a penalty by an arbitral or judicial authority or arbitration award or a judicial pronouncement against such Bidder; (v) Been expelled from any project or contract by the Gol or any state government, or its instrumentalities;	An undertaking to this effect must be submitted on the letter head of the Bidder.	

	(vi) Had any contract terminated by the GoI or any state government, or its instrumentalities		
Financial Capability Criteria			
G.	Bidder should have the average financial turnover of not less than Rs. 15.00 Cr (Rupees fifteen crore) and should have a positive net worth for last Five financial years (FY2021-22 to FY2025-26), ending 31.03.2026 for providing similar type of services as per the scope of the work.	Duly certified copy from the auditor / chartered accountant has to be provided certifying Organizations turnover during last five financial years as per Form T2 (part B) of Section 4.	
H.	Must have its own bank account in any scheduled bank situated in Bhubaneswar, Odisha.	Copy of the pass book along with self- attested Bank Account Statement for the last One year period needs to be furnished.	
I.	Must not have any pending judicial proceedings for any criminal offence against the proprietor /Director / Persons to Be deployed by the Service Provider	An undertaking to this effect must be submitted on the bidder letter head.	

8. Checklist of Technical Forms

Forms no.	Title	Submitted (Yes/No)
Form-T1	Covering Letter	
Form -T2	A. Information About the Bidder	
	B. Financial Capacity of the Bidder	
Form -T3	Power Of Attorney	
Form -T4	Past Experience of the Bidder	
Form -T5	Undertaking	
Form -T6	Commitment for Proposed Equipment/S and Materials	
Form -T7	Proposed Manpower Deployment Plan and Standard Operating Procedure	
Form T8	Quality Control Mechanism	
Form T9	Anti Collusion Certificate	
Form T10	Description Of Approach & Methodology	
Form T11	Proposed Work Plan	

I understand that in case we do not submit required information in given formats along with the supporting documents, Client may treat our proposal as non-responsive.

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

Name and Designation of Signatory:
Name of the Bidder:



B. FINANCIAL CAPACITY OF BIDDER

Bidders are required to provide the information about the Annual turnover from the similar service during the last 5 years (FY2021-22 to FY2025-26) as per the following prescribed format: as per the following prescribed format:

[To be provided on the Bidder Letter Head]

<Name of Bidder>

FINANCIAL CAPACITY OF BIDDER

S. No.	Period (Last 5 FYs)	Financial Turnover from the Similar service in INR	Average Turnover from the Similar service in INR
1.			
2.			
3.			
4.			
5.			
Certificate from the Statutory Auditor			
This is to certify that [Insert name of the bidder with detail address] has the annual turnover against the respective FY on account of providing similar service.			
Seal and Signature of the Auditor			

Authorized
Signature [In full and initials]: _____

Name and Designation of
Signatory: Name of the Bidder:



FORM-T3: POWER OF ATTORNEY

(On a Stamp Paper of relevant value)

FORM-T3: POWER OF ATTORNEY FOR AUTHORISED SIGNATORY

Know all men by these presents, we _____ (name and address of the registered office) do hereby constitute, appoint and authorize Mr. /Ms. (name and address of residence) who is presently employed with us and holding the position of _____ as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for [Name of the Service]

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts and deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Executant

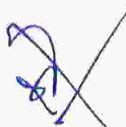
Signature of Attorney

(Name, Title and Address of the Attorney) Attested

Executant

Notes:

1. *To be executed by the sole Bidder.*
2. *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*
3. *Also, where required, the executants(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*
4. *In case the Proposal is signed by an authorised Director of the Bidder, a certified copy of the appropriate resolution / document conveying such Client may be enclosed in lieu of the Power of Attorney.*



FORM-T4: PAST EXPERIENCE OF THE BIDDER**Name of Bidder**

Details of the similar assignments undertaken / completed during the last Five years:

Sl. No.	Name of Project	Name of Client with address and contact numbers	Date of Award of Contract	Date of completion of assignment (for both complete d and ongoing projects)	Period of Service	Total area of the Location		Contract Value (in INR)	Description of services provided
						Super Built-Up area in sq. ft.	Total Area (Sq ft)		
(1)	(2)	(3)	(4)	(5)	(6)	(7)		(8)	(9)

N.B. : Copies of the Work Orders/Agreement / Completion Certificates from the respective authorities duly signed by the issuing authorities needs to be furnished by the Bidder along with the technical proposal as proof of evidence.

Authorized
Signature [In full and initials]: _____

Name and Designation of
Signatory: Name of the Bidder:



FORM-T5: UNDERTAKING

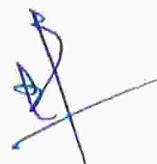
[On the Stamp Paper of appropriate value in shape of affidavit from the Notary regarding Ineligibility of the Bidder and non-blacklisting]

I/we, hereby undertake that, our company has not been blacklisted / debarred by any of the Central / State Government Ministry / Department/ Office or by any Public Sector Undertaking (PSUs) and I/we are not blacklisted by any authority during the last five financial years (FY 2021-22 to FY 2025-26), ending on 31.03.2026.

Yours sincerely,

Authorized Signature
[In full and initials]: _____

**Name and Designation of the
Signatory: Name of the Bidder
and Address:**



FORM-T6: COMMITMENT FOR PROPOSED EQUIPMENTS AND MATERIALS

1. List of Proposed Equipments:

SL. No.	Equipment	Requirement	Specification	Capacity	Present Condition	Remarks
1	2	3	4	5	6	7

2. Proposed list of Materials / Consumables to be used

SL. No.	Name of consumable proposed (with details and make)		Utilisation		
			Per day	Per week	Per month
	Consumable	Make / Brand			

Note:

1. All the equipment and consumables are considered in costing for financial bid needs to be reported here.
2. The bidder shall procure Diesel / Lubricants / Oils to be used in for any kind of machinery installed at the facility like in substation, DG set and other equipment and the same shall be paid as per actuals on production of bills / consumption details etc. by the Bidder to the Client.
3. The Bidder shall procure all related consumables like toiletries, spares, fasteners / fixtures required (if any), housekeeping consumables etc. and the cost of the same shall be borne by the Bidder.

Yours sincerely,

Authorized Signature [In full and initials]

Name and Designation of the Signatory: Name of the Bidder and Address:



**FORM-T7: PROPOSED TECHNICAL MANPOWER DEPLOYMENT PLAN AND
STANDARD OPERATING PROCEDURE FOR THE REQUIRED SERVICE**

[In this format the bidder shall submit their proposed work plan and standard operating procedure for the required services within 3 -4 pages based on the site visit.]

Yours sincerely,

Authorized Signature
[In full and initials]

Name and Designation of the Signatory :
Name of the Bidder and Address :

FORM-T8: QUALITY CONTROL MECHANISM

[In this format, the bidder shall provide a brief write up on the proposed quality control mechanism for the required services within 1-2 pages]

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

**Name and Designation of the Signatory
: Name of the Bidder and Address :**

A handwritten signature in blue ink, consisting of stylized initials 'A' and 'B' followed by a horizontal line.

FORM-T9: ANTI COLLUSION CERTIFICATE

(on letterhead of Bidder)

1. We certify that this Proposal is made in good faith and that we have not fixed or adjusted the amount of the Proposal by, or under, or in accordance with any agreement or arrangement with any other person. We also certify that we have not and we undertake that we will not, before the award of any contract for the work:
 - (i) (a) Communicate to any person other than the Client /or person duly authorized by it in that behalf the amount or approximate amount of the Proposal, or Proposed Proposal, except where the disclosure, in confidence, of the approximate amount of the Proposal was necessary to obtain premium quotations required for the preparation of the Proposal
 - (b) Enter into any agreement or arrangement with any person that they shall refrain from bidding, they shall withdraw any Proposal once offered or vary the amount of any Proposal to be submitted.
 - (ii) Pay, give or offer to pay or give any sum of money or other valuable Considerations directly or indirectly to any person for doing or having done or having caused to be done in relation to any other Proposal or proposed Proposal for the work, any act or thing of the sort described at (i) (a) or (i) (b) above.
2. We further certify that the principles described in paragraphs 1 (i) and (ii) above have been or will be, brought to the attention of all sub-contractors, suppliers and associated companies providing services or material connected with the Proposal and any contract entered into with such sub-contractors, suppliers, or associated companies will be made on the basis of compliance with the above principles by all parties.
3. We are not part of any "Anti-competitive practice" such as collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of The Competition Act, 2002 as amended from time to time, between two or more bidders, with or without the knowledge of the Procuring Entity (Client), that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels,
4. In this certificate, the word "person" includes any persons or any body or association, corporate or unincorporated; "any agreement or arrangement" includes any transaction, formal or informal and whether legally binding or not; and "the work" means the work in relation to which this Proposal is made.

Dated this..... Days of 2018

Name of the Bidder

Signature of the designated

person..... Name of the designated

person..... Date of receipt of



FORM-T10: DESCRIPTION OF APPROACH & METHODOLOGY**DESCRIPTION OF APPROACH, METHODOLOGY TO UNDERTAKE THE ASSIGNMENT**

[Technical approach, methodology and work plan are key components of the Technical Proposal. In this Section, bidder should explain his understanding of the scope and objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Further, he should highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. It is suggested to present the required information divided into following four sections]

A. Understanding of Scope, Objectives and Completeness of response

Please explain your understanding of the scope and objectives of the assignment based on the scope of work, the technical approach, and the proposed methodology adopted for implementation of the tasks and activities to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/copy the ToR here.

B. Description of Approach and Methodology:

- a. Key guiding principles for the study.
- b. Proposed Framework.
- c. Information matrix
- d. Any other issues

C. Methodology to be adopted:

Explaining of the proposed methodologies to be adopted highlighting of the compatibility of the same with the proposed approach. This includes:

- a. Detail research design including sample design and estimation procedure.
- b. Field Process Protocol control
- c. Suggestive tools for data collection.
- d. Analysis of field data and preparation of reports
- e. Any other issues

D. Staffing and Study Management Plan:

The bidder should propose and justify the structure and composition of the team and should enlist the main activities under the assignment in respect of the Key Professionals responsible for it. Further, it is necessary to enlist of the activities under the proposed assignment with sub-activities (week wise). (Graphical representation).

Authorized Signatory [In full and initials]: Name and Designation with Date and Seal:

FORM-T11: PROPOSED WORK PLAN

Week ->	1	2	3	4	5	6
Sequence of Study Activity/ Sub Activity						

Indicate all main activities / sub activities of the proposed assignment including delivery of reports (Inception. and Final Reports) and other associate sub-activities

Authorized Signatory [In full and initials]:

Name and Designation with Date and Seal:



Form F1: Financial Proposal Submission Form

(On the letterhead of the Bidder)

[Location,
Date]

To

The Registrar, Maa Manikeshwari University, Manikya
Vihar, Bhawanipatna

**Sub: Selection of Agency for Providing Comprehensive Facility Management
Service for the Maa Manikeshwari University, Bhawanipatna**

Dear Sir,

I/We, the undersigned, is pleased to provide our financial offer for **providing Comprehensive Facility Management Services** for the Maa Manikeshwari University, Manikya Vihar, Bhawanipatna, in accordance to your Request for Proposal No.____Dated _____ and our Technical Proposal.

Having gone through the RFP and having fully understood the scope of work for the captioned assignment as set out in the RFP; we are pleased to quote the following annual lump sum fees (exclusive of GST) for the proposed service as:

In Figures	
In Words	

Note:

1. Tax will be paid as per prevailing applicable rates.
2. All payments to the service provider will be subjected to deduction of taxes at source as per applicable laws.

Our Financial Bid shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Bid.

I/ We understand you are not bound to accept any Bid you receive.

Yours sincerely,

Name and Designation of Signatory:

Name of Bidder:

Complete Address:

Authorized Signature

[In full and initials]



Form F2: Financial Bid

Sl. No.	Item	Description	Unit	Financial Bid (INR)
1	Comprehensive Facility Management Services for the Maa Manikeshwari University, Manikya Vihar, Bhawanipatna	Services to be provided as per the defined scope and terms and conditions of the RFP	Lump sum	
2	Goods & Services Tax (GST) as applicable			
TOTAL (1 + 2)				

Note:

1. Financial bid would mean Annual Comprehensive Facility Management Cost (as provided by the bidder in S.No: 1 in the above table) payable to Facility Management Service Provider (FMS).

Conditional price bid will be outrightly rejected.

2. FMS would not be paid any other costs apart from above service.
3. This RFP is for providing comprehensive facility management services as per the Service Level Requirements. The manpower indicated by the Client in this RFP is minimum required manpower, however the bidder is expected to evaluate cost of all services, manpower, overheads, equipment and consumables (except fuel) etc. required for providing the services as per the scope of work defined in the RFP and provide a lump-sum quote in the financial bid.
4. Bidder will be shortlisted as per criteria mentioned in Clause 1.7.1. Bidder shall read the conditions very carefully. The financial bids would be ranked/ compared as per the quoted amount exclusive of GST.

Name of the Bidder:

Address:

Name and Designation of Signatory:

Authorized Signature [In full and initials]

Form F3: Detail Break Up for the Financial Offer

Sl No	Description of Item	Qty. (No.)	Unit Price (per month inclusive of all statutory dues) (IN INR)	Total Price (per year) (IN INR)	Total Annual Cost (IN INR)
1.	Remuneration of Manpower				
a.	Housekeeping Staff				
b.	Cleaning Services Staff				
c.	Garden & lawn Maintenance Staff				
d.	Security Services Staff				
e.	Front Office Services Staff				
f.	Electrical Staff				
g.	Plumbing, masonry and carpentry Staff				
2.	Charges towards hiring of Equipments and Consumables	In Lump sum			
3.	Service Charge in %				
Total Cost (Rs.)					
In Words					

Authorized Signature
[In full and initials]

Name and Designation of Signatory:
Name of the Bidder:
Address:



ANNEXURE-A

SCOPE OF WORK:

1. Broad Description of Facility Management

1.1. This scope of work essentially indicates Operations & Maintenance services pertaining to upkeep & smooth working of the entire premises including equipment's, building services, infrastructure, fixtures, accessories, utilities, services, and furniture in the Facility as per the satisfaction of client / end user.

1.2. Operation & Maintenance for the equipment / artifacts etc. will be carried out as per benchmarked maintenance practices / OEM (Original Equipment Manufacturer) manuals / O&M Manuals of the equipments deployed/provided by the Contractor/Project Management Service Provider (PMSP).

1.3. The scope of work broadly includes the operation, maintenance and management of general building operations as described in this contract for the Project Facility. The FMS will be directly responsible for ensuring operational service levels and that the performance is met as per terms and conditions defined in this document. Facility Management Contractor (FMS) will be directly reporting to the officer authorised by the Client. The FMS shall deploy the adequate manpower and equipments as per the requirement

1.4. This document describes the work to be carried out under the Facility Management Services for and draws attention to certain associated items that are to be completed. This document does not intend to limit or exclude any item in the scope of work that is to be covered for delivering the Facility Management Services timely and successfully.

2: Facility Management Services

2.1. The scope of work for facility management services is broadly divided into following categories:

2.1.1 Operation:

- i. Day to day unhindered running of the entire facility as per the satisfaction of the client / end user.
- ii. Preservation of machinery, building and services in good operating condition. Daily / periodic maintenance (inspection, oiling and re-tightening, replenishments) to retain the healthy condition of equipment and prevent failure through the prevention of deterioration, periodic inspection or equipment condition diagnosis etc. as deemed fit by FMS.
- iii. Procure and store adequate stock of fuel, consumables, material, machinery and equipment's etc. for unhindered daily operations of the facility at its own cost.
- iv. Day to day repairs required in the entire complex under the maintenance of FMS

2.1.2. Management

- i. Co-ordination with Contractors for rectification of defects falling under DLP.
- ii. Co-ordination with Vendors / Suppliers /Manufacturers for preventive maintenance.
- iii. Supervise, administer and certify works of Main Contractors/PMSP/ Vendors / Suppliers / Manufacturers / AMC agencies for rectification of breakdowns (covered under breakdown maintenance/AMC) and for operations.
- iv. Printed comprehensive logbook as per certified standards and procedures, containing tables for daily record of all critical schedules, temperatures, pressures, humidity, power consumption, starting, stopping times of various equipment's, daily record of unusual observations.
- v. MIS Reporting for overall management of services.
- vi. Co-ordination (with PWD Officials) for conducting drills (earthquake, fire etc.) as per the statutory requirements or as per law of land.

The Broad Scope of services required as below;

- A. Housekeeping services;
- B. Cleaning & Sweeping services;
- C. Gardening Services;
- D. Security Services;
- E. Back Office Services.
- F. Electrical Maintenance Services
- G. Plumbing, Masonry and carpentry services

However, the services as defined above is not limited to or exclude any item in the scope of work that is to be covered for preserving the project and delivering the services as per the satisfaction of the client / end user. The FMS shall maintain the service levels and also maintain minimum manpower as per scope in Form T-8.

Unless it is explicitly restricted, the scope of work under the Contract for Facility Management Contractor for providing facility management services including operation and maintenance of facilities constructed by the Client as implementation agency is as below:

A. Housekeeping services

The CFMS Provider shall maintain a register covering details of the room readiness and cleanliness as per the prescribed checklist to be provided by the Client.

ROOM READINESS CHECKLIST

Room No:

Date:

JOB DESCRIPTION	JOB TYPE		POST INSPECTION JOB
	YES	No	
ROOM -Entry Door Lock functional			Yes/No
ROOM -AC Functional and in good condition			Yes/No
ROOM -Telephone works			Yes/No
ROOM -TV & TV Remote Works			Yes/No
ROOM -TV Programmed correctly			Yes/No

ROOM -All Electrical Outlets functional		Yes/No
BED-Bedding clean & free of stains		Yes/No
BED- Cover is clean		Yes/No
BED-Mattress & Pillow firm & clean		Yes/No
BED-Towel is cleaned and free of stains		Yes/No
FURNITURE-Trash bin cleaned		Yes/No
FURNITURE-Chairs clean & in good condition		Yes/No
FURNITURE-Study table clean & in good condition		Yes/No
FURNITURE-Dinning tables clean & in good condition		Yes/No
FURNITURE-Sofa clean & in good condition		Yes/No
CLOSET-Minimum 06 hangers (3 suits, 3 dress)		Yes/No
CLOSET-Light(s) functional		Yes/No
CLOSET-Doors open & close properly		Yes/No
CLOSET-Interior clean		Yes/No
ROOM -Mirrors clean & in good condition		Yes/No
ROOM -General area lighting functional		Yes/No
ROOM -Wall paint clean & in good condition		Yes/No
ROOM -Windows clean & in good condition		Yes/No
ROOM -Drapes/Sheers clean & functional		Yes/No
ROOM -All flooring / carpet in good condition		Yes/No
BATH- All surfaces clean		Yes/No
BATH-All bathroom tiles & floor clean		Yes/No
BATH-Shower glass streak free & clean		Yes/No
BATH- All counter tops and surfaces clean and streak free		Yes/No
BATH-All lighting clean and functional		Yes/No
BATH-All towels clean & in good condition		Yes/No
BATH-Toilet soap , Odonil, Toilet paper roll changed		Yes/No
BATH-Thrash been clean & in good condition		Yes/No
BATH-Bucket & mug clean & in good condition		Yes/No
BATH-Toilet clean & functional		Yes/No
BATH-Geyser functional		Yes/No

B. Cleaning & Sweeping services:

Sl No	Description	Frequency
1	Routine cleaning services as per the scope of work of all the premises in the project facility	2 Times/Day
2	During any special events/exhibitions in the project facility the housekeeping (sweeping, wet mopping, dusting etc.) of all the premises in connected amenities where the event/exhibition is organized.	4 Times/Day
3	Cleaning of public area Toilets as per defined scope of work	3 Times/Day
4	Cleaning of dustbins / waste bins and disposing the same up to the main container or garbage collection point.	2 Times / Day



5	Collecting of garbage from the garbage collection point. Thereafter, segregation of waste & disposing off the same outside the premises as per applicable guidelines/ rules of the local Client.	Once / Day
6	Cleaning of Grease Chambers of kitchen	Once/Week
7	Dusting / cleaning (Rooms excluding licensed spaces) of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, windows, fittings and glass pans etc.	Once/Day
8	Cleaning of glass windows & doors from inside & outside in office, passages and corridors and all glass facade outside all around the building on ground floor.	Once/Day
9	Sweeping, wet mopping, dusting of stairs (including terrace & ground to basements), External Stairs, Exhibits & Artifacts, Drive way and compound area.	Once/Day
10	Cleaning and upkeep of all parking, service, basement and maintenance area	Once/Day

The FMS shall perform the basic duties as follows:

- i. Perform routine cleaning of the internal and external areas to meet the required service standard.
- ii. Cleanliness of all common spaces and space inside the location within Project Facility.
- iii. Perform cleaning and upkeep of exhibits and artifacts, IT & AV equipment's in the project facility as per the directions in Manuals / as per directions of representative of Client.
- iv. Perform periodic cleaning of glass facades, structure at entrance plaza, external claddings etc. at all heights (internally and externally)
- v. Additional housekeeping services as and when required by Client as approved by the Home Dept.
- vi. Deploy equipment's for cleaning and shall be responsible for maintaining these at all time. All costs for purchase/repair/spares/ maintenance etc. for these equipment's will be borne by FMS.
- vii. Responsible for the safekeeping of these equipment's at the project facility and shall not take out these equipment's any time during the term of contract other than for repairs. In case such repairs take more than a week, FMS shall arrange to provide alternate equipment for the Project Facility.
- viii. Adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to the property at Project Facility as soon as they become aware of such defects in the course of their duties under this Contract.
- ix. Dusting / cleaning of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, fittings and glass pans etc. to remove debris, stains, cobwebs and marks.
- x. Stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust, debris, stains and marks.

- xi. Polishing / vacuum cleaning / cleaning of floors, carpets, carpet tiles, mats and mat wells and ensure the same must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals.
- xii. Clean all water tanks and disinfects specially before start of rainy season and as instructed by Client.
- xiii. Regular cleaning of storm water drain, manholes, sewage lines etc. for removal of any blockages.
- xiv. Entrances, service areas, parking areas, paving, paths, roads, grounds amphitheatres, courtyard sand, lawns at the entrance, outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.
- xv. Server Room, Control Room etc. must be free from dust, static electricity and be left clinically clean. (to be done in presence of the officials concerned).
- xvi. Sticky substances like chewing gum shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover.
- xvii. Care is to be exercised when staff/visitors are still on the premises. Wet floors should be sign- posted. Trailing cables and open sockets should be made safe.
- xviii. All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering.
- xix. Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent

Cleaning of Toilets

- i. All sanitary ware including sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected.
- ii. Floors should be cleaned to the same standard as other building floors. In addition there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.
- iii. Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.
- iv. All toilets should be kept fully stocked with supplies and should be made available at all times.
- v. Dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. Hot air dryers must be clean, dry and free from dust, marks and smears.

Cleaning Monitoring and Control:

Toilets Checklist: The CFMS Provider shall maintain a checklist covering cleaning and sanitation of toilets. This checklist is to be attached on the back of the toilet door. It is to be updated and filled up by the CFMS Provider on duty at regular intervals each time the toilet is cleaned.



DAILY TOILET CLEANING SCHEDULE		08 AM	12 AM	03 PM
Sl No	Prescribed works (Daily Job Chart)			
1	Sweep & mop bathroom floor- including all corners & behind doors			
2	Clean & disinfect bathroom counters, fixtures, mirror & sinks			
3	Remove splash marks from around basins			
4	Clean & disinfect urinals- inside & outside			
5	Wipe & clean partition walls & top surfaces			
6	Refill toilet roll, paper towels & soap dispensers as required			
7	Empty dustbins & replace bin liner as required			

C. Gardening Services

The FMS shall be responsible for ensuring proper maintenance and upkeep of all horticulture works. Adequate equipment shall be maintained by FMS including grass cutting machine and other tools required for maintenance of horticulture areas. FMS shall grow seasonal plants and seasonal flowers as deemed fit by the Client to maintain the horticulture/ landscape as per the satisfaction of client/ end user. FMS shall make required arrangements and proper use of required insecticides, Pesticides, Fertilizers, Manures etc. The broad scope of work will be as follows:

The Agency has to perform the following activities:

Sl No	Activities	Frequency of work
1	Watering	Daily
2	Weed removing	Once/week
3	Trimming and pruning	Once/week
4	Soil mulching	Twice/Month
5	Lawn mowing	Twice/Month
6	Hedges and Shrubs cutting etc.	Twice/Month
7	Cleaning Garden areas	Once/week
8	Applying fertiliser or compost manure/vermi culture manure alternate month or as and when required.	Once/Month
9	Applying pesticides and fungicide alternate month or as and when required.	Once/Month
10	Maintenance of vermi compost pits	Once/week
11	Disposal of dry/fallen leaves.	Daily
12	Seed collection and sowing.	Once/Month
13	Rising of Nursery.	Once/week
14	Preparation and maintenance of Planting Materials.	Once/week
15	Operation of Tools, Machinery as required for the Garden.	Once/week

16	General maintenance of existing plants, Tools implements etc.	Once/weak
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D. Security Services;

One set of security personnels will perform duty for 08 hours; there will be three shifts for a day. The deployment of personnels will vary based on the university activities. Management of the personnels will be sole responsibility of the agency. If extra personnels required for the specific purposed same will be intimate earlier for temporary arrangement.

1. Access Control and Gate Management:

- Verify identification badges, visitor passes, and vehicle permits at entry checkpoints.
- Maintain a detailed logbook or digital system for all incoming and outgoing visitors, vendors, and staff.
- Issue visitor passes while strictly barring unauthorized vendors, salesmen, and loiterers.
- Inspect incoming and outgoing materials or equipment against authorized gate passes.
- Operate security equipment such as walk-through and hand-held metal detectors or baggage scanners.

2. Surveillance and Patrolling

- Conduct regular, documented foot or mobile patrols along perimeters and internal building premises.
- Monitor live CCTV surveillance camera feeds and respond swiftly to automated alarm triggers.
- Check locks, windows, and entryways during non-operational hours to ensure they are sealed.
- Switch off unnecessary lights, fans, climate control systems, or electrical gadgets to conserve energy.
- Detect and report safety hazards like exposed wiring, water leaks, or structurally damaged fencing.

3. Traffic and Parking Management

- Regulate the orderly movement and parking of vehicles in designated slots.
- Utilize inspection mirrors to scan underneath incoming vehicles at main checkpoints.
- Prevent double-parking, gridlock, or blockage of emergency fire lanes and ambulance bays.
- Drive away stray animals, trespassers, or blocked transit from the main entry gates.

4. Emergency Response and Incident Management

- Serve as the primary responder to fire outbreaks, natural disasters, or building evacuations.
- Operate basic firefighting equipment and administer immediate first aid if necessary.
- Activate immediate containment protocols during theft, physical altercations, or bomb threats.
- Coordinate directly with the local police department, medical responders, and fire brigades.
- Draft timely, objective, and detailed incident reports for management review.

- Personnel Requirements and Code of Conduct
- f) Maintain a clean, professional appearance by wearing the full company uniform at all times.
 - g) Ensure complete shift overlaps, prohibiting guards from abandoning a post without a registered reliever.
 - h) Prohibit any sleeping, reading, excessive socializing, or substance use while on shift.
 - i) Enforce a polite, customer-focused, and helpful demeanor toward visitors and employees.

E. Back Office Services.

The timing for Back Office services will be as per the office schedule.

1. Admissions and Enrolment Processing

- a) Screen incoming student applications, calculate GPAs, and verify prerequisite standardized test scores.
- b) Authenticate academic transcripts, diplomas, and degree certificates from applicants.
- c) Build student profiles in the Student Information System (SIS) properly SAMS.

2. Academic Registry and Student Records

- a) Update digital student transcripts with final semester grades, transfer credits, and academic honours.
- b) Audit graduation eligibility criteria to ensure students have met all degree program requirements.
- c) Process official requests for academic transcripts, enrolment verification letters, and replacement diplomas.
- d) Manage course registration systems, track class capacities, and process official course drops or withdrawals.
- e) Maintain students' attendance and reporting to students and parents.

3. Financial Aid and Student Billing

- a) Evaluate financial aid applications against institutional, state, and centre compliance rules.
- b) Disburse scholarship funds, student grants, and educational loans directly to student accounts.
- c) Generate semester invoices, manage payment plans, and track outstanding student financial balances.
- d) Reconcile university bank accounts against student.

4. Human Resources and Faculty Support

- a) Manage academic hiring workflows, including background checks and credential verification for guest faculty.
- b) Track faculty tenure timelines, sabbatical schedules, and annual publication or research records.
- c) Process monthly payroll for full-time faculty, adjunct instructors, and student worker positions.
- d) Administer university benefits programs, healthcare options, and staff retirement contribution portfolios.

5. Research Administration and Grant Management

- a) Review grant proposals for strict adherence to funding agency guidelines and institutional budget rules.
- b) Track expenditures on active research grants to prevent overspending or unauthorized project costs.
- c) Submit financial and milestone compliance reports back to corporate, federal, or state donors.
- d) Archive intellectual property agreements, patent filings, and researcher non-disclosure documents.

6. Institutional Compliance and Data Reporting

- a) Compile annual higher education data to satisfy statutory reporting requirements (e.g., UGC, AICTE, NAAC etc.).
- b) Organize academic documentation and self-study reports to maintain university accreditation status.
- c) Preparation of Annual activity report and financial report.

7. DTP job works

- a) Typing of letter and documents (English and Odia) for internal and external communication.
- b) Preparation of documents for conduct of seminar and workshop by different departments of the university.

8. Laboratory Management

- a) Cleaning and organizing laboratory equipment's, chemical and glassware,
- a) Handling laboratory during the experiment conducted by staff and students.
- b) Maintain stock of consumable items and prepare requirement for same for procurement by the central office.

9. Office Attendant

- b) Workplace Maintenance & Upkeep: Manage office building, monitor office assets and set up rooms.
- c) Logistics & Clerical Support: Distribute internal mail, run external errands, operate office machinery, Organize office storage.
- d) Hospitality & Guest Management: Greet incoming visitors, provide refreshments, Manage front-desk logs ETC.
- e) Inventory Control: Track office stock, Restock communal spaces and Report low inventory etc.
- f) Logistic support during Admission and examination: arrange documents, providing logistic support and refreshment.

F. Electrical maintenance Services

- a) The FMSP shall deploy skilled staff for routine electrical maintenance and prompt rectification of faults in offices, academic departments, hostels, common facilities, and other identified locations.
- b) The deployed staff shall attend to breakdowns, minor repairs, replacement of electrical fittings, and preventive maintenance, as directed by the Client.
- c) The FMSP shall be responsible for operation and management of street lights, including timely switching ON/OFF and minor maintenance to ensure proper illumination of roads, pathways, and public areas within the campus.

- d) The deployed staff shall follow the schedules and instructions issued by the Client and report any faults or irregularities immediately.

G. Plumbing, Masonry and Carpentry services

a) Plumbing Services

- a) Installation of water supply pipes and fittings.
- b) Installation and maintenance of drainage and sewage systems.
- c) Installation of sanitary fixtures such as toilets, washbasins, sinks, and showers.
- d) Repairing of leaks, blocked pipes, and damaged plumbing fixtures.
- e) Ensuring proper water distribution and waste disposal.
- f) Installation and maintenance of water heaters, pumps, and storage tanks.

b) Masonry Services

- a) Construction of walls, foundations, columns, and partitions.
- b) Laying bricks, blocks, and stones according to building plans.
- c) Plastering walls and ceilings.
- d) Building floors, pavements, and concrete structures.
- e) Repair damaged masonry and cracks in buildings.
- f) Improve the strength, stability, and appearance of structures.

C) Carpentry Services

- a) Make and install doors, windows, and frames.
- b) Construction of roofs, staircases, and wooden flooring.
- c) Building cabinets, shelves, and furniture.
- d) Installation of partitions and false ceilings.
- e) Repair and maintain wooden structures and fittings.
- f) Measure, cut, shape, and assemble wood according to design specifications.

(2.) Reporting

The FMS shall establish a MIS system for reporting. The FMS shall submit the following reports within the stipulated time to the Registrar, Maa Manikeshwari University, Manikya Vihar, Bhawanipatna:

- a. Initial Review Report;
- b. Monthly Reports;
- c. Deployment Report; and Attendance Reports
- d. Statutory compliance intimation reports The MIS report shall cover the following aspects:
 - i. Consumption and stock of consumables
 - ii. Compliance of preventive maintenance plan
 - iii. Resource deployment report (manpower, equipment)
 - iv. Expense report (committed and invoiced amounts)



- v. Energy consumption – by utility, by premise
- vi. Status of periodic activities as described under scope of work for Operation, Maintenance.
- vii. Facility Inspection: The FMS shall conduct regular comprehensive facility inspection and perform any additional ones that will maintain/enhance the appearance, operation, and safety aspects of all the facility as approved by Client. The FMS shall indicate frequency of inspection covering all premises.
- viii. Highlight Critical Issues/Problems with recommended solutions which should contain the technical recommendations / alternatives, cost, time schedules, etc.
- ix. Prepare a foot fall report for the visitors.
- x. Customer Feedback Analysis
- xi. Report on Audits/ drills etc.
- xii. Complaint Management reporting.
- xiii. MIS on procurement, statutory payments & on any other invoices processed by Client.
- xiv. Any other reports as needed from time to time.
- xv. IT assets, stationaries and operating cost required to prepare report is in the scope of FMS
- xvi. FMS has the option to use /implement any software for managing the Facility.
- xvii. FMS shall submit the Performa and format and the same shall be approved by Authorized Officer.
- xviii. **Statutory compliance intimation report:** FMS shall maintain a log/ tracking sheet of all statutory or regulatory compliances such as environment clearances, all NOC's, etc including their renewal dates. FMS shall monitor and intimate the Client minimum 30 days in advance before expiry of any such statutory or regulatory compliances.
- xix. Any other reports / compliance certificates as needed from time to time

A6 Deduction for Non-Performance

Subject to the terms and conditions mentioned in the Contract, any deficiency by the FMS in the performance of its delivery obligations, shall render him liable to any or all of the following penalties.

Description	Expected for upkeep	Minimum Obligation	Deduction recovery to be affected in the monthly bill
Shortfall in deployment of minimum manpower described in the agreement	100%	100%	3% of the monthly bill

Shortfall in deployment of minimum machinery / tools described in the agreement	100%	100%	3% of the monthly bill
Toilet cleaning works as per checklist & as per the prescribed standard	100%	100%	1% of the monthly bill
Not maintaining timely deadlines regarding food preparation & service to Guests as per standard for Kitchen & Food & beverage services	100%	100%	1% of the monthly bill
Housekeeping works regarding room readiness as per prescribed standard	100%	100%	1% of the monthly bill
Miscellaneous issues related to conduct & service of manpower deployed for duty	100%	100 %	1% of the monthly bill
Disobedience of orders of Client to perform requisite work assigned	100 %	100 %	1% of the monthly bill
Non-Maintenance or poor maintenance of electrical and electronic goods	100 %	100 %	2% of the monthly bill
Any other (Not mention above)	100 %	100 %	1% of the monthly bill

In case of repetitive instances of non-performance regularly, the Client may take necessary action for termination of Contract and forfeiture of Performance Bank Guarantee after issuing a maximum of 2 months' notice.

ANNEXURE – B

Indicative list of Key Plant & Equipment to be deployed by the FMS

B.1. House Keeping Tools / Equipment

Sr.No.	Name of Tools
1	Commercial vacuum cleaner
2	High pressure jet cleaning machine
3	Puzzy machine to clean chairs and sofas
4	Floor scrubber / polishing machine
5	Wringer Mop Trolley
6	Motorized Grass cutter
7	Road sweeping machine
8	Telescoping ladder

9	Fork Lift
10	Equipment for cleaning facades of high-rise buildings
11.	Equipment for maintenance of Garden
12	Any other tool which will be required to perform the job.

Note: The lists shown are not exhaustive lists and the bidder if required, may add based on their assessment of work in FORM T8.

B.2. List of Consumables to be used

The tentative list of the consumables to be used at facility is as below. However, the exhaustive list of consumables is to be provided by the FMS in his proposal. The FMS shall use consumables of the reputed brands as per the requirement and direction of the Client. The tentative lists of consumables are as follows:

Approximate requirement of Consumables at University on Monthly basis;

Sl.	Name of the Items	Brand No.	Approximate Quantity
1.	Cleaning powder	VIM Ultra	05 kg.
2.	White phenyl	Cleanzo	240 Litr.
3.	Floor Cleaner	Harpic	20 Litr.
4.	Liquid Soap (hand wash)	Dettol	10 lit.
5.	Detergent powder	VIM	05 kg.
6.	Sanitary Cubes (400 gm Per Packet)	Homacol	12 pkt
7.	Naphthalene balls (500 gm.)	Premium Quality	5 kt
8.	Floor Duster	Premium Quality	6 Doz.
9.	White Duster	Premium Quality	5 Doz.
10.	Yellow Duster	Premium Quality	5 Doz.
11.	Phool Jhadu	Sagar/ Premium Quality	12 Nos.
12.	Coconut Jhadu	Premium Quality	10 Nos.
13.	Glass Cleaner (500 ML. per bottle)	Colin	5 Nos..
14.	Disinfectant Toilet Cleaner	Harpic/Domex	30 nos.
15.	Toilet Roll	Wintex/ Premium Quality	30 nos.
16.	Air Freshner for Toilet	Odonil	30 nos.
17.	Scotch Brite	Premium Quality	10 nos
18.	Garbage Bag- Small 15"x18"	Premium Quality	30 pkt (1pkt=30pcs.)
19.	Garbage Bag- Big-30"x40"	Premium Quality	30 pkt (1pkt=30pcs.)
20.	Brasso (500 ML.) Metal Polih	Premium Quality	3 Bottles
21.	Wiper	Premium Quality	2 nos.
22.	Toilet Brush	Premium Quality	6 nos.
23.	Nylon Hand Brush	Premium Quality	6 nos.
24.	Dust Collecting Pan	Premium Quality	10 nos.
25.	Bleaching Powder	-	20 kg.
26.	Hand Gloves	Premium Quality	10 Pairs (half yearly)
27.	Choke Remover	-	10 nos (half yearly)
28.	Dry Mop	Premium Quality	10 nos (half yearly)
29.	Fur Brush	Premium Quality	6 nos (half yearly)

30.	Cockroach Repellant	Baygon/Hit	5 nos
31.	Room Freshener	Air Wick/ Premium Quality	30 nos.
32.	Bucket (for use by staff for floor cleaning)	Premium Quality	10 nos.
33.	Toilet Soap (Around 12 gm)	Medimix/Premium soap	500 nos
34.	Mosquito Spray	Hit Black	20 Nos
35.	Metal polish (Steel)	Brasso	10 nos
36.	Mosquito liquid	All out	60 nos
37.	Battery AA	Eveready	50 Nos.
38.	Battery AAA	Eveready	50 Nos.
39.	Any other materials	Standard quality	As per requirement

B.2.1 Payment for Consumables

- An indicative list of consumables to be used in providing the Comprehensive Facility Management Services is set out at above. Within [30 (Thirty)] days from the Commencement Date, a one-time 'consumables consumption approval' (detailing the allowable usage of consumables based on the scope of work and service level agreements) shall be given by a committee formed by the Client. This Committee shall also consult the CFMS Provider prior to issuing such an approval.
- A separate 'Rate Approval' committee shall also be set up by the Client to finalize the rates of consumables to be used by the CFMS Provider based on market price discovery. This committee shall approve/revise the rates of consumables bi- annually.
- The CFMS Provider shall be required to raise bills for the consumables as per the consumption and rates fixed by the above committee on a monthly basis.
- Any consumables, not identified initially, or required later, can be added in the same manner, and on the same terms, as described above.

B.3 List of Machines to be provided by the Contractor round the clock

Sl.	Equipment's	Required no.
1	Single Disc Scrubbing machine with buffing pad	2 nos.
2	Wet & Dry Vacuum Cleaner	4 nos.
3	Garbage Trolley with cover (wet & Dry)	10 nos.
4	Floor Polishing Machine	2 no.
5	Ladder- small & large-One each	2 nos.
6	Glass cleaning wiper	8 nos.
7	Any other equipment if required	As per requirement

N.B.

- The above noted materials and equipments are tentative and may vary basing on student and staff of the university.
- The materials on arrival at university in each month must be presented before any authorized officer before those are stored by the sanitary supervisor.

Name and Designation of Signatory:
Name of the Bidder: Address:

Authorized Signature [In full and initials]

ANNEXURE – C

INDICATIVE LIST OF MANPOWER TO BE DEPLOYED AT THE PROJECT LOCATION:

C.1. The FMS may consider indicative manpower to efficiently and effectively manage at the project location:

Services	Types of Manpower	No. of Manpower Requirement	Requires qualification and skill
A. House Keeping Services	House Attendant	2	8 th pass
	Floor Supervisor	2	Graduation in any discipline
B. Cleaning and Sweeping Services	Sweeper cum Cleaner	22	Literate
C. Gardening Services	Gardener	6	Trained and preferably experienced
D. Security Services	Security Guard	42	8 th Pass
E. Back Office Services	Data entry operators	44	Graduation with any additional degree/diploma/certificate with proficiency in computer

			knowledge and applications.
	Laboratory Assistant (Botany-2 Nos., Chemistry-2 Nos., Physics-2 Nos, Zoology- 2 Nos, Computer Science-1 Nos, Mathematics-1 Nos, Geography-2 Nos, Home Science-1 Nos, Anthropology-2 Nos, Education-1 Nos)	16	Graduation in Concerned Subject with knowledge on instruments/ apparatus handling.
	Office Assistant cum Driver	1	12 th passed with having a valid four-wheeler driving licence.
	Office Attendant	30	10 th pass
	Book Binder	1	Skilled
G. Electrical maintenance Services	Electrician	1+1	ITI /diploma/ certificate course with previous experience.
H. Plumbing, Masonry and Carpentry services	Plumber & Helper	1+1	ITI /diploma/ certificate course with previous experience.
	Mason & helper	1+1	ITI /diploma/ certificate course with previous experience.
	Carpenter & helper	1+1	ITI /diploma/ certificate course with previous experience.
Total		174	

- The candidate must have above mentioned qualification to be deployed for different services. Preference will be given those who have previous experience.
- There would be additional/decreased requirements as per the need. The agency has to provide manpower as per need with maximum notice of one month.
- FMS shall provide the above minimum manpower to efficiently and effectively manage the facility However; FMS shall be responsible to maintain the service levels as required and shall be liable to deploy additional manpower as per the requirement to fulfill the scope of work for the FMS services at its own cost.
- The impact of additional requirement of manpower for reliever, night shift, leaves and off days shall be taken into account by the bidder in financial bid.
- During day shift the total no. of manpower deployed should not be less than the minimum manpower specified in the table, at all times.
- The tentative duration of working hours/operational hours of memorial will be 8 hours, subject to finalization of timings by the client to be conveyed at the time of signing of agreement.

- vii. Police verification of the manpower deployed by the FMS contractor should be complete and client can ask to share the information with them any time, if required.
- viii. Apart from this, as and when required as approved by the Competent Authority in the university, extra manpower will be deployed as per the requisition given by Registrar.
- ix. State minimum wages will be applicable for manpower deployment.
- x. Services A, B & C are of similar nature so FMS provider will have to apply those services as an unit and cannot ne applied by splitting. Same is the case with G & H. All other services can be applied independently.

