



## राष्ट्रीय पुस्तक न्यास, भारत

मानव संसाधन विकास मंत्रालय, भारत सरकार

### **NATIONAL BOOK TRUST, INDIA**

Ministry of Human Resource Development, Govt. of India

*Nehru Bhawan, 5 Institutional Area, Phase-II,*

*Vasant Kunj, New Delhi – 110 070*

Phone: +91 11 2670 7700

Email: [office.nbt@nic.in](mailto:office.nbt@nic.in). Web: [www.nbtindia.gov.in](http://www.nbtindia.gov.in)

### **TENDER NOTICE**

National Book Trust, India (NBT), an autonomous organization of the Ministry of Human Resource Development, Government of India invites sealed Tenders from registered and reputed agencies in the prescribed Tender Form for providing **Facility Management Services** for its office premises at Vasant Kunj, New Delhi.

Tender Form can be obtained from the Assistant Director (Admn.), National Book Trust, India, Nehru Bhawan, 5, Institutional Area, Phase-II, Vasant Kunj, New Delhi-110070 on any working day till 4:00 p.m. **from 03.08.2020 to 26.08.2020** against payment of Rs.1,180/- including 18% GST in cash/ Demand Draft or the tender documents can be downloaded from NBT website [www.nbtindia.gov.in](http://www.nbtindia.gov.in). In such a case, the Tender fee may be remitted through bank draft/banker's cheque in favour of *National Book Trust, India*, payable at *New Delhi* alongwith the Complete Bid Documents. The Tender Document is also available in e-procurement portal [www.eprocurement.gov.in](http://www.eprocurement.gov.in).

<b>Sale of Tender Document</b>	:	<b>From 03.08.2020 to 26.08.2020 (upto 4:00 PM)</b>
<b>Cost of Tender document</b>	:	<b>Rs. 1,180/- including 18 % GST</b>
<b>Earnest Money Deposit</b>	:	<b>Rs. 2,00,000/-</b>
<b>Date of Pre-Bid Meeting</b>	:	<b>11.08.2020 at 11:00 a.m.</b>
<b>Last date of receipt</b>	:	<b>27.08.2020 upto 11:00 a.m.</b>
<b>Date of opening of Tender</b>	:	<b>Technical Bid on 27.08.2020 at 11:30 a.m. &amp; Financial Bid: Would be informed to the technically Qualified Bidders later</b>

Director, NBT reserves the right to accept/reject any or all the bids without assigning any reason whatsoever.

(Signature of Tenderer with Rubber Stamp)

**CHECK LIST** – The Tenderers/Contractors should ensure the following before submission of the Technical and Financial Bids:

S.No.	Particular(s)	Yes	No
<b><u>TECHNICAL BID</u></b>			
1.	Tender document is properly indexed with page numbers		
2.	Name of the Contractor/Party is mentioned		
3.	Nature of concern		
4.	Present Address		
5.	Permanent Address		
6.	Earnest Money Deposit (EMD)		
7.	Each page of Tender document and its appendix are signed and stamped		
8.	List of Major Customers is given on a separate sheet and proof of satisfactory execution of work		
9.	Proof of last three years' turnover of the firm		
10.	Self-attested copy of PAN Card		
11.	Self-attested copies of authenticated balance sheet for last three years 2016-17, 2017-18 & 2018-19		
12.	Self-attested copy of the Income Tax Return for last 03 years 2016-17, 2017-18 & 2018-19		
13.	Self-attested copy of the GST Registration & GST return for year 2017-18, 2018-19, 2019-20		
14.	The firm should have at least three years' experience of providing similar type of services and should have supplied minimum total of 60 personnel for Facility Management Services for each year to any of Central/State Government /PSUs.		
15.	Specimen signature, name, address, contact No., designation/ capacity of the person OR authorized person signed the tender		
16.	ISO Certificate enclosed		
17.	An affidavit in original (Non-judicial stamp paper) being noted that "Agency has not been blacklisted at any time by a Govt., Semi Govt. or any other Organization".		
<b><u>FINANCIAL BID</u></b>			
1	Rates are quoted in the Tender Form (Financial Bid) – Specification of Work/Bill of Quantity		

**NOTE: - The Tenderers/Contractors, who are not fulfilling and submitting the above documents will not be considered and liable for rejection of their bids.**

(Signature of Tenderer with Rubber Stamp)



## राष्ट्रीय पुस्तक न्यास, भारत

मानव संसाधन विकास मंत्रालय, भारत सरकार

### NATIONAL BOOK TRUST, INDIA

Ministry of Human Resource Development, Govt. of India

Nehru Bhawan, 5 Institutional Area, Phase-II,

Vasant Kunj, New Delhi – 110 070

Phone: +91 11 2670 7700

Email: [office.nbt@nic.in](mailto:office.nbt@nic.in). Web: [www.nbtindia.gov.in](http://www.nbtindia.gov.in)

**Chapter - 1**

### **NOTICE INVITING TENDERS**

#### **SUBJECT: SUBMISSION OF TENDER FOR FACILITY MANAGEMENT SERVICES**

1. National Book Trust), India, (NBT) Ministry of Human Resource Development, Government of India, desires to appoint a Facility Management Service Agent for day to day maintenance/ Housekeeping, plumbing, horticulture/ landscaping, electrical maintenance and operation of electrical equipments like DG set, UPS, lifts, AC equipments of its office premises at Vasant Kunj, New Delhi. Sealed Bids for Facility Management services are invited from reputed agencies fulfilling the criteria laid down in Chapter 4. The job specifications and scope of work are given in Chapter 5. The format for Financial Bid is at Chapter 8. The contract period will initially be for a period of one year extendable on satisfactory performance and mutual consent on same terms and conditions on yearly basis maximum by two more year.
2. Tender document containing terms and conditions can be purchased on payment of **Rs. 1,180/- including 18% GST (Non-Refundable)** in the form of cash/demand draft favoring **National Book Trust, India** payable at New Delhi, from the office of NBT, Nehru Bhawan, 5 Institutional Area, Phase-II, Vasant Kunj, New Delhi **110070 till 26.08.2020 (Except Saturdays, Sundays and Bank Holidays) up to 4:00 pm.**
3. Tender forms/ application form can be downloaded from the website of the NBT i.e [www.nbtindia.gov.in](http://www.nbtindia.gov.in) and the same can be submitted along with the cost of tender documents/ application form of Rs. 1,180/- including 18% GST (non- refundable) in the form of pay order/demand draft drawn in favour of National Book Trust, India payable at New Delhi.
4. The bids are to be sent in two parts – one sealed envelope superscribed as ‘**Technical Bid**’ giving details in the format as per Chapter 6 and the second sealed envelope superscribed as ‘**Financial Bid**’ in the format at Chapter 8.
5. The two sealed envelopes as above will be placed in another sealed envelope superscribed as ‘**BID FOR FACILITY MANAGEMENT SERVICES**’. The bids shall be signed by a person duly authorized on behalf of the bidder firm and shall be sent to: -

**The Director**  
**National Book Trust, India**  
**Nehru Bhawan, 5, Institutional Area**  
**Phase-II, Vasant Kunj, NEW DELHI - 110 070**

(Signature of Tenderer with Rubber Stamp)

6. **The sealed bids will be received by the NBT up to 11.00 a.m. by 27.08.2020.** Any bid received after the prescribed deadline shall not be considered irrespective of rates. The **Technical bid will be opened on 27.08.2020 at 11:30 a.m.** in the presence of the representatives of the bidders present. The technical bids shall be scrutinized by the committee constituted for the purpose. The Committee will assess the ability of the agencies to provide requisite service and the number of personnel in different categories based on its record, profile and on such other criteria as it may fix and only those found fit will be eligible for financial bid opening. Pre-qualification criterion prescribed in the chapter 4.

The work will be awarded to the L-1 agency. In case the financial bid of more than one agency is same as L-1, then the work will be awarded to the agency which gets the maximum marks in Technical evaluation.

The decision of NBT in this regard shall be final and binding.

**Financial Bid: Would be informed to the technically qualified Bidders later.**

7. Tender Document can be obtained from the office of NBT on address mentioned above as per below schedule.

Sl. No	Tender Schedule	Date and time
1.	Issue of tender by NBT Office	From 03.08.2020 to 26.08.2020 (upto 4:00 pm)
2.	Pre Bid meeting on	11.08.2020 at 11.00 a.m.
3.	Last Date of submission of tender	27.08.2020 upto 11.00 a.m.
4.	Date of opening of Technical Bids	27.08.2020 at 11:30 a.m.

8. Earnest Money (EMD) of Rs.2,00,000/- (Rupees Two Lakh only) should accompany the Technical-commercial bid document. The EMD shall be paid in the form of Demand Draft/Banker Cheque from a nationalized bank/Scheduled commercial bank in favour of **National Book Trust, India** payable at New Delhi. Such EMD shall not carry any interest. Any bid not accompanied by requisite EMD shall be deemed to be invalid and will be rejected by the Trust.

9. **Essential Parameters for Qualification in Technical Bids:**

- The firm should have existence of at least 3 years. Registered with the concerned authorities of Labour Dept. under Contract Labour (R&A) Act 1970 and Delhi Works Contract Act (wherever applicable).
- Certified copy of Income tax returns & **audited** balance sheet and Profit & Loss A/c for last three years 2016-17, 2017-18 & 2018-19.
- Last 3 years' GST Return copy i.e. 2017-18, 2018-19 & 2019-20 self-attested copy of GST Registration
- Attested copy of EPF registration, ESI registration and PAN card.
- Specimen. Signature, Name, Address, Contact No. , designation/capacity of the person signing the tender document on plain letterhead of the agency.
- The firm has to declare the Company profile such as partnership /Proprietorship/ Memorandum& article of Association of the company.

(Signature of Tenderer with Rubber Stamp)

- **The firm should have at least three years' experience of providing similar type of services and should have supplied minimum total of 60 personnel for Facility Management Services for each year to any of Central/State Government /PSUs. Documentary proofs for the services rendered with such Central/State Government/PSUs with duration of service shall be furnished indicating with number of manpower supplied.** (Bidder to furnish relevant documents in support to establish eligibility as part of bid submission. NBT will verify the documents submitted by bidders, if required).
- Certified copy of last three years Accounts showing minimum annual turnover of more than **Rs.50.00 Lakhs each year continuously.**
- **The Bidder must have successfully executed similar services, over the last three years. (Bidder to furnish relevant documents in support to establish eligibility as part of bid submission. NBT will verify the documents submitted by bidders, if required).**
  - i. Three similar completed services costing not less than the amount equal to Rs.60.00 Lakhs of the estimated yearly cost; Or
  - ii. Two similar completed services costing not less than the amount equal to Rs.75.00 Lakhs of the estimated yearly cost; Or
  - iii. One similar completed services costing not less than the amount equal to Rs.120.00 Lakhs of the estimated yearly cost.
- Demand Draft for Tender fee Rs.1,180/- including 18% GST.
- Performance Security will be 10% of the value of contract.
- Demand Draft for Earnest Money Deposit of Rs.2,00,000/-.

10. The EMD shall be forfeited:

- a) If the bidder withdraws his bid during the period of bid validity.
- b) In the case of successful bidder, if he fails to furnish the required Performance Guarantee within the specified time limit.

11. The EMD of successful bidder shall be retained towards making of the security for the performance of the contract and shall only be discharged after submission of the required Performance Guarantee.

12. The bid shall remain valid for a period of 3 months from the date of receipt of the bid. If the tenderer withdraws his tender before the expiry of the said period or makes any modifications in terms and condition of the tender which are not acceptable to NBT or the contract is not executed within seven (7) days from the date of letter of acceptance or the work is not commenced within seven (7) days after execution of contract then the NBT without prejudice to any other right or remedy be at liberty to forfeit the earnest money.

13. The Bidder should inspect the site before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. Tenderer may visit the site on any working day during working hours for assessment of job and site conditions. The contact details of NBT's representative for coordination of inspection is Shri Mayank Surolia, Deputy Director, Phone: 011-26707756/ 26707868.

(Signature of Tenderer with Rubber Stamp)

14. Tender must be submitted in original and without making any additions, alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the Bidder in the Tender Document wherever required.
15. No alternative offer shall be considered.
16. Further the all the Facility Management staff should be in proper neat & clean uniform while on duty. The dress & Colour code will be decided by the Competent Authority of NBT. For uniform NBT will not bear any cost or expenses. It is to be borne by the vendor from the service charges.
17. NBT reserves the right to annul the bidding process at any time prior to award of contract including rejection of any or all bids after the same have been received without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder/s on the ground of NBT's action.
18. Any clarification on the documents may be obtained from:-

**Shri Mayank Surolia**  
**Deputy Director (Administration / Estt.)**  
**National Book Trust, India**  
**Nehru Bhawan, 5, Institutional Area**  
**Phase-II, Vasant Kunj,**  
**NEW DELHI - 110 070.**  
**Telephone No: 011-26707756/ 26707868**

19. NBT reserves the right to reject or accept any or all application(s) without assigning any reasons and to restrict the list of pre-qualified agencies to any number deemed suitable by it, if too many tenderers /bidders are received satisfying the basic pre-requisite criteria.
20. Conditional tenders are liable to be rejected.
21. After award of letter of acceptance (LOA), the Contractor is required to enter into a Contract with NBT on the terms and conditions as detailed in the tender document.

(Signature of Tenderer with Rubber Stamp)

**GENERAL TERMS AND CONDITION OF CONTRACT**

**1. Parties**

The parties to the contract are the contractor (the tenderer to whom the work have been awarded) and the NBT through the Director.

**2. Address**

For all purposes of the contract including arbitration thereunder, the address of the contractor mentioned in the tender shall be final unless the contractor notifies a change of address by a separate letter sent by registered post with acknowledgement due to NBT. The contractor shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

**3. Contractor**

The term contractor shall mean Company, firm or the party to whom the Contract is awarded and his/ their heirs, legal representative, assignees and successors.

**4. Specification of work**

The Specification of work shall mean the specification of work as specified in Chapter 5 and forming part of this contract.

**5. Price Bids**

Priced Bids shall mean the chapter 8 duly priced with the accepted quoted rates of the contractor.

**6. Tenders**

6.1. The entire set of Tender paper issued to the Tenderer should be submitted fully priced and also signed on all pages. Initial/ signature will indicate the acceptance of the tender papers by the tenderer. The schedule of quantities shall be filled in as follows:

- i) The "Rate" column to be legibly filled using Ball pen both in English figures and English words.
- ii) Amount column to be filled in for each item (rate per unit as well as total amount for required quantity)
- iii) All corrections are to be initialed.
- iv) In case of any errors / omissions in the quoted rates, the rates given in the tender marked "original" shall be taken as correct rates. No modifications, writings or corrections can be made in the tender papers by the tenderer, but may at his option offer his comments or modifications in a separate sheet of paper attached to the original tender papers.

6.2. The NBT reserves the right to reject the lowest or any tender and also to discharge any or all of the tenders of each section or to split up and distribute any item of work to any specialist firm or firms, without assigning reasons.

6.3. The tenderer shall note that his tender shall remain open for consideration for a period of 90 days from the date of opening of the tender.

(Signature of Tenderer with Rubber Stamp)

- 6.4. In case, any genuine shortcoming/complaint is received/noticed in the tender documents at any stage, the Competent Authority of NBT shall have full right to issue corrigendum rectifying all such shortcomings at later stage.

## 7. Preparation and Submission of Tender

The tender should be submitted in two parts, namely: (i) Technical bid and (ii) Financial bid. The duly filled up chapter 6 along with Demand Draft of Earnest Money amount shall be placed in the sealed cover containing Technical Bid. The financial bids shall be given in Chapter 8. Each bid should be kept in separate sealed covers, addressed to the Assistant Director (Administration), NBT. The outer envelope containing both sealed covers should bear the address, Tender No. and date, subject of tender, date and time of opening of the same. The inner envelope should be superscripted with Tender No, subject of tender whether the envelope is containing the 'Technical Bid' or the 'Financial Bid' and date of opening of the tender. If the outer envelope is not sealed or marked as prescribed above, the proposal will be rejected summarily.

### 7.1. Format for submission of offer:

- a) Offer for each House keeper/ electrician/ plumber/ gardener/ carpenter/ and supervisor is to be given as per the format at **Appendix-I of Chapter 7**. However, total nos. of house keepers and supervisors and others are to be finalized/ deployed as per the shift wise requirement of the Trust which may be mentioned in your offer. For inspection and assessment of total manpower required category wise, following official of the Trust may be contacted.

Shri Mayank Surolia  
Deputy Director (Admn./Estt.)  
National Book Trust, India  
Ph.: 011-26707756/ 26707868

- b) For specialized job like Dry Foam Shampooing of Carpet, Injection-Extraction deep cleaning of carpets, Dry Foam shampooing of Upholstery, Marble Honning & Crystallization etc. the rent for hiring of equipments will be paid to the agent as per actual basis.

### 7.2. Signing of Tender: Individual signing the tender or other documents connected with contract must specify whether he signs as:

- a) A sole proprietor of the concern or constituted attorney of such sole proprietor;
- b) A partner of the firm, if it be a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.
- c) Director or a principal officer duly authorized by the Board of Directors of the Company.

### N.B.

- i) In case of partnership firms, a copy of the partnership agreement, or general power of attorney duly attested by a Notary Public, should be furnished on stamp paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of firm should also be enclosed along with the tender.

(Signature of Tenderer with Rubber Stamp)



- ii) In the case of partnership firms, where no authority to refer disputes concerning the business of partnership firm has been conferred on any partner, the tender and all other related documents must be signed by all partners of the firm.
- iii) A person signing the tender form or any documents forming part of the tender on behalf of another person should have an authority to bind such other person and if, on enquiry it appears that the person so signing had no authority to do so, the Director, NBT without prejudice may cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
- iv) The tenderer should sign and affix his/her firm's stamp at each page of the tender and all its appendix as the acceptance of the offer made by the tenderer will be deemed as a contract NO PAGE SHOULD BE REMOVED / DETACHED FROM THIS NOTICE INVITINGTENDER.
- v) Any correction, mutilation or overwriting in figures of rates should be supported by your signature; otherwise the quotation may not be considered.

7 (B) **Technical Bid:** The tenderer should submit the technical details in format prescribed in chapter 6.

7 (C) **Financial Bid:** It should be submitted in form given in Chapter- 8 i.e Price Bid.

## 8. Rates quoted

The quoted rates should be inclusive of cost towards basic wages + DA, statutory components, like PF, Gratuity, Leave Compensation, Bonus, ESI, etc. uniform, from time to time and all taxes to perform the facility management related work in all respects. However, the service tax should not be included which will be paid extra as per the prevailing rate. The GST will be paid as per rule.

## 9. Opening of tender

The tenderer is at liberty either himself or authorize not more than one representative to be present at the opening of the tender. The representative attending the opening of the tender on behalf of the tenderer should bring with him a letter of authority from the tenderer and proof of identification.

## 10. Criterion for Evaluation of Tenders

The evaluation of the tenders will be made first on the basis of technical and commercial information furnished in form given in chapter 6. The Financial bid (Chapter 8) of such firms found eligible based on technical parameters (as per chapter 4) only will be opened. The reasons for selection or rejection of a particular tender will not be disclosed. The award of work will be further subject to any specific terms and conditions of the contract given in chapter 3 of tender document. The work will be awarded to the L-1 agency.

(Signature of Tenderer with Rubber Stamp)

## **11. Earnest money**

- 11.1. Earnest Money of Rs.2,00,000/- (Rupees Two Lakh only) should be submitted in the form of a Demand Draft along with Technical bid of their tenders.
- 11.2. Tenderer shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the tenderer fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited by the Trust.
- 11.3. The tenders without Earnest Money Deposit will be summarily rejected.
- 11.4. No claim shall lie against NBT in respect of erosion in value or interest on the amount of Earnest Money Deposit or security deposit.

## **12. Validity of bids**

The bids shall be valid for a period of 90 days from the date of opening of the tenders. This has to be so specified by the tenderer in the financial bid.

## **13. Award of tender**

Financial bids shall be opened of only those tenderers who will qualify the conditions/criteria of techno commercial bid specified in Chapter 4 of tender document.

## **14. Communication of acceptance/right of acceptance**

The NBT reserve all rights to reject any tender including of those tenders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tender. The decision of the NBT in this regard is final and binding. Successful Tenderer will be informed of the acceptance of his tender. Necessary instructions regarding the amount and time provided for Security Deposit, if any will be communicated.

## **15. Performance Security**

**The bidder would have to submit the performance guarantee to the value of 10% of the total value of contract in the year in the form of DD or Banker's Cheque to NBT within 10 days from the day of issue of work order.** The earnest money i.e. Rs. 2,00,000 (Rs. Two Lakh only) shall be adjusted against the performance guarantee to be submitted by the successful bidder. The performance guarantee can be forfeited by order of the NBT in the event of any breach or negligence or non-observance of any condition of contract or in case the supply of manpower is delayed beyond the period stipulated by NBT or frequent absence from duty/misconduct on part of manpower provided by the agency.

## **16. Force Majeure**

Neither party shall be in default if a failure to perform any obligation hereunder is caused solely by supervening conditions beyond that party's reasonable control, including acts of God, civil commotion, strikes, acts of terrorism, Labour disputes and government or public authority's demands or requirements.

(Signature of Tenderer with Rubber Stamp)

## **17. Insolvency etc.**

In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified the NBT shall have the power to terminate the contract without previous notice.

## **18. Breach of terms and condition**

In case of breach of any of terms and conditions mentioned above, the Competent authority will have the right to cancel the work order without assigning any reason therefore and nothing will be payable by NBT in that event and the security deposit shall also stand forfeited.

## **19. Subletting of work**

The firm shall not assign or sublet the work or any part of it to any other person or party.

## **20. Arbitration**

If any difference arises concerning this Agreement, its interpretation on the payment to be made there under, the same shall be settled by mutual consultations and negotiations. If attempts for conciliation do not yield any results within a period of 30days, either of the parties may make a request to the other party for submission of the dispute for decision by an arbitral tribunal containing Sole Arbitrator to be appointed by the Secretary, Department of Legal Affairs Govt. of Delhi. Such request shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The arbitration proceedings shall take place at New Delhi and shall be conducted in English. The provisions of Arbitration and Conciliation Act, 1990 and the rules framed there under and in force shall be applicable to such proceedings.

## **21. Legal jurisdiction**

The agreement shall be deemed to have been concluded in the National Capital Territory of Delhi and all obligations hereunder shall be deemed to be located at the NCT of Delhi and the Court within NCT of Delhi will have jurisdiction to the exclusion of all other Courts.

## **22. Validity of tender**

The tender is valid for a period of 90 days.

**23. The Facility Management Staff are prohibited to smoke/ drink on duty. Any Facility Management personnel found smoky in non-smoky area will impose a penalty of Rs.5,000/- for smoking and Rs.10,000/- for drinking. However the chain-smoker may smoke in the notified smoke area.**

(Signature of Tenderer with Rubber Stamp)

## 24. Responsibilities

- i) Provide a customer's service environment of Highest Quality.
- ii) Hire, train and retain such personal as may be required to manage and perform the assigned functions as defined. All work is to be completed in a manner that is consistent and compliant with all local and national laws, codes and regulation being a service requirement to be met 100%.
- iii) **Ensure a professional environment where full 24/7 back-up capabilities are in place and protected from internal and external interruptions.**
- iv) **The jobs is Premises and Facilities Management, under single point responsibility and shall be with modern systems and services of International Quality, integrating all functions necessary to support the daily operations ranging from Facility Management to high-tech operations and maintenance smoothly, deploying competent, trained and experienced work force under a well-structured system and using modern management techniques including hardware and software support.**
- v) **The agency will continually strive to operate with customer-friendly process. Liaise with all public utility authorities such as DDA, SDMC, BSES Rajdhani Power, Fire authorities, Inspectorate of Electricals for NOC under scope of this contract.**
- vi) The agency shall be responsible for arranging uniform including winter clothes, umbrellas, Torch, boot, safety items and all necessary tools and equipments from time to time at its own cost required for maintenance or as directed.
- vii) **The agency shall be liable to pay full amount of wages to deputed staff actually paid by the NBT in respect of all the posts on or before 7<sup>th</sup> of every month without waiting for the payment of bill(s) for the said month(s).** All arrears arising out due to revision of minimum wages shall be paid only after documentary evidence i.e. bank statement with name of staff and amount of arrear deposited, is submitted by the agency. The agency shall also submit the details of wages paid duly acknowledged by each deputed staff every month with the invoice.

## 25. Liabilities

- i) The Facility Management services provider shall ensure that deputed staff is above 18 years of age and possess full knowledge of work. The staff deployed by the agency should be trained, middle age, active, smart and well turned out with clean, proper uniform and Identity Card. Services to be performed by qualified Diploma/Certificate holder from a government recognized institute.
- ii) The day and night duty staff will be equipped with all necessary tools and torches.
- iii) All liabilities such a wages, ESI, EPF, Bonus, Insurance and all other statutory requirements of staff on duty will be borne by the agency. The agency will submit the proof of EPF & ESI payments with every bill.
- iv) The agency will provide the replacement immediately within 24 hours in case anyone proceeds on leave or remain absent or resigns from the post failing to do so Rs.500/- per day for each absent staff will be recovered during the said month from the bill.
- v) The agency shall indemnify NBT for any liability for any accident, death or injury to deployed staff against any loss of or damage to any property belonging to the NBT, its servants or agents which shall arise out of the performance of the services under this agreement and against all costs, demands and damages involved therewith.

(Signature of Tenderer with Rubber Stamp)

CONDITIONS SPECIFIC TO THE CONTRACT

1. The personnel provided shall be the employees of the Contractor and all statutory liabilities will be paid by the contractor such as ESI, PF, Workmen's Compensation Act, etc. The list of staff going to be deployed shall be made available to the NBT and if any change is required on part of the NBT fresh list of staff shall be made available by the agency after each and every change. The agency to employ adult and skilled/trained labour only.
2. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour (Regulation & Abolition Act 1970), EPF etc. with regard to the personnel engaged by him for jobs. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the NBT and to the Labour Department.
3. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within 7 days of close of every month. Giving particulars of the workers engaged for NBT jobs is required to be submitted to NBT. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time NBT is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged for NBT.
4. **The antecedents of the staff deployed shall be got verified by the contractor from local police authority within 30days of getting the Contract/ Work order and an undertaking in this regard to be submitted to the NBT and NBT shall ensure that the contractor complies with the provisions.**
5. It is mandatory for the Service Provider to issue monthly salary slip to every housekeeping/ contractual employees disclosing gross payment, deduction of EPF/ESIC etc. and net Payment.
6. The Contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of NBT. They will have to register their attendance on the bio-metric machine installed at the reception both on entry and exit. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. In case in any day of the month number of persons actually deployed found to be less than the one quoted by the Contractor, the amount equivalent to his wages as per basic minimum wage would be deducted from his bill. All the persons deployed will be required to provide their Aadhar numbers for identification and bio metric attendance.
7. All liabilities arising out of accident or death while on duty shall be borne by the contractor.

8. Adequate supervision will be provided to ensure correct performance of the said Facility Management services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility.
9. All necessary reports and other information will be supplied immediately as required and regular meetings will be held with NBT.
10. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the NBT and shall not knowingly lend to any person or company any of the effects of the NBT under its control.
11. The staff shall not accept any gratitude or reward in any shape.
12. Under the terms of their employment agreement with the Contractor the staff shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Contractor.
13. That in the event of any loss occasioned to NBT, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the NBT, the said loss can be claimed from the contractor up to the value of the loss. The decision of the Head of the NBT will be final and binding on the agency.
14. The contractor shall do and perform all such Facility Management services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which the NBT may issue from time to time and which have been mutually agreed upon between the two parties.
15. The NBT shall have the right, within reason, to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to the NBT.
16. The contractor shall be responsible to maintain all property and equipment of the NBT entrusted to it.
17. The contractor will not be held responsible for the damages/sabotage caused to the property of the NBT due to the riots/mobs attack/armed dacoit activities or any other event of force majeure.
18. The contractor will deploy supervisors as per the need given by the NBT. The supervisor shall be required to work as per the instructions of NBT. The mobile number of the supervisor and other staff should be made available to the Trust.
19. **The personnel engaged by the contractor shall be dressed in neat and clean uniform (including proper name badges), failing which invites a penalty of Rs.500/- each**

(Signature of Tenderer with Rubber Stamp)

**occasions and habitual offenders in this regard shall be removed from the NBT. The penalty on this account shall be deducted from the Contractor's bills. The design/colour of the uniform is to be decided in consultation with NBT.**

20. The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the Staff/guest/visitors and should project an image of utmost discipline. NBT shall have right to have any person moved in case of staff complaints or as decided by representative of NBT if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.
21. The eight hours shift generally will be from 7:00 hrs. to 15.30 hrs. with half an hour lunch in between .
22. The personnel will have to report to NBT's office at least 15 minutes in advance of the commencement of the shift for collecting necessary documents/instructions, and to complete all other required formalities as approved by NBT.
23. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and abolition) Act, EPF, ESI and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for NBT.
24. The payment would be made at the end of every month based on the actual shift manned/operated by the personnel provided by the contractor and based on the documentary proof jointly signed by the representative of the NBT and the contractor/his representative/personnel authorized by him stating that all the work agreed to by the contractor for daily weekly and monthly task as per specification of work detailed in the tender. In case any deficiency is found, relevant payment would be deducted from the payment for the month.
25. Any damage or loss caused by contractor's persons to NBT in whatever form would be recovered from the contractor.
26. **In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel, a penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the NBT system immediately.**
27. **In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, NBT reserves the right to impose the penalty as detailed below:-**
  - i) **Rs.50,000/- per week, upto four weeks delays.**
  - ii) **After four weeks delay Principal Employer reserves the right to cancel the contract and withhold the agreement and get this job be carried out from other contractor(s). The difference if any will be recovered from the defaulter contractor and also shall be black listed for a period of 3 years from participating in such type of tender and his earnest money/security deposit may also be forfeited, if so warranted.**

(Signature of Tenderer with Rubber Stamp)

28. The contractor shall ensure that his personnel shall not at any time, without the consent of the NBT in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by the NBT and shall not disclose any information about the affairs of NBT. This clause does not apply to the information, which becomes public knowledge.
29. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as and when required.
- 30. The contractor shall deploy his personnel only after obtaining NBT approval duly submitting curriculum vitae (CV) of these personnel, NBT shall be informed at least one week in advance and contractor shall be required to obtain the NBT's approval for all such changes along with their CVs.**
31. The contractor shall have his own Establishment/Setup/Mechanism, etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
32. The contract period is 12 months from the date of the commencement of the service. On Satisfactory performance and mutual consent job can be extended for two more years on the same terms & conditions.
33. During the course of contract, if any contractor's personnel are found to be indulging in any corrupt practices causing any loss of revenue to the NBT shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee.
34. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities. If any money shall , as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the NBT, such money shall be deemed to be payable by the contractor to the NBT within seven days. NBT shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the Performance Security.
35. The contractor shall not engage any such subcontractor or transfer the contract to any other person in any manner.
36. The contractor shall indemnify and hold NBT harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.
- 37. The contracting agency shall not employ any person below the age of 18 yrs. and above the age of 55 yrs. Manpower so engaged shall be trained for providing Facility Management services and before joining.**

(Signature of Tenderer with Rubber Stamp)



38. The staff engaged by the contractor shall not take part in any staff union and association activities.
- 39. The service provider shall make payment to all concerned on or before 7<sup>th</sup> of every month. The service provider shall submit the bill in respect of a particular month in the first week of the following month.**
- 40. The service provider should be in position to bear the expenses of salary of facility management personnel for at least two month in case of payment not processed/ released by NBT due to unavoidable circumstances.**
- 41. Payment to the service provider would be strictly on satisfactory certification by the officer concerned.**
42. NBT shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. NBT does not recognize any employee employer relationship with any of the workers of the contractor.
43. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by the NBT from the agency.
44. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by NBT.
45. The contractor will have to attach with the current bill the proof of depositing employee's contribution towards PF/ESI etc. of each employee of the previous month.
46. The contractor shall disburse the wages to its staff deployed in NBT every month through ECS or by Cheque in the presence of representative of NBT.
- 47. To avoid delay in payment to facility management staff, contractor should submit the payment file in the first week of the following month to enable release of payment in the third week of the following month.**
- 48. As per labour law, Services of facility management staff may be taken for maximum 12 hours in a day (8 hrs. are working hours and 4 hours as OTA). Any facility management staff cannot be allowed to work more than 12 hours in a day without prior approval of the Competent Authority.**

**OBLIGATION OF THE CONTRACTOR:**

49. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.

(Signature of Tenderer with Rubber Stamp)

**Essential Technical Parameters for technical examination of Bids**

<b><u>S. NO.</u></b>	<b><u>Item</u></b>	<b><u>Points</u></b>
1.	The firm should have existence of at least 3 years. Registered with the concerned authorities of Labour Dept. under Contract Labour (R&A) Act 1970 and Delhi Works Contract Act (wherever applicable)	Essential
2.	Certified copy of Income tax returns & audited balance sheet and Profit & Loss A/c for last three years 2016-17, 2017-18 & 2018-19	Essential
3.	Attested copy of GST Registration & GST return for Financial year 2017-18, 2018-19 & 2019-20	Essential
4.	Attested copy of EPF registration.	Essential
5.	Attested copy of ESI registration.	Essential
6.	Attested copy of PAN card	Essential
7.	Specimen. Signature, Name, Address, Contact No. , designation/capacity of the person signing the tender document on plain letterhead of the agency.	Essential
8.	The firm has to declare the Company profile such as partnership /Proprietorship/ Memorandum& article of Association of the company.	Essential
9.	The firm should be ISO certified.	Essential
10.	<b>The firm should have at least three years' experience of providing similar type of services and should have supplied minimum total of 60 personnel for Facility Management Services for each year to any of Central/State Government /PSUs. Documentary proofs for the services rendered with such Central/State Government/PSUs with duration of service shall be furnished indicating with number of manpower supplied.</b> (Bidder to furnish relevant documents in support to establish eligibility as part of bid submission. NBT will verify the documents submitted by bidders, if required)	Essential
11.	Certified copy of last three years Accounts showing minimum annual turnover of more than <b>Rs.50.00 Lakhs each year continuously.</b>	Essential
12.	<b>The Bidder must have successfully executed similar services, over the last three years. (Bidder to furnish relevant documents in support to establish eligibility as part of bid submission. NBT will verify the documents submitted by bidders, if required).</b> i. Three similar completed services costing not less than the amount equal to Rs.60.00 Lakhs of the estimated yearly cost; Or ii. Two similar completed services costing not less than the amount equal to Rs.75.00 Lakhs of the estimated yearly cost; Or iii. One similar completed services costing not less than the amount equal to Rs.120.00 Lakhs of the estimated yearly cost.	Essential
13.	An affidavit in original (Non-judicial stamp paper) being noted that "Agency has not been blacklisted at any time by a Govt., Semi Govt. or any other Organization".	Essential

(Signature of Tenderer with Rubber Stamp)

## JOB SPECIFICATIONS AND SCOPE OF WORK

### **A. AREA COVERAGE FOR FACILITY MANAGEMENT SERVICES**

1. NBT, India Head office premises (all office blocks, Guest House premises, Sales store, Residential area) at Nehru Bhawan, 5, Institutional Area, Vasant Kunj, New Delhi-110070.
2. Maintenance of lawns of NBT.

### **B. BROAD DETAILS OF SCOPE OF WORK:**

1. Cleaning, sweeping moping and wiping of floors, staircase on daily basis including Saturdays or as required by Officer-In-charge. Cleaning activity shall start in the morning at 7.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.00 a.m. Daily office timings 7am to 3.30pm including Saturdays.
2. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.
3. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
4. Lifting, carrying and disposing the dead birds, animals, rats, insects etc. if found in and around the office building.
5. Clearing of any choking's in the drainages, main holes etc.
6. Removal of beehives and cobwebs/honey webs from the office building and its premises.
7. Cleaning and sweeping of open area including balconies and roof tops with brooms.
8. Maintenance of lawns & surroundings, cutting of hedges, cutting/shaping of plants by *Mali* and removal of garbage.
9. The bidder shall also be responsible for pest control in the office and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be effective enough to take care of Mosquitoes, Cockroach, Silver fish, crawling insects at library and carpeted rooms, rats etc. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation more than once in a month.
10. The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder must rotate the staff once in six months with prior written intimation to NBT.

(Signature of Tenderer with Rubber Stamp)

11. Proper registers/Records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder and will be countersigned by the NBT officer-in-charge at regular intervals and finally at the end of each month.
12. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth Facility Management services. No additional cost towards this will be borne by NBT.
13. Any other work assigned to the agency by NBT.
14. All employees of the agency shall be issued with identity cards bearing their photographs. Cost of identity cards and photographs for identity cards shall be borne by the agency himself. The agency shall have the identity card format approved from the Competent Authority of the Trust. The contractor shall issue name badges to all his employees which the employees shall be required to wear while on duty.
15. The agency shall be responsible for the conduct and behavior of his employees. If any employees of the agency is found misbehaving with the staff, the agency shall take suitable action against employees in case of such mishappening. If the Trust finds any person/personnel provided by the Agency not fit for duty, the Agency shall be liable to change him/her promptly and replace without any cost to Trust.

#### **C. JOBS TO BE CARRIED OUTDAILY**

- i) Cleaning of general toilets round the clock (from 8.00 a.m. to 3.30 p.m.) with phenol and detergent etc. and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing system of all toilets are to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be used at necessary places by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- ii) Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier, toilet rolls/paper rolls and liquid soap are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- iii) Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
- iv) Cleaning & moping of canteen and electrical rooms once in a day during office hours.
- v) Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, ashtray, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.

(Signature of Tenderer with Rubber Stamp)

- vi) Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
- vii) To clean glass panes on doors, windows & partitions with soap/cleaning agent.
- viii) **Cleaning of chokage in sewer and pumping lines within premises as and when required. The sewer cleaning must be adhered with relevant laws in this respect. Any mishappening occurred in the sewer cleaning shall be responsibility of Contractor.**
- ix) Cleaning gulley trap and manholes within Nehru Bhawan, Vasant Kunj New Delhi-110070 as and when required.
- x) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
- xi) Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
- xii) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
- xiii) Cleaning of lift walls with silver/brass liquid cleaner.
- xiv) Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.
- xv) Spray of scented Mosquito and cockroach killer on all floors as and when required. Mosquito/cockroach killers shall be of ISI mark. Special scanted purifiers hall be sprayed at least twice daily in all rooms, cabins, bathrooms, NBT reception area, conference halls, lifts lobby, lifts etc.
- xvi) Maintenance of lawns & surroundings, cutting of hedges, cutting / shaping of plants by Mali and removal of garbage at NBT's residential flats at Nehru Bhawan, Vasant Kunj , New Delhi.

(Signature of Tenderer with Rubber Stamp)

#### **D. JOBS TO BE CARRIED OUT WEEKLY**

- i) Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week.
- ii) Cleaning of brass letters by brasso (polish).

#### **E. JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS**

- i) Polishing of brass items with approved brass cleaning material.
- ii) Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
- iii) Dusting of false ceiling etc. with soft broom and cloth.
- iv) Cleaning of sofa sets with soap water/ vacuum cleaners.
- v) Washing and cleaning of driveways, parking areas and roads within the office premises.
- vi) Lift lobby and all toilets floors and other areas, as may be directed by Officer Incharge shall be cleaned with floor scrubbing machine.

#### **F. JOBS TO BE CARRIED OUT ON MONTHLY BASIS:**

- i) All floors in common area floors including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly wax polished.
- ii) Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge.

(Signature of Tenderer with Rubber Stamp)

### G. Tentative requirement of Facility Management Staff:

S.N.	Post	Job Qualification	Strength	Duty
1	Facility Manager (Skilled)	Preferably B.Tech. (Mechanical) and Complete training or Certified course in MEP or Diploma in Electrical Engineering from a government recognized institute with at least 5 years experience in a reputed organization. Having sound knowledge of maintenance and operation of DG sets (Cummins/1050KVA), UPS, Transformers (Kirloskar), Main LT Panels, ACB/VCB, Pumps (50 HP), Motors, Telephones and other electrical items and works with knowledge of English, Hindi and computer.	01	08 hrs.
2	Engineer (Electrical)	Degree/ Diploma in Electrical Engineering from government recognized institute with a minimum 5 years experience in a reputed organization.	01	08 hrs.
3	Engineer(Civil)	Degree/ Diploma in Civil Engineering from government recognized institute with a minimum 5 years experience in a reputed organization.	01	08 hrs.
4	Housekeeping Supervisor (skilled)	Graduate having certificate of Housekeeping works with a minimum 5 years experience in an organization of repute. Should have knowledge of all cleaning procedures, chemicals in an office with knowledge of English and Hindi.	01	08 hrs.
5	Stationary keeper/ Help Desk (Skilled)	Graduate, qualified and experienced in maintaining records of inventories/ stores with knowledge of English and Hindi.	01	08 hrs.
6	Housekeepers (Un skilled)	8 <sup>th</sup> Pass having certificate of Housekeeping works with a minimum 5 years experience in an organization of repute. Should have knowledge of all cleaning procedures, chemicals in an office with knowledge of Hindi.	15	08 hrs.
7	Carpenter (Skilled)	12 <sup>th</sup> passed & ITI in Carpenter Trade with minimum 5 years Experience in maintenance and repair of all type of office furniture and fittings etc. including Glass fitting in an organization of repute.	01	08 hrs.
8	Electrician (Skilled)	Degree/Diploma/Certificate/ITI (Electrical) from a government recognized institute in having minimum 5 years experience in maintenance and operations of electrical equipments including DG sets, ACB/VCB/Transformers, LT Panels, UPS, Pumps and motors and Telephones etc. in a Ltd./Pvt. Ltd. reputed organization.	03	08 hrs.
9	Plumber (skilled)	10 <sup>th</sup> passed with ITI (Plumber) & having minimum 5 years experience in maintenance and operation of all plumbing items and good knowledge of various plumbing works in an organization of repute.	01	08 hrs.
10	Gardner/ Mali (Semi Skilled)	10 <sup>th</sup> pass and having keen knowledge of Gardner/ Mali.	03	08 hrs.
11	Attendant cum Cook for Guest House (Semi-Skilled)	12 <sup>th</sup> pass and having minimum 5 years experience of providing room services in a reputed Guest house/ Hotel/Organization.	03	08 hrs.
12	Lift Operator (Skilled)	12 <sup>th</sup> Pass with Diploma/Certificate/ITI (Electronics) from a recognized institute with a minimum experience of 5 years in a reputed organization and Good knowledge of maintenance and operation of lifts (Kone) & Escalators (Otis).	02	08 hrs.
13	DG Operator (skilled)	Diploma Engineer/Certificate/ITI (Mechanical/Electrical) with a minimum 5 years experience in maintenance and operation of DG sets (Cummins/1050KVA), ACB/VCB/ Transformers (Kirloskar) & Main LT panels in a reputed organization. Should have Diploma/Certificate from government recognized institute with knowledge of English and computer.	01	08 hrs.
14	Telephone Technician (Skilled)	10 <sup>th</sup> Pass with Diploma/Certificate/ Telephone repair technician Course Training. 5 years experience of Telephone Technician/ Telephone repairing.	01	08 hrs.
15	Receptionist (Skilled)	Bachelor degree, Training in the operation of PBX, Fluency in English and Hindi with Clear voice and pronunciation and pleasing personality.	01	08 hrs.
16	Helper (Semi-Skilled)	10 <sup>th</sup> pass and having minimum 5 years experience of helper in a reputed organization	04	08 hrs.
			<b>40</b>	

Note:

- a. NBT reserves the right to increase or decrease (up to NIL for any specific job) the above Facility Management staff strength.
- b. Fixed wages will be paid for Facility Manager, Engineer (Electrical) & Engineer (Civil) and EPF, ESIC etc. are not applicable for them.

Duties of the attendant: to provide room service and for day to day upkeep and maintenance of Guest House.

The bidder shall, however, survey the area and make assessment of the manpower requirement on their own. The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder must rotate the staff once in six months with prior written intimation to NBT.

The bidder shall ensure that all the workforce deployed wear uniform while on duty.

**H. SUPPLY OF MATERIAL AND CONSUMABLES:**

All materials/consumables other related items as listed in Appendix-I would be provided by the NBT. The firm shall assess the quantity of consumables to be used in a month which need to be supplied by NBT and inform the officials in advance. Consumables shall be issued weekly by an official authorized by NBT in presence of the supervisor. Proper indent may be given in advance and a proper record to be maintained.

**I. WASTE DISPOSAL MANAGEMENT:**

The bidder will ensure collection segregation of dry and wet garbage in the earmarked area. The bidder will also ensure segregation of bio degradable and non-bio degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by MCD.

**J. SCOPE OF HORTICULTURE SERVICES:**

- Maintenance of Lawns & Gardens.
- Watering the plants and flowerpots.
- Maintenance of Indoor plants.
- Cleaning of dust on plants
- Maintenance of decoration of Gardens & Lawns.
- Manuring of plants & lawns.
- Seeding of flowering plants.
- Beautification of Garden.
- Improvement of ambiance / greenery in the Institute premises.

The consumables will be provided by the Trust.

(Signature of Tenderer with Rubber Stamp)



## **K. SCOPE OF TECHNICALSERVICE:**

### **i) Electrical work:**

- Shift Electrician will be overall responsible for uninterrupted power supply to the Building.
- Will ensure proper functioning of Transformer, Substation, LT Panels, AMF Panels, all other accessories & pumps, motors blowers etc.
- Agency will carry out preventive maintenance and operation of complete internal electrical installation.
- The representative of agency will monitor and record electrical consumption in a logbook.
- Agency will maintain log books to record the day-to-day complaints and thereafter details of attending the complaints, electrical meter reading etc.
- Agency will maintain the status card of each equipment.
- Operation of UPS, DG set and maintaining the log book regarding details of hours of running of the set, fuel consumption/ filled in, periodical maintenance done by AMC agency etc.
- Operation of AC equipments and lifts and maintaining the log book regarding details of periodical maintenance done by AMC agencies. Cleaning of water discharge coming out of ACs.

### **ii) Plumbing work:**

- To attend to day to day plumbing requirements.
- To attend to the complaints pertaining to operation of pumps, motors, sewerage line, water tank (both underground and overhead) & washrooms related job.

## **L. SHIFT SUPERVISOR:**

Above mentioned scope of work are to be carried out in three shifts i.e. morning, general and night shift as per Trust's requirement. For coordination and supervision of all activities, at least one supervisor is to be deployed as per requirement. The supervisor must be an experienced and qualified person who will be overall responsible for smooth functioning of all facilities. He will also be responsible for discipline of entire staff of the agency for all the activities.

(Signature of Tenderer with Rubber Stamp)

**FACILITY MANAGEMENT SERVICES - TECHNICAL BID**

1. THE FIRM
  - a. Name\_\_\_\_\_
  - b. Regd.Address\_\_\_\_\_
  - c. Address of Office at Delhi/NCR\_\_\_\_\_
  - d. Contact Person's
    - i) Name &Design.\_\_\_\_\_
    - ii) Address\_\_\_\_\_
    - iii) Tel No. Landline\_\_\_\_\_ Mobile\_\_\_\_\_
    - iv) Email ID\_\_\_\_\_
2. Type of Firm :  
Private Ltd./Public Ltd./ Cooperative/ NGO/PSU (Please tick and enclose copy of Memorandum/ Articles of Association/ Certificate of Incorporation)\_\_\_\_\_enclosed. (Pl. specify)
3. PAN No.:\_\_\_\_\_ (Please enclose photocopy)
4. TIN No.:\_\_\_\_\_ (Please enclose photocopy)
5. GST. No.:\_\_\_\_\_ (Please enclose photocopy)
6. EPF Registration No.:\_\_\_\_\_ (Please enclose photocopy)
7. ESI Registration No.:\_\_\_\_\_ (Please enclose photocopy)
8. Copy of License No. \_\_\_\_\_
9. Copy of Registration under Contract Labour /Delhi Contract Act.
10. Copy of Income Tax Return.
11. Annual Turnover for the last 3 years: (**Should be more than Rs.50.00 lakhs**)  
2016-17\_\_\_\_\_
- 2017-18\_\_\_\_\_
- 2018-19\_\_\_\_\_

(Please enclose copies of ITR/ Audited Balance Sheet and Profit & Loss Account /etc.)

\_\_\_\_\_enclosed (Please specify).

(Signature of Tenderer with Rubber Stamp)

12. The firm should be ISO certified (**Bidder to enclosed relevant ISO Certificate**).

13. **The Bidder must have successfully executed similar services, over the last three years. (Bidder to furnish relevant documents in support to establish eligibility as part of bid submission. NBT will verify the documents submitted by bidders, if required).**

- i. Three similar completed services costing not less than the amount equal to Rs.60.00 Lakhs of the estimated yearly cost; Or
- ii. Two similar completed services costing not less than the amount equal to Rs.75.00 Lakhs of the estimated yearly cost; Or
- iii. One similar completed services costing not less than the amount equal to Rs.120.00 Lakhs of the estimated yearly cost.

14. Manpower Profile & Infrastructure Details

I. **Experience & Workforce:** The firm should have at least three years' experience of providing similar type of services and should have supplied minimum total of 60 personnel for Facility Management Services for each year to any of Central/State Government /PSUs. Documentary proofs for the services rendered with such Central/State Government/PSUs with duration of service shall be furnished indicating with number of manpower supplied. (Bidder to furnish relevant documents in support to establish eligibility as part of bid submission. NBT will verify the documents submitted by bidders, if required)

- II. Industrial, Mechanical scrubbing machine-\_\_\_\_\_ (at least 1 No)
- III. Vacuum Cleaner \_\_\_\_\_ (at least 02 No.)
- IV. Floor Scrubbers (Electrically operated) \_\_\_\_\_ (at least 01 No.)
- V. Hand Trolley \_\_\_\_\_ (at least 01No)
- VI. Waste Disposal

15. Earnest money details: DD No. \_\_\_\_\_ dated \_\_\_\_\_  
Amount Rs.2,00,000/- Drawn On \_\_\_\_\_

16. An affidavit in original (Non-judicial stamp paper) being noted that "Agency has not been blacklisted at any time by a Govt., Semi Govt. or any other Organization".

**Signatures of authorized signatory**

Name \_\_\_\_\_

Designation \_\_\_\_\_

Seal:

(Signature of Tenderer with Rubber Stamp)



TENDER APPLICATION FORM

NATIONAL BOOK TRUST, INDIA  
Nehru Bhawan, 5 Institutional Area,  
Phase-II, Vasant Kunj,  
New Delhi-110 070

Phone No.011-26707700, Fax No.011-26121756/ 26121868  
Email: office.nbt@nic.in Website: [www.nbtindia.gov.in](http://www.nbtindia.gov.in)

From

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To  
The Director,  
National Book Trust, India  
5, Institutional Area, Phase-II,  
Vasant Kunj,  
New Delhi - 110 070

Tender No.  
Dated:

Sub.: **Submission of Tender for providing Facility Management service to National Book Trust, India.**

Dear Sir,

With reference to your above-mentioned notice inviting tenders, I/We hereby offer to provide required services to National Book Trust. I/We shall execute the work truly and faithfully as set forth in the attached terms and conditions. I/We shall be responsible for all complaints as regards the quality of service and in case of any dispute; the decision of the Director, National Book Trust shall be final and binding on me/us.

A Demand Draft No./Cash Receipt no. of NBT, if deposited in cash \_\_\_\_\_ Dated \_\_\_\_\_ drawn on \_\_\_\_\_ intended for the prescribed amount in favour of National Book Trust, India payable at New Delhi is enclosed as earnest money as desired. I fully understand that in the event of my/our tender being accepted, you shall adjust this earnest money in security deposit payable by me/us for the faithful and satisfactory execution of the contract.

(Signature of Tenderer with Rubber Stamp)

My/our PAN No \_\_\_\_\_ and GST No \_\_\_\_\_.

I/WE shall have no claim to the refund of earnest money/Security prescribed against this tender in the event of my/our noncompliance of the contract, provided such contract is implemented within the period of validity of my/our tender.

I/We further understand that my/our earnest money shall stand forfeited in case of unsatisfactory services/violation of any term/terms or if I/We withdraw my tender at any stage during the period of validity.

My/our tender shall remain valid for a period of 90 days from the last date prescribed for submission of the tender against the above-mentioned notice. My/Our tender along with terms and conditions with relevant columns and appendix duly filled in under my/our attestation and with each page of the tender paper including the enclosed terms and conditions signed by me/us (in the capacity of sole owner/general or special attorney attached) is submitted for your favorable consideration

I/We have read the enclosed terms and conditions carefully and have signed the same in token of our absolute and unconditional acceptance.

Thanking you,

Yours faithfully,

Place  
Date

Name  
Signatures with stamp  
& Full Address

(Signature of Tenderer with Rubber Stamp)

## *UNDERTAKING*

1. I/we undertake that I/we have carefully studied all the terms and conditions and understand the parameters of the proposed work of the NBT and shall abide by them.
2. I/we further undertake that the information given in this tender are true and correct in all respect and I/we hold the responsibility for the same.

(Signature of the tenderer with stamp of the firm)

Date

Place

(Initial of Tenderer with Rubber Stamp)

(Signature of Tenderer with Rubber Stamp)

**LIST OF MANPOWER PROPOSED TO BE DEPLOYED FOR FACILITY MANAGEMENT WORK**

<b>Sl. No.</b>	<b>Category</b>	<b>No. of manpower</b>
1.	Facility Manager (Skilled)	01
2.	Engineer (Civil)	01
3.	Engineer (Electrical)	01
4.	Housekeeping Supervisor (skilled)	01
5.	Stationary keeper/ Help Desk (Skilled)	01
6.	Housekeepers (Un skilled)	15
7.	Carpenter(Skilled)	01
8.	Electrician (Skilled)	03
9.	Plumber (skilled)	01
10.	Mali (Semi Skilled)	03
11.	Attendant for Guest House cum Cook (Semi-Skilled)	03
12.	Lift Operator (Skilled)	02
13.	DG Operator (skilled)	01
14.	Telephone Technician (Skilled)	01
15.	Receptionist (Skilled)	01
16.	Helper (Semi Skilled)	04
	<b>Total</b>	<b>40</b>

We undertake that Housekeepers would be deployed at NBT from 7.00 to 3.30 p.m daily from Monday to Saturday. The weekly task would be undertaken on Saturday for which a supervisor and the staff would be deployed.

The normal duty hours of Electrician, Plumber and Carpenter would be from 9.00 to 5.30 with half an hour lunch break in between.

**Besides above**, 4 housekeepers would be available in NBT during office hour i.e, upto 5:30 pm. A housekeeper, electrician, helper and Lift Operator would be available for 24 hours for Guest House and others.

We undertake that the minimum wages as may be prescribed by local Government from time to time will be paid to the manpower deployed. The bidder also undertakes that all statutory requirements e.g. EPF, ESI etc. will be met by the bidder and the required documents will be submitted to NBT on demand.

The terms and conditions contained in the Tender document are acceptable to us.

Signatures of authorized person

Name\_\_\_\_\_

Designation\_\_\_\_\_

Seal

(Signature of Tenderer with Rubber Stamp)

Nehru Bhawan, 5 Institutional Area, Phase-II, Vasant Kunj, New Delhi – 110 070  
Tel.: 011-26707700-756/868,  
Website: [www.nbtindia.gov.in](http://www.nbtindia.gov.in),  
E-mail: [ad.admn@nbtindia.gov.in](mailto:ad.admn@nbtindia.gov.in)

**PRICE BID FOR PROVIDING OF FACILITY MANAGEMENT SERVICES FOR NBT OFFICE PREMISES**  
**PROFORMA**

Sl. No.	Name of the Post	No. of manpower required	Minimum Wages (as per Minimum Wages Act) Per Month in Rs.	Service Charge inclusive of cost of Fidelity Bond, Indemnity Bond, Cost of Uniforms etc. -----%
1	Facility Manager (Skilled)	01	25000/- Per Month (Fixed)	
2	Engineer (Civil)	01	29000/- Per Month (Fixed)	
3	Engineer (Electrical)	01	25000/- Per Month (Fixed)	
4	Housekeeping Supervisor (skilled)	01	17924/- Per Month	
5	Stationary keeper/ Help Desk (Skilled)	01	17924/- Per Month	
6	Housekeepers (Un skilled)	15	14806/- Per Month	
7	Carpenter(Skilled)	01	17924/- Per Month	
8	Electrician (Skilled)	03	17924/- Per Month	
9	Plumber (skilled)	01	17924/- Per Month	
10	Mali (Semi Skilled)	03	16284/- Per Month	
11	Attendant cum Cook for Guest House (Semi-Skilled)	03	16284/- Per Month	
12	Lift Operator (Skilled)	02	17924/- Per Month	
13	DG Operator (skilled)	01	17924/- Per Month	
14	Telephone Technician (Skilled)	01	17924/- Per Month	
15	<b>Receptionist (Skilled)</b>	01	17924/- Per Month	
16	Helper (Semi Skilled)	04	16284/- Per Month	

**Note:-**

1. Rate to be quoted in % as well as in amount wherein applicable.
2. Other terms & condition, if any, should also be specified.
3. **Minimum wages: Subject to revision as notified by the Government from time to time.**

(Signature of Tenderer with Rubber Stamp)



4. EPF, ESIC, GST & TDS will be paid as par applicable rates.
5. Minimum wages of respective states or Delhi Govt. rate whichever is higher will be applicable. Statutory payment for compliance of Labour Laws in force like Bonus etc. will be payable by the NBT.
6. A copy of challen deposit of EPF and ESI of previous month alongwith copy of salary disbursement register & leave record in prescribed format should be submitted while issuing the current bill.
7. Any loss to the property of NBT by negligence & theft, by the employee of the contractor, will be recouped by the contractor in full.

**Enclosures:**

- a. Provident Fund No.
- b. ESI No.
- c. Registration No.
- d. PAN Card
- e. GST No.
- f. Copy of the latest order of the State Govt. showing minimum wages of the concerned state i.e. Govt. of NCT of Delhi.
- g. Documentary evidence of the Tenderer being a registered and approved government contractor and of his having done work of similar nature.

I/We undertake to abide and be bound by the terms and conditions of the tender/contract.

Date:

Place:

**Sign of the Tenderer  
with Official seal**

**Tel. No. and date:**

(Signature of Tenderer with Rubber Stamp)