



**INTERNATIONAL ADVANCED RESEARCH CENTRE
FOR POWDER METALLURGY AND NEW MATERIALS (ARCI)**

Balapur PO, Hyderabad – 500 005, Telangana, India
Tel: 040-24452326 Fax: 040-2444269; Email : stores@arci.res.in
URL: www.arci.res.in

Tender No CL201600143/WO

Date 28.10.2016

TENDER DOCUMENT

Providing Facility Management Service (FMS) arrangements on 24 hours basis at ARCI Technical Centre at Plot No. 102, Sector -44, Gurgaon-122003 (Haryana).

Tender Documents	:	Documents can be downloaded from www.arci.res.in
Address for Submission of the Tender	:	International Advanced Research Centre for Powder Metallurgy and New Materials , Balapur Post, Hyderabad – 500 005, Telangana, India
Date of Publication of Tender Notice	:	5 th January 2017
Cost of Tender Document	:	Rs. 500.00
Last Date for Submission of Tender	:	27 th January 2017
For any enquiry	:	Tel : +91-40-24452326 and +91-0124-2570218 and 2570215(Gurgoan) Fax No. +91-40-24442699 email : stores@arci.res.in and rajnair000@gmail.com



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Instructions to Bidder

Table of Contents

Sl. No.	Description	Page No.
1.	Notice Inviting tender	3 to 5
2.	Technical Bid -Terms and conditions	6
3.	Earnest Money Deposit-Terms and Conditions	7
4.	Price Bid -Terms and Conditions	8 to 10
5.	Eligibility Criteria	11
5.	Contract for Facility Service Arrangement	12 to 13
6.	Scope of the Work	14 to 17
7.	Declaration	18
8.	Checklist of Documents	19

TENDER NOTICE

International Advanced Research Centre for Powder Metallurgy and New Materials (ARCI) is an Autonomous Research and Development Centre of Department of Science and Technology (DST), Government of India with main campus at Balapur, Hyderabad and with operations in Chennai and Gurgaon

ARCI would like to hire Facility Management Service (FMS) arrangements on 24 hours basis at ARCI Technical Centre at Plot No. 102, Sector -44, Gurgaon-122003 (Haryana). The Technical Specifications Schedule of Requirements and Allied Technical details are given in this tender document.

- Service: Providing Facility Management Service (FMS) arrangements on 24 hours basis at ARCI Technical Centre at Plot No. 102, Sector -44, Gurgaon-122003 (Haryana).
- Tender Enquiry No: (Case No.) CL20160143/WO date 28.10.2016
- Last date of submission of Tender (Both Technical and Price Bid): **27th January 2017**
- Tender document will contain three parts : Part-I: Technical bid. Part-II: EMD and Part-III: Price Bid.
 - a) Part-I: The technical bid should contain documents required in support of fulfilling all the eligibility criteria, certificate of experience, satisfactory performance certificate, undertakings as per instructions, work plan and list of the equipments, tools and tackles required for the job.
 - b) Part-II: EMD
 - c) Part-III: Price bid should contain the rates quoted for the services to be provided as per instructions given in price bid schedule.
- The Services are to be provided at : **INTERNATIONAL ADVANCED RESEARCH CENTRE FOR POWDER METALLURGY AND NEW MATERIALS, PLOT No. 102, SECTOR-44, GURGAON-122003 (HARYANA)**

Instructions for Submission of Tender:

Two bid system should be followed for this tender. In this system the bidder must submit offer in three separate sealed envelopes i.e., one envelope for each for technical bid, EMD and price bid. These envelopes should be securely sealed and stamped separately and clearly marked as “Envelope No.1 – Technical Bid”, “Envelope No. 2- EMD” and “Envelope No.3 – Price Bid”. All the sealed envelopes should be placed in another larger envelope. The main envelope containing all the envelopes should be superscribed with the tender enquiry no. “CL201600143/WO due on 27th January 2017” with name of the service and is to be submitted to the address given below so as to reach **on or before 27th January 2017**.

The Bidder should ensure that the Prices are mentioned only in the Price Bid and nowhere in the Technical Bid.

The offer should be valid for a period of 90 days from the date of opening of tender.

Quoted rates should be valid for a period of 3 years from the date of placement of order.

The Director, ARCI reserves the right to reject any or all tender or to cancel this tender unilaterally without assigning any reason

Address for submission of the Tender :

International Advanced Research Centre for Powder Metallurgy and New Materials (ARCI), Balapur Post, RCI Road, Hyderabad- 500 005, Telangana, India.

Last date for submission : 27th January 2017

Tender document fee and EMD should be in the form of Demand Draft favouring **Director, ARCI, Payable at Hyderabad**.

Tender should be submitted before last date stated above. The Tenders not accompanied EMD and cost of tender document are liable for rejection.

The bid can be submitted in person or through post/courier. ARCI will not be responsible for transit delay for tenders submitted by Post / Courier etc.

Bidders are requested to visit the site and acquaint themselves with the requirements and assess the scope of work and then submit the tender.

All the tenders, in which any of the prescribed conditions are not fulfilled or incomplete in any respect are liable to be rejected.

DISQUALIFICATION OF TENDERS:

The tenders are liable for rejection in the following circumstances:

- If they are not conformity with the terms and conditions of this tender notice.
- Conditional quotations
- Incomplete tenders
- Tenders without EMD and cost of tender document
- Tenders submitted through Fax or e-mail
- If two bid system is not followed

Director, ARCI reserves the right to accept or reject any or all tenders either in part or in full or to split the order without assigning any reasons therefor.

IMPORTANT NOTE: Amendment, Corrigendum if any to this tender document, WILL BE HOSTED ONLY ON ARCI WEBSITE and no separate Press Notification will be issued. Bidders are advised to visit our website regularly to know such details.

**Director
ARC-International, Hyderabad**

PART-I

TECHNICAL BID

Part-I of the tender must contain the following :-

- (a) Profile of the service provider detailing the manpower, infrastructure, training facilities available, proposed scheme/plan of operation for providing security services,
- (b) Conditions of the contract, each page duly signed by the tenderer as token of acceptance. If any deviation is proposed by the tenderer , the same must be clearly indicated and enclosed as deviation list. However tenders with significant deviations and/or merely enclosing tenderer's printed conditions of their own terms and conditions will make the tender liable for rejection.
- (c) List of major services works/works executed during the previous five years along with copies of work orders/references.
- (d) Statement showing the turnover during the past three years supported by balance sheets or Income Tax Returns
- (e) Solvency certificate from any nationalized bank at least for 50% of the tendered value.
- (f) Copies of VAT/WCT/Service tax/EPF/ESI registration certificates and PAN card.
- (g) License from Central Labour authorities.
- (h) List of manpower to be employed by the contractor (without any price).
- (i) Declaration (Appendix- 2)

All the above documents forming Part-I of the tender shall be kept in one envelope which shall be sealed and super-scribed with as

“Technical Bid”

PART- II

EARNEST MONEY DEPOSIT

Earnest Money Deposit in the form of draft (Indian or foreign demand) drawn in favour of **Director , ARCI, Payable at Hyderabad.**

No interest is payable on EMD. The EMD will be returned to the bidders(s) whose offer is not accepted by ARCI within one month from the date of the placing of the final order(s) on the selected bidder(s). EMD of the successful bidder shall be converted into Security Deposit and shall be released on submission of bank guarantee for equivalent amount.

EMD in the form of BG is not acceptable.

Amount of EMD Rs. 75,000 (Rupees Seventy five thousand only).

PART-III

PRICE BID

Part- III of the tender shall contain only the price schedule with prices (both in words and in figures) strictly in accordance with the price schedule format of the tender document. The price Schedule of Part-III should also be supported by wage structure i.e. Basic, DA, VDA, HRA, ESI, PF, EDLI, Uniform Allowance etc., on the company letter head duly signed. Departure from the price schedule format may render the tender liable for rejection.

This price schedule forming the Part-III of the tender shall be kept in a separate envelope which shall also be sealed and super scribed as “PRICE BID – PART-III

Format of Price schedule is given below:

a) Annual Cost

SL. No.	Particulars	Amount	
		Figures	Words
1.	Charges for 1 st Year (for 12 months)		
2.	Charges for 2 nd Year (for 12 months)		
3.	Charges for 3 rd Year (for 12 months)		
	Total		

The charges are to be exclusive of Taxes. Taxes applicable (at present rates) are to be indicated separately.

b) Cost Summary

SL. No.	Category	Amount per month	Amount per Year
A)	Supervisor		
B)	House Keeping and Horticulture		
C)	All Service Maintenance		
D)	Security		
E)	Maintenance		
F)	Site Operation Cost		
	TOTAL (Rs.)		

d) Manpower Details

SL.No.	Category	No. of person	No. of hours/Days per week	Charges per person/month	Amount per month
A)	Supervisor	1 No.	8/6 days		
B)	Housekeeping and Horticulture				
B.1	Pantry Boy (General Shift of 8 hours +Balance on call)	2	8/6 days		
B.2	Housekeeping General Shift of 8 hours +Balance on call)	2	8/6 days		
B.3	Gardening (including 1 Plumbing & electrical helper)	2	8/6 days		
	Total of (B)	6			
C)	All Service Maintenance				
C.1	MST (General Shift of 8 hours +Balance on call)	2	8/6 days		
	Total of (C)	2			

D)	Security				
D.1	Guards –(2Guards Per shift for 24 hours	4	12/7 days		
	Total of (D)	4			

(Please note all Staff member must have ESI and EPF Nos.)

e) Site operation Cost

SL. No.	Category		Amount per month	Amount per Year
1.	House Keeping Equipment	Job		
2.	Housekeeping Cleaning materials	Job		
3.	Basic Engineering Tools	Job		
	TOTAL			

[Signature of bidder with stamp]
Date
Place

ELIGIBILITY CRITERIA FOR FACILITY MANAGEMENT SERVICE AGENCY TO PARTICIPATE IN THE TENDER

ESSENTIAL:

1. Should have experience of not less than 05 (five) years in similar field.

2. The contractor should have PF & ESI registrations, PAN, Service tax registration, valid license for providing Facility Management Services (including security services) from concerned statutory authorities. Copies of all statutory registrations must be provided.
3. Labour licence for applicability of Minimum Wages Act 1948. Minimum wages certificate from LEO should be submitted.
4. Audited Balance Sheets and audit report for last three years.
5. The contractor should have enough manpower say 50 so that additional manpower, whenever desired by the Director, ARCI can be supplied even at short notice.
6. Availability of security guards, trained in fire-fighting and first-aid so as to act during emergencies (confirmation/self-certification to this effect is to be attached).
7. Should have completed (a) one work of Rs. 24 lakhs or above, (b) two works of Rs. 15 lakhs each or above and (c) three works of Rs. 12 lakhs each or above.

DESIRABLE:

1. Experience in providing Facility Management services to a Government institution and/or an institution of similar infrastructure as that of the ARCI.

All above information and copies in support of the same must be enclosed in Part-I (Technical bid documents)

CONTRACT FOR FACILITY SERVICE ARRANGEMENT

The Facility Management Company and ARCI agree to the following

TERMS & CONDITIONS:

The Company will provide Facility Management Service (FMS) arrangements on 24 hours basis at ARCI, Office at Plot No. 102, Sector -44,Gurgaon-122003 (Haryana) in terms of **Scope of Service at Appendix-A.**

Company undertakes to:

- Arrange deployment of trained and uniformed personnel with best endeavors to conduct the offered services and assist in protection of legitimate interests and items at the office of ARCI.
- The manpower deployed at ARCI, establishment will be employees of Company and all the necessary statutory requirement such as minimum wages, ESI, PF etc. shall be the responsibility of Company, who are registered with PF, ESI, IT etc.

Company E.S.I. Registration No:

Company E.P.F. Registration No:

PAN No:

Service Tax No:

- Company will provide necessary supervision to ensure suitable performance of the offered service in accordance with the existing assignment brief agreed upon between the parties to the Contract.
- Company will perform the offered service acts and matters connected with the administration, superintendence, and contract of manpower arrangements on basis of the term and condition defined herein and accordance with such amended directions that may from time to time require.
- ARCI reserves the right to revise the charges for any modification in the number of manpower and arrangement as per the needs of ARCI and also to pay separately extra charges towards any additional services required depending upon the circumstances.
- The contract is proposed for **Three** years. Initially, the contract for Facility Management Services will be awarded for a period of one year. After completion of one year tenure, ARCI will review the performance of the Facility Management agency and based on the satisfactory performance of Facility Management agency, the contract may be extended for the next year.
- In case of any accident, which may occur during the time of engagement, ARCI will not be responsible by any means (legal or otherwise) whatsoever. Complete responsibility will rest with the Facility Management agency.

TENURE OF CONTRACT:

This Contract is valid for one year from the date of commencement. On conclusion of the contract period, the contract is renewable for the Second and Third years (one year each time) on satisfactory performance.

TERMINATION OF CONTRACT:

Either Party may terminate the contract, before the end of the Contract period, by giving **two months' notice** in writing or payment in lieu of the notice period.

TERMS OF PAYMENT:

The bill for a month should be submitted (in duplicate) to the Officer- In-charge, ARCI Technical Centre, Gurgaon by 5th of succeeding month and all attempts will be made by ARCI to make payment at the earliest.

- Payment shall be made only on monthly basis.
- TDS will be deducted as per the prevailing rates.
- Payment will be released through RTGS/NEFT in favour of the Facility Management Company.
- For any clarifications or further enquiries pl. contact Mr R.Vijay Kumar, Chief Finance & Accounts Officer, Hyderabad.

Appendix -A

SCOPE OF WORKS

The scope of services, including Electro- Mechanical jobs and soft services in the entire building, to be provided by the company to ARCI is as follows:

1. Company shall ensure that all Internal maintenance which includes Electro-mechanical jobs and entire building but will take care of the common area maintenance of the entire building.
2. **Electrical distribution panels (LBD,PDB and UBD):**
 - (a) Carry out daily operation (switch on/off) as required.
 - (b) Replacing of fused bulbs, Socket, switches etc.
 - (c) Maintain all the necessary logbooks, registers & records for any future checks & audits.
 - (d) Regular checking , cleaning & general servicing Weekly /monthly basis
 - (e) Canteen equipments including Bain –Mari
 - (f) Maintenance of the earth pits
 - (g) 52 week maintenance planner to be submitted and implemented.
3. **Chillers& air handling units:**
 - (a) Carry out operations & maintaining the temperature at individual room.
 - (b) Need to maintain the temperature of 23 degree ^{+/-1}
 - (c) The temperature of server room and UPS room should be maintained as per F&CS.
 - (d) Cleaning of air filters as per manufacturer's recommendations.
 - (e) Coordinate with the AMC vender for any break down & preventive maintenances.
 - (f) Maintain all the necessary log book, registers & records for any future checks & audits
 - (g) Coordinate with OEMS for periodical & preventive maintenance
4. **Lifts:**
 - (a) Day to day operations /maintenance of the lifts
 - (b) Coordinate with AMC vendor for any breakdown & preventive maintenance.
5. **Fire Alarm system, fire sprinkler system, fire hydrant system, fire panels and fire extinguishers:**
 - (a) Checking the system for operation periodically.
 - (b) Co- ordinate with AMC vendors for any break down & preventive maintenance
 - (c) Check the healthiness of fire extinguishers and ensure their working condition.

- (d) Ensure that the smoke detectors, fire alarm panel are working at all times.
- (e) Establish contact local nearby fire station and maintain rapport with the authorities

6. Energy meters:

- (a) Ensure that the meter readings are noted as per scheduled time & monitor the power consumption.
- (b) Submit daily report / log books on power consumption

7. Diesel Generators:

- (a) Ensure that the Genset meter reading are noted as per scheduled time & monitor the power consumption.
- (b) Submit daily report / log book on power consumption maintain all the necessary logbook, registers, records of services for future checks /audits.
- (c) Timely procurement of diesel to run the generators.

8. Plumbing and sanitary distribution systems:

- (a) Up keep the plumbing system at facility.
- (b) Attend to any break down calls.
- (c) Attend to any day- to- day requirements of carpentry work like door closer problems, chairs, table problems, floor springs, work stations, storage cabinets lockers etc.
- (d) Maintain all the necessary log book and records.
- (e) Report the deficiencies to management in case of any requirements.

9. Inverters,& Audio Visual Equipment:

- (a) Operations as required.
- (b) Coordinate with the vendors / AMC vendors for any break down & preventive maintenances
- (c) Plan periodical and preventive (52 week plan) maintenance.
- (d) Coordinate with vendors / AMC vendors for any break down & Preventive maintenances.

10. UPS system with battery banks:

- (a) Record the readings & maintain log book as necessary.

- (b)Checking the system for operation periodically.
- (c)Coordinate with the vendors /AMC vendors for any break down & preventive maintenance.
- (d) Report the required battery changes well in advance.

12. Luminaries, fittings and fixtures:

- (a)Check for healthiness on a regular basis.
- (b)Check & replace any fused bulbs & tubes.
- (c) Rectify any wiring problems.
- (d) Keep account of the incoming materials & maintain register for replacements.
- (e) Cleaning of the fixtures on weekly basis.

13. Other Equipments & furniture:

- (a) Ensure the printers are working, loaded with paper and toner at all times.
- (b) Ensure drinking water dispensers and tea/ coffee vending machines are working at all times.
- (c) Ensure all the audio / video equipments are working at all times.
- (c) Ensure Access control system is working at all times.
- (d) Ensure that all the other electro- mechanical equipment are working at all the times.
- (e) Keep account of the incoming materials & maintain register for replacement.

14.Logbook / registers:

Registers to be maintained at the site include attendance, incidents, handover /takeover, assets, emergency contacts, all equipment logs (HVAC, UPS, Electrical distribution, Generators, fire alarm / Fire detection etc). All these registers have to be properly and duly filled by the Engineering Maintenance staff.

15. Key Control:

All the duplicate keys are to be kept in the key box and box should be sealed, opened only in case of emergency.

Keys are to be issued to the authorized person only and proper entries are to be made in the key register.

If original key is lost of any department / place, it should be informed to Officer In-charge and ensure that the lock of that department / place is changed immediately.

16. Main registers to be maintained by the security:

- Material Incoming Register.
- Material outgoing Register.
- Material Returnable Register.
- Excisable Item Register.
- Visitor Register.
- Vehicle Register.
- Contract Labour Register.
- Key Register.
- Courier (incoming / outgoing) Register.

Appendix-B

DECLARATION

I,..... Son / Daughter of Shri
..... Proprietor / Partner / Director / Authorized Signatory of
..... am competent to sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of Authorized Person

Full Name:

Company's Seal:

Place:

Date

The above declaration must be enclosed in Technical bid documents

CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED WITH THE TENDER

Sl. No.	Item	Confirm (Yes/No)
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1.	Tender Fee of Rs. 500.00 (Rupees five hundred only)	
2.	EMD of Rs. 75,000.00 (Rupees seventy five thousand only)	
3.	Tender envelope with Technical bid, all pages of documents to be signed and sealed.	
4.	Tender envelope with Price bid, all pages of documents to be signed and sealed.	
5.	Audited Balance Sheet and Profit and Loss Accounts for last three years with audit report	
6.	Attested Photo copy of PAN Card	
7.	ESI Registration certificate copy. with last payment details	
8.	EPF Registration certificate copy. With last payment detail	
9.	Service Tax registration certificate with details of the last payment	
10.	Registration certificate under central labour law authorities. Copy of valid labour licence.	
11.	Minimum wages payment certificate from LEO.	
12.	Self certifications to point no. 6 of Eligibility Criteria	
13.	Documents in support of contracts fulfilled in last 5 years along with their values in support of the experience and financial credibility	
14.	Declaration as per Appendix – B	

Signature of Authorized Person

Full Name:

Company's Seal:

Place:

Date