

GOVERNMENT OF TELANGANA  
GENERAL ADMINISTRATION (SB) DEPARTMENT

Tender Notice No.8868 /SB/A2/2015- 1

Dated:02/07/2015

TENDER NOTICE

*General Administration Department, Telangana State Secretariat, Hyderabad desires to appoint an agency for House keeping services in Block-A&B (Package-1) and in Block-D (Package-2) of Telangana State Secretariat for a period of (3) years from the date of entrust of services through Letter of Award or from the date of entering in to Service Level Agreement.*

2. *The interested reputed Agencies office located in Hyderabad and with not less than three years of experience in House Keeping Service with Government Departments / State Government undertakings are requested to submit their SEALED Tenders to General Administration (SB) Department, Telangana State Secretariat, Hyderabad package-wise separately, as per the time schedule shown below:-*

1) <i>Sale of Tender Documents</i>	<i>On all working days from 04-07-2015 to 10-07-2015 between 11.00 AM to 4.00 PM</i>
2) <i>Cost of the Tender Document</i>	<i>Rs.5,000/- (Non-refundable) Demand Draft drawn in favour of the Additional Secretary to Government (Genl.) Telangana State Secretariat, Hyderabad.</i>
3) <i>Place of Sale and receipt of Tender Document</i>	<i>General Administration (SB) Department, C-Block ground floor, Telangana State Secretariat, Hyderabad</i>
4) <i>Last Date for submission of Tenders</i>	<i>15-07-2015 upto 3.00 PM</i>
5) <i>Opening of Sealed Tenders</i>	<i>15-07-2015 at 4.00 PM</i>

3. *The other terms and conditions will remain unchanged.*

4. *Other details can be had from the above address and [www.telangana.gov.in](http://www.telangana.gov.in)*

VIKAS RAJ  
SECRETARY TO GOVERNMENT (POLITICAL)

**SERVICE LEVEL AGREEMENT FOR PROVISION OF HOUSEKEEPING SERVICES IN BLOCK-A,B AND BLOCK-D IN THE PREMISES OF TELANGANA STATE SECRETARIAT, HYDERABAD.**

This agreement is made at Hyderabad on this \_\_\_\_\_<sup>th</sup> day of \_\_\_\_\_, 2015, between

**The Governor of Telangana State, represented by Additional Secretary to Government (Genl.) General Administration Department, Telangana State Secretariat, Hyderabad 500 022 hereinafter called “GAD”** (which expression shall unless excluded by or repugnant to the subject or context mean and include its successors and assigns) of the One part.

AND

**M/S. \_\_\_\_\_**, a firm incorporated under the provisions of Indian Companies Act, 1956, **having its branch office at Hyderabad, represented by its Shri \_\_\_\_\_**, hereinafter referred to as the “**Facility Manager**” (which expression shall unless excluded by or repugnant to the subject or context mean and include its successors and permitted assigns) of the Other Part.

## RECITALS

### WHEREAS:

The Government of Telangana, General Administration Department (GAD) invited proposals from reputed organizations suited to discharge the facility management function related to the maintenance and upkeep of "Block A,B & D in the Telangana State Secretariat (the Premises).

Subsequent to the evaluation of the bids, as per the procedure set forth in the "Request for Proposal" (RFP) document, the bid submitted by M/s. \_\_\_\_\_ was adjudged the most competitive as per the Financial Bid submitted and GAD vide Letter No.8868/SB./A2/2015, dated \_\_ 00\_\_ 2015 agreed to obtain the Housekeeping Services from the Facility Manager following which the Letter of Award (LOA) dated \_\_\_\_ 00 \_\_\_\_ 2015, was issued to the Facility Manager.

Facility Manager agreed to provide the services as per terms and conditions as contained in the RFP (Bid) Document, LOA and further specified in this Agreement.

In pursuance of the terms of the RFP, the Facility Manager has furnished a Service Guarantee in the form of a bank guarantee **for Rs.** \_\_\_\_\_ (Rupees \_\_\_\_\_ only) which shall be valid for a period of 3 (three) years from the Service Commencement Date by the Facility Manager under this Agreement.

The parties have agreed to the terms of the agreement for the provision of housekeeping services towards the maintenance and upkeep of "Block-A,B & D in the Telangana State Secretariat.

NOW THEREFORE, in consideration of the premises and the mutual covenants herein contained, the Parties hereto, intending to be legally bound, hereby agree as follows.

## **PROJECT CONCEPT AND STRUCTURE**

### **1. Back-ground:**

Government of Telangana wishes to maintain the housekeeping facility with good standards in Telangana State Secretariat in A,B & D Blocks. In this connection the Authority invites separate proposals for Block-A&B(package-1) and Block-D (package-2) from reputed organizations and their offices located at Hyderabad to provide housekeeping services in “Secretariat Blocks of Telangana.” The housekeeping Facility Manager’s role would include general housekeeping cleaning and maintenance office areas, common areas, corridors, staircase, lifts, toilets, garbage disposal, pest control, minor plumbing and electrical works etc. The project has following packages.

(i)A&B Blocks (Package-1)

(ii)“D” Block (Package-2)

The successful organization (the “Facility Manager”) who is either a company incorporated under the Companies Act, 1956 or undertakes to incorporate as such prior to execution of the Service Level Agreement will be responsible for carry out housekeeping services in designated Blocks of Telangana State Secretariat in accordance with the provisions of the Service Level Agreement (the “Service Level Agreement”) to be entered into between the Facility Manager and the Authority in the form provided.

### **2. SCOPE OF SERVICES**

The Scope of Services would include the following broad heads:

- a. Full range of cleaning House Keeping activities
- b. Carpet shampoo cleaning;
- c. Garbage removal and management
- d. Cleaning and maintenance of water tank
- e. Pest and Rat control
- f. Plumbing works-Routine maintenance & minor repairs; and
- g. Laundry services;

### **3. Bidders right to Bid for Packages**

Bidders may note that they may Bid for any of the blocks Block i.e. A&B (Package-1) or for Block-D (Package-2) separately.

### **4. Minimum staff to be deployed at designated Blocks**

The Facility Manager needs to deploy minimum staff members as per the Schedule-C of the RFP document.

## **5. Minimum Wages**

The remuneration of the employees employed by the Facility Manager shall be in line with Minimum Wages Act, 1948. Any upward revision in the Minimum Wages Act, 1948 shall be reimbursed to the Facility Manager by GAD for minimum staff identified.

## **6. Uniform**

All manpower provided by the Facility Manager must be smartly dressed in a uniform with formal shoes. In addition, the employees should also be wearing an identity card displaying their names.

## **7. Recommended List of Equipment**

The Facility Manager is expected to make a recommended list of equipments and other necessary equipments available at respective packages. A recommended list of equipment would include but not limited to Automatic Floor Scrubber, Mechanical Sweeper, High Pressure Cleaner, Burnisher, Scrubber cum Drier, Wet& Dry Vaccum cleaners, Dry Vaccum Cleaner, Mopping Trolley and Glass cleaning kit etc.

## **8. Availability of Services**

The housekeeping services will be provided throughout year, unless otherwise expressly agreed in writing by GAD. It shall be the responsibility of the Facility Manager to manage the weekly off to its staff as per the Contract Labour Act, 1970. All State Government declared festivals and national holidays shall be considered as holidays for this project. There will be no requirement for the Facility Manager to provide manpower on such holidays, unless expressly requested in writing by GAD in advance. The housekeeping services will be provided for.

The housekeeping staff are required to be present in the block from 8.00 a.m. to 4.00 pm. The Facility Manager will be required to make these staff members .

## **9. Tenure of contract and Renewal**

The Service Level Agreement would be for a initial period of 3 years and to be renewed as per the terms set out in the Agreement

## **10. General Guidelines**

Bidders may note the following guidelines for the service provisions

- a. Lady Cleaner would carry out cleaning job of all ladies toilets and cleaning areas.
- b. Working Hours As stipulated in this agreement.
- c. Quality of Consumables: All consumables and toiletries used / replenished should be exacting to best industry practices and be of an eco-friendly nature as possible.

- d. Service monitoring system, including a user feedback system would be instituted by GAD, as described in the SLA.
- e. Police Clearance: All personnel to be deputed on site by the Successful Bidder will necessarily have to go through police verification. On being satisfied with the results of the verification, the police will issue a clearance. Such a clearance is a critical Clearance.

## **11. Project Structure**

The Project envisages the entering of a Housekeeping Service Agreement where in the Successful Bidder will be responsible for the entire upkeep and maintenance of the Facility. In lieu of the above, GAD would be making monthly payments (Service Fee”) to the successful Bidder. The Contract would be for a period of three (3) years subject to the Terms of the Agreement.

The Service Fee, determined on the basis of the Financial Bid submitted by the bidders and evaluated as per this document, would be fixed for the first year. In respect of years 2(two) and 3 (three), the payments would be increased by 10% on previous year’s fixed amount. Service Tax, at the applicable rate, would be paid by GAD on the Service Fee payable.

## **12. Selection Process**

The submission of Bids by interested parties in response to the Request for proposal should be in two separate sealed covers as indicated below.

### **Cover1:Compliance with Minimum Eligibility Criteria**

### **Cover2:Financial Bid**

The Bids received would be subject to a responsiveness check followed by a step-wise evaluation procedure as described below.

#### **(a) Responsiveness of Bid**

The Bids submitted by the Bidders will be initially scrutinized to establish “Responsiveness”. A Bid may be deemed “Non-responsive” if it does not satisfy any of the following conditions:

- (i) It is not received by the due date specified
- (ii)It does not include sufficient information for it to be evaluated and/ or is not in the formats specified
- (iii)It is signed and/ or sealed in the manner and to the extent indicated.
- (iv)It is not accompanied by a valid Bid Security as specified.

(b) The Bids of Responsive Bidders will be evaluated in the following two steps.

#### **(i) Step1 (Cover1)-compliance with minimum eligibility criteria:**

In the first step, GAD will evaluate the information submitted by the Bidder in Cover 1 of the Bid. Only Bidders meeting the minimum eligibility criteria will be considered for the subsequent steps. GAD on demand will return unopened the Cover 2 of the Bid, i.e., Financial Bid, to the Bidders who do not meet the minimum eligibility criteria.

The minimum eligibility criteria and the format for the information to be submitted in Cover-1 are detailed in this Document.

#### **(ii) Step2(Cover2)-FINANCIAL BID**

The Financial Bid would seek to select the Bidder making the most competitive financial offer to Govt. of Telangana. The evaluation criteria for assessment of the Final Financial Bids are described. The format for the Financial Bid is specified.

The top ranked Bidder will be designated the Successful Bidder.

### **13. Time Table and Milestones**

	Event Description	Date
	Bid Stage	
1.	Release of RFP	01-07-2015
4.	Bid Due Date	10-07-2015
5.	Opening of Bids	10-07-2015
6.	Letter of Award (LOA)	15-07-2015
7.	Signing of Service Level Agreement	20-07-2015

In order to enable GAD to meet the target dates, Bidders are expected to respond expeditiously to clarifications, if any, requested during the evaluation process. GAD will adhere to the above schedule to the extent possible. GAD, however, reserves the right to modify the schedule and intimate the same to all Bidders.

### **14. PROCEDURES TO BE FOLLOWED**

#### **(a) Enquiries & Clarifications**

Enquiries, if any, can be addressed to:  
**Additional Secretary to Government(Genl.)**  
**General Administration Department**  
**Government of Telangana.**  
**C Block, 1<sup>st</sup> Floor,**  
**Telangana Secretariat Building**  
**Saifabad, Hyderabad – 500 022**  
**Phone:040-23454823**

#### **(b) Site visit and Survey:**

Bidders may, prior to submitting their Bid for the project, visit and examine the site of the Project and its surroundings at their own expense and obtain and ascertain for themselves, At their own responsibility, all technical data, demand

and other information necessary for preparing their Bids. The Bidders may approach Additional Secretary to Government (Genl.) Government of Telangana, GAD for permission/assistance for site visit.

The Bidders will be deemed to have full knowledge of the site, whether physically inspected or not.

**© Submission of the Bid**

(i) Cover-1-Compliance with Minimum Eligibility Criteria.

The information to be submitted by the Bidders in Cover-1 of their Bids is described in RFP

The Bidder will place one (1) original + two (2) copies of the Cover -1 in a sealed envelope, which will be inscribed as under:

Cover-1 – compliance to Minimum Eligibility Criteria

Submitted by: \_\_\_\_\_(name of Bidder)

(d)Cover2-Financial Bid

The Information to be submitted by the Bidders in the Financial Bid (cover2).

The Bidder will place one(1) original + two (2)copies of the Financial Bid in a sealed enveloped, which will be inscribed as under:

Cover-2 Financial Bid

Submitted by: \_\_\_\_\_(name of Bidder)

(e) Submission of the Bid

The 2 covers of the Bid organized as above, will be placed in a sealed outer envelope or a box, with the following inscription:

**Bid for Housekeeping of A&B Block (Package-1) or Block-D (Package)-2) of the Telangana State Secretariat (package wise separate covers)**

**Name of the Bidder:** \_\_\_\_\_

**To  
Additional Secretary to Government(Genl.)  
General Administration Department  
Government of Telangana.  
C Block, 1<sup>st</sup> Floor,  
Telangana State Secretariat Building  
Saifabad, Hyderabad – 500 022  
Phone:040-2345 4823**

(f) The Bidder can submit the Bid by registered post/courier or submit the Bid in , so as to reach the designated address by the time and date as stipulated. GAD will not be responsible for any delay in submission of the Bids. Any Bid received by GAD after the due date for submission of the Bids will be summarily rejected.



**(g)Initialing of the Bids**

Each page of the Bid should be initialed by the Authorized Representative and signatory of the Bidder.

**(h) Detailed Verification of the Preferred Bidder**

After the evaluation process is complete, the designated successful Bidder will go through a detailed scrutiny. This stage would ascertain the authenticity of all information and data that has been furnished as part of his bid. Relevant certificates in order to establish meeting of minimum eligibility criteria will be called for, if found necessary by GAD.

**(i)Intolerance of Corrupt Practices:**

If Bidder is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Bidder will not be eligible to participate in any tender or RFQ issued by the Authority during the period of 2 (two) years from the date such Bidder is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

For the purposes of this, the following terms will have the meaning hereinafter respectively assigned to them:

**15. Instructions to Bidders:**

All Bidders should note the following:

1. It is required for the Bidder to Bid for Block-A&B as (package-1) and Block-D as (package-2) separately
2. Bids that are incomplete in any respect or those that are not consistent the requirements as specified in this request for proposal or those that do not contain the covering Letter and other documentation as per the specified formats may be considered non-responsive and may be liable for rejection.
3. Strict adherence to formats, wherever specified, is required. Non-adherence to formats may be a ground for declaring the Bid non-responsive.
4. All communication and information should be provided in writing and in the English language only.
5. The metric system will be followed for units.
6. All communication and information provided should be legible, and wherever the information is given in figures, the same should also be mentioned

in words. In case of conflict between amounts stated in figures and words, the amount stated in words will be taken as correct.

7. GAD reserves the right to seek additional information from the Bidders, if found necessary, during the course of evaluation of the Bid. Non-submission, incomplete submission or delayed submission of such additional information or clarifications sought by GAD, may be a ground for rejecting the Bid.

8. The Bids will be evaluated as per the criteria specified in this RFP Document, however, within the broad framework of the evaluation parameters as stated in this request for proposal, GAD reserves the right to make modifications to the stated evaluation criteria, which would be uniformly applied across all the bidders.

9. The Bidder should designate one person (“Contact person” and “Authorised Representative and Signatory”) authorized to represent the Bidder in its dealing with GAD. The Acknowledgement of Receipt of Request for Proposal document will be signed by the “Contract Person” and “Authorised Representative and Signatory.” This designated person should hold the Power of Attorney and be authorized to perform all tasks including but not limited to providing information, responding to enquiries entering into contractual commitments on behalf of the Bidder etc. The covering Letter Submitted by the bidder will be signed by the Authorised Signatory and will bear the stamp of the entity thereof. The bidder should submit the Power of Attorney as per this document.

10. The Bid (and any additional information requested subsequently) will also bear the initials of the Authorized Signatory and stamp of the entity thereof on each page of the Bid.

11. GAD reserves the right to reject any or all of the Bids without assigning any reason whatsoever.

12. Mere submission of information does not entitle the Bidder to meet an eligibility criterion. GAD reserves the right to vet and verify any or all information submitted by the Bidder.

13. If any claim made or information provided by the Bidder in the Bid or any information provided by the Bidder in response to any subsequent query by GAD, is found to be incorrect or is a material misrepresentation of facts, then the Bid will be liable for rejection. Mere clerical errors or bonafide mistakes may be treated as an exception at the sole discretion of GAD and if GAD is adequately satisfied.

14. The Bidder will be responsible for all the costs associated with the preparation of the Bid. GAD will not be responsible in any way for such costs, regardless of the conduct or outcome of this process.

15. Bidders may Bid for any of the blocks Block i.e. A&B (Package-1) or for Block-D (Package-2) separately and can submit Financial Bid package-wise separately.

16. Bids that are incomplete in any respect or those that are not consistent with the requirements as specified in this RFP may be considered non-responsive and liable for rejection.

17. Unless the context otherwise requires, the terms defined in this RFP will have the meaning assigned thereto in the RFP.

18. The block details are being provided in this document only as preliminary reference information by way of assistance to the Bidders who are expected to carry out their own surveys. Investigations and other detailed examination of the blocks and Scope of work before submitting their Bids.

19. Notwithstanding anything to the contrary contained in this RFP, the detailed terms specified in the Service Level Agreement will have overriding effect; provided, however, that any conditions or obligations imposed on the Bidder hereunder will continue to have effect in addition to its obligations under the Service Level Agreement.

20. The Bids should be furnished in the format clearly indicating the financial offer both in figures and words, in Indian Rupees, and signed by the bidder's authorized signatory. In the event of any difference between figures and words, the amount indicated in words will be taken into account.

21. The Bid will consist of a financial offer, to be quoted by the Bidder. Financial bid will be payable by the Authority as per the terms and conditions of this RFP and the provisions of the Service Level Agreement.

22. The Bidder will deposit a Bid Security

23. The Validity period of the Bid security will be 180 days. The Bid will be summarily rejected if it is not accompanied by the Bid Security.

24. The Bid and all communications in relation to concerning the Bidding Documents and the Bid will be in the English language.

25. The documents including this REP and all attached documents, provided by the Authority are and will remain or become the properties of the Authority and are transmitted to the Bidders solely for the purpose of preparation and the submission of a Bid in accordance herewith. Bidders are to treat all information as strictly confidential and will not use it for any purpose other than for preparation and submission of their Bid. The provisions of this clause, will also apply mutatis mutandis to Bids and all other documents submitted by the Bidders, and the Authority will not return to the Bidders any bid, document or any information provided along therewith

26. This RFP is not transferable

27. Any award of Concession pursuant to this RFP will be subject to the terms of Bidding Documents.
28. Strict Adherence to formats, wherever specified, is required. Non-adherence to formats may be a ground for declaring the Bid non-responsive.
29. The currency for the purpose of the Bid will be the Indian Rupee (INR)
30. The Bidder will be responsible for all the costs associated with the representation of the Bid. The Authority will not be responsible in any way for such costs, regardless of the conduct or outcome of this process.
31. The Authority reserves the right to reject any or all of the Bids without assigning any reason of whatsoever.
32. The Authority reserves the right to seek additional information from the bidders, if found necessary, during the course of evaluation of the Bid. Non-submission, incomplete submission or delayed submission of such additional information or clarifications sought by the Authority, may be a ground for rejecting the Bid.
33. The Bid (and any additional information requested subsequently) will also bear the initials of the Authorised Signatory and stamp of the entity thereof on each page of the Bid.
34. The Bidders and their respective officers, employees, agents and advisers will observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Authority may reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged In corrupt practice, fraudulent practice, coercive practice, undesirable practice or Restrictive practice in the Bidding Process.
35. The Bid and all related correspondence and documents in relation to the Bidding Process will be in English Language. Supporting documents and printed literature furnished by the Bidder with the Bid may be in any other language provided that they are accompanied by translations of all the pertinent passages in the English language, duly authenticated and certified by the Bidder. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the Bid, the English language translation will prevail.

#### 36.Format and signing of Bid

- a. The Bidder will provide all the information sought under this RFP. The Authority will evaluate only those Bids that are received in the required

formats and complete in all respects. Incomplete and/ or conditional Bids will be liable to rejection

- b. The Bidder will prepare a set of the Bid together with one original and two copies of documents required to be submitted along therewith pursuant to this RFP and clearly marked with the name of Project.
- c. The Bid will be typed or written in indelible ink and signed by the authorized signatory of the Bidder who will also initial each page in blue ink. In case of printed and published documents, only the cover will be initialed. All the alterations, omissions, additions or any other amendments made to the Bid will be initialed by the person(s) signing the Bid. The Bid will contain page numbers and will be bound together in hard cover.

#### **16. Validity of terms of the Bid**

Each Bid will indicate that it is a firm and irrevocable offer, and will remain valid and open for a period of not less than six months from the last date for submission of the Bid.

Non-adherence to this requirement may be a ground for declaring the Bid as non-responsive. However, GAD may solicit the Bidder's consent for extension of the period of validity if the Bidder agrees to reasonably consider such a request. The request and response will be in writing. A Bidder accepting GAD's request for extension of validity will not be permitted to modify his Bid in any other respect.

#### **17. Fees and Deposits to be Paid by the Bidders**

- a) Fees for request for proposal (RFP) Document.

The request for proposal Document would be made available to the prospective Bidders on submission of a written request and non refundable demand draft of Rs 5,000/- (Rupees five Thousand Only) for each package separately, payable at Hyderabad favouring Additional Secretary to Government (Genl.) to General Administration Department, Telangana State Secretariat, Hyderabad.

#### **b) Bid Security**

Bidders are required to submit a bid security for an amount equal to Rs.1,00,000/- (Indian Rupees One Lakh only) for each package. The bids security will be in the form of a refundable cash deposit paid by a demand draft or a bank guarantee at payable at Hyderabad in favour of **Additional** Secretary to Government (Genl.) to General Administration Department, Telangana State Secretariat, Hyderabad. Bids, which are not Accompanied by the above Bid Security, may be rejected by GAD as non-responsive.

18. GAD will reserve the right to enforce the Bid Security by confiscating the cash deposit/Invoking the bank guarantee under the following circumstances.
  - (a) If the Bidder withdraws his Bid at any time during the stipulated period of Bid Validity.
  - (b) If the Bidder for the period of Bid validity;

- (i) In GAD's opinion, commits a material breach of any of the terms and / or conditions contained in the RFP Document and/ or subsequent communication from GAD in this regard and / or
- (ii) fails or refuses to execute the LOA (in the event of the award of the Project to it) and /or
- (iii) fails or refuses to furnish the Service Guarantee within the stipulated time (Viz., 15 days from the issue of the LOA to it.)

In the event that any Bidder is declared Technically Evaluated Non responsive, then the Bid Security of such Bidders will be refunded with the unopened cover 3 of their Bid.

In respect of the Technically Evaluated Responsive Bidders, the Bid Security of the un successful Bidders (after opening of cover2) can cease to be in force after 10 days following the announcement of award of the Project to the Successful Bidder through the issue of the LOA for the same.

## **19. Service Guarantee**

The Bid security of the successful Bidder will be adjusted against the Service Guarantee, which will be for an amount equal to two months service fee quoted by the Bidder. The Service Guarantee will remain valid during the currency of the Housekeeping Service Agreement. The Service Guarantee will be submitted at the time of signing the Agreement.

## **20. EVALUATION OF MINIMUM ELIGIBILITY CRITERIA: COVER 1**

Objective of evaluating minimum eligibility criteria

The objective of the minimum eligibility criteria is to short list Bidders who have:

- The required business profile and market presence.
- Requisite Services management & operational skills to operate Facility as per Principles of Good Industry Practice.
- Sufficient experience in operation and maintenance of quality premises and facilities.

## **21. MINIMUM ELIGIBILITY CRITERIA**

### **(i) Eligibility Criteria for Bidding**

The Bidder should have requisite experience in handling properties encompassing more than 50,000 Sq.ft each involving buildings relating to IT parks/IT companies / Multilaterals/Foreign banks and Corporate offices with minimum (3) years experience.

### **(ii) Proof of having met the Eligibility Criterion**

The Bidder should provide the following documents to support his experience on the letterhead of the client.

- Certification from client including scope of services provided by Bidder.
- Client References with contact particulars.

Bidders satisfying the required minimum eligibility criteria will be considered as having the minimum qualification necessary for being considered in the further process of evaluation.

In addition to the above, the Bidder should have the registered or branch office at Hyderabad. The bidder should submit following documents to meet the minimum eligibility criterion:

- Labour licences certificate;
- ESI Certificate
- EPF Certificate;
- Service Tax registration number and PAN details.

22. Bidders are required to organize cover-1 – Compliance with minimum eligibility Criteria as per the following checklist:

Cover 1	Compliance with Minimum Eligibility Criteria
	Covering Letter as per the format specified
	Bid Security for an amount equal to Rs.1,00,000 (Rupees One Lakh only) in the form of a Demand Draft payable at Hyderabad favouring <b>Additional</b> Secretary (Genl.) GAD / Bank Guarantee of and equivalent amount
	Description of the Bidder as per the format specified.
	Consideration for Evaluation of Minimum Eligibility Criteria as per the format specified and submission of document
	Audited Annual Reports for the last three financial yeas, of which the last audited results made available should not be more than 12 months old as on last date of submission of RFP.
	Power of Attorney as per the format specified

23. COVER 2: EVALUATION OF FINANCIAL BID

(1) Objective of Financial Bid Evaluation

The financial Bid evaluation will seek the entity making the most competitive financial offer to Govt. of Telangana in terms of the service price and such an entity is sought to be selected.

(2) FINANCIAL BID PARAMATERS

Bidders are required to offer their best quotes in terms of the Service Fee i.e. the Total invoice value per month to be raised on Govt of Telangana for the service provided.

The Service fee has to be in the form of a fixed sum payment monthly, GAD will pay the Service Tax, at rates as applicable, over and above the Service Fee.

The above quotes will be submitted by the Bidders in Cover 3: Financial Bid in accordance with the format enclosed.

(3) Computation of Final Scores and Ranking

The Bidders would be ranked in the ascending order of the Service Fee offered. The Bidder with the lowest Total Invoice Value per month to be raised on Govt. of Telangana would be designated as the Successful Bidder.

In the event there is a tie between the highest ranked bidders, in term of the Service Fee quoted, the Bidders involved in the tie-breaker would be asked to re-submit their financial offer, subject to the cap of the existing price offer.

If, further, the re-submission also leads to a tie in the Service Fee quoted, the Successful Bidder will be decided on the basis on a draw of lots that will be conducted in the premises of the RFP representative of the concerned bidders.

**24. SCOPE OF SERVICES AND TERM OF AGREEMENT**

**Scope of Housekeeping Services**

- (a) Subject to and in accordance with the terms and conditions set forth in this Agreement, the Facility Manager hereby agrees and undertakes to provide All the services as per this Agreement in relation to the Premises and to Perform and discharge all of its obligations in accordance with the terms And conditions set forth in this Agreement (collectively “the Housekeeping Services”).
- (b) The Facility Manager hereby agrees and undertakes to commence Housekeeping Services within 15 (fifteen) days of entering into this Agreement (Service Commencement Date), unless otherwise expressly agreed to in writing by GAD.
- (c) The Housekeeping Services to be provided by the Facility Manager shall include but not be limited to the Scope of Services as detailed in SCHEDULE-B.
- (d) The Facility Manager hereby agrees and undertakes to bring in the personnel & Equipment as set forth in SCHEDULE-E to this agreement and certainly not less than those specified in the RFP Document for the purposes of discharging his service obligation under this Agreement effectively.
- (e) The Facility Manager hereby agrees and undertakes to meet the Scope of Services as set out in SCHEDULE-B, including the provision of the equipment, personnel and consumables as provided in SCHEDULE-C, SCHEDULE-E to this agreement and accepts that failure to meet this requirement be considered as a default in the provision of the services that will attract Penalty as specified under this Agreement.



The Facility Manager agrees and accepts that the Housekeeping Services shall be available to GAD throughout the year, unless otherwise expressly agreed to in writing by GAD. Further, the Facility Manager agrees the following timing for this package; The housekeeping staff are required to be present in the block from 8.00 a.m. to 4.00 p.m. The Facility Manager will be required to make these staff members during the above mentioned timings.

(f) The housekeeping services will be provided throughout year, unless otherwise expressly agreed in writing by GAD. It shall be the responsibility of the Facility Manager to manage the weekly off to its staff as per the Contract Labour Act, 1970. All State government declared festivals and the national holidays shall be considered as holidays. There shall be no requirement for the Facility Manager to provide manpower on such holidays, unless expressly requested in writing by GAD in advance.

## **25. Term of the Agreement**

(a) The Agreement is hereby entered into for a period of 3 (three) years commencing **from - -2015 (the commencement Date) and up to 00---- 00-- - 2017 (the Agreement Period)** during which the Facility Manager shall be required to provide Housekeeping Services in accordance with the provisions there of. provided that;

(b) in the event of the Agreement being extended by GAD beyond the said period of three years in accordance with the provisions of this Agreement, the Agreement Period shall include the period/aggregate period by which the Agreement is so extended, and

(c) in the event of Termination, the Agreement Period shall mean and be limited to the period commencing from the Commencement Date and ending with the Termination.

(d) GAD reserves the right to invite the facility manager to provide the scope of Services for other premises in the Secretariat during the tenure of this agreement. Additional charges will be paid to the facility manger for the such services. The terms of payment shall be approved in advance and in writing by the authority and agreed to by the service provider.

(e) Solely depending upon the performance of the Facility Manager during the Initial Agreement Period, GAD, shall at the time end of the Initial period, Have one (1) long term extension option of up to two (2) years. Such Extension may be opted for upon sixty (60) days' notice to the Facility Manager before the end of the initial period.

(f) In the event that GAD decides to extend the period after the initial period, such extension shall take place upon mutually acceptable terms and conditions which may be decided during the 60 days notice period taking into Account relevant aspects that may impinge upon such revision in terms And conditions.

### **(g) Control Room**

The Facility Manager shall operate from the Control Room provided by GAD and shall not, without prior written consent or approval of GAD, use the Control Room for any purpose other than for the purposes of the Services/the Premises and purposes incidental thereto as permitted under this Agreement or as may otherwise be approved by GAD.

#### **(h) Applicable Permits**

**The Facility Manager shall apply for, obtain and maintain all the Applicable permits that may be necessary or required for the provision of Services under any Applicable Laws during the Agreement Period. The Facility Manager shall use this Service Level Agreement for securing Applicable Permits. GAD shall provide best effort assistance to the Facility Manager in securing Applicable Permits.**

#### **26. SERVICE FEE**

(1) In consideration of the Housekeeping Services provided under this Agreement by the Facility Manager, the GAD shall pay the Facility Manager such fees per month plus service tax as applicable, as per ANNEXURE A (the Service Fee) .

(2) The Service Fee would be the amount payable for the services as defined in the Agreement, including the cost of all Housekeeping consumables, toiletries, out of pocket expenses etc. that may be deployed towards providing the services and any taxes and duties that might be applicable.

(3) All taxes, duties, charges and other statutory levies payable in respect of services provided under the terms of this agreement, excluding however the service tax, shall be borne by the Facility Manager and it shall not seek reimbursement from GAD

#### **27. Mode of Payment**

(a) The Facility Manager shall raise invoice on a monthly basis by the seventh (7<sup>th</sup>) day of each month in respect of the Services performed during the immediately previous month. GAD shall pay the Monthly Fee Invoice submitted by the Facility Manager, within fifteen (15) days after receipt;

(b) All payments to Facility Manager by GAD shall be paid by cheque drawn on a Scheduled Bank at Hyderabad.

#### **28. Default**

If the GAD has delayed any payment that has fallen due under this agreement and if such delay exceeds 60 (sixty) days, Facility Manager shall be entitled to terminate this Agreement.

#### **29. Escalation of Service Fee**

The Service Fee (As per ANNEXURE A) would be fixed for the first year. In respect of years 2(two) and 3(three), the payments would be increased by 10% on previous years fixed amount. Service Tax, at the applicable rate, would be paid by GAD on the Service Fee payable. GAD shall follow the Minimum Wages Act, 1948 and the Contract Labour Act, 1970. The remuneration of the employees employed by the Facility Manager shall be in line with Minimum Wages Act,

1948. Any upward revision in the Minimum Wages Act, 1948 shall be reimbursed to the Facility Manager by GAD for minimum staff stipulated in this Agreement.

### **30. SERVICE GUARANTEE**

(1) The Facility Manager shall, for due and punctual performance of its obligations during the Agreement Period, deliver to GAD, simultaneously with the execution of this Agreement, provide an irrevocable, unconditional, First demand Service Guarantee, equal to one month Service Fee for each package, from a scheduled bank acceptable to GAD, in the form as set forth the LOA(the "Service Guarantee") for a sum of **Rs.** \_\_\_\_\_/-(Rupees \_\_\_\_\_ only), valid for the period of the Agreement.

(2) GAD shall invoke the Service Guarantee in the event of non-compliance by the Facility Manager of its obligations and/or on account of the Facility Manager's default.

(3) GAD shall have an unqualified option under the Service Guarantee to draw on it and claim the amounts there under in the event of the Facility Manager's Default or failure to perform any of its obligations, responsibilities or commitments under this Agreement and/or for any losses, damages etc. suffered by GAD as a result of any failure of the Facility Manager's performance and/or for any amount due from the Facility Manager to GAD.

(4) If GAD draws on the Service Guarantee in whole or in part, such that the Amount of Service Guarantee falls 60% (Sixty percent) or less of the original Amount, the Facility Manager shall immediately restore the value of the performance Bank Guarantee to such value as existed prior to such drawing upon it. If the Facility Manager fails to restore within fifteen(15) days from such drawal the value of the Service Guarantee to a value existing prior to such drawal or fails to cure any defect or infirmity affecting the enforceability of such guarantee within fifteen(15) days of receipt by them of instructions from GAD to cure such defect or infirmity, then GAD may withhold the payment of Fee for such period after fifteen (15)days for which such default continues without entitling the Facility Manager to suspend the performance of the Services. The payment for such period will only be released after such default is cured and not withstanding any other provision herein, will not carry any interest.

(5) If the Service Guarantee shall have an expiry date earlier than later of ninety (90) days after expiry of this Agreement or the final resolution of all disputes arising under this Agreement or relating to its validity, interpretation, performance or enforcement and the Facility Manager has not renewed or replaced the Service Guarantee thirty (30) days prior to such expiry date GAD may demand payment under the performance Bank Guarantee of its full value. The sums paid to GAD pursuant to such demand shall be paid to the Facility Manager if and when the Service Guarantee is renewed or replaced.

### **31. Minimum Requirements**

- a. The Facility Manager shall ensure that the staff/manpower deployed on the premises possess the minimum requirements both in terms of numbers and profile as provided in SCHEDULE-C to this agreement and, in all cases, not less than those specified in the RFP Document. The Facility Manager shall deploy sufficient lady staff to carry out cleaning job of all ladies toilets and areas used exclusively by women.
- b. Status of the Personnel:**
  - (i) The facility Manager shall be solely responsible for all expenses, employment benefits, retirement benefits like PF, ESI, Gratuity, Work Insurance, safety norms, etc. and statutory liabilities and obligations as per the Government norms in respect of the personnel employed/contracted by it for the purposes of discharging its obligations under this Agreement.
  - (ii) GAD shall not be liable in any manner whatsoever with regard to these personnel. This Agreement shall in no manner create/confer employer-employee relationship between GAD and the personnel/staff provided by the Facility Manager.
  - (iii) All personnel to be deputed on site by the Facility Manager shall necessarily go through verification by the Security operating at the Secretariat. Such a clearance shall be essential for personnel to be deployed on the premises.

32. NOTIFICATION OF THE PERSONNEL IRREGULARITIES:

The Facility Manager shall at all times take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by or amongst the Personnel, and to preserve peace and protection of persons and property on and near the area where the Services are performed. The Facility Manager shall give prompt notice to GAD of any such anticipated or actual unlawful, riotous or disorderly conduct.

33. **GENERAL OBLIGATIONS OF THE FACILITY MANAGER**

In addition to and not in derogation or substitution of any of the obligations set out Elsewhere in this Agreement, the parties agree and undertake that the Facility Manager shall at its own cost and expenses:

- (i) obtain all applicable Permits, in conformity with the Applicable Laws and be In compliance with thereof at the times during the Agreement period, including but not restricted to:
  - (ii) Approval by Chief Security Officer
  - (a) Other Statutory approvals/clearances that may be necessary;
  - (i) pay and satisfy all taxes, assessments, levies, duties, charges, fees and all other outgoings and statutory payments required by law in respect of the Housekeeping Services;

- (ii) provide to GAD on a quarterly basis proof of payment of such statutory dues;
- (iii) procure and maintain in full force and effect, as necessary, appropriate proprietary rights, licenses agreements and permissions for materials, methods, processes and systems used in or incorporated into the Services;
- (iv) provide all assistance to the Health Inspector as he may reasonably require for the performance of his duties under this Agreement.
- (v) make efforts to maintain harmony and good relations among the personnel employed in connection with the performance of the Facility Manager's obligations under this Agreement;
- (v) not to place or create nor to permit any other person claiming through or under Facility Manager to create or place any obstruction or cause nuisance over all or any part of the premises;
- (vi) be responsible for cleanliness, maintenance, safety of materials used and cleaning processes and methods used in the premises and compliance with the Specifications and standards;
- (vii) develop, implement and administrator a quality and safety programme for the facility services and personal engaged in the provisions of any services under this agreements including correction of safety violations and deficiencies, and taking of all other actions necessary to provide the services in accordance with applicable Laws and goods industry and practice;
- (viii) take all reasonable precautions for the prevention of accidents on or about the premises;
- (ix) have requisite organizations and designate and appoint suitable officers/representatives as it may being appropriate to supervise the house keeping services and to deal with the Health Inspector and GAD and too be responsible for all necessary exchange of information required pursuant to this Agreement
- (x) maintain the Premises and if required, modify or otherwise make improvements to the Housekeeping Services to comply with Specifications and Standards, and other requirements set forth in this Agreement, Good Industry Practice, Applicable Laws and Applicable Permits, manufacturer's or builders, guidelines and instructions with respect to fixtures and equipment in the Premises.
- (xi) Ensure that the staff deployed in the premises are smartly dressed in a uniform with formal shoes. In addition, they shall also wear an identity card displaying their names. The uniform selected shall be approved by GAD before usage.
- (xii) Take all reasonable precautions for the prevention of any theft/damage of asset.
- (xiii) Notwithstanding the right to sub-contract certain selected areas of the service scope, be entirely responsible during the period of Agreement for the following:
  - a. Upkeep of quality standards in services in all areas.

- b. Maintenance of proper standards of safety, personal hygiene and personnel apparel in accordance with the practices adapted by the Industry at all times.
- c. Responsibility for the conduct of all personnel functioning in the Secretariat.
- d. To fulfill the scope of services as detailed in the Agreement
- e. To adhere to the scope of the Project as defined and to the usage of the facility as laid down in the Agreement
- f. To convey or transfer to GAD the rights and interest vested in the Facility Manager on the request of the Government as per the terms set out in the Agreement.

**34. SERVICE PROGRAMME :**

(a) At least seven(7) days before the Service Commencement Date, the Facility Manager shall provide to GAD, its proposed programme of service performance, service control and management including personnel & deployment details, details of equipment deployment and maintenance thereof, organization structure clearly giving names of the specific personnel, service schedules, MIS formats, quality control measures, details of consumables to be provided and any other relevant information in such a manner as shall be directed towards achieving the Scope of Services set forth in SCHEDULE-B,C,D,E.

(b)The Facility Manager shall not obstruct or close any part of the premises for undertaking hazardous works (especially pest control using hazardous chemicals) and all such works shall be undertaken during non-office hours and when the staffs are not present in the premises. In all cases, the Facility Manager shall keep GAD informed of its intention to carry out such activities and ensure that neither the Premises nor the secretariat staff or assets are adversely affected in any manner.

**35. DAMAGE**

- (a) Save and except as otherwise expressly provided in this Agreement, if the Premises or any part thereof shall suffer any loss or damage during the Agreement Period from any cause attributable to the acts or omissions of the Facility Manager, the Facility Manager shall, at its cost and expense rectify and remedy such loss or damage in a manner so as to restore the Premises as it existed prior to such damage.
- (b) In case of theft/damage of the asset in the premises and if, on investigation by Chief Security Officer and found any theft or damage to the asset, GAD shall deduct the value of the asset (exceeding Rs.500/-) from the monthly payment to the Facility Manager; if the value of such asset is larger GAD shall also reserve the right to deduct such payment from the Service Guarantee.
- (c) The Facility Manager shall not be considered in breach of its obligations under this Agreement if any part of the Housekeeping Services is not available to Users on account of any of the following for the duration thereof:
  - (i) Force Majeure Event;
  - (ii) measures taken to ensure the safe use of the Premises except when unsafe conditions on the Premises occurred because of failure of the Facility Manager to perform its obligations under this Agreement; or

- (iii) compliance with a request from GOI/GAD or the directions of any Government Agency the effect of which is to affect work in all or any part of the Premises.

Notwithstanding the above, the Facility Manager shall continue its service program in all unaffected parts of the Premises.

### **36. QUALITY OF CONSUMABLES**

The Facility Manager shall ensure that all consumables and toiletries used/replenished should be exacting to best industry practices and be of an eco-friendly nature As far as possible.

### **37. INSURANCE COVER**

The Facility Manager shall take insurance policies for sufficient amount to cover GAD against workman's compensation, material loss etc. and will keep GAD indemnified against all such risks.

### **38. Nature of Insurance:**

The Facility Manager shall, at its cost and expense, purchase and maintain during the Agreement Period such insurances to cover all its personnel deputed at the Premises and also ensure comprehensive general liability insurance covering Liability for accidents arising from performance of services and resulting in property damage, bodily injuries, including death, sustained by any personnel as are necessary including but not limited to the following:

- (i) Comprehensive third party liability insurance including injury or death Resulting from activities of the Facility Manager;
- (ii) Group Personnel Accident policy;
- (iii) Facility Manager's general liability arising out of the Contract;
- (iv) Liability to third parties; and
- (v) Any other insurance that may be necessary to protect the Facility Manager, its employees and its assets (against loss, damage or destruction at replacement value) including all Force Majeure Events that are insurable and not otherwise covered in items (I) to (III).

### **39. Evidence of Insurance Cover**

The Facility Manager shall pay the premium payable on such insurance policy (ies) so as to keep the policy (ies) in force and valid throughout the Agreement Period and furnish copies of the same to GAD. If at any time the Facility Manager fails to purchase and maintain in full force and effect any and all of the insurances required under this Agreement, GAD shall be entitled to terminate this agreement.

### **40. MONITORING OF SERVICES**

- (a) GAD shall reserve the right to depute or appoint an officer of GAD or an Agency, as per its discretion, to regularly monitor the work carried out by the Service Provider in the premises on a daily, weekly and monthly basis.
- (b) GAD shall also reserve the right to carry out spot checks and surprise checks on the service pension and standard, to verify the compliant received through the helpdesk and also verify the reporting in the Compliance Report.
- (c) Upon receipt of compliant from the Users, the Facility Manager shall redress the complaint within the stipulated time as mentioned in the ANNEXURE B of this Agreement. Upon redressed, the Service Provider shall get the feedback from the user concerned and the same shall be submitted to the Authority along with Monthly MIS forms.
- (d) The Service Provider shall submit the daily, weekly and monthly MIS compliance Report along with the feedback forms to the Authority,
- (e) Without prejudice to anything state above, the Assistant Secretary representing GAD shall have the right to carry out spot as well as periodic inspections and other internal checks of the work done by the Facility Manager. The Assistant Secretary to government shall have power to monitor the service performance as well as supervise the work of the Facility Manager. The Facility Manager shall comply with any general or specific directions issued by the Assistant Secretary from time to time.

**41. SERVICE LEVEL ASSURANCE AND PENALTIES FOR EVENTS OF LAPSES**

- (a) The Facility Manager assures that it will commence the provision of services on the Service Commencement Date as defined in this Agreement.
- (b) The Facility Manager assures that, throughout the period of this Agreement, the Housekeeping Services will be provided and maintained as per the Scope of Services defined as per SCHEDULE-B, and also ensure that there will be provision of Personnel as agreed at all times.
- (c) Without prejudice to the above, the Facility Manager shall promptly advise GAD of any circumstances or events which are likely to have an impact on the operations or provision of services under the Agreement or have a negative impact on the Service Standards as required under this Agreement.
- (d) Penalty for Delay in commencement of Services

If the Facility Manager defaults or delays in providing the Housekeeping Services beyond the Service Commencement Date as per the terms of this Agreement, for any reason other than Force Majeure or reasons attributable to GAD, the Facility Manager shall be liable to pay penalty for delay beyond the Service Commitment Date, to the extent of Rs.4000/- per day for every day of delay. Provided that such Penalty does not exceed in aggregate Rs.1,50,000 (Rupees One Lakh and Fifty Thousand Only)

- (e) The default in service provision may be duly noticed through the monitoring System as defined in this Agreement or emerge through the Complaint System Proposed to be instituted.



(f) If the Facility Manager is in breach of its service level assurances as provided, GAD shall be entitled to levy penalty as defined below;

- (i) GAD shall excuse 2 (two) Events of Lapse in the Service Level Assurance in a month (Acceptable Lapses).
- (ii) Beyond 2 (two) events of Acceptable Lapses, the GAD shall charge a Penalty of Rs.500 (Rupees Five hundred only) for each Event of Lapse.
- (iii) GAD also reserves the right to offset any such amount of Penalty against any amounts due from GAD to Facility Manager or to deduct the amount from the service guarantee in such order as GAD may elect in its reasonable discretion.

#### 42. SCOPE OF WORK

Area	Service to be provided	Frequency for the Service
Full range of cleaning; housekeeping activities, and Carpet Shampoo cleaning		
Entrance & Corridors, Staircases external features in the blocks,	Cleaning of corridors, staircases, passages, common areas, lobbies, front of the lifts in all the floors of the block. Mop the floors at corridors, staircases , passages, common areas and in front of the lift with ISO marked detergents in the all floors of the blocks. Cleaning of drinking water points at all the floors of the blocks. Removal of dustbins from the corridors of the floors	Daily -Twice
	Cleaning of refrigerators, tables and chairs, at corridors of the floors.	Daily-Once
	Clean all doors, including fire doors and windows Clean both sides of internal glass in doors and partitions including frames and sills Clean external and internal surfaces of glass of windows frames, Wipe all ledges and surfaces with an ISO marked detergent and cloth, and remove obvious marks.	Weekly once
	Clean all electrical fixtures and appliances at corridors of the floors in the blocks	Monthly once (Every 5 <sup>th</sup> day of month)
Toilets and bathroom fixtures	Clean all basins, toilets, fittings and all surfaces with ISO marked detergent  Clean thoroughly the inside of the toilet bowl. Clean the toilet seat, cistern and under the toilet bowl Mop floor with an ISO marked detergent Wash all tiled surfaces below 1.8 m Scrub toilet floor (Machine scrub or manually) Wipe surfaces above 1.8 m with cloth	Daily –Every one hour

	<p>Clean and wash all mirrors  Clean showers, and hot rinse showers  Check for odor quality and Use air-fresheners and deodorizer  Remove dustbins from the toilets  Remove all wetness on floor and slabs of the toilets</p>	
	<p>Replace naphthalene ball/urinals cubes  Supply / replenish consumables  Supply air-fresheners and deodorizer  Screens/curtains and bathroom furniture including chairs and commodes  Clean exhaust fans and vents</p>	Weekly Once (As and when required)
Offices areas	<p>Thoroughly sweep with a dust mop in offices and workstations  Cleaning of floors at workstation.  Wipe all surfaces with ISO marked detergent  Vacuum sliding door tracks strip and resurface (excluding low maintenance flooring)  Vacuum with a machine, detail corners, edges and sliding door tracks  Collection of dustbins from workstation</p>	Daily – Twice
	<p>Dust and Vacuum and clean all computers (monitors and CPUs), printers, Xerox machines, Telephones and any other objects on the desk.  Clean tables, chairs, sofas, couches etc and other furniture  Clean table fans, Air coolers and ACs/ (External cleaning only)  Sanitize all telephone receivers</p>	Daily - Once
	<p>Shampoo all soft floors  Clean all glass surfaces  Clean both sides of internal glass in doors and partitions including frames and sills  Clean external and internal surfaces of glass of window frames, tracks and ledges  Minor repairs and maintenance of air</p>	Weekly Once
	Conditioners in all the blocks	
	<p>Carper Cleaning  Cleaning of walls, skirting's and ceilings</p>	Every fortnight (every 15 <sup>th</sup> day of month)
	<p>Cleaning of ceiling fans  Electrical fittings such as cleaning of blubs, tubs</p>	Monthly (5 <sup>th</sup> day of every month)
	<p>Collect the dustbins from corridors  workstation waste papers, e  Empty al garbage containers, wipe clean and replace liners</p>	

	Empty the garbage drums, waster paper baskets and arrange to carry away from the Blocks to the nearest Greater Hyderabad Municipal Corporation garbage dump	
	Cleaning and maintenance of the lift Providing lift marshal from 09.00 AM to 09.00 PM Lift Operators will look after the operations of lifts without any interruption and also follow up for the AMC of the lifts with the appropriate agency.	
	Cleaning and replacing of towels, hand napkins wherever applicable	Weekly-Once
	Cleaning of door and window curtains	Monthly (5 <sup>th</sup> day of every month)
	a. General disinfestations for roaches, pests, flies etc. b. Rodent control Termite control d. Fogging entire outer area for flying mosquitoes after sunset when the activity is brisk e. Removal and disposal of all rodents, pests and insects etc, dead or alive	Monthly (5 <sup>th</sup> day of every month) as and when required
Water tanks	a. Clean water tanks	Monthly (5 <sup>th</sup> day of every month)
Plumbing	a. Attend any plumbing works in toilets and other offices; b. Replace water pipes if any leakages	Daily basis (As and when Required)
Electrical Works Routine Maintenance & Minor Repairs	c. Daily operation of all electrical power system-incoming and outgoing and DG sets d. Minor maintenances and replacing fuse, tube lights, bulbs, minor wiring etc and the materials would be supplied by Dy.EE(R&B) e. Switching on pumps for filling water to tanks f. Attending to power breakdowns in case of Internal faults g. Providing electricians for preventive maintenance of power panels, maintenance of light fixtures, power points, replacement of spares etc. and the materials would be supplied by Dy.EE(R&B) h. Periodic repair and maintenance exhaust fans	Daily basis. (As and when Required)

#### 43. Termination

If a Force Majeure Event continues for a period of twenty-five (25) days, the Parties may mutually decide to terminate this Agreement or continue this Agreement on mutually agreed revised terms. If the Parties are unable to reach an Agreement in this regard, either party may serve upon the other party a notice of termination of the Agreement which shall become effective fifteen (15) days after the date of such notification provided that the Force Majeure Event is still continuing on that date.

(a) **GAD's Right to Terminate:** Irrespective of anything contained in this Agreement, GAD would have the right to terminate the Agreement, without ascribing any reason whatsoever, by giving a Termination Notice of 7 clear days

(b) In such an event, GAD would not be obligated to pay any compensation to the Facility Manager other than the payment due under the Agreement for services rendered after adjusting there from any amount that may be justifiably due to GAD under the Agreement.

(c) Upon Termination of this Agreement for any reason whatsoever, GAD shall have the power and authority to

(d) Make alternative arrangements for maintenance of the premises;

(e) prohibit the Facility Manager and any person claiming through or under the Facility Manager from entering upon the premises and dealing with or any part thereof.

44. Withdrawal from the Premises

(a) Upon the expiry of the contract by efflux of time and in the normal course or upon Termination, the Facility Manager shall peacefully withdraw from the Premises with all his personnel at no cost to GAD, Facility Manager shall be entitled to take away all the movable assets brought by him for the performance of services including all equipment/material/consumables. All such removal shall be after intimation to and in full knowledge & approval of GAD.

(b) Subject to the provisions of the Agreement, GAD would have the right to enter into its own further Agreement Arrangements for the continued maintenance of the facility. GAD shall make arrangements to refund the Service Guarantee within 10 days of the expiry of the Agreement subject to the provisions of the Agreement in respect of Default, Penalty and Liquidated Damages.

45. DISCLAIMER

(i) Without prejudice to any express provision contained in this Agreement, the Facility Manager acknowledges that prior to the execution of this Agreement, the Facility Manager has after a complete and careful examination made an independent evaluation of the RFP, LOA, Specifications and Standards, Premises and all the information provided by GAD, and has determined to the Facility Manager's satisfaction the nature and extent of such difficulties,

risks and hazards as are likely to arise or may be faced by the Facility Manager in the course of performance of its obligations hereunder.

- (ii) Without prejudice to any express provision contained in this Agreement, the Facility Manager hereby accepts all the risks relating to the provision of Housekeeping Services.
- (iii) The Facility Manager further acknowledge and hereby accepts the risk of inadequacy, mistake or error in or relating to any of the matters set forth above and hereby confirms that GAD shall not be liable for the same in any manner whatsoever to the Facility Manager.
- (iv) The Facility Manager also clearly acknowledges and accepts that the employees of the Facility Manager and other staff deployed by it have not right for any employment in GAD and shall not seek or claim such employment at anytime
- (v) GAD has full power and authority to grant the Contract;
  - a. GAD has taken all necessary action to authorize the execution, delivery and performance of this Agreement;
  - b. This Agreement constitutes its legal, valid and binding obligation enforceable against it in accordance with the terms hereof.
  - c. Not act in a manner that would materially affect the performance of the contract
  - d. This Agreement shall not be assigned by the Facility Manager save and except with prior consent in writing of GAD, which consent GAD shall be entitled to decline without assigning any reason whatsoever.
  - e. The Facility Manager shall not transfer any of its rights and benefits under this Agreement except with prior consent in writing of GAD, which consent GAD Shall be entitled to decline without assigning any reason whatsoever.

#### **46. Governing Law and Jurisdiction**

This Agreement shall be construed and interpreted in accordance with and governed by the laws of India and the Courts at Hyderabad, Telangana State, shall have jurisdiction over all matters arising out of or relating to this Agreement.

#### **47. No Partnership**

Nothing contained in this Agreement shall be construed or interpreted as constituting a partnership between the Parties. Neither Party shall have any authority to bind the other in any manner whatsoever.

**IN WITNESS WHEREOF THE, PARTIES HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.**

For and on behalf of GAD by

Addl. Secretary to Government (Genl),  
General Administration Department,  
C-Block, 1<sup>st</sup> Floor, Telangana State Secretariat,  
Hyderabad – 500 022.

(Signature)

**For and on behalf of FACILITY MANAGER by:**

**Manager-Operations,**

(Signature)

In the presence of.

1)

2)

SCHEDULE-A

DETAILS OF THE PREMISES OF BLOCKS-A, B &D

SL. No.	Block	Total Area in Sq.Mts.	Area in Sq. mts. (Each floor)	Number of floors in a block
1.	"A"	4320.0	864.0	G+4
2.	"B"	3414.0	569.0	G+5
3.	"D"	17175.3	5725.1	G+3

SCHEDULE-B  
SCOPE OF SERVICES

Area	Service to be provided	Frequency for the service
Full range of cleaning; house keeping activities; and Carpet shampoo cleaning		
Entrance & Corridors, Stair cases external features in the blocks	<ul style="list-style-type: none"> <li>a. cleaning of corridors, staircases, passages, common areas, lobbies, in front of the lifts in all the floors of the block.</li> <li>b. Mop the floors at corridors, taircases, passages, common areas and in front of the lift with ISO marked detergents in all the floors of the blocks.</li> <li>c. Cleaning of drinking water points at all the floor of the blocks.</li> <li>d. Removal of dustbins from the corridors of the floors</li> </ul>	Daily-Twice
	<ul style="list-style-type: none"> <li>a. Cleaning of refrigerators, tables and chairs, at corridors of the floors</li> </ul>	Daily- Once
	<ul style="list-style-type: none"> <li>a. Clean all doors, including fire doors and windows</li> <li>b. Clean both sides of internal glass in doors and partitions including frames and sills</li> <li>c. Clean external and internal surfaces of glass of windows frames,</li> <li>d. wipe all ledges and surfaces with an ISO marked detergent and cloth, and remove obvious marks.</li> </ul>	Weekly once
	<ul style="list-style-type: none"> <li>a. Clean all electrical fixtures and appliances at corridors of the floors in the blocks</li> </ul>	Monthly once (Every 5 <sup>th</sup> day of month)
Toilets and bathroom	<ul style="list-style-type: none"> <li>a. clean all basins, toilets, fittings and all surfaces with ISO marked detergent</li> <li>b. clean thoroughly the inside of the toilet bowl. Clean the toilets seat, cistern and under the toilet bowl</li> </ul>	Daily-Every one hour



fixtures	<ul style="list-style-type: none"> <li>c. Mop floor with an ISO marked detergent</li> <li>d. Wash all toiled surfaces below 1.8 m</li> <li>e. Scrub toilet floor (Machine scrub or manually)</li> <li>f. Wipe surfaces above 1.8 m with cloth</li> <li>g. clean and wash all mirrors.</li> <li>h. clean showers, and hot rinse showers</li> <li>i. check for odor quality and Use air-fresheners and deodorizer</li> <li>j. Remove dustbins from the toilets</li> <li>k. Remove all wetness on floor and slabs of the toilets</li> </ul>	
	<ul style="list-style-type: none"> <li>a. Replace naphthalene balls / urinals cubes</li> <li>b. Supply / Replenish consumables</li> <li>c. Supply air-fresheners and deodorizer</li> <li>d. Screens/ curtains and bathroom furniture including chairs and commodes</li> <li>e. Clean exhaust fans and vents</li> </ul>	Weekly Once (As and when required)
	<p>Thoroughly sweep with a dust mop in offices and workstations</p> <p>Cleaning of floors at work stations</p> <p>Wipe all surfaces with ISO marked detergent</p> <p>Vacuum sliding door tracks strip and resurface (excluding low maintenance flooring)</p> <p>Vacuum with a machine, detail corners, edges and sliding door tracks.</p> <p>Collection of dustbins from work station</p>	Daily – Twice
	<p>Dust and vacuum and clean all computers (monitors and CPUs), printers, Xerox machines, Telephones and any other objects on the desk</p> <p>Clean tables, chairs, sofas, couches etc and other furniture</p> <p>Clean table fans, Air Coolers and ACs/(External cleaning only)</p> <p>Sanitize all telephone receivers</p>	Daily-Once
	<p>Shampoo all soft floors</p> <p>Clean all glass surfaces.</p> <p>Clean both sides of internal glass in doors and partitions including frames and sills</p> <p>Clean external and internal surfaces of glass of window frames, tracks and ledges</p>	Weekly once
	<p>Minor Repairs and maintenance of air conditioner in all the blocks</p>	
	<p>Carpet cleaning</p>	Every fortnight

	Cleaning of walls, skirting's and ceilings	(every 15 <sup>th</sup> day of month)
	Cleaning of ceiling fans Electrical fittings such as cleaning of blubs, tubs	Monthly (5 <sup>th</sup> day of every month)
Garbage collection and disposal	Collect the dustbins from corridors stations waste papers, Empty all garbage containers, wipe clean and Replace liners Empty the garbage drums, waste paper baskets and arrange to carry away from the Blocks to the nearest Greater Hyderabad Municipal Corporation garbage dump	Daily –Twice Afternoon (During lunch time)
Operation and maintenance of lifts (Block-D only)	Cleaning and maintenance of the lift Providing lift marshal from 09:00 AM to 09: 00 PM Lift attenders will look after the operations of lifts without any interruption and also follow up for the AMC of the lifts with the appropriate agency.	Daily-12 hours in a day.
Laundry Services	Cleaning and RFP replacing of towels, hand napkins wherever applicable	Weekly-Once
	Cleaning of door and window curtains	Monthly (5 <sup>th</sup> day of every month)
Pest Control and Rat control	General disinfestations for roaches, pests, flies etc. Rodent control. Termite control. Fogging entire outer area for flying mosquitoes after sunset when the activity is brisk Removal and disposal of all rodents, pests and insects etc, dead or alive	Monthly (5 <sup>th</sup> day of every month) an as and when required
Water tanks	Clean water tanks	Monthly (5 <sup>th</sup> day of every month)
Plumbing	Attend any plumbing works in toilets and other offices;\n Replace water pipes if any leakages	Daily basis(As and when Requires)
Electrical works-Routine	Daily operation of all electrical power system-incoming and outgoing and DG sets Minor maintenance and RFP replacing fuse, tube lights, bulbs, minor wiring etc and the materials would be supplied by DY.EE(Electrical).	

Maintenance & Minor Repairs	<p>Switching on pumps for filling water to tanks</p> <p>Attending to power breakdown in case of internal faults</p> <p>Providing electricians for preventive maintenance of power panels, maintenance of light fixtures, power points, replacement of spares etc. and the materials would be supplied by Dy.EE (R&amp;B/Electrical).</p> <p>Periodic repair and maintenance of exhaust fans</p>	Daily basis (As and when Required)
Removal of unserviceable items	The unserviceable items laid on the floors of building may be removed with the permission of GA(SB) Dept., to a particular place as shown by them.	As and when requires

SCHEDULE-C  
PERSONNEL DEPLOYMENT DETAILS

Minimum staff to be Deployed at each Block							
S.	Blocks	House keeping staff	Supervisor	Lift operator	Plumbers	Electrician	Total
1	Block –A	10	1	--	1	--	12
	Block-B	12	1	--	1	--	12 (Total: 24 members for A&B Blocks)
	Block-D	24	1	6	1	1	33

SCHEDULE-D  
DETAILS OF CONSUMABLES ITEMS

Sl.No.	Description of Material
1	Acid
2	All Clean
3	Bay Freshener*
4	Bombay Broom
5	Brasso
6	Checks cloth
7	Cleaning Cloths(flr)
8	Coconut Broom
9	Glass Cleaning
10	Dettol*
11	Domes*
12	Eze Mops
13	Fevikwik*
14	Floor Scrubbing Brush*
15	Gala Mop Refills
16	Gala Mop Sticks
17	Gala Wiper (Glass Cl.)
18	Germ Free
19	Green scrubbers*
20	Hand Gloves*
21	Harpic*
22`	Hit spray
23	Hockey Brush*
24	Homocol*
25	Mat Brush*
26	Mop Refills
27	Mop Sticks
28	Naphthalene Balls*
29	Odonil*
30	Painting Brush
31	Paper Rolls
32	Patti Blades
33	Phenyl
34	Plastic Bucket
35	Plastic Mug
36	Plastic Pans
37	Plastic Scrubbers
38	Soap
39	Soap Oil
40	Sponge
41	Spray guns
42	Super clean
43	Surf/Washing Powder
44	Yellow cloth
45	Scrubbing Iron Brush
46	Misc. Materials
47.	Agarbathi packets in the peshies of Secretary's/Mins/Advisors etc.
48.	Room Sprays
49.	Air Fresheners
50.	Dettol for cleaning
51.	Hit / Allout

SCHEDULE-E  
Details of the laundry

Sl. No.	Block	Quantity of Hand Napkins	Quantity of Towels	Area covered by the Carpet (in Sq.Ft)
1	A & B	20 Nos. (approximately)	20 Nos. (approximately)	Where ever carpet laid in the chambers
2	“D”	40 Nos. (approximately)	40 Nos. (approximately)	Where ever carpet laid in the chambers

Annexure-A  
Service Fee

Monthly Invoice Value

Months (1 to 12)	Amount in Rs Per Month**
Total Service Fee (Invoice value per month to raised on Govt. of Telangana payable by the Govt. of Telangana the Preferred Bidder) ^^ (To be quoted to not more that 2 (two) decimal places)	Rs.

^^ As a consolidated amount for the scope of services as detailed in this document and including the cost of all consumables, toiletries, out of Pocket Expenses etc., that may be deployed towards providing the services and all taxes and duties that might be applicable, excluding Service Tax. In other words, the amount quoted should constitute the landed cost to be Govt. of Telangana of hiring an external agency towards House keeping in the said premises.

\*\* Service Tax as applicable shall be paid over and above the Service Fee amount quoted by the Bidder.

Annexure-B  
COMPLAINT REDRESSAL REQUIREMENTS

The following response times shall be achieved by Service provided; this will determine the appropriate priority for the task based on the following indicative criteria.

Complaints	Time limit	Area	Sub-Area
Complaint to be Attended	Within two hours	Blocks, Staircases and corridors	Cleaning of Blocks / stair cases/corridors/ passages Removal of dustbins from main corridors / passages
		Office area	Cleaning of floors Cleaning of windows at work station Cleaning of office furniture such as tables, chairs, computer tables, Removal of dust bins from work station Removal of broken furniture from the work stations
		Toilets	Cleaning of toilet bowl, toilet seats, urinals, wash basins, sinks, mirrors RFP replacement of toilet consumables Removal of dustbins from toilets
		Lifts	Cleaning of lifts Removal of any dust from the lifts
		Plumbing	RFP replacement of any broken pipes in the blocks(especially in toilets)
		Electrical works	RFP replacement of blubs Removal of old and expiry fused blubs



Complaint to be Attended	Within eight hours	Office area	Cleaning of Fans, Air Coolers and ACS Cleaning of office ceilings Attend urgent pest and rat controls at work station.
		Toilets	Water supply provision in toilets
		Lifts	Functioning of Lifts – Service provider needs to coordinate with the Lift AMC

Complaints	Time limit	Area	Sub-Area
		Plumbing	RFP replacement of major pipes, which will not be completed in 2 hours
		Electrical	To attend any electrical related issues, which will affect the workstation and the employees
Complaint to be attended	Within 24 hours	Office area	Laundry services, washing of door and window curtains, and hand napkins\ Attend urgent pest and rat controls at work station.
		Toilets	RFP replacement of plastic mugs/buckets in the toilets – coordinate with the department
		Lifts	Coordinating with AMC for annual maintenance of lifts
		Plumbing	Water supply connectivity from major water tankers to toilets and etc.
Compliant to be	Within 3	Assisting Authority in any formal	

Attended	working days	meeting/training and workshop. Carpet cleaning
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User complaints Forms

General Administration Department, Secretariat – Government of Telangana Complaints Form: Housekeeping of Secretariat Block-A&B	
Name:	
Designation:	
Department:	Block:
<b>Complaint</b>	
Description of the complaint	
Time and date of the complaint:	
<b>Response to the complaint</b>	
Response to the complaint:	
Redressal time and date:	
Complaint attended by:	
<b>User feedback</b>	
Feedback from User:	
Signature of the complainer	
Signature of the housekeeping staff	
Signature of Supervisor	

**General Administration Department, Government of Telangana Selection of an Agency responsible for Housekeeping Services in the Telangana State Secretariat**

Acknowledgement: (to be returned to the following address on receipt of this Document)

**Additional Secretary to Government(Genl.)  
General Administration Department  
Government of Telangana.  
C Block, 1<sup>st</sup> Floor,  
Telangana Secretariat Building  
Saifabad, Hyderabad – 500 022  
Phone:040-23454823**

Request for Proposal Document number	
Request for proposal Document collected by: (Name of the Person)	
Designation	
Name of the organization	
Address	
Signature	
Date of Receipt	

**General Administration Department, Government of Telangana Selection of an Agency responsible for Housekeeping Services in the Telangana State Secretariat**

APPENDIX I

Format of the covering letter

(The covering letter is to be submitted by the Bidder along with the Cover 1 of the Bid)

Dated:

To  
**Additional** Secretary to Govt, (Genl.)  
General Administration Department  
1<sup>st</sup> Floor, C Block  
Telangana State Secretariat, Saifabad,  
Hyderabad – 500 022  
Ph: 040-23454823.

Sub:- Submission of Bid for qualification for Selection of Housekeeping Facility Managers in Telangana State Secretariat – Package-1

Dear Sir,

- a) With reference to your RFP document dated-----, I/We, having examined the RFP document and understood its contents, hereby submit my /our bid for Qualification for he aforesaid project. The Bid is unconditional and unqualified.
- b) I/We acknowledge that the Authority will be relying on the information provided in the Bid and the documents accompanying such Bid for qualification of the Bidders for the aforesaid project, and we certify that all information provided in the Bid and in all Annexures and Appendixes is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying such Bid are true copies of their respective originals.
- c) This statement is made for the express purpose of qualifying as a Bidder for the of the aforesaid project.
- d) I/We will make available to the Authority any additional information it may find necessary or require to supplement or authenticate the qualification statement.
- e) I/We acknowledge the right of the Authority to reject our Bid without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
- f) I/We certify that in the last five years, we or our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

**General Administration Department, Government of Telangana Selection of an Agency responsible for Housekeeping Services in the Telangana State Secretariat**

- g. I/We declare that:
- a. I/We have examined and have no reservations to the RFP document, including any Addendum issued by the Authority;
  - b. I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any government Central or State; and
  - c. I/We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
  - h. I understand that you may cancel the Bidding process at any time and that you are neither bound to accept any Bid that you may receive nor to invite the Bidders to Bid for the project, without incurring any liability to the Bidders.
  - i. I declare that we, or our Associates are not a Member of any other Bidder applying for qualification.
  - j. I Certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicated or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave that outrages the moral sense of the community.
  - k. I further certify that in regard to matters relating to security and integrity of the country, we or any of our Associates have not been charge-sheeted by any agency of the Government or convicted by a court of Law.
  - l. I further certify that no investigation by regulatory authority is pending either against us or against our Associates or against our CEO or any of our directors/managers/employees.
  - m. I undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the provisions of this RFP, we will intimate the Authority of the same immediately.

**General Administration Department, Government of Telangana Selection of an Agency responsible for Housekeeping Services in the Telangana State Secretariat**

- n. The statement of Legal Capacity as per format provided in APPENDIX 5 of the RFP document, and duly signed, is enclosed. The power of attorney for signing of Bid, as per format provided at APPENDIX-6 respectively of the RFP, are also enclosed.
- o. I understand that the Successful Bidder will either be an existing company incorporated under the Indian Companies Act, 1956, or will incorporate as such prior to execution of the Service Level Agreement.
- p. I hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge for question any decision taken by the Authority in connection with the selection of Bidders, selection of the Bidder, or in connection with the selection / Bidding process itself, in respect of the above mentioned Project and the terms and implementation thereof.

In witness thereof, I submit this Bid under and in accordance with the terms of the RFP document.

Yours faithfully,

Date: (Signature, name and designation of the Authorized signatory)

Place: Name of seal of the Bidder

Note: Paragraphs in square parenthesis may be omitted, if not applicable, or modified as necessary.

APPENDIX 2  
Description of the Bidder

Name: Country of incorporation: Address of the corporate headquarters and its branch offices (s), if any, in India: Date of incorporation and/ or commencement of business:
Brief description of the Company including details of its main lines of business and proposed role and responsibilities in this project;
Details of individuals (s) who will serve as the point of contact/communication for the Authority: Name: Designation Company: Address: Telephone Number: E-mail Address: Fax Number;
Particulars of the Authorized Signatory of the Bidder Name: Designation: Address: Telephone Number: E-Mail Address: Fax Number
A statement by the Bidder or any of their Associates disclosing material nonperformance or contractual non-compliance in past projects, contractual disputes and litigation/arbitration in the recent past is to be given below (Attach extra sheets, if necessary)

The following information will also be provided by the Bidder:

Name of Bidder

Criteria	Yes	No
Has the Bidder been barred by the Central/State Government, the Authority or any entity controlled by them, from participating in any project (BOT or otherwise)?		

### APPENDIX 3

Format for information Submission- Minimum Eligibility Criteria  
 Evaluation of Minimum Eligibility Criterion

1. The Bidding Firm/Company should attach a recent photograph, which gives a frontal view of the managed property.
2. In addition, the Bidders are required to submit the following information in the prescribed format.
3. In addition, each format prescribed in Table1 should be accompanied by a certification by the respective client validating the information provided in the format furnished on the letterhead of the client with the seal of the organization and signature of the authorized signatory.

Format for Evaluation under the Pre-Qualification Criterion

Particulars	Information
Name of the Client	
Client Reference Name of the Contract Person Address of the Contract Person Telephone Numbers of the Contact Person E-Mail of the Contact person	
Address of the Managed Property by the Bidder	
Constructed Area (in Sq.ft) of the Managed Property, the upkeep and maintenance of which was carried out by the Bidder	
Period and Duration of Contract	
Classification of the Building	
List of Services provided by the Bidder	
Broad list of equipment used	
List of Manpower deployed at site by the Bidder during the tenure of his contract.	



**General Administration Department, Government of Telangana Selection of an Agency responsible for Housekeeping Services in the Telangana State Secretariat**

APPENDIX 4

Format for information submission – Financial bid

The Financial Bid should be provided in the following format

Date:

Place:

To

Additional Secretary to Government (Genl.),,

General Administration Department

Government of Telangana

Telangana Secretariat Building

C-Block, 1<sup>st</sup> Floor

Saifabad, Hyderabad – 500 022

Ph: 040-23454823,

Dear sir,

Sub: Selection of an agency for entering into a Housekeeping Service Agreement for the upkeep and maintenance of Block-....., the Telangana Secretariat

As a part of the Bid, we hereby make the following price offer to the GAD, Government of Telangana

Months (1 to 12)	Amount in Rs per month**
Total Service Fee (Invoice Value per month to be raised on Govt. of Telangana payable by the Govt. of Telangana to the preferred Bidder)^	

^^ As a consolidated amount for the scope of services as detailed in this document and including the cost of all consumables, toiletries, out of Pocket Expenses (“denotes expenses that are other than salary expenditure, expenditure on consumables and equipment’s”). etc. that may be deployed towards providing the services and all taxes. In other words, the amount quoted should constitute the landed cost to Govt. of Telangana of hiring an external agency towards Housekeeping in the said premises.

\*\* Service Tax as applicable shall be paid over and above the Service Fee amount quoted by the Bidder.

**General Administration Department, Government of Telangana Selection of an Agency responsible for Housekeeping Services in the Telangana State Secretariat**

We accept that, in case of a tie between the highest ranked bidder, the process as described in RFP shall apply. We agree to bind by this offer if we are selected as the Preferred Bidder.

For and behalf of :

Signature (Authorized RFP representative and Signatory of Bidder):

Name of the Person:

Designation:

General Administration Department, Government of Telangana of an Agency responsible for Housekeeping in Telangana State Secretariat,

APPENDIX 5  
PROFORMA OF BANK GUARANTEE

B.G.No.

Dated:

1. In consideration of you, General Administration Department having its office at Telangana Secretariat, Saifabad, Hyderabad 500022, State of Telangana, India, (hereinafter referred to as the “Authority” which expression will unless it be Repugnant to the subject or context thereof included its, successors and assigns) having agreed to receive the Bid of Rs. [0] lakhs (Rupees [0]only), a Company registered under provision of the Companies Act. 1956 and having its registered office at [0] and acting on behalf of its bidder (hereinafter referred to as the “Bidder” which expression will unless it be repugnant to the subject or context thereof include its/their executors administrators, successors and assigns), “Selection of Housekeeping Facility Manager in Telangana Secretariat – Block-A&B (Package-1) or Block-D (Package-2) ----“, (hereinafter referred to as “the Project”) pursuant to the request for proposal document dated [0] issued in respect of the Project (“RFP”), we [Name of the Bank] having our registered office at [0] and one of its branches at [0] (hereinafter referred to as the “Bank”), at the request of the Bidder, do hereby in terms of the RFP document , irrevocably, unconditionally and without reservation guarantee the due and faithful fulfillment and compliance of the terms and conditions of the RFP Document by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the Authority an amount of Rs.1 Lakhs (Rupees One Lakh only) as bid security (hereinafter referred to as the “Bid Security”) as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the Bidder if the Bidder will fail to fulfill or comply with all or any of the terms and conditions in the said RFP.
2. Any such written demand made by the Authority stating that the Bidder is in default of the due and faithful fulfillment and compliance with the terms and conditions contained in the RFP will be final, conclusive and binding on the Bank.
3. We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the Authority is disputed by the Bidder or not merely on the first demand from the Authority stating that the amount claimed is due to the Authority by reason of failure of the Bidder to fulfill and comply with the terms and conditions contained in the RFP including failure of the said Bidder to keep its Bid open during the Bid validity period as set forth I the said RFP for any reason whatsoever. Any such demand made on the Bank will be conclusive as regards amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee will be restricted to an amount not exceeding Rs.1 Lakhs (Rupees One Lakh only)
4. This Guarantee will be irrevocable and remain in full force for a period of 180 (one hundred and eighty) days from the Bid Due Date or for such extended period as may be

mutually agreed between the Authority and the Bidder, and agreed to by the Bank, and will continue to be enforceable till all amounts under this Guarantee have been paid.

5. We, the Bank, further agree that the Authority will be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfillment and compliance with the terms and conditions contained in the RFP including, inter alia, the failure of the Bidder to keep its Bid open during the Bid Validity period et forth in the said RFP, and the decision of the Authority that the Bidder is in default as aforesaid will be final and binding on us, notwithstanding any differences between the Authority and the Bidder or any dispute pending before any court, Tribunal, Arbitrator or any other Authority.
6. The Guarantee will not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.
7. In order to give full effect to this Guarantee, the Authority will be entitled to treat the Bank as the principal debtor. The Authority will have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said RFP or to extend time for submission of the Bids or the Bid validity period or the period for conveying acceptance of Letter of Award by the Bidder or the said RFP by the said Bidder or to postpone for nay time and form time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said RFP or the securities available to the Authority, and the Bank will not be released from its liability under these presents by an exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the constitution of the Authority or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.
8. Any notice by way of request, demand or otherwise hereunder will be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.
9. We undertake to make the payment on receipt of your notice of claim on us addressed to [name of Bank along with branch address] and delivered at our above branch who will be deemed to have been duly authorized to receive the said notice of claim.
10. It will not be necessary for the Authority to proceed against the said Bidder before proceeding against the Bank and the guarantee herein contained will be enforceable against the Bank, notwithstanding, any other security which the Authority may have obtained from the said Bidder or any other person and which will, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.

11. We, the Bank, further undertake not to revoke this Guarantee during its currency expect with the previous express consent of the Authority in writing.
12. The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.
13. This Bank Guarantee and all questions of its interpretation will be construed in accordance with the laws of India. The courts at Hyderabad will have jurisdiction over matters arising out of or relating to this Bank Guarantee.

Signed and Delivered by [0] Bank

By the hand of Mr./Ms.[0], its [0] and authorized official.

(Signature of the Authorized Signatory)

(Official Seal)

General Administration Department, Government of Telangana of an Agency responsible for Housekeeping in Telangana State Secretariat,

APPENDIX- 6

Power of Attorney for THE AUTHORIZED SIGNATORY

Know all men by these presents, We,..... (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr. / Ms (Name), Son/daughter/wife of ..... and presently residing at ....., who is presently employed with us and holding the position of do in our name and on our behalf, all such act, deeds and things as are necessary or required in connection with or incidental to submission of our Bid for the “Selection of Housekeeping Facility Managers in Telangana Secretariat – Block-A&B (Package-1) or Block-D (Package-2) \_\_\_” Project proposed by the General Administration Department of Telangana State Secretariat; (the “Authority”) including but not limited to signing and submission of all Bids, bids and other documents and writings, participate in bibbers matters before the Authority, signing and execution of all contracts including the Service Level Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all mattes in connection with or relating to or arising out of our bid for the said Project and / or upon award thereof us and /or till the entering into of the Service Level Agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred will and will always be deemed to have been done by us.

IN WITNESS WHEREOF WE,....., THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ..... DAY OF ....., 20.....

For .....

(Signature, name, designation and address)

General Administration Department, Government of Telangana of an Agency responsible for Housekeeping in Telangana State Secretariat,

Witnesses:

1

2

Accepted

Notarised

(Signature, name, designation and address of the Attorney)

Notes:

- The mode of execution of the power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
- Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders resolution/power of attorney in favour of the person executing this power of Attorney for the delegation of power on behalf of the Bidder.

VIKAS RAJ  
SECRETARY TO GOVERNMENT (POLITICAL)