बैंकिंग प्रौद्योगिकी विकास और अनुसंधान संस्थान (भारतीय रिजर्व बैंक द्वारा स्थापित)

Institute for Development & Research in Banking Technology
(Estd. By Reserve Bank of India)

Tender No. IDRBT/EST/RMSG/146/2025 – 2026 dated 13th August 2025

MSTC Tender No. IDRBT/Head Office/Procurement/10/25-26/ET/10[RFP for Facility Services] dated 13th August 2025

E-TENDER NOTICE
FOR PROVIDING FACILITY SERVICES
FOR IDRBT PREMISES AND RESIDENTIAL COLONY, HYDERABAD

Edunuri Srihari

Digitally signed by Edunuri Srihari
Date: 2025.08.13 13:51:37 +05'30'

The Institute for Development and Research in Banking Technology (IDRBT), established by the Reserve Bank of India, and located at Castle Hills, Masab Tank, Hyderabad, invites e-Tender from eligible and willing firms for Providing Facility Services for the Institute's Premises and Residential Colony at Hyderabad. The estimated cost of work is ₹1,00,00,000/- (including GST) only for a period of one year.

2. It is an open e-tender. Only those firms which are registered on MSTC portal will be able to take part in the tender process. The tender document is available on the Institute's website www.idrbt.ac.in for download.

3. Tender shall be submitted online in two parts. Part-I of the tender will contain the Institute's standard technical conditions for the proposed work, which must be agreed to by the tenderers. Part-II of the tender will contain the tenderer's price bid to be submitted online.

4. The firms fulfilling the eligibility criteria and desirous of being considered for award of the work should upload all the required documents at https://www.mstcecommerce.com/eprocn/ on or before **14:00 hrs on September 03, 2025.**

5. Part-I of the e-tender will be opened on **September 03, 2025** at **15:00 PM** on MSTC website. The timeline of the e-tender is as follow:

A	IDRBT E-Tender No.	IDRBT/EST/RMSG/146/2025 – 2026 dated 13th August 2025
	MSTC E-Tender No.	Event No :: IDRBT/Head Office/Procurement/10/25-26/ET/10[RFP for Facility Services] dated 13th August 2025
B	Mode of Tender	e-Procurement System (Online Part I – Technical and Part II - Price Bid through MSTC portal https://www.mstcecommerce.com/eproc/index.j sp)
C	Estimated Cost	₹1,00,00,000/- (Rupees One Crore only, including GST) for 12 months. Based on satisfactory performance, the contract may be renewed, for a further period of 24 months, subject to annual performance review, on the quality of the services rendered.
D	Date of availability of Tender Document for download on IDRBT Website	August 13, 2025 from 15:00 Hrs onwards
E	Earnest Money Deposit	The bidders shall deposit Earnest Money Deposit (EMD) for an amount of **₹5,00,000/- (Rupees Lakh Only) (no exemption for any one)** through Bank Guarantee valid for three months from the last date of submission of Tenders in favour of IDRBT, Hyderabad or as deposit through NEFT to the following A/c: **Beneficiary Name:** IDRBT (Institute for Development and Research in Banking Technology. **Account Number:** 426010100018823 **IFSC Code:** UTIB0000426 **Name of the Bank:** Axis Bank, Mehdipatnam Ring Road, Hyderabad.

F	Last date to deposit EMD	August 22, 2025
G	Starting Date of e-Tender for submission of Part-I (Technical Bid) and Part-II (Price Bid) at www.mstcecommerce.com/eprocn	August 13, 2025 from 15:00 Hrs onwards
H	Date, Time and Venue of Pre-Bid meeting	August 21, 2025 at 15:00 Hrs, Venue: IDRBT, Castle Hills, Masab Tank, Hyderabad - 500057
I	Closing Date of e-tender for submission of Technical Bid & Price Bid	September 03, 2025 at 14:00 Hrs
J	Date & time of opening of Part I (Technical Bid) Date of opening of Part II (Price Bid)	September 03, 2025 at 15:00 Hrs After review of the documents uploaded in Part I, Part II will be opened only for those bidders who are found acceptable after scrutiny of the documents uploaded along with Part I, which will be communicated to the eligible bidders at a later date.
K	Transaction Fee Payable to MSTC	Payment of transaction fee through MSTC payment gateway / NEFT in favour of MSTC Ltd. is to be done by the Tenderer/Bidder/Contrator only

6. Tender document can be downloaded from IDRBT website www.idrbt.ac.in and https://www.mstcecommerce.com/eprocn/.
7. Applicants intending to apply will have to satisfy the Institute by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Institute reserves the right to reject their candidature. Tenders without EMD will not be accepted under any circumstances.
8. The Institute is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Institute also reserves the right to reject all the tenders without assigning any reason thereof.
9. Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the Institute's website and e-tendering portal as given above and will not be published in any newspaper.

Estate Department, IDRBT

Tender for Providing Facility Services
for the IDRBT Premises and Residential Colony, Hyderabad

Part-I (Technical Bid)

Note: This is an e-tender. Hence signed & scanned Part I must be uploaded to MSTC website. Part II - Price Bid must be submitted on the MSTC Portal separately.

Bidder/Contractor/Tenderer means those who are participating in the tendering process.

Table of Contents

E-Tender Notice 7

Section I - Important instructions for e-tender 10

Section - II Eligibility Criteria & Important Information 13

Section III - Scope of Work 15

Section IV- Instructions to Bidders 30

Section V- Special Conditions of the Contract 35

Annexes ..... 42 - 52

Price Bid 53

Disclaimer

The Institute for Development and Research in Banking Technology (IDRBT) has prepared this document to give background information on the work to the interested parties. While IDRBT has taken due care in the preparation of the information contained herein and believes it to be accurate, neither IDRBT nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries. Respondents to this e-tender are required to make their own inquiries and they should not rely solely on the information contained in the e-tender documents / forms. The IDRBT is not responsible if no due diligence is performed by the Respondents.

The information is provided on the basis that it is non-binding on the IDRBT or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

The IDRBT reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

E-Tender Notice for Providing Facility Services for the IDRBT Premises and Residential Colony, Hyderabad

The Institute for Development and Research in Banking Technology, Hyderabad, invites E-Tender from eligible and willing firms for Providing Facility Services for the Institute's Premises and Residential Colony, Hyderabad. The estimated cost of work is ₹1,00,00,000/- (including GST) only for a period of one year.

2. It is an open e-tender. Only those firms which are registered on MSTC portal will be able to take part in the tender process. The tender document is available on website www.idrbt.ac.in for download.

3. Tender shall be submitted online in two parts. Part-I of the tender will contain the Institute's standard technical conditions for the proposed work, which must be agreed to by the tenderers. Part-II of the tender will contain the tenderer's price bid to be submitted online.

4. The firms fulfilling the eligibility criteria and desirous of being considered for award of the work should upload all the required documents at https://www.mstcecommerce.com/eprocn/ on or before **14:00 Hrs on September 03, 2025.**

5. Part-I of the e-tender will be opened on **September 03, 2025** at **15:00 Hrs** on MSTC website. The timeline of the e-tender is as follow:

A	E-Tender No.	IDRBT/EST/RMSG/146/2025 – 2026
B	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II - Price Bid through MSTC portal https://www.mstcecommerce.com/eproc/index.jsp)
C	Estimated Cost	₹1,00,00,000/- (Rupees One Crore Only, including GST) for 12 months. Based on satisfactory performance, the contract may be renewed, for a further period of 24 months, subject to annual performance review, on the quality of the services rendered.
D	Date of availability of Tender Document for download	August 13, 2025 from 15:00 Hrs onwards
E	Earnest Money Deposit	The bidders shall deposit Earnest Money Deposit (EMD) for an amount of **₹5,00,000/- (Rupees Lakh Only) (no exemption for any one)** through Bank Guarantee valid for three months from the last date of submission of Tenders in favour of IDRBT, Hyderabad or as deposit through NEFT to the following A/c: **Beneficiary Name:** IDRBT (Institute for Development and Research in Banking Technology). **Account Number:** 426010100018823 **IFSC Code:** UTIB0000426 **Name of the Bank:** Axis Bank, Mehdipatnam Ring Road, Hyderabad.
F	Last date to deposit EMD	August 22, 2025
G	Starting Date of e-Tender for submission of Part-I (Technical Bid) and Part-II (Price Bid) at www.mstcecommerce.com/eprocn	August 13, 2025 from 15:00 PM onwards

H	Date, Time and Venue of Pre-Bid meeting	August 21, 2025 at 15:00 Hrs; Venue: Institute for Development and Research in Instituteing Technology, IDRBT, Castle Hills, Road No. 1, Masab Tank, Hyderabad - 57
I	Closing Date of e-tender for submission of Technical & Price Bid	September 03, at 14:00 Hrs
J	Date & time of opening of Part I (Technical Bid) Date of opening of Part II (Price Bid)	September 03, at 15:00 Hrs After review of the documents uploaded in Part I, Part II will be opened only for those bidders who are found acceptable after scrutiny of the documents uploaded along with Part I, which will be communicated to the eligible bidders at a later date.
K	Transaction Fee Payable to MSTC	Payment of transaction fee through MSTC payment gateway / NEFT in favour of MSTC Ltd. is to be done by the Tenderer/Bidder/Contractor only.

6. The Institute is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender. The Institute also reserves the right to reject all the tenders without assigning any reason thereof.

Estate Department, IDRBT

To,

The Estate Department, Date:
IDRBT, Castle Hills, Road No. 1,
Hyderabad – 57

Madam / Dear Sir,

Section I - Form of Tender

Name of work: Providing Facility Services for the IDRBT's Premises and Residential Colony, Hyderabad

Having examined the requirements and conditions relating to the captioned work and having visited and examined the site of the works and also having acquired the requisite information relating thereto as involving the tender, I/We hereby offer to take up the Contract for Providing Facility Services for the IDRBT's Premises and Residential Colony, Hyderabad.

2. I/We also agree that our tender will remain valid for acceptance by the Institute for 90 days from the date of opening of the tender and this period of validity can be extended for such period as may be mutually agreed between the Institute and us in writing. I/We have deposited the EMD amount of ₹5,00,000/- (Rupees Five Lakh Only).
3. Should this Tender be accepted, I/We hereby agree to abide by and fulfill all the terms and conditions of the Tender and in the event of any default thereof, to forfeit and pay to you or your successors, or assignees or nominees such sums of money as are stipulated in the conditions contained in the tender document and the Articles of Agreement together with the written acceptance of the Contract.
4. I/We understand that you reserve the right to accept or reject any or all the tender/s either in full or in part without assigning any reason therefor.

Dated this _____ day of _____ 2025

For and on behalf of M/s

_____

(Signature with seal)

Name _____

Designation _____

Place: _____

Date: _____

(Certified true copy of the Power of Attorney of the above signatory should be enclosed).

Witnesses

(1) Signature with name, address and date	
(2) Signature with name, address and date	

Section I - Important instructions for e-tender

Bidders are requested to read the terms & conditions of this tender before submitting the online tender:

1.	Process of e-tender: **Registration** The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit the bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC/IDRBT is not responsible for making such arrangement (Bids will not be recorded without Digital Signature). Special note: The technical bid and the commercial bid has to be submitted online at www.mstcecommerce.com/eprocn 1) Vendors are required to register themselves online with www.mstcecommerce.com 2) Vendors will receive a system generated mail confirming their registration in their e-mail which has been provided during filling the registration form. **System Requirement:** The vendor may refer to the **DOWNLOAD SYSTEM SETTING GUIDE** available https://www.mstcecommerce.com/eprocn/
2.	The Technical Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprocn. E-tenders will be opened electronically on specified date and time as given in the E-tender.
3.	All entries in the e-tender should be entered in online Technical & Commercial Formats without any ambiguity.
4.	Special Note towards Transaction fee: The vendors shall pay the transaction fee using "Transaction Fee Payment" Link under "My Menu" in the vendor login. The vendors have to select the particular e-tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/Debit Card/Net Banking. Once the payment gets credited to MSTC's designated Bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail. **Transaction fee is non-refundable** A vendor will not have the access to online e-tender without making the payment towards transaction fee. Note: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.
5.	Information about e-tenders / corrigendum uploaded shall be sent by email only during the process till finalization of e-tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
6.	E-tender cannot be accessed after the due date and time mentioned in NIT.

7.	Bidding in e-tender: (a) Vendor(s) need to submit necessary EMD, e-tender fees and transaction fees (if ANY) to be eligible to bid online in the e-tender. e-Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the e-tender inviting authority. (b) The process involves Electronic Bidding for submission of Technical and Price Bid. (c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Price Bid through internet in MSTC website www.mstcecommerce.com (d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/commercial specification and save the same. After that click on the Technical bid. If this application is not run, then the vendor will not be able to save/submit his Technical bid. (e) After filling the Technical Bid, vendor should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to filled up and then vendor should click on "save" to record their Commercial bid. Then once both the Technical bid & Price bid has been saved, the vendor can click on the "Final submission" button to register their bid. (f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded. (g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid. (h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else. (i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. (j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor. (k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system. (l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the e-tender in full or part as the case may be without assigning any reason thereof. (m) No deviation of the terms and conditions of the e-tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the e-tender.
8.	Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
9.	No deviation to the technical and commercial terms & conditions are allowed
10.	The e-tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof

11.	Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprocn to familiarize them with the system before bidding. For technical assistance, MSTC officials may be contacted on ID - helpdesk@mstcindia.co.in well in advance and bidders are advised to avoid any last minute rush. In case of any technical assistance required from MSTC, Bidders must contact MSTC at least one day prior before the e-tender closing day and get all their queries resolved.

I/We hereby declare that I / we have read and understood the information provided in tender document.

Signature of bidder with seal Date:

Place:

Section - II (Eligibility Criteria & Important Information)

1	**Name of the Work: Providing Facility Services for the IDRBT Premises and Residential Colony, Hyderabad**
Facility Services refers to a method of consolidating all facility services and functions, i.e., Housekeeping, Gardening, Plumbing, Carpentry, etc., under one outsourced team. The essence of this contract is to provide high quality modern facilities services so as to ensure that the IDRBT's campus and quarters are spick and span and is an oasis of beauty and greenery in the midst of Hyderabad.	
2.	**Eligibility Criteria:**
(a)	Bidder should be a company registered under the Companies Act. The Certificate of Incorporation / similar other relevant documents should be submitted as part of the Technical Bid.
b)	Bidder must have experience of minimum of **three years** as on July 31, 2025 in executing Facilities Services work in government/RBI/public/IITs/IIMs/MNC organisations where the **staff strength** in at least one of those organisations is at **least two hundred.**
c)	The bidder must have at least two ongoing contracts in government/RBI/IIT/IIM/public/ MNC organisations. Alternatively, the bidder should be running a highly reputed hotel business (four star or equivalent).
d)	The Tenderers are required to submit Client Certificates and other related documents such as Work Orders, Agreements, Completion Certificates / Performance Certificates **(as per Annex. – IV)**, etc. from clients, the authenticity of which shall be verified by the Institute through various modes) of **having successfully completed similar works (providing Facility Services in reputed institutions) during the last three years** ended as on July 31, 2025, viz: Two completed works each costing not less than 50% of the estimated cost of the contract, i.e. ₹50/- lakh each **OR** One completed work costing not less 80% of the estimated cost of contract, i.e., i.e. ₹ 80 lakh/- A client-wise list of work(s), year(s) of execution of work (s) awarded, and actual value of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities / departments under whom the work(s) was / were executed should be furnished as per **Annex – III.** Client Reports **(as per the format given in Annex IV) duly signed by appropriate authority** showing the details of work carried out must be enclosed along with Technical Bid. **Note:** In respect of Departments other than Government Departments/Public sector Undertakings apart from the certificates mentioned above, the TDS certificates (Form 26 AS) issued by Income Tax department matching with the payments related to the work executed shall also be enclosed.
(e)	Should have **annual turnover of ₹300 lakhs** or more in each of the last three financial years ending March 31, 2025. Copies of the Income Tax Clearance Certificates / Income Tax Assessment orders/ IT Returns along with latest audited final accounts of the business of the Bidder duly certified by a Chartered Accountant or certificate of turnover issued by a Chartered Accountant should be enclosed as proof of their credit worthiness and turnover for the last three years.

(f)	The bidder should have an office / place of business (Registered / corporate / branch / regional / zonal/ representative / liaison) **at Hyderabad** with adequate manpower to take care of replacement / reliever requirements. The bidder should produce a documentary proof in support of their claim.
(g)	Registrations: Bidder must have 'Active' registration under GST, Employee State Insurance Act, Provident Fund, Labour laws. Bidder must submit copy of PAN, GST Registration Certificate, Certificate for Registration under Employee State Insurance Act, Certificate for EPF registration, Registration under Labour Laws as part of Technical Bid.

3. Important Information:

Estimated cost of the work (inclusive of cost of labour, material and other services)	₹1,00,00,000/- (including GST) for 12 months. Based on satisfactory performance, the contract may be renewed for a further period of 24 months, subject to annual performance review, on the quality of the services rendered.
Earnest Money Deposit (EMD)	The bidders shall deposit Earnest Money Deposit (EMD) for an amount of **₹5,00,000/- (Rupees Lakh Only) (no exemption for any one)** through Bank Guarantee valid for three months from the last date of submission of Tenders in favour of IDRBT, Hyderabad or as deposit through NEFT to the following A/c: **Beneficiary Name:** IDRBT (Institute for Development and Research in Banking Technology. **Account Number:** 426010100018823 **IFSC Code:** UTIB0000426 **Name of the Bank:** Axis Bank, Mehdipatnam Ring Road, Hyderabad.
Performance Bank Guarantee	Performance Bank Guarantee (Clause 8 in **Section V**)
Power of Attorney	Shall be submitted in favour of the person signing the tender documents
Payment Condition	Refer Clause 5 in **Section V**
Penalty	As specified in Clause 4 in **Section V**
Validity of the Tender	90 days from the date of opening of Technical Bid
All disputes arising shall be subject to the jurisdiction of courts in	Hyderabad
Address for dispatching the Institute Guarantee	The Estate Department, IDRBT, Castle Hills, Road No.1, Masab Tank, Hyderabad -- 57

1.2 The Institute reserves the right to accept or reject any or all Bids without assigning any reasons and also reserves the right to relax any of the terms and conditions. No Bidder shall have any cause of action or claim against the Institute for rejection of his Bid.

1.3 All information submitted in response to this tender shall be the property of IDRBT and it shall be free.

Section III - (Scope of Work)

Name of Work: Providing Facility Services for IDRBT's Premises and Residential Colony in Hyderabad

1. **Area of Work:** The Institute's office Premises is spread over an area of 2.5 acres, four buildings (Ground + 3 floors, Ground + 7 floors, Director's Bungalow, Guest House of Ground + 2 floors) at Castle Hills, Road No. 1, Masab Tank, Hyderabad – 57, along with Residential Colony (Staff Quarters) at Begumpet (Two Buildings of Ground + 5 floors), gardens, lawns, roads, compound walls, etc. The areas to be covered also include two pump rooms, one electrical substation and one electrical meter-room, etc.

2. This work covers the complete facility management of the Institute's premises at Castle Hills and Staff Quarters at Begumpet, which includes all types of routine, preventive, periodical, corrective and break-down maintenance works generally of the following nature:

   (a) Housekeeping
   (b) Gardening
   (c) Plumbing and Sanitary
   (d) Carpentry
   (e) Pest & Rodents Control including Defogging
   (f) Cleaning of Flats/Blocks (General & Common area & Unoccupied Flats) /Lifts, etc
   (g) Lifting of all kinds of Garbage

3. **The scope of work includes:-**

   i. **Housekeeping (Cleaning):** Cleaning the Institute's Campus at Castle Hills including all Rooms, Director's Residence, Guest House and Institute's Quarters at Begumpet.

   ii. **Gardening:** The contractor needs to ensure that the Institute has a green and beautiful garden. This work includes development of garden, planting new saplings, replanting, sizing trees, fountain pond cleaning, excavation, spraying pesticides and insecticides, application of manure, dumping of red/black soil, watering of plants, propagation of plants, cutting and trimming of plants, re-potting and arrangement of potted plants so as to ensure a beautiful ambience in the Institute.

   With the prior approval of Institute, the contractor has to procure consumables like red soil, insecticides, pesticides, manure, plants, etc., and the actual cost incurred by the contractor will be reimbursed on production of valid bills

   iii. **Carpentry:** The service provider has to undertake minor carpentry/upholstery work of the Institute. The actual raw material costs for the same would be reimbursed on production of bills.

   iv. **Plumbing:** The plumbing activities of the Institute include ensuring proper water supply in the Institute's campus, replacement of spares like spindles, washers, bolts, nuts, taps, PVC connections, drainage pipes, pillar cocks, nahani traps, waste couplings, health faucets, etc., for which material may be procured by the contractor, with the prior approval of the Institute, undertaking periodical preventive maintenance and repairs to various water supply and sanitary fittings like taps, flush tanks, flush valves, gate valves, ball valves, etc. including water supply and drainage pipelines, and ensuring proper water management in the entire Institute. The actual raw material costs for plumbing spares would be reimbursed on production of bills.

v. **Pest, Rodents Control & Defogging:** The service provider has to take care of Pest & Rodent Control and Defogging activities of the Institute so as to ensure that all the facilities-related needs of the Institute are met. This work should be done every week (on Saturday or on a holiday) for the Institute and the disinfectant material for the same should be supplied by the contractor. The service provider has to ensure cleaning of the Computers and Key Boards at regular intervals to keep them clean and ready for use.

vi. More details of the scope of work is provided in **Annex A**.

4. The key objective of the Facilities Services contract is to ensure that the entire premises and equipments of IDRBT and its Quarters are kept neat, clean and presentable at all times. **The quality of the facility work needs to be top-notch and match that of a four-star hotel**. Bidders are advised to personally visit the sites and assess the actual quality and quantum of work on any working day (Monday to Friday), with prior permission, before submission of bids.

5. Mechanized cleaning, vacuum sweeping, spray/manual dusting, mopping, water/chemical cleaning of premises, marble/vitrified tile flooring / granite flooring / ornamental & decorative wooden flooring including all floors and wooden furniture, crystal glass doors / panes, windows, window panes, curtains and blinds, carpets, windscreens, office tables, chairs, classrooms, polished metal surfaces including lobby areas, lounges, corridors, toilets, urinal bowls and wash basins, etc., and exterior cleaning, polishing of glasses and metallic engravings, logos, sign names, etc., and pest and rodent control measures plus specific maintenance activities like carpentry, sanitary repairs, plumbing and such other repairs required to keep the premises in the excellent outstanding condition, maintenance of gardens / lawns / rock gardens / parks / pathways / indoor & outdoor sports facilities, and cleaning of all the lifts, etc., will fall within the scope of the Facilities Contract.

6. The office opens at 9.00 AM and the service provider is expected to complete the cleaning, dusting, mopping, keeping drinking water in all rooms and providing clean towels, etc. in each room before 8.30 AM on all working days.

7. In the EFC building, the common areas and staircases are to be cleaned by 8.45 AM every day. The Contractor needs to employ modern & mechanical means for cleaning and sweeping.

8. The Institute has **72** Guest rooms, including VIP and VVIP rooms, on the IV, V, VI & VII floors of the EFC building. Cleaning, mopping and change of linen inside the rooms are to be carried out before the allotment of rooms to the participants and also on a daily basis between 10.00 AM and 1.00 PM whenever the rooms are allotted. The rooms should also be cleaned and be kept in readiness for the next occupant after the departure of an occupant. The Institute will inform in advance about the commencement of training programmes and the number of rooms expected to be occupied.

9. Cleaning and maintenance of the areas includes dusting, brooming, mopping of all the rooms in all the buildings, corridors, cleaning of room fixtures and furniture, cleaning of toilets, wash basin, W.C. and bathrooms by using high quality cleaning agents, de-scaling of showers, spraying of room freshener in all the rooms, wiping all glass panels thoroughly, maintenance of checklist, and reporting of any fault to the Estate Department.

10. All the material and equipment required for all cleaning and maintenance purposes should be provided by the bidder / contractor. The material and equipment used should be best in class so as to ensure that the Institute is spick and span and is eyecatching as an oasis of beauty.

11. The Main Entrance to the Academic Block has to be cleaned at least once in two hours or as and when required

12. Toilets in all the floors in all the buildings are to be cleaned thoroughly with disinfectant in the morning and at regular intervals of 2 hours.

13. Six fountains in the Lawn / Garden area / Director's Bungalow is to be cleaned once in a fortnight by scrubbing / de-scaling as required and back filling with freshwater.

14. Water tanks, floor area, ante-rooms, stair case headroom and Lift Room are to be cleaned at least once in a month. The entire terrace area is to be cleaned at least once in a month and is to be monitored in respect of stagnation of water, blocking of water outlets, etc. The cleaning of stagnated water, during the rainy season, need to be done regularly on need basis.

15. Complete and thorough cleaning of critical areas like Server Rooms, Data Centre, needs to be taken-up during the night/odd hours as and when shutdown would be made at the discretion of the Institute.

16. Spring cleaning to be carried out on holidays and Saturdays for all the floors.

17. The following items provided by the Institute are to be placed/replenished in the Hostel Rooms every two days during the occupancy of rooms:

i. Bath towel, Hand towel
ii. Bed sheet, Bed covers, Pillow covers, Blanket
iii. Bathroom Slippers
iv. Tea, Coffee, Milk Powder sachets, Water Bottles
v. Toiletry Kits

18. The service provider/bidder/contractor should provide the following toiletry kits when the rooms have been allotted for occupations:-

a)	VIP Kit *	Lux Soap (125 gms), Dove Shampoo (50 ml), Colgate Max toothpaste, Colgate tooth brush, Godrej shaving cream/gel, Lazer shaving blade, After shave lotion, ponds powder, fair and lovely, Vaseline, comb, parachute oil, and tongue cleaner (all in one Kit/bag).
b)	Gents Kit *	Lux Soap (125 gms), Dove Shampoo, Colgate Max toothpaste, Colgate toothbrush, Godrej Shaving cream/gel, Lazer shaving blade, Ponds powder, comb, parachute oil, tongue cleaner (all one in Kit/bag).
c)	Ladies Kit*	Lux soap (125 gms), Dove Shampoo, Colgate toothpaste, Colgate brush, Ponds powder, Comb, Parachute oil, Tongue Cleaner, Fair and Lovely, Vaseline (all one in Kit/bag)

*The brands and quantity measurement of the items, etc., may vary slightly. The contents of the kit need to be finalized in consultation with the Institute.

Note: The Institute shall reimburse cost of the actual number of kits used, on production of bills, as per rates not exceeding MRP, along with the monthly bills.

19. The service provider will have to provide paper tissue rolls, naphthalene balls, liquid soap, cleaning materials including mops, etc., in all common toilets. The Institute shall reimburse on production of bills, these costs as per rates not exceeding MRP.

20. It is the responsibility of the contractor to get the linen washed, whenever there are occupants.

The linen includes bed sheets, pillow covers, bath towel, napkin, etc. The linen in participant rooms need to be changed every two days. In case of requests, this needs to be done daily. The Institute shall reimburse washing costs on actual basis along with the monthly bill.

21. Physical stock of linen will be verified quarterly by the Estate Dept of the Institute and the contractor has to bear the cost in case of shortage. The actual prevailing cost of the missing items will be deducted from the bill. Store room will be provided to be used as a central linen room, stock room, etc.

22. Drinking water bottles/bubbles needs to be filled in all the water coolers along with water dispensers at regular intervals. Drinking water is also to be placed every day morning in the flasks provided in every room and it is to be replenished on a daily basis / or as and when required during the day. The Institute shall reimburse the actual cost of water bubbles (which should be of highest quality) from time to time.

23. The cleaning of glasses is also to be carried out daily and flasks are to be cleaned at least twice a week.

24. The Contractor needs to provide the following machineries and it is to be placed at Institute. Lack of any of these machinery will attract penalty upto 5% of the monthly bill:

Industrial Heavy Duty Wet & Dry Vacuum Cleaners
Scrubber Machine
Jet Pressure Cleaning Machine
Spray Machine for Pest Control

25. AREAS TO BE COVERED:

i. Academic Block (Ground Floor + 3 Floors and Terrace)

- **Ground Floor**: Entire Floor including Security Enclosure, Fountain, Main Entrance, Parking Area, Pump House, Reception, Labs, Corridors, Stairs, Pathways, Lifts, etc.
- **First Floor**: Entire floor including Director's Office, Administration, Library, Auditorium, all Rooms, Corridors, Stairs, Pathways, Lawns, Fountains, Lifts, Toilets, etc.
- **Second Floor**: Entire floor consisting of Faculty Rooms, Chairman's Office, Board Room, VIP Lunch Room, Conference Hall, Lecture Halls, Programme Office, Publication Office, Corridors, Stairs, Pathways, Toilets, etc.
- **Third Floor**: Entire floor consisting of Faculty Rooms, Conference Hall, Lecture Halls, PGDFT Room, Corridors, Stairs, Pathways, Toilets, etc.
- **Terrace**

ii. Executive Facility Centre (Ground + 7 Floors and Terrace)

- **Ground Floor to Third floor**: All floors and rooms including Reception, Gymnasium, common areas, various offices, toilets, corridors, stairs, pathways, etc.
- **Fourth to Seventh Floors**: All hostel rooms including attached toilets, bathrooms, bedrooms, ante-rooms, stores, corridors, stairs, pathways, etc. as detailed below:
  i. IV Floor: 12 single rooms; 4 Double rooms & common areas to be cleaned
  ii. V Floor: 16 single rooms; 4 Double rooms & common areas to be cleaned
  iii. VI Floor: 16 single rooms; 4 Double rooms & common areas to be cleaned
  iv. VII Floor: 12 single rooms; 4 VIP suites & common areas to be cleaned
  v. Terrace

iii. Open Areas (Area of 2.5 acres)

- All the roads within the compound, footpaths, pathways, garden, lawns, compound wall

area, surroundings, etc.

iv. Director's Bungalow and Guest House: (Total floor area 4,500 sft.)

- Director's Bungalow, Guest House, etc., along with all the open area inside the compound, surroundings including terrace.
- Director's Bungalow internal and external cleaning and housekeeping on daily basis.

v. Staff Quarters at Begumpet (L & M Blocks)

- Begumpet Quarters: L & M blocks each block consists of G + 5 floors – Cleaning of all common areas, terrace and surrounding areas, disposal of waste / debris. Plus cleaning of vacant flats as and when required

Note: The Waste/Garbage/Debris collected while cleaning needs to be disposed every day from all sites. The areas to be covered is illustrative and should cover entire premises at both locations.

26. STAFF REQUIREMENT:

26.1 The essence of this contract is to provide high quality modern facilities services so as to ensure that the Institute's campus and Quarters are spick and span and it is an oasis of beauty and greenery in the midst of Hyderabad. The contractor needs to ensure top-quality maintenance of all facilities of the Institute covering housekeeping, gardening, plumbing, carpentry, pest control and all other facility-related activities.

26.2 To complete the work on time, the contractor needs to deploy adequate trained manpower, including a skilled and experienced Facility Supervisor, Receptionists, etc., taking into account leave reserve, festival holidays, etc. The Facilities service should be provided on all days of the week.

26.3 The details of the manpower necessarily required are as under:

26.4.1 **Facility Supervisor**: At least one qualified and experienced (with a minimum of three years experience in a four-star hotel or equivalent) supervisor, with a diploma in Hotel Management / other relevant professional qualification and proven experience in the hospitality business catering to high-income group guests and executives, well-versed with best hotel management practices and fluent in Telugu, Hindi and English, who can efficiently supervise all the Facilities work and ensure that the work is carried out with top quality in line with the standards of a four-star hotel and on time. The Facility Supervior should be in a position to operate computers / electronic gadgets and should carry an active mobile phone available for taking instruction from the Institute. The Supervisor must be appointed in consultation with the Institute.

26.4.2 **Receptionists in EFC:** The Receptionists should be well-versed in Telugu, Hindi and English, with training in receiving guests, addressing their requirements, and with good knowledge of operating computers. One receptionist is to be provided round-the-clock in three shifts (weekly holiday to each receptionist on rotation). Services required on all days of week. The receptionist has to be very polite, presentable, courteous in attending to the calls of officials/participants and should actively resolve issues. In the absence of the Facilty Supervisor, the on-duty receptionist should be equipped to handle the responsibilities of the Supervisor.

26.4.3 **Gardeners:** Two Gardeners well-versed and with hands-on experience in developing and maintaining an eye-pleasing green garden. They should have

developed a good garden in a reputed organisation. Three garden support staff will also be required.

26.4.4 **Plumber:** A Plumber having sound knowledge and experience in all the plumbing related works with the required tools.

26.4.5 **Carpenter:** A Carpenter having sound knowledge and experience in all the carpentry related works with required tools. During the absence of Plumber and Carpenter, suitable alternatives have to be provided invariably.

26.4.6 **Manpower Deployment Schedule**: The contractor has to deploy sufficient number of workers after understanding the quantum and scope of work in the Institute. In case mechanical means are adopted for cleaning and sweeping, manpower may be suitably deployed. The bidder may plan his required manpower strength to fulfill the essence of the contract in consultation with the officials of the Estate Department. In this regard, bidders are required to submit a Plan of Action as per the **Annex-V.** However, the minimum number of personnel required mandatorily is as tablated below:

S. No.	Description	Location	Required Manpower
A	Supervisor	Institute	1 Supervisor
B	Reception (24X7) – A weekly off for each Receptionist	EFC Building	4 Receptionists
C	Housekeeping personnel for sweeping, cleaning, mopping etc.	Academic Block / EFC Block / Director's Bungalow / Guest House	12 General Cleaners (General Shift for six days - 8 Male + 4 Female)
D	Housekeeping personnel for sweeping, cleaning, mopping etc.		9 General Attenders (3+4+2 for shift A, B and C respectively including one female in the B Shift)
E	-do-	Begumpet Quarters	2 General Attenders
F	-do-	Garden and green areas	2 Trained and Experienced Gardeners plus 3 Garden Assistants
G	Plumbing works	Institute	1 Plumber
H	Carpentry works	Institute	1 Carpenter

26.4.7 The detailed work plan will be discussed and finalized with the successful bidder.

26.4.8 The Contractor shall arrange stand-by person/s as reliever/s on the day of weekly-off of their personnel. Shift timings, if any, will be as decided by the Institute.

26.4.9 The contractor shall deploy only adult (18 years of age or more) and highly-skilled/skilled/semi-skilled/unskilled labour as per requirement of the work. Employment of child labour is banned and shall lead to termination of the contract,

if found at any stage during the contract. The manpower deployed should be able-bodied and trained persons with good health and clean record.

26.4.10 If any staff is on leave/absent, the successful bidder should provide replacement immediately with equally qualified & experienced person.

26.4.11 The manpower deployed by the successful bidder during the currency of the Contract shall not work in any other organisation or shall not be deployed by the successful bidder at any other organisation. If any such instance comes to the notice of the Institute during the agreement period, the Institute shall have the right to impose suitable penalty on the successful bidder, which will be recovered from its monthly bills or security deposit or any other dues of the Bidder. The bidder shall provide a suitable replacement in such cases.

26.4.12 The Bidder will introduce its authorised person to the designated Institute Official/s for the operationalisation of the agreement. Further, the Bidder shall furnish the complete particulars / biodata of its personnel with passport-size colour photo, police verification, before deployment.

26.4.13 The Institute reserves the right to advise the Bidder to remove any personnel found not discharging his duties satisfactorily or of doubtful character and it will immediately remove such person / persons and provide replacement.

26.4.14 The duty points for the personnel deployed by the contractor will be decided by the Institute through its Officer-in-Charge or any person so authorized in this regard and the Bidder will have to abide by such direction.

26.4.15 The Bidder shall ensure that the manpower deployed, while on the premises of the Institute or while carrying out their obligations, observe the best standards of cleanliness, decorum, safety, good behaviour and general discipline laid down by the Institute and the Institute shall be the sole judge as to whether or not the Bidder and /or the manpower deployed have observed the same.

26.4.16 Intoxication / smoking etc, is strictly prohibited in the entire premises. Anyone found violating the same will be removed from deployment and a new substitute needs to be provided immediately.

26.4.17 The successful bidder has to ensure business continuity of services as per the Institute requirement during the time of crises/disruption/emergency.

26.4.18 Two sets of good quality uniform each for all the contractual employees has to be provided by the successful bidder, minimum yearly. The uniform shall include along with ID-cards, the following items: Pant, Shirt, cap, safety shoes. All personnel deployed shall be neat and tidy. The identity cards shall be produced on demand by any authority of the Institute or of the Government. Providing adequate numbers of insulated gloves, raincoats, caps, umbrellas, torch, etc. at each location shall be the responsibility of the successful Bidder.

26.4.19 The successful bidder shall ensure that workforce once deployed is not changed regularly and must not be switched from one premise to another, except with the permission of the Institute.

26.4.20 The Institute may direct the successful bidder to perform all works related to facility management at no additional cost.

26.4.21 Adequate Petty Cash may be provided by the successful Bidder to the Facility

Supervisor to carry out small purchases, if any, without any delay.

Note: Any material (apart from the cleaning material) required for repair / replacement / maintenance work shall be purchased only with the prior approval of Institute's authorised person and the firm will be reimbursed actual amount for the same after providing actual bill of supplies and service receipts.

27. GENERAL TERMS & CONDITIONS

27.1 The following Registers shall be maintained and retained within the Institute's premises by the Successful bidder:

a. Attendance Register, wherein the workers shall record their attendance on daily basis.
b. Routine / preventive / periodic maintenance work register (soft and hard form)
c. Any other logbooks as directed by the officials of the Institute.

27.2 Above registers shall be inspected by the Institute's officials for their verification.

27.3 Register for complaint handling shall be properly maintained by the contractor for daily routine/preventive maintenance work as per the Institute's prescribed format. The register shall be produced to the Institute's officials for verification.

27.4 Providing of all essential tools to the staff for day-to-day maintenance & emergency needs

27.5 Providing of all safety equipments and material to the staff.

27.6 Providing necessary training to the staff on quality, safety & technology proactively.

27.7 Submission of Quarterly Report on Preventive/Periodic maintenance in the prescribed format.

27.8 Cleaning material means Harpic, Colin, diluted acid, detergent of approved quality, cleaning materials like Glitz, etc. Please note that the highest quality of material needs to be used to ensure that the premises are sparkling clean but also to ensure that wear and tear is minimum. All material used needs to be approved by the Institute.

27.9 The contractor has to make his own arrangements of ladder /scaffolding, etc. required to attend to day to day complaints with all safety standards and the entire cost will be borne by the successful bidder.

27.10 All the complaints / works shall be attended on time. Necessary recovery may be made by the Institute if the the highest standards of quality are not ensured/complaints are not attended in reasonable time. Applicable penalty will be imposed.

27.11 Successful bidder should ensure that as and when required by the Institute, they may hire the services of gardening consultant from external agency, with the prior written approval of the Institute. The Institute shall pay separately for the consultancy service.

27.12 Taking out of any materials shall be as per the Institute's security procedure. Work

passes shall be duly obtained from the Security. Any deviation to the prescribed procedure will be reviewed seriously.

27.13 The Contractor shall arrange for a First Aid Kit, etc. for its workers at its cost.

27.14 The contractor shall visit the Institute's premises at least once in a month to sort out the problems faced by contractor's staff in consultation with the Institute's authorized officials. Further, s/he shall arrange the required training in the latest facility management techniques/tools.

27.15 Upon submission of the bill/invoice, the Institute will release payment on a monthly basis subject to high-quality satisfactory service after certification by the authorized person/s of the Institute. All works carried out must be countersigned clearly indicating the place of work and scope by the Facility Supervisor. No bill will be settled without proper confirmation and authentication. Bills for the Facilty service shall be submitted monthly by the 7th of every month for the service provided in the previous month. Along with the bill, proof of having paid various statutory dues like PF, ESI, GST, TDS, etc., pertaining to the previous month /quarter needs to be submitted invariably.

27.16 The contractor shall also maintain a record of payment to the workers, which shall be submitted along with the bill. The Institute reserves the right to verify the wages given by the Contractor to the personnel deployed by the contractor for performance of this work. The staff deployed shall be covered under Provident fund and ESI scheme as per the laws by the Government.

27.17 The Institute's decision in all matters of dispute arising on the work shall be final and binding on the contractor.

27.18 The contractor shall provide appropriate toolbox with required tools to each employee / workman depending upon their skill/trade at the contractor's own cost.

27.19 The stamp duty shall be borne and paid by the Contractor.

27.20 The Bidder shall obtain all licences required under Contract Labour (Regulation and Abolition) Act, 1970 or any other law, as applicable from time to time, failing which the Bidder alone would be responsible for actions / proceedings ensuing thereto. The Institute shall not be held responsible for acts, commissions or omissions of the Bidder and shall in no way be made liable to the persons deployed by the Bidder.

27.21 The contractor should ensure deployment of personnel will be as per Labour Act by giving necessary weekly off, payment of minimum wages, national holidays, etc. The person deployed should always wear company's photo Identity Card and the Company's uniform with company name. Entry pass is to be issued by the Institute.

27.22 The Institute shall not be responsible for payment of any compensation for death or injury or accident to any of the manpower deployed which may arise out of and in the course of their duties and employment. The contractor will be responsible

for taking all safety standards for its personnel deployed at the Institute's premises / residential flats / colony.

27.23 All liabilities arising out of any legal dispute, accident, etc. shall be borne / paid by the Bidder and the Institute shall not be liable in any manner whatsoever.

27.24 In the event of any epidemic, emergency or disaster during the period of agreement, contractor shall abide by the guidelines and mandates, if issued by the GOI or State Govt., the Contractor shall also sensitize its staff and ensure that the relevant guidelines are being adhered to.

27.25 All fire safety and life safety measures shall be followed as prescribed by the National Building Code of India/Government.

ANNEX. A -- DETAILS OF FACILITY SERVICES

1. HOUSEKEEPING

The services rendered shall include the following items of work: Carrying out general maintenance and cleaning works on daily basis (including Saturdays, Sundays and Holidays) to complete the work to the full satisfaction of the Institute. The cleaning and maintenance of premises includes the following:

a) Collecting day-to-day garbage from all areas, rooms, service roads, plinth protection of all buildings, etc., all complete as required and as directed by the Institute. The garbage collected needs to be disposed off outside Institute's premises. Brooming/Mopping from rooftops to ground floors and in the area inside/outside the rooms on each floor including staircases, landing, lobby and handrails etc., all complete as required at site and as directed by the Institute and ensure prompt disposal of garbage as well.

b) Keeping the premises clean by broom sweeping of the entire open area of the premises including internal roads, car parking area, pathways, Gym Room, lawn area, etc.

c) Proper cleaning of the entire staircase for all the building blocks by using broom and mopping from ground floor to terrace including landing, lobby and mopping of handrails, etc., all complete as required at site as directed by the Institute.

d) Cleaning/dusting/mopping of Directors' office, Other Offices, Cabins of all, including all wooden / glass doors, furniture, glass windows, water drinking area along with electrical fittings, computer, printer / scanner, fax, telephone etc. wherever installed in these offices.

e) Collect daily waste from every area and disposing it off (Between 08:00 AM and 01:00 PM).

f) Empty and clean all the dustbins placed in the Insitute

g) Care shall be taken not to throw / splash water on sensor based plumbing fixtures, like auto-flush for urinals and pillar taps to Wash Hand Basins. In case of damage due to negligence, the cost of replacement will be borne by the bidder only.

h) Cleaning of all bathrooms & toilets, including spotless cleaning, by using the required cleaning tools (like brush, duster etc.) with Harpic, Colin, Lizol or any other approved quality cleaning material, detergent, soaps & acids, etc., of high quality, complete as required at site and as directed by the Institute for the following areas:

   a. Entire floor and doors of bath and toilets.

   b. Entire area dado/wall tiles of bath, exhaust fans, toilets & lobby areas (near wash basin).

   c. Wash hand basin of bath & toilet areas.

   d. All the Indian WCs & Western WCs of bath / toilet area, mirrors, glass shelves and medicine box etc., of bath / toilets & lobby areas.

   e. All the bathrooms and toliets need to be cleaned four times a day

i) Removal of cobwebs from the common area like external walls and inaccessible spots by brooms including the cleaning of terraces of all the building blocks etc., all complete as required at site as directed by the Institute.

j) Cleaning of ceilings, fans, windows, windowpanes, exhaust fans, in all rooms.

k) Cleaning of parking sheds, terraces, sunshades and grill gates

l) Extensive cleaning of the entrance gates.

m) Deep cleaning of inside of vacant flats entirely to keep the same in habitable conditions as required at site and as directed by the Institute.

n) Cleaning of entire surface drains covered drains and deep drains, sewer chambers, gully traps

chambers, etc. preferably in the month of May & November.

o) The site supervisor needs to ensure that daily checking shall be done in order to ensure that all the equipment in the toilets like Taps / Sinks / Geyser / Flush / Shower / Soap Container, etc. in common area / offices are in working condition. If not, then the position shall be reported by the Supervisor to the Institute. Record of all the works carried out during the day and having got the same checked is to be ensured

p) Any other cleaning as advised by the Institute relating facilties services as advised by the Institute

q) All the consumables for the housekeeping work such as as Broom Stick (Phool Jhadu), Coconut Broom, Mop, Hand Gloves, Masks, Floor Wiper, Toilet Cleaning Brush, Nylon brush, Dust pan, Harpic, Lizol, Colin, Acid, etc. or any other materials which is necessary for satisfactory completion of housekeeping work needs to be provided by the contractor.

r) The Successful bidders are advised to visit the various sites for understanding the detailed scope of work before submitting their tenders and confirming to the terms and conditions.

Note: The labour shall be utilized for cleaning works as above and supervisor has to supervise entire work including cleaning, carpentry, plumbing & sanitary works. The labour deployed should be provided with protective gear like mask, gloves, boots, etc. for maintaining cleanliness & hygiene.

2. GARDENING

a) Maintenance of existing gardening and horticultural work already done to develop green areas in the Institute's premises. The work also involves developing new green space as per the Institute's requirement.

b) The work involves day to day watering, trimming, weeding, and carrying out other maintenance-related activities and maintaining various plants like shrubs, hedges, ground covers, trees, grass lines, lawn areas, indoor potted plants, etc., as required at site and as directed by the Institute.

c) The work includes uprooting/cutting and removing wild grass and all other undesirable plants, weeds, etc. growing anywhere inside the Institute's premises/ colony.

d) The work involves removal of all waste materials generated on account of garden maintenance work from the Institute's properties and satisfactory disposal thereof.

e) New Plants: The work involves plantation and maintenance of new plants / saplings at desired place for replacement of dead plants. Actual cost of new plants/grass/saplings along with cost of transportation will be reimbursed by the Institute subject to prior approval of the rates, plants, grass, sapling, etc. by the Institute.

f) The successful bidder will be responsible for monitoring of garden and green patches in the Institute's premises.

g) Application of Manure and Pesticides - The plants, flower beds, potted plants and green area shall be provided with approved pesticides and approved garden soil mixed with Bio-Organic / processed manure in standard proportion / as per the manufacturer's specification at least once in a quarter, with due intimation to the Institute, to ensure the satisfactory growth and maintenance of entire green areas, plants, shrubs, flower beds, potted plants, hedges, etc. The cost of manure and pesticides will be borne by the Institute.

h) Periodic Trimming of Trees and Anti-termite Treatment:

1. The Successful bidder needs to periodically undertake trimming/pruning of trees or as directed by Institute's officials.

2. The Successful bidder will have to carry out eco-friendly termite treatment to the trees at least once in a year or earlier as directed by the Institute, the material cost of which

will be reimbursed by the Institute subject to prior approval of the rates of termite treatment.

3. The cost of eco-friendly termite treatment of soil will be reimbursed to the Successful Bidder separately, for which prior approval must be obtained from the Institute.
4. The health and growth of the plants / lawns is of the prime concern of the Institute and if not found satisfactory, it may lead to imposing of penalty.
5. The Successful Bidder shall keep its own set of tools, tackles, hose pipes, hand-operated or power-operated lawn mower, etc.
6. The water sources are provided at various convenient locations and the successful bidder shall do adequate day to day watering. Wastage of water needs to be taken care of by the successful bidder, any negligence may lead to penalty.

i) The Successful bidder shall maintain the potted plants kept in premises / colony and place them at prominent locations. Indoor potted plants may be replaced with alternate potted plants readily available in nurseries / elsewhere, wherever required. The successful bidder should maintain the existing potted plants in good health.

j) The successful bidder shall arrange for carefully uprooting and weeding out wild grass and wild growth to get rid of the rootstock, as required at site, stacking the same, clearing the area specifically around the existing trees and shrubs, etc., and disposing all the waste vegetation, removal of wild grass and unwanted materials, etc. from the Institute's premises and the residential colony as directed by the Institute's officials. The disposables shall not be burnt in any case.

k) The materials like garden earth, manure and pesticides shall need to get approved from the Institute's officials before putting it to use.

l) The Successful Bidder shall ensure careful cutting, removal and disposal of wooden parts of dead and / or fallen tree in the Institute's Premises and the residential colony.

m) Any other gardening/horticulture related work as advised by the Institute's authorized officials.

3. PLUMBING / SANITARY

Taking care of all Sanitary & Plumbing related routine / periodic / preventive maintenance / breakdown, plumbing/sanitary works. Maintaining of all plumbing installations in serviceable, clean, and hygienic condition, including periodic cleaning of sewer lines, manholes, septic tanks, storm drains, fountains, water tanks, etc. The cost of deploying specilised additional manpower as and when required would be reimbursed by the Institute and this needs to be undertaken with prior permission of the Institute. Take care of all plumbing activities of the Institute including:

a) Inspection and removal of blockages in soil waste line, gully/nahani traps, inspection chambers, manholes, bottle traps, kitchen sinks, wash basins, urinals, water closets, etc.

b) Replacement of washers for bib taps, pillar taps, stop cocks, angle valve, rubber gaskets for flushing cisterns and plunger washers for low level flushing tanks.

c) Re-fixing of loose fixtures and fittings including supporting brackets such as wash basins, sinks, flushing cistern, drain boards, towel rods, mirrors, glass shelves, soap holders, nahani traps, tumbler holder, gratings and any other fixtures and fittings as existing in the properties including removal of existing fittings/fixtures without causing any damage. Grouting of anchoring arrangement in cement mortar and refixing with new screws; removing wherever necessary.

d) Repairing of flushing systems CI/PVC/any other make porcelain, including removal of

siphons, bells, float valves, provision of cotter pin plunger washers, nut and bolts for siphon, 'S' hooks for the Ballcock., etc. including removal and re-fixing of tanks with new accessories of appropriate sizes making flushing tank in working condition.

e) Replacement of sanitary and plumbing fittings as and when required.

f) Disconnecting and reconnecting plumbing connection in case of water heaters, geysers, water purifiers, water coolers, etc., whenever such equipments are required to be replaced/repaired.

g) Disconnecting & reconnecting suction and delivery connections of water pumps whenever the pumps are required to be taken away for repairs or on spot repairs. Removal of air lock in suction and delivery lines as and when required.

h) Cementing of joints of various drainages lines, gaps between wash basins, sinks and that of walls, pointing of joints of tiles of floors and dados, cementing of loose tiles, floors and dados, including re-fixing the same with white cement and matching pigment (only for floor tiles/wall tiles which got dismantled/loosened due to plumbing repair works)

i) Cleaning / operation of fountains / water coolers, terrace, chhaja, jali, etc

j) Inspection of plumbing system for leakage and repairing the same

k) Inspection of Sewage line system starting from Gully trap till municipal chamber for blockage, settlement of chamber and repairing the same

l) Keeping the rainwater outlets on terraces, canopies, free of debris, foreign materials, etc., to ensure quick flow of water from terraces, etc.

m) Cleaning of drains/sewer lines including removal of sludge from manholes and septic tank, road gully, etc. inside the Premises up to Municipal Manhole, complying with all statutory norms.

n) The plumbing/sanitary installations in vacant flats to be inspected on half yearly basis and report to be submitted.

o) Cleaning of storm water drain, operating and servicing of all types of valves,

p) All installations will be routinely checked, and preventive maintenance will be provided whenever necessary. The complaints registered need to be addressed promptly.

q) Any other plumbing related works as desired by the Institute

4. CARPENTRY

To take care of preventive and corrective carpentary work of the Institute. The scope of services include:

a) To attend to day to day maintenance of all kinds of carpentry work complaints received in the Institute and complaints from the residents of colony.

b) Easing/adjusting doors, windows, ventilators, louvers, pelmets, curtain rods/rails/channels, kitchen cabinets, wardrobes, drawer locks, wardrobe locks, night latches, etc. in order to make and keep them in satisfactory condition.

c) Refixing of loose fixtures, fittings, curtain rods/rails/channels, pelmets/vertical blinds, roller blinds, venetian blinds, hinges, hooks and eyes, ball catches, handles, tower bolts, aldrops, other latches, locks, brackets, name plates & any other fixtures and fittings including grouting of new wooden gutties in cement mortar, etc. wherever necessary.

d) Replacement of nails, wood screws, coach screws, machine screws, nuts, bolts, washers, Wall Plug etc. of hinges, handles, aldrops, tower bolts, latches, locks, etc. including minor

repairs to night latches/mortise locks etc.

e) Repairing of door/window shutters/sashes, etc., including removal and refixing thereof. Repairing of other furniture articles such as pelmets, wardrobes, kitchen cabinets, etc. and stacking at locations as designated by the Institute.

f) Replacement of damaged/broken/ unserviceable window/door glass panes, etc.

g) Oiling and greasing of all steel doors, windows, collapsible shutters, alligator shutters, main doors, hinges etc., may be done on yearly basis, especially after monsoon for office building.

Note: The list is only indicative. Any maintenance work not specifically mentioned above but required for the healthy operation of the system concerned and for the satisfaction of the occupant/complainant will be considered in part of scope of work.

5. RESPONSIBLITIES OF FACILTY SUPERVISOR

a) The supervisor will have end-to-end responsibility to ensure that all the facilties of the Institute are spick and span and ready for use by the time prescribed

b) To understand the quantum of work, estimate the number of people required to carry out the work, allocate and supervise work, and ensure that the work is carried out effectively.

c) To ensure that all participants of the Institute's programmes are pleased with the Institute's facilities and address their complaints promptly.

d) To monitor the attendance of the facilities staff, get adequate replacements wherever required, and ensure that the Institute's facilties work is carried out perfectly.

e) The supervisor will ensure timely attending of complaints and also keep record of their closure / resolution

f) The supervisor shall ensure that the preventive / corrective maintenance activities are carried out regularly in non-disruptive manner without affecting other services.

g) It is the responsibility of the supervisor to schedule activities based on their frequencies (weekly / fortnightly / monthly) in coordination with the Institute's officials.

h) Provide necessary help to the Institute in various activities and help the Institute's authorized officials as and when required.

i) The supervisor is responsible of timely purchase of facilities material so that the facilities work is carried out within stipulated time.

j) Monthly Complaint resolution status of the received complaints has to be sent to the Institute by the Supervisor.

k) May be assigned any other work by the Institute from time to time.

Section IV- Instructions to Bidders

1. Tender Document

1.1 Bidders are advised to study all sections of the tender documents thoroughly. Submission of bid shall be deemed to have been done after careful study and examination of the tender documents with full understanding of its implications.

1.2 Bidders are advised to use only the forms (tender books) uploaded on the MSTC portal. In case the tenders are submitted from downloaded tender forms from the website, if any change / modification thereto is found subsequently, such tenders are liable for disqualification. However, if they desire to submit additional information, they may do so on their own letter head / paper.

1.3 Each page of the tender forms shall be signed and submitted.

2. Amendment to Tender Document

2.1 At any time prior to the deadline for the submission of bids, the Institute may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective bidder, modify the tender by an amendment.

2.2 Any such amendment will be hosted on the Institute's website https://www.idrbt.ac.in and MSTC portal https://www.mstcecommerce.com/eprocn/ only. The addendum(s), if any, issued will form part of the tender documents.

2.3 In order to afford prospective bidders reasonable time for preparing their bids after taking into account such amendments, the Institute may, at its discretion, extend the deadline for the submission of bids.

3. Preparation of Bid: Tender in prescribed form shall be submitted in two parts – Part I (Technical Bid) and Part II (Price Bid).

a. **Technical Bid**: Part I of the tender will contain the Institute's standard conditions (excluding Price Bid) for the proposed work, tender's covering letter and the EMD (₹5,00,000/-). Bidder must fill all the details specified in various sections. The tender documents must be filled in English. If any of the documents is missing or unsigned, the tender may be considered invalid by the Institute at its sole discretion.

b. **Price Bid:** Part-II of the tender will contain the Bidder's Price Bid only. Bid prices shall be quoted in Indian Rupees only. Rates quoted should include all costs associated with the work including any out of pocket / mobilization expenses, all taxes **(Excl. GST),** charges, levies, cess, insurance, transportation, other Govt. Taxes, uniform for the employees, material costs, etc. As indicated above, the rates quoted must be excluding GST, which will be paid separately as per the government directives. The rate should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity. If any columns of the price schedule are found blank, then the tender of the respective Bidders shall be treated as non-responsive and will be summarily rejected by the Institute

c. It will be imperative on the part of each Bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any condition or factor once the offer of the Institute is accepted by the Bidder.

4. Bids shall remain valid for acceptance by the Institute for the period of 90 days. This period may be further extended, if required, by mutual consent.

5. Earnest Money Deposit (EMD)

The Bidders shall deposit EMD of ₹5,00,000/- (Rupees Five Lakh Only) with their bid. No interest on EMD shall be paid. Bids not accompanied by EMD shall be treated as non-responsive, and will be rejected by the Institute. The EMD of unsuccessful Bidders shall be returned by the Institute after award of work to Successful Bidder. The EMD of the Successful Bidder shall be returned after submission of a fresh Performance Bank Guarantee. The EMD shall be forfeited if the Bidder:

- **a.** makes misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria
- **b.** withdraws his bid during the period of Bid validity, or
- **c.** has been blacklisted by any government agency

6. Procedure for Submission of Bids:

Interested Bidders shall upload the tenders in prescribed form in two parts. Part-I tender will contain the Bidders' covering letter, Bidders' additional conditions, if any, and documents as indicated in Annex.

- **a.** **Technical Bid:** Prices should not be indicated / included in the Technical Bid. EMD shall be part of Technical Bid
- **b.** **Price Bid:** No conditions should be indicated in the Price Bid.

7. No conditional / optional quote shall be accepted. Bidders shall not be permitted to alter or modify their Bids after receipt of Bids. The Bids will be accepted till the schedule time and date as given in "schedule of tender".

8. Opening of Technical Bid

The Technical Bids will be opened on the scheduled time and date, as mentioned in the tender document.

9. Scrutiny of Technical Bid

- **a.** The Technical Bid shall be evaluated as per the procedure indicated in this document
- **b.** After evaluation of the Technical Bids, the Price Bid of only shortlisted bidders will be opened. The decision of the Institute on technical suitability of the offer shall be final and shall not be called into question.
- **c.** The Institute shall obtain reports on the past performance of the Bidder from his clients. The Institute shall evaluate the said reports before opening of the Part-II of the tenders. If any Bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and / or his performance reports received from his clients and / or his Banker's report are found unsatisfactory, the Institute reserves the right to reject his offer even after opening of Part-I of the tender. The Institute is not bound to assign any reason for doing so.

10. Opening of Price Bid

The Price Bids of the shortlisted Bidders will be opened later and such short-listed Bidders will be intimated about the date and time accordingly.

11. The Institute reserves the right to accept any Bid and to reject any or all Bids. Notwithstanding anything mentioned above, the Institute reserves the right to accept or reject any Bid at any time prior to award of Contract. The Institute may not assign any reason for rejection of any or all Bids. The Institute reserves the right to cancel / annul the selection process,

at any stage prior to the award of the contract on account of the following:

a. In case no bid is received

b. occurrence of any event due to which it is not possible to proceed with the selection process

c. evidence of a possible collaboration / collusion / mischief on part of bidders, impacting the competition and transparency of the selection process

d. any other reason, which in the opinion of the Institute necessitates the cancellation of the selection process

e. On occurrence of any such event, the Institute shall notify all the bidders within reasonable time of such decision. The Institute shall also promptly return the EMD submitted by the bidders within reasonable time of issue of such notice. The Institute is not obligated to provide any reason or clarification to any bidder on this account. Liability of the Institute under this clause is restricted to returning the EMD and no other reimbursements of costs / expenses of any type shall be made by the Institute on this account.

f. The Institute further reserves the right to re-tender the process or get the work done by any other agency if the Institute is of the opinion that the Bids received are not economically or otherwise feasible or not acceptable due to various reasons.

12. Disputes

An internal Dispute Resolution Committee comprising of three members of IDRBT will be constituted for the purpose of dispute resolution. Still pending disputes, if any, shall be subject to the jurisdiction of the appropriate court in Hyderabad, India and will be governed by the relevant statutory provisions in force in Telangana.

13. Minimum Wages

a. Rates quoted by the Bidders should be in accordance with the provisions of Contract Labour (Regulation and Abolition) Act, 1970 / Minimum Wages Act, **applicable in the State of Telangana.** The Successful Bidder shall ensure payment of minimum wages as per Govt. of Telangana norms, applicable from time to time to all the personnel employed by them. Payment should be made through NEFT to their account/s and the contractor shall maintain a register of wages and shall issue a wage slip to every person employed by them and obtain their signature or thumb impression on the wage slips. In addition, they have to provide essential amenities like first aid facility, etc. to their employees as per Contract Labour (Regulation and Abolition) Act, 1970.

b. Salary of the employees shall be disbursed through NEFT only to their account and a copy of the NEFT payment and along with PF and ESI payment details shall be produced with the bill to be submitted to the Institute for payment to the Vendor. No cash payment by the company shall be made to their employees.

c. The total wages payable to the Highly Skilled/ Skilled/ Semi-Skilled/ Unskilled labour shall include Minimum Wages and all applicable Statutory dues (such as Basic + Variable Dearness Allowance), Bonus, Employees Provident Fund & Employees state insurance corporation (ESIC), etc, in line with the Government of Telangana norms.

d. The Contractor has to give undertaking on Non-Judicial Stamp Paper of applicable value before the award of the work that it undertakes to actually pay wages to all the persons of all descriptions to be engaged by it for completion of that particular job / work at the rate which is not less than minimum wages prescribed by the Govt. of Telanagana and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for the Successful Bidder's failure to pay such

wages and provide the essential amenities.

e. The Contractor shall indemnify and keep indemnified the Institute against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law / statute in force in this regard. The Contractor only shall be responsible for liabilities, if any, in this regard.

f. The Institute will also insist to the Contractor for the payment details of staff / copy of updated passbooks of labours and it will furnish the account details of engaged persons as proof of payment on enquiry.

g. The Contractor shall be responsible to ascertain any changes made applicable in the rates of minimum wages by the Government of Telangana vide their Notification issued from time to time and shall implement the said changes and make payment of wages accordingly with immediate effect and maintain all the records updated in this regard and keep the Employer posted with the said development producing the necessary documentary proof without delay. **Any probable increases may please be factored in while while quoting the percentage increase for the second and third years.**

14. Insurance:

The Contractor shall be responsible for all injury or damage to persons, animals or things, and for all damage to property which may arise from any factor omission on the part of the Contractor. Thus the contractor needs to undertake the following insurance policies mandatorily before commencement of the work:

a. Contractor's All Risk Policy for the full Contract Value for the entire Contract Period

b. Workmen Compensation Policy for all workmen deployed at site

c. Third Party Liability Policy as per following details:

i. For injury to persons: Rs. 2 Lakh per person per accident

ii. For damage to property: Rs.10 Lakh per accident subject to overall ceiling as per extant Insurance guidelines.

Note:

- The copies of the Insurance Policy of the deployed workers (Highly Skilled / Skilled / Semiskilled / Unskilled) have to be submitted within 10 days from the date of issue of work order. These policies shall be valid till the completion of the work. If the Successful Bidder does not provide these policies, the Institute reserves the right to take the above insurance policies and recover the cost thereof from the bill of the Successful Bidder.
- The Contractor shall be responsible for any liability which may not be covered by the insurance policies referred to above and also for all other damages to any person, animal or defective carrying out of this contract, whatever, may be the reasons due to which the damage shall have been caused.
- The Contractor shall also indemnify and keep indemnified the Institute against all and any costs, charges or expenses arising out of any claim or proceedings relating to the works and also in respect of any award of damage or compensation arising there from.

15. Signing of Contract Agreement

The General instructions to the Bidders and special conditions, conditions herein before referred to, Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between the Institute and the Bidder and the work order placed shall be the basis of the final contract to be entered into with the Successful Bidder. On

receipt of intimation from the Institute of the acceptance of his/their tender, the Successful Bidder shall be bound to implement the Contract and within 10 days thereof, the Successful Bidder shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement, the written acceptance by the Institute, of a tender in itself will constitute a binding agreement between the Institute and the person so tendering, whether such contract is or is not subsequently executed. The cost of necessary stamp paper as per Stamp Act for execution of the agreement shall be borne by the Successful Bidder. The Successful Bidder shall not sublet any portion of the contract without the permission of the Institute. In case of breach of these conditions, the Institute may serve a notice in writing on the Successful Bidder rescinding the contract whereupon the security deposit shall stand forfeited to the Institute, without prejudice to its other remedies against the Successful Bidder.

16. Right to Accept Part Tender: The Institute reserves the right to accept the tender either in whole or in part.

17. Renewal of the Contract:

The period of contract is from October 01, 2025 to September 30, 2026 or as specified by the Institute in the final work order. The contract is renewable for a further period of two years, subject to the satisfactory annual performance of the contractor during the year previous to the renewal year and other terms and conditions in this tender document. The decision of the Institute in this regard will be final and binding.

Place:

(Name and Signature of the Bidder with stamp)

Section V- Special Conditions of the Contract

1. Technical and Price Bids will be evaluated as per the information provided by the bidders according to the instructions mentioned in the tender document.

1.1 **Technical Bid:** The Institute would examine and evaluate received Technical Bids as per the proposal submitted by the Bidders in line with the Institute's requirement mentioned in this document

1.2 **Price Bid:** The Lowest among the quoted rates (which includes Labour as well as Non-Labour Component and all other items for a period of three years) will be considered L-1. The quoted price shall include all costs to the contractor, covering overheads, cost of uniform, profit, price escalation during the next two years, etc.

2. Non-Disclosure

2.1 The Contractor shall not disclose directly or indirectly any information, materials and details of the Institute's infrastructure / systems / equipment, etc., which may come to the possession or knowledge of the contractor during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under the contract or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade / technical paper or elsewhere without the previous written consent of the Institute. The Contractor shall indemnify the Institute for any loss suffered by it as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the contractor and the Institute shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

2.2 The Contractor shall provide identity cards to its employees or agents who shall be working at the Institute's premises. All the employees should bear the identity card at all the times and be dressed well while working in Institute's premises.

3. The Successful Bidder shall obtain a report from suitable agencies on the character and antecedents of its personnel (deployed-Skilled/Semi-skilled/Unskilled) and other details relating to age, educational qualification, name and permanent address to be provided under this contract along with their passport size photographs before engaging them for duty in the Institute's Premises. A copy of the Aadhaar card of such persons along with the report will be furnished to the Institute before their deployment in the Institute's premises.

4. Working Penalty Clauses:

4.1 **Withholding of Payments:** The Institute may withhold the payment to an extent that it reasonably believes when the Agency is in breach of the obligations. If the breach is such that the same can be remedied, the agency is given 07 days' notice for remedy of the deficiency. Once the service provider has rectified the deficiency, the Institute will pay back the withheld amounts on this cause. It is clarified that such withheld amount shall not earn any interest.

4.2 Deductions from Payment: The Institute may deduct from the Agency's Bill, amounts on account of claims of penalty as per the penalty provisions, costs or claims, losses, damages, defective services carried out by the Agency, etc., directly incurred by the Institute ('The Direct Damages') that arise from the negligence of the Agency. In case the Agency fails to remedy the breach, as mentioned, the Institute has the discretion, without further notice, to deduct such amounts from the Agency's Bill, and this right is in addition to any other right available to the Institute.

4.3 Operational Working Penalty: Working penalty limiting to the operational requirements are specified as follows:

No.	Description	Penalty Provision
1.	Dead Plants/Grass not replaced within 7 days	Flat Rs. 500/- per day
2.	Failure in disposal of garbage / other waste on daily basis (as per requirement) from Institute's premises	Flat Rs. 500/- per day
3.	Failure in providing effective Housekeeping services / cleaning the number of times required	₹500 per instance and in multiples thereof for every instance in a month
4.	Usage of Substandard Consumables for Housekeeping services	Minimum ₹1500 for 1st instance, thereafter increase of 1% for every instance to Maximum 15% of monthly bill of the Sl No. 9 of Price bid (Service charges, Cleaning Material costs and any other charges)
5.	Lack of Smart Turnout, Good Uniform with ID Card, Polished Shoes, Good Quality safety equipment's at all the times	Minimum ₹1500 for 1st instance, thereafter increase of 1% for every instance to Maximum 15% of monthly bill of the Sl No. 9 of Price bid (Service charges, Cleaning Material costs and any other charges)
6.	The complaints lodged by the Institute should be attended promptly from the date of lodging of complaint failing which the penalty amount will be recovered from the monthly bill raised by the contractor and same will be levied as per the Institute.	a) Any delay in attending to complaint beyond 2 hours from the time of lodgment of the complaint shall attract penalty of Rs. 200/- per incidence. b) Any delay in resolving a minor complaint (till the satisfaction of the Institute) where no supply of material is required; beyond 24 hours from the time of lodging of the complaint shall attract penalty of Rs. 400/- per incidence. c) Any delay in resolving a major complaint (till the satisfaction of the Institute) where supply of material is required beyond 48 hours from the time of lodgment of the complaint shall attract penalty of Rs. 600/- per incidence. The penalty amounts will be recovered from the monthly bill raised by the contractor.
7.	Failure to comply with Minimum Wages, PF, ESI, and other statutory requirements / applicable laws.	1% to 5% of the monthly Bill amount per instance plus costs involved.
8.	Deploying personnel without giving	

No.	Description	Penalty Provision
	weekly-off.	
9.	Failure to maintain attendance register in such a manner that daily tracker of staff is possible.	
10.	Statutory requirement documents to be provided upfront by keeping one register each i.e., Wage/ Leave/ Weekly off / Attendance / PF, ESI & Bonus	
11.	Failure to pay the Minimum wages within time as per prevailing Labour law guidelines	
12.	Other lapses in effectively discharging the requirements under the contract	

The Institute reserves the right to withhold payments and liquidate PBG in case of any violations by the successful bidder apart from the penalties as above.

Note:

- The penalty amount(s) imposed on the Contractor shall be adjusted from the bills payable to the Contractor or PBG, as decided by the Institute.
- The Institute reserves the right to waive off such penalty, if the cause of deficiency in the service is found to be beyond the control of the Contractor. The Institute's decision in this regard shall be final.
- In case of failure to comply with statutory requirements, for repeated violations, the Institute may consider termination of the contract with the Vendor. The Institute may also consider blacklisting the company and debar the company from future participation in any tender floated by IDRBT. Decision of the Institute in this regard shall be final.
- The total of penalties levied in case of aforementioned violations or for deviation/ sub-standard execution of work shall not exceed 15% of the total bill value for that month.

5. Payment Conditions:

The charges quoted will cover the cost of manpower deployed, administrative expenses, uniform of the employees, cleaning material, tools used for efficient rendering of services, cost escalation for the next two years, and shall be payable subject to excellent performance and submission of invoice. No extra claim can be made by the Contractor. The payment will be made after the same is duly certified by the Institute that all the services have been provided with best quality and after deducting all statutory dues / taxes, penalty amounts, etc.

Salary of the personnel employed shall be disbursed through NEFT latest by 7th of the next month to their Bank account and a copy of the NEFT payment / passbook of workers shall be submitted to the Institute with the monthly bill.

6. Force Majeure:

The Bidder / Successful Bidder shall not be liable for forfeiture of EMD / Performance Bank Guarantee - PBG or for payment of liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an

event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder / Successful Bidder and not involving the Bidder's / Successful Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes, etc. The Institute will decide whether delay or failure on the part of the Bidder / Successful Bidder was the result of an event beyond his control or not. The decision of the Institute in this regard is final and binding on the Bidder / Successful Bidder and will not be open to question before any court / forum in any proceedings.

7. Termination for Default

7.1 The Institute may, without prejudice to any other remedy for breach of contract, by a one month written notice of default sent to the Contractor and upon the Contractor's failure and / or neglect to propose and/or execute any corrective action to set right the default, terminate this Contract in whole or in part, in case of the following:

i. If the Successful Bidder fails to deliver any or all of the items of work as specified in the Tender document within the time period(s) specified in the Contract

OR

ii. If the Successful Bidder fails to perform any other obligation(s) under the Contract.

7.2 On termination of the Contract for default, the Security Deposit (Performance Bank guarantee) of the Successful Bidder will be forfeited.

7.3 On termination of the Contract for default, action will be taken to blacklist the Contractor.

7.4 The Institute has the right to go to court of law in case of breach of the terms and conditions as specified in the tender document.

7.5 Termination for Insolvency:

The Institute may at any time terminate the Contract by giving written notice to the Contractor, without compensation to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which the Institute is or will be entitled to take or seek.

7.6 Termination by Contractor:

If the Contractor wishes to terminate the contract, a notice in writing shall be provided to the Institute 3 (three) months prior to the desired date of termination.

8. Performance Bank Guarantee (PBG):

8.1 On award of contract, the Successful Bidder shall be bound to implement the contract and within 14 days thereof and deposit **Performance Bank Guarantee (@ 10% of the contract value for one year)** in prescribed format (see Annexure II) or **deposit amount equivalent to PBG through NEFT.** The contractor shall sign an agreement in accordance with the draft agreement and Schedule of Conditions but only the written acceptance by the Institute will constitute a binding contract between the IDRBT and the person so tendering, whether such formal agreement is or is not subsequently executed.

8.2 In case of delays in submission of unavoidable circumstances, charges for delay in submission of PBG shall be recovered from the bills of the contractor at the Institute rate. The Earnest Money Deposit furnished at the time of submission of tender will be returned thereafter. This PBG shall be valid till December 31, 2028.

8.3 All compensation or other sums of money payable by the Contractor to the Institute

under the terms of this Contract may be deducted from the security deposit, if the amount so permits unless the Contractor deposits such amounts in Institute within ten days of issue of demand notice by the Institute.

9. **Adherence to Safety Code:** The Successful Bidder will have to adhere to the safety code as detailed below:

9.1 The Contractor shall follow the safety regulations as prescribed in the tender and also as per Indian Standards. It shall provide necessary safety appliances to its personnel as instructed by the Institute depending upon the nature of work. All model safety rules, from time to time shall be strictly followed.

9.2 First-aid appliances / kits, adequate supply of sterilized dressings and cotton wool, shall be maintained in a readily accessible place.

9.3 The injured person shall be taken to a hospital without loss of time, in cases where the injury necessitates hospitalization.

9.4 Any person found under the influence of alcohol or any intoxicating drugs on duty is unfit for duty and should not be allowed to work.

9.5 There may be venomous reptiles and insects in the green areas where work is to be carried out. Utmost care shall be taken by the Contractor throughout the contract period to prevent accidents.

10. **Abiding by provisions of Sexual Harassment of Women (Prevention, Prohibition and Redressal) Act, 2013 at Workplace:**

10.1 The Contractor shall be solely responsible for full compliance with the provision of 'Sexual Harassment for women at workplace (Prevention, Prohibition & Redressal) Act, 2013'. In case of any complaint of sexual harassment against its employee within the premises of the Institute, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor/Institute. The Contractor shall ensure appropriate action under the said Act in respect of the complaint.

10.2 Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of the Institute shall be taken cognizance of by the Internal Complaints Committee constituted by the Institute.

10.3 The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the Contractor, for instance any monetary relief to the Institute's employee, if sexual violence by the employee of the Contractor is proved.

10.4 The Contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

10.5 The Contractor shall provide a complete and updated list of its personnel who are deployed within the Institute's premises.

I / We hereby declare that I / We have read and understood all the above instructions / conditions and the same will remain binding upon me / us in case the above-mentioned Contract is entrusted to me / us. I/we also note that this letter will form part of the contract document and that the contents of this letter shall be supplemental to the conditions in the tender and not in derogation thereof except to the extent specifically provided herein.

Place: (Signature of the Bidder with stamp)

Date: Name:

PROFORMA FOR TECHNICAL BID

(To be read and filled in relevance to e-Tendering process - to be submitted on applicant's letter head and uploaded on MSTC Portal)

S.No.	Particulars	Details to be filled in by the tenderer
1.	Name of the company	
2.	Type of organization – (Pvt. Ltd / Ltd Company). Date of establishment Details of Registration, Registering Authority, Date, Number etc. **Please upload relevant documents like copy of Article of Association / MoU etc.**	
3.	Name of the directors of organization with designation.	
4.	Regd. Office/ Business Addresses of the organization along with Telephone No, Mobile No, Fax No and e-mail (in which the bidder must have presence in at least two Indian states). (a) Whether having own office in Hyderabad. (b) Address of the local office at Hyderabad. (c) Name of the authorized official his/her designation and contact details. **Please upload relevant documents**	Address – 1: Address in Hyderabad – 2:
5.	.Facilities Management Work Experience - Details of work experience of five years as on July 31, 2025 in providing Facilties Services in government /RBI /public / IITs /IIMs /MNCs where the staff strength in at least one of those institutions is at least **two hundred**. supported by work orders, documents and certificates. **Please upload relevant documents**	
6.	Details of having carried out minimum **one similar work** costing individually not less than **₹80/- lakh** OR should have carried out minimum **two similar** works costing individually not less than **₹50 lakh** **Please upload relevant documents**	
7.	Whether annual business turnover of last three financial years is ₹300 lakhs. Supporting documents should be enclosed in proof of turnover. (Last Three Years' (F.Y. 2022-2023, F.Y. 2023-2024 and F.Y. 2024-2025) Audited Balance Sheet to be uploaded)	
	FY 2022 – 2023	
	FY 2023 – 2024	
	FY 2024– 2025	
8.	Income Tax Returns of last thee Financial years - F.Y. 2022-2023, F.Y. 2023-2024 and F.Y. 2024-2025). **(To be Uploaded)**	
	FY 2022 – 2023	
	FY 2023 – 2024	
	FY 2024-2025	

S.No.	Particulars	Details to be filled in by the tenderer
9.	Name and address of the existing and previous clients along with full details (in which the bidder must have at least two ongoing contracts in govt./RBI/IIT/IIM/public/training/MNCs or the details of a highly reputed hotel (four star or equivalent) business. (Annexure – III) Performance certificate from clients during last 3 years as per Annexure - IV	
10.	Name, bank account number, branch address, and details of bankers	
11.	PAN No. (Upload documentary evidence)	
12.	Registration No. with ESIC (Upload the documentary evidence)	
13.	Registration No. with EPF (Upload the documentary evidence)	
14.	GST Regn. No. (Upload the documentary evidence)	
15.	Whether registered with Labour Department under the Contract Labour (R & A) act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971. If applicable and registered, Indicate the date of registration. (A copy of certificate/registration to be uploaded on MSTC portal).	
16.	Number of staff / employees engaged by the Company at present on its own rolls **Submit proof of total existing workforce (PF Statement)**	
	Of the above how many are skilled / semiskilled / unskilled staff and supervisory staff	
17.	Skilled	
	Semi-Skilled	
	Un – Skilled	
18.	Details of the EMD (Earnest Money Deposit) Rs. 5,00,000/- (Rupees Five lakh only) provided as BG or deposit through NEFT by the tenderer:	
	UTR No.	
	Date of Transaction	
	Name of the bank branch with IFSC code	
19.	Bankers Details of the Company/ Firm/ Agency along with the account number, account type, IFSC code of the bankers along with full details like names, postal address and e-mail / telephone no. (Landline and Mobile numbers).	
20.	Any other relevant Information regarding the Company	

Annexure-I

Draft Articles of Agreement

This Agreement made on this ___day of _____ 2025 between IDRBT, having its office at Castle Hills, Road No. 1, Hyderabad -57 (Hereinafter referred to as the "**Institute**") which expression shall unless it is repugnant to the context or meaning thereof deemed to include its affiliates, successors and assigns of the ONE part / and M/s_____ _____, having its office at _____herein after referred to as the "**Successful Bidder**") which expression shall unless it is repugnant to the context or meaning thereof deemed to include his heirs, representatives, administrators and assigns of the OTHER part.

Whereas the Successful Bidder is carrying on the business of **Providing Facility Services in the Institute' Premises and Residential Colony, Hyderabad** from October 01, 2025 to September 30, 2026. This contract may be extended for a further period of two years at the sole discretion of the Institute.

And whereas the Institute is desirous of availing services of the Successful Bidder for the above purposes as indicated in detail in letter no. _____ dated_____

And whereas the Institute and Successful Bidder are desirous of recording the terms and conditions under or upon which the said services are to be rendered by the Successful Bidder.

The Institute and the Successful Bidder Hereto as Follows

- The said Conditions shall be read and construed as forming part of this Agreement, and the parties hereto shall respectively abide by, submit themselves to the said Conditions and perform the agreements on their part respectively in the said Conditions contained.
- This agreement will come into effect from ____and will remain in force up to_____or until it is terminated as per the terms herein after contained. The contractor hereby agrees to the provisions of extension of time in writing by such form (i.e., by the way of a deed of agreement or by exchange of letters / emails) as mutually decided by the parties.
- The quoted charges of ₹_ covering the cost of manpower deployed and machinery/equipment used for efficient rendering of services shall be payable on monthly basis subject to submission of invoice. The payment thereon will be made after the same is duly certified by the Institute's officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues/taxes, etc.
- The above charges are firm and not subject to labour conditions, exchange variations or any other condition. The above charges shall include Minimum wages to skilled / semiskilled / unskilled labours, VDA, EPF, ESIC, Bonus, Insurance charges and any other tax (including Goods and Services Tax - GST) and duty or other levy, whether existing or levied in future by the Central Government or any State Government or any Local Authority. GST will be paid as per actuals.
- All quoted maintenance articles/equipment and material will be provided by the Successful Bidder. The Successful Bidder shall be responsible for providing services on regular basis as per the terms and conditions of the tender and as per the Scope of Work and services to be rendered as mentioned in detail under Special Conditions of Contract of the tender.

- The contractor shall be responsible for good behavior and conduct of their employees and in case of any complaints to the Institute, the said contractors shall not employ such employees in Institute's premises.
- The contractor has to supply passport size photograph of the persons deployed for the work in the Institute and also their detailed postal addresses. In case of absence of regular technician/helper, the alternate person has to be authorized by the contractor to carry out the maintenance work in the Institute's Premises with the contractor's signature duly authenticated. The contractor shall provide a complete and updated list of its employees who are deployed within the Institute's premises.
- In the event of any epidemic, emergency or disaster during the period of agreement, contractor shall abide by the guidelines and mandates, if issued by the GOI or State Govt. Contractor shall also sensitize its staff and ensure that the relevant guidelines are being adhered to.
- The Successful Bidder shall ensure payment of minimum wages to all staff employed by it and shall maintain a register of wages and shall issue a wage slip to every employeen employed by it and obtain their signature or thumb impression on the wage slips. In addition, it has to provide essential amenities like drinking water, first aid facility etc. to its employees as per Contract Labour (Regulation & Abolition) Act, 1970. The Successful Bidder has to give undertaking on Non-Judicial Stamp Paper of applicable value before the award of the work that it undertakes to actually pay wages and attendant benefits to all the labourers of all descriptions to be engaged by it for completion of that particular job/work at the rate which is not less than the minimum wages under CLRA Act and also keep the Principal Employer indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for the Successful Bidder's failure to pay such wages and provide the essential amenities.
- The Successful Bidder shall submit along with its monthly bills, a copy of the receipts of the wages paid to the workers along with proof of depositing dues like PF, ESI contributions, bonus, etc. failing which their bill will not be settled. The contractor shall be wholly and solely responsible for full compliance with applicable provisions of Minimum Wages Act (among other provisions relating to weekly-offs and payment of overtime wages), Workman Compensation Act, 1923, PF Act, ESIC Act, Payment of Bonus Act, 1965; Maternity Benefits Act, 1961, etc. as modified and as applicable on date. The Contract Labour (Regulation and Abolition Act, 1970) or any modification thereof or any other law relating thereto of having bearing on the performance of the works hereunder and rules there under from time to time, the contractors assumes liability and hereby agrees and undertakes to indemnify and hold harmless the Institute from every expenses, liability payment by reason of the application or violation of such laws, rules or regulations existing or to be introduced at a future date during the currency of the agreement.
- The Successful Bidder shall be in possession of all the relevant documents, like license as contemplated under Contract Labour (Regulation & Abolition) Act, 1970 or certificate of registration with PF and Insurance authorities, any other law as applicable which shall be shown to the relevant authorities as and when required, failing which he alone would be responsible for actions/ proceedings ensuring thereto. The Institute shall not be held responsible for acts, commissions or omissions of the Successful Bidder and shall in no way be made liable to the labourers engaged by the Successful Bidder.

Indemnity Clause:

- The Successful Bidder agrees to indemnify and to keep IDRBT and its officers, employees, directors and representatives indemnified against all claims (including third party claims), actions,

losses, damages, costs, expenses, charges including legal expenses which the IDRBT may suffer or incur on account of default on the part of bidder due to:

- Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or Breach or non-performance of the terms and conditions of the Contract; or Breach of the representations and warranties made by the Bidder; or Negligent or fraudulent act or omission by the Bidder; or any third party for reasons attributable to the Bidder.
- The Bidder shall also keep the Institute indemnified against any claim from the staff of the Bidder and it shall be the duty of the Bidder to clearly inform his own personnel/staff that they shall have no claim whatsoever against the Institute and they shall not raise any industrial dispute, either directly and/or indirectly, with or against the Institute in respect of any of their service conditions or otherwise.
- Further, the Bidder shall at all times indemnify the Institute against all claims which may be made under the Workmen's Compensation Act, or rules thereunder or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The Bidder shall be solely responsible for the remuneration and other dues to its employees, as also for omissions/commissions done by them.
- In case of any deficiency in services or any complaint remaining unattended, the Institute may impose on the Successful Bidder penalty as contained in the tender document.
- The Successful Bidder shall not disclose directly or indirectly any information, materials and details of the Institute's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Successful Bidder during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Successful Bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Successful Bidder shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Institute. The Successful Bidder shall indemnify the Institute for any loss suffered by the Institute as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Successful Bidder and the Institute shall be entitled to claim damages and pursue legal remedies, apart from termination of contract, at its discretion.
- The Successful Bidder shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Successful Bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

Sexual Harassment Clause:

- The Contractor/Agency shall be solely responsible for full compliance with the provisions of the sexual harassment of women at workplace (Prevention, Prohibition and Redressed) Act, 2013. In case of any complaint of sexual harassment against its employees within the premises of the Institute, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor/Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect of the complaint.
- Any complaint of sexual harassment from any aggrieved employee of the contractor against any

employee of the Institute shall be taken cognizance of by the Regional Complaints Committee constituted by the Institute.

- The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the contractor, for instance any relief to Institute's employee, if sexual violence by the employee of the contractor is proved.
- The contactor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

Green Initiative clause:

- The contractor shall adhere to the Green protocol requirements of the Institute and that of Government of India.

TERMINATION OF AGREEMENT

Without prejudice to what is contained hereinabove, the Institute shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice without assigning any reason and without payment of any compensation, if

i. in the opinion of the Institute (which shall not be called in question by the Successful Bidder and shall be binding on the Successful Bidder) the Successful Bidder fails or refuses to implement this agreement to the Institute's satisfaction, and/or

ii. the Successful Bidder commits a breach of any terms and conditions of this agreement / tender, and/or

iii. the Successful Bidder is adjudged an insolvent or a compromise is entered by it with its creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of Successful Bidder, and/or

iv. for any reason whatsoever, the Successful Bidder becomes disentitled in law to perform its obligations under this agreement, and/or

v. There is any variation in the ownership/partnership or management of the Successful Bidder or its business without the prior approval in writing of the Institute to such variation.

In the event of termination of this agreement for any reason whatsoever, the Successful Bidder/or persons employed by it or its agents shall not be entitled for any sum or sums whatsoever from the Institute by way of compensation, damages or otherwise.

ARBITRATION

i. All disputes, difference or question shall, at any time, arise between the parties as to the construction of this Agreement or concerning anything herein contained or arising out of this Agreement or as to the rights, liabilities and duties of the said parties shall be referred to Deputy General Manager, IDRBT and settled by him. Such decision may be in the form of a final certificate or otherwise. If either the Employer or the Contractor be dissatisfied with the decision of DGM on a matter, question or dispute of any kind or as to the withholding by the Institute or any Certificate to which the Contractor may claim to be entitled, then and in any such case either party (the Employer or the Contractor) may within 28 days after receiving notice of such decision give a written notice to the other party requiring that matters in dispute be arbitrated upon. Such written notice shall specify the matters which are in dispute or

difference of which such written notice has been given and no other shall be and is hereby referred to the arbitration and final decision of an arbitrator to be agreed upon as appointed by both the parties or, in case of disagreement as to the appointment of a single arbitrator, to the appointment of two arbitrators, one to be appointed by each party, which arbitrators shall, before taking upon themselves the burden of reference, appoint an Umpire. The entire arbitration process shall be governed by the provision of the Indian Arbitration and Conciliation Act 1996. The venue of arbitration shall be Hyderabad, INDIA.

ii. All such disputes, difference or questions, if any, arising out of or in any way connected with this agreement shall be deemed to have arisen at Hyderabad and only Courts in Hyderabad shall have jurisdiction to determine the same.

iii. That the several parts of this Contract have been read by the Successful Bidder and fully understood by the Successful Bidder.

If the Successful Bidder is a partnership or a proprietary concern	IN WITNESS WHEREOF the Institute and the Successful Bidder have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.
If the Successful Bidder is a company	IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Successful Bidder has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed on its behalf, the day and year first hereinabove written.

I/we hereby agree and confirm to disburse the salary of the employees through NEFT directly into their Institute account and also accept the payment in respect of the above works, if awarded to our firm/company, through NEFT.

Note: In case of any conflict in interpreting the agreement made in both the languages (Hindi / English), the interpretation of agreement in English will prevail.

I/We have understood all the above-mentioned conditions and they are acceptable to me/us.

Signature Clause :

SIGNED AND DELIVERED by IDRBT,

Castle Hills, Road No. 1, Masab Tank, Hyderabad

(Name and Designation)

In the presence of -

Witnesses –

1. _____ 2. _____

Address _____ Address _____

SIGNED AND DELIVERED BY _____

_____

In the presence of -

Witness -

1. _____ 2. _____

Address _____ Address _____

_____ _____

THE COMMON SEAL OF

THE COMMON SEAL OF

Was hereunto affixed pursuant to the resolutions passed by its Board of Directors at the meeting held on _____

In the presence of Witness:

1. _____

2. _____

If the Successful Bidder signs under common seal, the Directors who have signed these presents in token thereof in the presence of:

1. _____

2. _____

Signature clause should tally with the sealing clause in the articles of association.

If the Contract is signed by the hand of power of attorney, whether a company or

SIGNED AND DELIVERED BY -
the Successful Bidder by the hand of
Shri _____

The Institute reserves the right to modify the contents of the Articles of the Agreement before the agreement is entered with the contractor.

Annexure II

Performance Guarantee

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the issuing Bank)

The Estate Department, IDRBT,
Hyderabad

Place:
Date:

Dear Sir,

Name of the work: Providing Facility Services in the Institute' Premises and Residential Colony at Hyderabad

Performance Security Deposit

WHEREAS

The Institute for Development and Research in Banking Technology, Hyderabad, (hereinafter called "the IDRBT") has awarded the Contract for the captioned project (hereinafter called the "Contract") to M/s _____ *(Name of the Contractor)* (hereinafter called "the said Contractor" which expression shall include its successors and assigns).

AND

Whereas the Contractor is bound by the said Contract to submit to the IDRBT a Performance Security for a total amount of ₹_____ (Rupees_____ _____only) (Amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract. We_____ _____(Name of the Bank), (hereinafter called "the Bank"), at the request of M/s _____the contractor, do hereby undertake to pay to the IDRBT an amount not exceeding ₹_____ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Name of the Bank) do hereby agree with and undertake to the IDRBT, their Successors, Assigns that in the event of the IDRBT coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said contractor; we shall on demand by the IDRBT, pay without demur to the IDRBT, a sum of ₹ _____ (Rupees_____ _____only) or any lower amount that may be demanded by the IDRBT. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of ₹_____ (Rupees_____ _____only.
2. We also agree to undertake to and confirm that the sum not exceeding ₹_____ (Rupees _____only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the IDRBT on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the IDRBT shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The bank shall pay to the IDRBT any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by the IDRBT within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the IDRBT under this guarantee shall be independent of the agreement or agreements or other understandings between the IDRBT and the Contractor.
4. This guarantee shall not be revoked by us without prior consent in writing of the IDRBT.
5. We hereby further agree that –
    a. Any forbearance or commission on the part of the IDRBT in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the IDRBT to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹ _____ (Rupees _____ only).
    b. Our liability under these presents shall not exceed the sum of ₹_____ (Rupees _____ only).
    c. Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.
    d. This guarantee shall remain in force up to _____ (60 days beyond the Defect liability period) provided that if so desired by the IDRBT, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
    e. Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _____ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the IDRBT alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within _ or any extended period, all the rights of the IDRBT against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.
    f. In witness whereof I/We of the Bank have signed and sealed this guarantee on the ____day of _____ (Month) _____ (Year) being herewith duly authorized.

For and on behalf of _____
(Name of the Bank)
Signature of authorized Authorised official
Name:

Designation

Stamp/ Seal of the Bank

Signed, sealed and delivered for and on behalf of the Institute by the above named in the presence of:

Witness 1

Signature …….
Name ……..
Address ……..
(NB: This guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).

Annexure III

List of Facility Management Services provided by the Bidder in the last three years*

S. No.	Name of client	Year(s) of execution of work(s) awarded		Actual value of executed work(s)	Names including mobile number / email ID and full contact details of the officers / authorities / departments under whom the work(s) was/were executed
		From	To		

* Copies of supporting document shall be furnished.

Signature and seal of the Bidder

Place:
Date:

Annexure IV

Client's certificate regarding performance of bidder

Name and address of the Client:
Details of Works executed by Shri / M/s…….. (Bidder)

1.	Name of work with brief particulars	
2.	Agreement No. and date	
3.	Agreement amount	
4.	Period of Contract / Work	_____Years_____Months
5.	Stipulated date of completion	
6.	Actual date of completion	
7.	Details of compensation levied for delay (indicate amount) if any	
8.	Gross amount of the work completed and paid	
9.	Name and address of the authority under whom works executed	
10.	Whether the Bidder employed qualified Supervisor during execution of work?	
11.	i) Quality of work (indicate grading)	Outstanding / Very Good/ Good / Satisfactory / poor
	ii) Amt. of work paid on reduced rates, if any.	
12.	i) Did the Bidder go for arbitration?	
	ii) If yes, total amount of claim	
	iii) Total amount awarded	
13.	Comments on the capabilities of the Bidder.	
	a) Technical proficiency	Outstanding / Very Good/ Good / Satisfactory / poor
	b) Financial soundness	Outstanding / Very Good/ Good / Satisfactory / poor
	c) Mobilization of adequate T & P	Outstanding / Very Good/ Good / Satisfactory / poor
	d) Mobilization of manpower	Outstanding / Very Good/ Good / Satisfactory / poor
	e) General behavior	Outstanding / Very Good/ Good / Satisfactory / poor
	Signature of the Reporting Officer (Head of Department dealing with Facilities with Office seal)	

(a) All columns should be filled in properly
(b) Client's report issued by private organization shall be accompanied by TDS Certificates.

Annexure V

Plan of Action

The bidder may please provide a detailed write-up on your plan of action to carry out the proposed work efficiently, including on using mechanized and other modes of work.

In line with the plan, please attach a list of persons, including their qualifications, skilled, unskilled, etc., and how you propose to deploy the personnel to carry out the complete work and how their work will be distributed so as to successfully meet the essence of the contract.

INSTITUTE FOR DEVELOPMENT AND RESEARCH IN BANKING TECHNOLOGY
IDRBT
Explore Enable Excel
1996
Estd. by Reserve Bank of India

Part – II

PRICE BID

(TO BE SUBMITTED IN A SEPARATE SEALED COVER)

Tender No. IDRBT/EST/RMSG/146/2025 – 2026 dated 13th August 2025

MSTC Tender No. IDRBT/Head Office/Procurement/10/25-26/ET/10[RFP for Facility Services] dated 13th August 2025

S. No.	Description	Location	Required Manpower	Monthly cost per person	Total Cost
A.	Supervisor	Institute	1 Supervisor		
B.	Reception (24X7) – A weekly off for each receptionist	EFC Building	4 Receptionists		
C.	Housekeeping personnel for sweeping, cleaning, mopping etc.	Academic Block / EFC Block / Director's Bungalow / Guest House	12 General Cleaners for 6 days		
D.	Housekeeping personnel for sweeping, cleaning, mopping etc.		9 General Attenders for 7 days		
E.	-do-	Begumpet Quarters	2 General Attenders for 6 days		
F.	-do-	Garden and green areas	2 Trained and Experienced Gardeners plus 3 Garden Assistants for 6 days		
G.	Plumbing works	Institute	1 Plumber for 6 days		
H.	Carpentry works	Institute	1 Carpenter for 6 days		
I.	Service charges, Cleaning Material costs and any other charges (per month)				
J.	Total percentage increase on above costs annually (for the Second and Third year)				

K.	**Sign of the Authorised Signatory with Seal**		

Note:

i. The rates quoted shall be exclusive of GST for all items. However, applicable GST will automatically be applied over the rates exclusive of GST quoted and the same can be viewed by the bidders real-time.

ii. The actual cost of kits, garden consumables, linen cleaning and ironing, will be reimbursed along with the monthly bills, subject to actuals, and submission of proof of purchase / work.

iii. The L1 will be arrived based on the average of the cost quoted for three years.

iv. The bidders are advised to participate in the pre-bid meeting and visit the Institute to get a first-hand view of the services required.

Signature of CEO/Managing Partner/ Director

Date: Name:

Place: Seal