

File No.5-333/2019-RCI  
Rehabilitation Council of India  
B-22, Qutab Institutional Area  
New Delhi

**Sub: Comprehensive Facility Management Services (FMS) for Rehabilitation Council of India, B-22, Qutab Institutional Area, New Delhi.**

#### **SECTION I – Instruction to Bidders**

Rehabilitation Council of India invites tender for “**Comprehensive Facility Management Services (FMS)**” for Rehabilitation Council of India, B-22, Qutab Institutional Area, New Delhi.-110016 through CPP Portal.

1.1 Bidder(s) are advised to study the Bid document carefully. Online bid Submission shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications. Bid offers prepared in accordance with the procedures enumerated in the bid should be submitted online only through CPPP website: <https://eprocure.gov.in/eprocure/app> not later than the date and time laid down in the Schedule for Invitation under Clause **1.12**. The Bidders are advised to follow the instructions provided in the ‘Instructions to the Bidder for submission of bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>’. Bid documents may be scanned with 100 dpi with black and white option, which helps in reducing size of the scanned document.

1.2 Manual bids shall not be accepted.

1.3 One bidder or bidders having business relationship shall submit not more than one tender. Under no circumstance will father/mother and his/her son/daughter or other close relations who have business relationship with one another (i.e. when one or more partner(s)/ Director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

**1.4** The Bidder/s who have downloaded the tender from the RCI website [www.Rehabcouncil.nic.in](http://www.Rehabcouncil.nic.in) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, **shall not tamper/modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be tempered/modified in any manner, **tender will be completely rejected and EMD would be forfeited and bidder(s) is liable to be banned from doing business with RCI.**

1.5 Intending bidders are advised to visit CPPP website <https://eprocure.gov.in/eprocure/app> and RCI website [www.rehabcouncil.nic.in](http://www.rehabcouncil.nic.in) regularly for any corrigendum/addendum/ amendment.

1.6 The Hard Copies of the original Financial instruments in respect of **Tender fee and Earnest**

**Money Deposit** (EMD) must be delivered to the address as mentioned in the bid on or before the date & time of bid submission as mentioned in critical date sheet. In case of failure, Bidder(s) shall be rejected summarily for non-submission of original payment instrument. The Demand Draft submitted for tender fee shall be non-refundable and for EMD/bid security shall be interest free.

1.7 The Bids will be opened as per schedule mentioned in the bid and the schedule of Price-Bid will be intimated to technically qualified bidders with the approval of competent authority.

1.8 The bidder shall be required to submit a sum of Rs. 35,000/- (Rupees Thirty five thousand Only) for Package-I, Rs.4,65,000/- (Four lakh sixty five thousand only) for Package-II **OR** Rs.5,00,000/- (Rupees Five lakh only) for both Package-I & II as Earnest Money Deposit, in the form of Demand Draft drawn on any Nationalized Bank/ Scheduled Commercial Bank in favour of "Rehabilitation Council of India" payable at New Delhi, except those who have been exempted as per directive of Govt. of India (enclose certificate as applicable). Bids not accompanied with requisite earnest money deposit shall be summarily rejected.

1.9 Prospective Bidders interested to participate in the bidding process under Package-I or Package-II separately or for both Package- I &II, are required to submit their offer in response to this Tender Document along with a non-refundable tender fee of **Rs. 1000/- (Rupees One thousand Only)** in the form of Bank Demand Draft drawn on any Nationalized Bank/ Scheduled Commercial Bank in favour of "Rehabilitation Council of India" payable at New Delhi, except those who have been exempted as per directive of Govt. of India (enclose certificate as applicable).

**1.10 The transfer of Bid and subcontracting is not allowed, in case found, the bid/contract will be rejected/cancelled along with forfeiture of EMD/PBG.**

1.11 **Schedule for Invitation to Bid:**

a. **Name of the Purchaser:**

The Member Secretary  
Rehabilitation Council of India,  
Ministry of Social Justice and Empowerment,  
Dept. of Empowerment of Persons of Disabilities  
B-22, Qutab Institutional Area,  
New Delhi-110016

b. **Addressee and Address:**

The Member Secretary,  
Rehabilitation Council of India,  
Ministry of Social Justice and Empowerment,  
Dept. of Empowerment of Persons of Disabilities  
B-22, Qutab Institutional Area,  
New Delhi-110016

C. Queries should be submitted via E-mail and followed by paper copy by post E-mail:  
[rci-depwd@gov.in](mailto:rci-depwd@gov.in)

**1.12 Important/Critical Dates:** The following table provides information regarding the important dates of the Bid process for this Bid:

#### CRITICAL DATE SHEET

Published Date & Time	22.01.2020 1500 hrs
Pre-Bid Meeting	28.01.2020 1430 hrs
Submission of Clarification, in any	29.01.2020 1500 hrs
Clarification/corrigendum to be uploaded on the CPPP Portal	30.01.2020 1500 hrs
Bid submission start Date	31.01.2020 1500 hrs
Bid submission end Date	15.02.2020 1500 hrs
Technical bid opening Date	17.02.2020 1130 hrs
Financial Bid Opening Date	To be communicated later
Validity of Bid	90 days from bid closing date.

**Note:** The RCI shall not be responsible for delay in online submission of the bid, whatsoever may be the reasons. Also, ensure delivery of the original financial instruments (EMD/Tender Fee/exemption certificate as per Govt Directions) to the addressee on or before the date & time of bid submission.

**1.13 Procedure for Submission of Online Bids on CPP Portal:** The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

**1.14 Registration:** The Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

**1.15** The Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

**1.16** Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

**1.17** A bidder should register only one valid DSC. Please note that the bidders are responsible to

ensure that they do not lend their DSC's to others, which may lead to misuse. The Bidder then login to the site in a secured manner by entering their user ID/password and the password of the DSC/e-Token.

**1.18 Searching for tender documents:** There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

1.19 Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued in the tender document.

1.20 The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

**1.21 Preparation of bids:** The Bidder should take into account any corrigendum published on the tender document before submitting their bids. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

**1.22** The Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option, which helps in reducing size of the scanned document.

**1.23** To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

#### **1.24 Submission of bids:**

1.24.1 Bidder should login to the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission date & time. Bidder will be responsible for any delay due to other issues.

1.24.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

1.24.3 Bidder has to select the payment option as "offline" to pay the tender fee/EMD as applicable and enter details of the financial instruments.

1.24.4 Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/ given in person to the concerned official, on/before the last date & time of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copies and the data entered during bid submission time. Otherwise, the uploaded bid will be rejected.

1.24.5 Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such

as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

1.24.6 The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

1.24.7 All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further, this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

1.24.8 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

1.24.9 Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of bid submission with all other relevant details.

1.24.10 The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

**1.24.11 Assistance to bidders:**

a. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

b. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 180030702232.

## SECTION II – Eligibility Criteria & Evaluation of bids

### 1. BIDDER'S QUALIFICATION CRITERIA

Bidder shall fulfil the following Bidder's Qualification Criteria

#### 1.1. Experience Criteria/Technical Criteria

1.1.1. The Bidder shall possess valid ISO 9001, 14001 & OHSAS 18001 certification.

1.1.2. Bidder should have completed in previous Five (5) years ending on 31.03.2019.

- ONE similar work of single contract value **not less Rs.80 Lakhs.**

OR

- TWO similar works with each of single contract value **not less than Rs.60 Lakhs.**

OR

- THREE similar works with each of single contract value **not less than Rs.40 Lakhs.**

Similar work(s) shall mean "Operation & Maintenance of Electrical System, Fire Fighting System, Air-conditioning System, **Building Management System** in a Central Government / State Government/ Central autonomous body/ Central PSU/ Municipal corporations /State PSU/ Railway stations / Government hospitals, Delhi Metro, AAI, DIAL or reputed industrial house".

1.1.3. The firm should have hired/engaged at least 200 skilled/semi-skilled/unskilled workers/ Clerical and supervisory staff during any of the last three financial years ending on 31.03.2019.

#### 1.2. Financial Criteria

1.2.1. Bidder should have Annual Turn Over not less than Rs 5.00 Cr. for the last three each Financial Year's i.e. 2016-2017, 2017-2018 & 2018-2019.

#### 1.3. DOCUMENTS REQUIRED

a. Copies of work orders and completion certificates indicating the activities as defined under "similar work".

b. Copies of valid ISO 9001, 14001 & OHSAS 18001 certifications.

c. Documentary evidence (duly signed by bidder or HR Head) against hiring/engagement of at

least 200 skilled / semi-skilled / unskilled workers during any of the last three financial years ending on 31.03.2019.

d. Proof of Annual Turn Over for each Financial Year's i.e. 2016-2017, 2017-2018 & 2018-2019 along with self certified audited Balance sheet and profit and Loss account for the same period shall also be uploaded on CPPP.



e. All evidences/documentary proofs in support of bidder's qualification criteria should be signed by the bidder or the authorised signatory before uploading.

**1.4.** Bidder shall be a single entity (called sole bidder).

## **2. TECHNICAL BID EVALUATION**

**The bidders who shall meet the qualification criteria mentioned under clause-1 of Section-II be considered for Technical Evaluation.**

**2.1.** The RCI shall follow two bid systems (Technical Bid and Financial Bid) and the same shall be evaluated separately. RCI may seek clarification from any or all the Bidders during bid processing, if required.

**2.2.** The tendering evaluation shall be done on weightage with **70% of Technical Evaluation** and **30% of financial evaluation**.

**2.3.** The Technical bid evaluation shall be done based on the criteria mentioned in the following clause.

**2.4.** Each bidder shall be assigned marks out of a total of 100 marks as specified in the below table:

<b>1.</b>	<b>Number of years in Operations</b>	<b>Max 15 Marks</b>
1.1.	Less than 5 years	05 Marks
1.2.	5 – 10 years	10 Marks
1.3.	11 years and above	15 Marks
<b>2</b>	<b>Turnover (Last Financial Year)</b>	<b>Max 15 Marks</b>
2.1	5 - 7 crores	05 Marks
2.2	7 - 10 crores	10 Marks
2.3	10 crores and above	15 Marks
<b>3</b>	<b>Number of Manpower on roll</b>	<b>Max 20 Marks</b>
3.1	Less than 400	05 Marks
3.2	401 – 700	10 Marks
3.3	701 – 1000	15 Marks
3.4	1001 and above	20 Marks
<b>4</b>	<b>Quality Related Marks</b>	<b>Max 25 Marks</b>
4.1	ISO (Less than 5 years)	05 Marks
4.2	ISO (more than 5 years)	10 Marks
4.3	SA 8000	05 Marks
4.4	OHSAS 18001	05 Marks
4.5	Any other International Accreditation Certificate	05 Marks
<b>5</b>	PowerPoint presentation by qualified bidders based on site visit of RCI which would include detailed Scope of Work and to deal with and client feedback	<b>25 Marks (To be allotted by TEC)</b>

**2.5. A Bidder should secure mandatorily a minimum of 60% marks** (i.e. 60 marks out of total 100 marks as per para-2.4 of Technical Bid Evaluation) in Technical Evaluation to be a qualified bidder for **opening of financial bids**.

**2.6.** The total marks obtained by a Bidder in the Technical Evaluation (as per para-2.4 of Technical Bid Evaluation) shall be allocated 70% of Technical weightage and the Financial bids shall be allocated 30% of the Financial weightage, and thereby making a total of 100% weightage for the complete bidding.

***Illustration 1 (for Technical Weightage)***

If a Bidder has secured 80 marks out of the total 100 marks in Technical Evaluation after following para-2.4 of Technical Bid Evaluation), his Technical Evaluation value shall be: 56 i.e. {80 x 70%}

**2.7.** The Bidder shall be required to produce the relevant documents in support of para-2.4 of Technical Bid Evaluation signed by the bidder **OR** Authorized Signatory before uploading to CPPP.

**2.8.** Financial bids of only those bidders will be opened who have qualified in Technical Evaluation. RCI shall intimate the bidders, the schedule for the **financial Bid opening**.

**3. FINANCIAL BID OPENING PROCEDURE**

**3.1.** The Financial Bids of all the technically qualified Bidders shall be opened on the scheduled date & time which should be communicated later.

**3.2.** Mere becoming the lowest bidder, prior to financial bid scrutiny shall not give any right to the Lowest bidder to claim that he/she is successful in the bidding process. The successful bidder (L1) shall be decided only after following due procedure as explained in para-3.3 below and on approval of competent authority of RCI.

**3.3. FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER**

3.3.1. The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weightage.

3.3.2. The Bidder with the lowest bid Prices (L1) shall be assigned full 30 marks (i.e. 30% x100) and his total scores of the bid shall be as per Illustration 2 below:

***Illustration 2***

*If the Bidder at Illustration 1 is L1 Bidder and quoted Rs.100/- for being L1, then his total value shall be **86** i.e. (56 Technical Value + 30 Financial Value)*

3.3.3. The financial scores of the other bidders (i.e. L2, L3... so on) shall be computed as under and as explained at Illustration 3 below:

30 x Lowest Value (L1 Price) / Quoted Value (L2 OR L3..)

### **Illustration 3**

*If the Bidder at Illustration 1 is L2 Bidder and he quoted Rs.125, therefore 30% being the weighted value, the financial scores for L2 shall be computed as under  $30 \times 100$  (lowest prices L1) / 125 (quoted prices – L2) = 24 (financial score) Therefore L2 Bidder shall have total value of **80** (56 Technical Value + 24 Financial Value)*

3.3.4. The Bidders' ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.

3.3.5. The Bidder meeting the minimum eligibility criteria and with the highest marks/ rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the successful Bidder and shall be considered eligible L1 Bidder for further process.

3.3.6. If there is a discrepancy between words and figures, the amount in words shall prevail.

## **SECTION III – Specific Terms and Conditions**

### **1. GENERAL**

1.1. **Read in conjunction with other provision:** Specific Conditions of Contract shall be read in Conjunction with the other conditions of Contract, Schedule of Rates, specification of work, Drawings and any other document forming part of this Contract wherever the context so require.

1.2. **Every part Supplementary:** Notwithstanding the sub-division of the document into these separate sections and volumes every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with and into the Contract so far as it may be practicable to do so.

1.3. The “Engineer-in-Charge” shall mean the authorized representative of RCI.

### **2. SCOPE OF WORK**

2.1. **Refer Section-IV for scope of work.**

### **3. LOCATION OF WORK:**

3.1. The work shall be carried out at RCI House, New Delhi

### **4. HANDING OVER OF SITE:**

4.1 The site shall be handed over to the contractor in neat and tidy condition along with all operation & Maintenance manuals after a joint inspection.

### **5. MOBILIZATION ADVANCE**

5.1. No mobilization advance and secured advance against materials shall be paid to the contractor.

### **6. BASIC GUIDELINES W.R.T SHIFT DUTIES AND OTHER ISSUES:**

6.1. No workman shall leave the site without handing over duties to his/her reliever or proper permission of authorized representative of RCI.

6.2. Contractor has to ensure presence of 100 % strength of manpower as per the bid. No worker shall leave the site without proper handing/taking over of duties or without proper permission from authorized representatives.

6.3. Contractor has to provide reliever for the person who is on leave / absent from duties. If a person is absent for more than 7days, in such case the contractor has to provide the replacement, in addition, deduction shall also be made for absentee period from the monthly bills as defined in the penalty clause of this bidding document.

6.4. The contractor has to make arrangement for additional staff after normal working hours or

on overtime for attending breakdown/repairs/as & when required, the same shall be treated as part of the scope of work of this contract with no additional cost.

6.5. The contractor will be fully responsible for any consequences & claims under the law arising out of any accident caused by the workmen to the equipment / property/ personnel of RCI / **Engineer- incharge** etc. Contractor shall also be responsible for any claim by third party i.e. due to loss of life / injury / property etc. as a result of accident caused by their workmen.

## **7. SCOPE OF SUPPLY**

7.1. All tools/tackles/consumables etc. required for successful operation and maintenance shall be in the scope of Facility Management (FM) agency. RCI shall not supply any tools/tackles/consumables etc.

7.2. RCI reserves the right to reduce or obliterate any item/work/service from the scope of work even without giving any explanation for the same.

## **8. SUPPLY OF OTHER UTILITIES**

8.1. An office area of appropriate size shall be provided to FM agency with free water & power. Central store Room for keeping consumables / Tools etc shall be provided by RCI

## **9. CONTRACT PERIOD /TIME OF COMPLETION**

9.1. The Contract shall be initially for a period of 01 (ONE) YEAR and further extendable on the same rate with the consent of contractor, subject to satisfactory performance (during the year) and administrative convenience of RCI. It is further clarified that any such extension shall be done only at the option of RCI and the Contractor shall have no right to claim/demand any extension.

9.2. Maximum lead time of 07 (Seven) days shall be given to the Contractor before deployment of personnel at site. The bidder must familiarize himself fully with the installations (at no extra cost to RCI) before taking over existing assets installed in RCI House, New Delhi. The Contractor shall also prepare OEM spare list and a list of all usable spare available for the equipment, for which maintenance is in scope of Contractor at the time of taking over.

## **10. FACTORS TO BE CONSIDERED FOR PRICING**

10.1. The following items are included in the quoted rate and no separate payment shall be tenable to the FM agency/contractor:

- a. Salary of all workmen including supervisor(s).
- b. ESI Payment
- c. Bonus Payment
- d. PF Payment
- e. Charge for Uniform during Summer & Winter and Shoes (other than Clerical and Supervisory staff)

10.2. There would be no increase in rates payable to the 'Service Provider' during the contract period except reimbursement of statutory obligations and applicable GST."

## **11. IN THE EVENT THAT THE CONTRACT IS NOT RENEWED OR IS TERMINATED**

11.1. The Contractor shall furnish RCI with a detailed handing over plan and schedule at least one (1) month prior to the effective date of the termination. The handing over plan and the detailed schedule shall be subject to RCI approval.

11.2. The Contractor shall be responsible to conduct a detailed handover of the complete system to the next Contractor during last one (1) month of the contract. The handover shall be conducted concurrently with the ongoing normal support required of the Contractor without affecting the maintenance of a service level. Similarly, if the Contractor is asked to take over the maintenance of a system, he is to work with the previous maintenance personnel to understand the system. The taking over of the system shall be conducted concurrently with the ongoing normal maintenance support required of the Contractor without affecting the maintenance service level.

11.3. Proper documents will be exchanged between both the parties (RCI and the Contractor) at the beginning of the contract and during handing over of the job on expiry of the contract and/or on termination. These documents will clearly indicate the details of the state of equipments, the inventory and asset details; the knowledge base, drawings, O&M Manuals, and the data transferred etc. when placed under the services of the vendor and at the time of handing over. The documents will be duly signed by the authorized representatives of RCI and the Contractor.

## **12. SERVICES**

12.1. All the services in general shall be provided as stipulated under Scope of Work/ Schedule of Rates, given in the Tender Documents herewith.

## **13. HOLIDAYS**

13.1. According to RCI requirement, the manpower to be deputed on holidays may change. Therefore, the Contractor has to cooperate on such issues.

13.2. Definition of Holiday: Holidays, declared by RCI in a calendar year for Delhi.

## **14. CONTRACTOR'S OBLIGATION.**

14.1. The following facilities shall be provided by the Contractor to its staff working at the site without any extra cost to RCI. It is deemed that cost towards these facilities is already included in the quoted price by bidders.

- i) PPE (Personnel Protective Equipments) etc.
- ii) Tools and Tackles etc
- iii) Ladders / Stools etc

14.2. The Contractor shall:

- a) Provide a roster chart giving service wise deployment plan.
- b) Maintain all plants and machineries on regular basis and shall arrange for all durables, consumables, tools, equipments & machinery required for the maintenance work.

c) Contractor shall provide uniforms and shoes to all workmen (other than Clerical and Supervisory staff) for summer and winter season. Following items are to be provided to each and every workman in a year:

- Two Sets of trousers,
- Two sets of cotton shirts
- One pair of safety shoes of Bata or Liberty make and
- One pullover before onset of winter.
- ID Cards for the manpower deployed.

d) Colour of the uniform to be decided mutually between Contractor & RCI. Before issuing uniform, it is the responsibility of Contractor to get the approval regarding the quality of uniform by Engineer-In-Charge.

e) Contractor has to ensure that all his staffs attend duty in proper uniforms. Cost of uniform shall be considered to be included in the quoted rate and no separate payment towards this account is tenable.

14.3. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities.

14.4. Staff deployed by the Contractor shall perform their duties at the premises of RCI with due diligence and take all precautions to avoid any loss or damage to the Government property/ person.

14.5. Be it private or public areas, security personnel of the RCI shall have the authority to frisk the staff of the Contractor while entering or leaving the premises of the RCI.

14.6. The Contractor shall ensure regular and effective supervision of the personnel deployed by him.

14.7. Contractor has to submit documentary evidences along with monthly invoice towards depositing of PF and ESI payment against each workman.

14.8. Payment to workmen to paid either by Cheque or through electronic transfer to all workmen by 7th of each calendar month. Documentary evidence towards payment to be attached along with monthly invoice.

14.9. The Contractor shall ensure that its employee(s)/ labourers refrain from smoking / consuming alcohol and other intoxicant substance or carrying any inflammable substances etc., inside the premises. If anybody found to be consuming alcohol or any other intoxicating substance or carrying any inflammable substance, forthwith he/ she shall be expelled from the complex and shall be barred to enter again. Contractor at its own discretion shall arrange alternative workman within 24 Hrs, failing which penalty shall be imposed as per the terms and conditions as already specified in the bid.

14.10. Coordination with other agencies: Contractor shall be responsible for proper coordination with other agencies operating at the site of work so that work may be carried out concurrently, without any hindrance to others. RCI shall resolve disputes, if any, in this regard,

and his decision shall be final and binding on the Contractor.

14.11. Conduct, discipline and sanctioning of leave: The contractor being the employer of the workmen shall be exclusively responsible to control day to day conduct and discipline of the workmen so as to maintain congenial working environment in RCI premises. The contractor shall be responsible to control leave of the workmen and provide replacement for leave/absence

## **15. PERSONNEL/MANPOWER**

15.1. The Contractor shall deploy competent, skilled and trained personnel having following minimum requirements to perform services under this agreement. All personnel shall carry proper identity cards and shall be dressed in uniform with badges displaying their name and designations at all times while on duty. The staff shall maintain discipline and conform to office etiquette. RCI may at any time instruct to remove undesirable staff of the Service provider at their sole discretion. The RCI can also verify the qualification of the deputed staff in line with the guidelines provided in Scope of Works. No child labour will be permitted.

## **16. PENALTY**

16.1. The Contractor/FM agency shall disburse salary to its deployed manpower inclusive of DA, if any, latest by 7th of every month, failing which penalty of Rs.2000/- per day will be imposed from 7th-10th day, Rs. 5000/- from 10th to 15th & Rs. 10000/- from 15th to 20th of the month and further failure the contract shall liable to be terminated. Security Deposit / Performance Bank Guarantee shall be forfeited and Bank guarantee will be encashed. The RCI will have the power to appoint any other agency for the manpower services at the risk and cost of the Contractor/FM agency.

16.2. If anybody found to be consuming alcohol or any other intoxicating substance or carrying any inflammable substance, forthwith he/ she shall be expelled from the complex and shall be barred to enter again. Contractor at its own discretion shall arrange alternative workman within 24 Hrs. In addition to this a penalty of Rs.10000/- per case shall be imposed and deducted from monthly bills.

16.3. Whenever and wherever it is found that the assigned work is not performed upto the entire satisfaction of the RCI, it will be brought to the notice of Contractor/FM agency by the representative of RCI and if no action is taken immediately or the time specified by the RCI, penalty of Rs.5000/- per day per complaint will be imposed by invoking penalty clause. In case deficiencies persist & Contractor/FM agency is fined more than three times a month action to terminate the contract may be initiated at the discretion of RCI authorised person.

16.4. The Contractor/FM agency has to maintain adequate number of manpower as per this contract and also arrange a pool of standby manpower / supervisor. If the required number of workers/supervisors /managers are less than the minimum specified number as mentioned in the contract, a penalty of Rs.1000/- per absentee per day shall be deducted from the bill(s).

16.5. In case the Contractor/FM agency fails to fulfil the minimum statutory requirements (ESIC/EPF) as per the conditions of the tender document and fails to produce the concerned documents, it shall be treated as breach of the Contract and the Contractor/FM agency is liable to be blacklisted by the RCI, in addition to forfeiting of Performance Security Deposit.

16.6. In case of breach of any conditions of the contract and for all types of losses caused



including excess cost due to hiring manpower services in the event of Contractor/FM agency failing to provide requisite number of manpower, the RCI shall make deductions at double the rate of hiring rate on prorata basis from the bills preferred by the Vendor or that may become due to the Vendor under this or any other contract or from the security deposit or may be demanded from him to be paid within seven days to the credit of the RCI.

#### **17. PAYMENT TERMS**

17.1. Payment shall be made within 15 days of submission of monthly bill (to be submitted in duplicate), if the same is found in order. Income tax & other statutory fee etc. shall be deducted from the bill as per Govt. guidelines.

17.2. The RCI shall not be liable to pay any claims whatsoever other than the monthly bills for the services rendered as per the item rate mentioned in SOR. RCI reserves the right to reject the bills in the event of non- fulfilment of statutory obligation of PF contribution, ESI contribution, GST, labour welfare fund etc. under the various laws.

#### **18. WAGES AND INCENTIVES**

18.1. Contractor understands constitutional obligations of principal employer. Accordingly, the Contractor shall ensure payment of Minimum wages + fixed allowance to the Employees

#### **19. INSURANCE:**

19.1. The Contractor shall have insurance policies in respect of workmen engaged by him for providing services under this Contract at his own cost and initiative take out and maintain at all times until the expiry/ termination of the Contract, in order to keep himself as well RCI fully indemnified from and against all claims whatsoever including but not limited to those arising out of the provisions contained in Workmen's Compensation Act, 1923. Should the Contractor fail to take insurance as provided for in the foregoing paragraph, RCI shall be entitled (but without any obligation to do so) to take such insurance at the cost and expense of the Contractor and without prejudice to any other rights or remedies of RCI in this behalf, to deduct the sum(s) incurred thereof from any amounts due to the Contractor. Contractor shall at his own expenses carry and maintain insurance with reputable insurance companies to the satisfaction of RCI as follows:

##### **19.1.1. Employees State Insurance Act.**

The Contractor agrees to and does hereby accept full and exclusive liability for the compliance with obligations imposed by the Employees State Insurance Act, 1948, as amended from time to time and the Contractor further agrees to defend, indemnify and hold RCI harmless from any liability or penalty which may be imposed by Central, State or local authority by reason of any asserted violation by Contractor or sub-Contractor of the Employees' State Insurance Act. 1948, and its amendments and also from all claims, suits or proceedings that may be brought of by reason of the work provided for by this contract whether brought by employees of the Contractor, the sub-Contractor or his employees by third parties or by Central or State Govt. authority or any administrative sub-division thereof, or other local authorities.

The Contractor agrees to fill in with Employees' State Insurance Corporation, the Declaration Forms and all forms which may be required in respect of the Contractor's or sub-Contractor's employees. Who are employed in the work provided for or those covered by ESI from time to

time under the Agreement. The Contractor shall deduct and secure the agreement of the sub-Contractor to deduct the employees' contribution as per the first Schedule of the Employee's State Insurance Act from wages and affix the Employee's Contribution card at wages payment intervals. The Contractor shall remit and secure the agreement of the sub-Contractor to remit to account of Employee's State Insurance Corpn. The employer's contribution as required by the Act, the term employer being understood as the Contractor.

The Contractor agrees to maintain all cards and records as required under the Act in respect of employees and payments. Any expenses, incurred for making contributions or maintaining records by Contractor shall be to the Contractor's account. RCI shall retain such sum as may be necessary from the total contract value until the Contractor shall furnish satisfactory proof that all contributions as required by the Employees State Insurance Act, 1948, and its amendments from time to time have been paid.

#### **19.1.2. Workman's Compensation & Employer's Liability Insurance**

Insurance shall be affected for all the Contractor's employees engaged in the performance of this contract to provide Workman's Compensation and responsibility insurance.

#### **19.1.3. Any other Insurance required under Law or Regulations or by RCI.**

Contractor shall also carry and maintain any and all other insurances which may be required under any law or regulations from time to time. He shall also carry and maintain any other insurance which may be required by RCI.

### **20. SAFETY REGULATIONS**

20.1. In respect of all staff, directly or indirectly employed in the work for the performance of Contractor's part of this agreement, the Contractor shall at his own expense arrange for all the safety provisions as per safety codes of CPWD, Indian Standards Institution, the Electricity Act, and such other Acts as applicable.

20.2. The Contractor shall observe and abide by all fire and safety regulations. The Contractor's staff shall abide by the existing security and safety rules/ regulations/ precautions as per instruction issued to them from time to time by RCI. The Contractor and its staff may also be required to pledge secrecy and non-divulgence of the nature of the work of RCI that may prejudice the interests of RCI. Contractor shall also ensure to engage persons by him whose character and antecedents have been got verified by the contractor & police authorities and furnish a certificate, in a form and manner prescribed by RCI.

20.3. The Contractor undertakes to ensure due and complete compliance with all laws, regulation, rules etc. whether of the Central Government or the State Government or of any other competent authority applicable to the workmen employed or whose services are others wise availed of by the Contractor whether in connection with the construction work at the site or otherwise. The RCI shall have the right to inspect the records maintained by the Contractor concerning such workmen from time to time and the Contractor shall whenever required by the RCI produce such records as the RCI may call upon the Contractor to produce for the RCI inspection in order to ascertain whether or not the requirements of all such laws, regulations, rules etc. have been complied with by the Contractor. In the event of any contravention of such laws, regulations, rules etc. coming to light whether as a result of such inspection or to otherwise the RCI shall have the right to require the Contractor to effect such compliance within

such time as the RCI prescribe in that behalf and in the event of the Contractor failing to effect such compliance within the time prescribed by the RCI then the RCI shall without prejudice to his other rights be entitled to withhold from the amount payable to the Contractor any amount payable to the workmen under any such laws, regulations or rules and to make payment thereof to the workmen. The RCI shall also have in that event the right to terminate the contract with immediate effect and to exercise powers reserved to the RCI under the contract as a result of termination.

## **21. TAXES & DUTIES**

21.1. The quoted rate shall be inclusive of all applicable taxes except GST, which shall be paid as per actual against receipt of Tax Invoice and proof of payment of GST to Govt.

### **21.2. Statutory Variation**

No variation on account of taxes and duties, statutory or otherwise, shall be payable to Contractor except for the following:

GST: If after the due date of submission of last price bid and up to the contractual completion period, any increase/decrease occurs in the applicable rate of GST, the variation in such GST shall be to RCI's account and shall be adjusted (increase/decrease) to / from the Contractor's invoices based on the documentary evidence.

### **21.3. New Taxes & Duties**

Any new taxes, duties, cess, levies notified or imposed after the due date of submission of last/final price bid but before the contractual date of completion of work shall be to RCI's/RCI's account. These shall be reimbursed against documentary evidence. However, if such new taxes are in substitution of other taxes, same shall be considered on merit of each case.

## **22. FIRM PRICE**

22.1. The contracted prices shall be firm and fixed for the entire Contract Period and no escalation in prices on any other account shall be admissible to the contractor except reimbursement of statutory obligations and applicable GST."

## **23. CONTRACT PERFORMANCE BANK GUARANTEE / SECURITY DEPOSIT**

23.1. The Contractor shall within 15 days of award (i.e. issue of FOA / LOA), deposit with the RCI an interest free Security Deposit (SD) for an amount equivalent to 10% of the annual contract value in the form of Bank draft/ Pay Order/ Bank Guarantee (BG). If the Security Deposit is submitted in the form of Bank Guarantee, the bank guarantee towards security deposit shall be from a Scheduled Bank and kept valid till 6 months beyond the expiry of the contract period.

## **24. FORM OF CONTRACT PERFORMANCE BANK GUARANTEE**

24.1. The 'FORM OF CONTRACT PERFORMANCE BANK GUARANTEE' attached with the bidding document

## SECTION IV – Scope of Work

### 1. INTRODUCTION

The facility management services shall be provided for the following office complex:

**Rehabilitation Council of India,  
RCI House, B-22, Qutab Institutional Area,  
New Delhi-110016.**

### 2. SCOPE OF WORK

The scope of work envisaged in this tender for **Rehabilitation Council of India (RCI)** is given below:

**A. OPERATION** – operation of all services/systems/equipment shall start from date of award of contract.

- The comprehensive maintenance of all systems/services/equipment installed in the building are deemed to be included the scope of FM agency.
- Comprehensive operation and maintenance of the following but not limited to :-
  - a) Main Building ( B+4)
  - b) UG Tank
  - c) AHU Room
  - d) Guard Room
  - e) Power supplies and Distributions
  - f) Diesel generating sets
  - g) Water systems – raw water, drinking water & water tank cleaning
  - h) Operation and maintenance of Fire fighting systems - fire hydrants, smoke detectors & fire extinguishers, Fire Alarm & Public addressing System
  - i) Air conditioning systems
  - j) LV Systems ( CCTV System, Data Networking including Network Hardware/cables (LAN/WAN, EPABX including telephones instruments/cables) etc.
  - k) Audio Visual Equipments– Projectors/Screens/HD video Conferencing system, Audio Conferencing System etc.
  - l) Comprehensive AMC of Servers/Computers/Laptops/Scanners/ Printers/Photocopiers (Servers-01, Computers-51, Laptops-06, Scanners-03, Printers-31, UPS -44, Network Switch -02 Photocopiers-04, CCTV Camera – 21 **(The numbers may increase/ decrease as per requirement of RCI)**
  - m) Comprehensive AMC of all above equipments with OEM (Original Equipment Manufacturer) only.
  - n) Housekeeping services – 02 Manpower
  - o) Security services – 09 Security Guards
  - p) Human Resource outsourcing i.e. 01 Supervisor, 01 - Accountant, 08 - Data Entry Operator, 02 - Clerk/Office Assistant, 01 - Stenographer & 02 – MTS, 02- Electrician, 01- AC Operator, 03 – Fire Fighting Operators **(The numbers may increase/ decrease as per the requirement of RCI from time to time).**

2.1.1. The details of facilities/ services at RCI Building are given in the following sections, however, Bidder is advised to visit the site to understand the various systems/services installed/equipped.

2.1.2. The unit rates quoted should be kept firm and valid during the entire period of contract and no escalation shall be permissible for any reason whatsoever after award of contract.

2.1.3. The rates quoted by Vendor shall include all liabilities such as supervision, wages, overtime, leave, bonus, increment, retrenchment compensation, insurance and all other statutory payments, including providing of tools and tackles under contractor's scope of supply, overheads, profits etc. for which no extra payment whatsoever will be made by RCI.

2.1.4. FM agency to operate and maintain all equipment as per OEM guidelines/O&M manuals.

2.1.5. FM agency to log the complaints with OEM and get the repairs/rectifications done.

## **2.2 RCI Working Hours**

The general working hours of office are from 9.00 AM to 5.30 PM with weekly off on Sundays except for those who are engaged in shift duties. However, the office may be open on Sunday as per the requirement. Security Guards & Fire Fighting Operators will be deployed by FM agency round the clock in three shifts.

## **2.3 General Scope of work for E & M works**

- a. The agency shall depute well experienced staff in the relevant field for maintenance of electrical services.
- b. The contractor/Facility Management (FM) agency will be responsible for timely payment of wages, ESI & PF etc to all the workers engaged by the contractor/FM agency. The contractor/FM agency will submit the proof of ESI & EPF to RCI on monthly basis. All labour laws shall be strictly followed.
- c. All the installations shall be kept neat and clean and in working order.
- d. It will be responsibility of FM agency to ensure immediate operation of the DG Set in case of power failure.
- e. Mobile oil and filters of DG Set should be changed at least once within 6 months or as per the norms., whichever is earlier & nothing extra shall be paid on this account.
- f. All other good maintenance practices shall be followed.
- g. Watch and ward of the installations shall also be the responsibility of the FM agency.
- h. All losses due to theft or pilferage etc. shall be borne by the FM agency.
- i. The FM agency shall ensure that his staffs follow all safety precautions. In case of any mishappening or injury FM shall be fully responsible for the same.
- j. Electricity Bills & Waters Bills shall be paid by RCI.
- k. The details of Labour/Technicians deployed on various activities by FM shall be submitted on weekly basis to RCI for information & record.
- l. Office complaints & lighting etc. of all electrical points should be in working order of entire office building at all floors/locations.
- m. Temperature in AC area should be maintained at suitable temperature as decided by RCI.

n. CCTV System will be operated by RCI & maintained by FM Agency.

#### **2.4 Power supply and distribution**

- a) Operation & Preventive maintenance shall be carried out as per specification/ recommendation of Original equipments manufacturers.
- b) Preventive and break down maintenance and record keeping etc. in respect of electrical substation, LT Panel, AMF Panel, Distribution Panel etc. Electrical Control Panel room including maintenance of switch gears, panels for AC, garden/pole light and lift room, water pump, UPS, earthing system etc., and co-ordination & getting necessary assistance from statutory authorities in emergency situations.
- c) Preventive and breakdown maintenance, record keeping etc., of Distribution Boards For AC, light and power and MCBs on all floors Maintenance of lighting, power points, switches, fans, water pumps, motors etc.
- d) Replacement of faulty lights and maintenance of other installations on continuous basis both indoor and outdoor.
- e) Daily checking of the working of UPS, load sharing conditions, maintaining battery bank, reporting faults.
- f) Visual inspection of main L.T. panel, checking of breaker operation, replacement of any blown control fuses/ indicating lamps, recording readings of voltmeter, ammeter, KWH meter, etc. Cleaning of panel and periodic checking of relays for proper tripping.
- g) Visual checking and regular cleaning of all distribution boards, checking of proper operation of MCB's, tightening of any loose contacts and wires, replacement of faulty MCB's etc.
- h) Visual checking of cables, tightening of loose connections, replacement of lamps in street lighting poles, garden lighting, façade lighting, Checking of Cables & Cable Trays and Necessary Attention etc.
- i) Tightening of wiring wires, checking of conduits and wiring above false ceiling.
- j) Watering of earth pits, tightening of all nuts and bolts and cleaning of all joints, Checking & Attention of Earthing System.
- k) Ensuring Availability & Reliability of 415 V Power Supply to All Occupants as well as to the Common Services including all E&M Systems. Attention of All Breakdowns & Restoration of Power Supply in the minimum possible time.
- l) Periodic Checking & Attention of LT cables, Cable Trays, Raceways etc.
- m) Maintenance of log book of the DG set operation.

#### **2.5 Diesel generating sets**

- a) Operation of DG sets, preventive maintenance, checks and minor maintenance
- b) Major breakdowns, A,B, C & D checks on the diesel engine in coordination with OEM during maintenance by them.
- c) Daily & Weekly trials (no load).cleaning of filters.
- d) Diesel Stock Monitoring and reporting requirement for fresh stock
- e) Coordination with officer designated by RCI for diesel purchasing with prior approval of authority.
- f) Operation & Day to Day Maintenance of DG Sets (**Diesel will be provided by RCI**) including Cleaning of generating sets, visual inspection of diesel leakage and checking lubricating oil and diesel levels, test starting of generating sets ensuring the set voltage etc., logging the data, Periodic change of oil filters etc., checking of Radiators, pumps, DG

Auxiliary Panels, etc.

g) Checking & Attention of AMF panel, cleaning, and setting relays for correct sequence, cleaning of relay contacts, testing of AMF panel.

h) Visuals checking & Attention of LT bus duct for loose joints, loose suspension etc and rectifying the same, checking of insulation & temperature rise by instruments. Temperature measuring instrument will be provided by FM Agency.

i) Regular checking of battery voltage and adding distilled water if required and, if necessary, tightening of terminals on the batteries and the engine, Day to Day Maintenance as per the Manufacturer's Recommendations

j) Checking & Attention of the exhaust fans for any noise, balancing works etc.

k) Monitoring the consumption of diesel/HSD and lube oil. Keep a check on the levels of the H.S.D/diesel and individual day tanks daily and report for the same.

l) Standard operating procedure will be prepared and followed as per norms for Disposal of waste & scrap, if any.

m) Periodic checking and maintenance of All Electrical equipments and Earthing system as per Indian Standard/ National/ International standards as applicable.

n) Day to Day Maintenance & Periodic checking of Online Uninterrupted Power Supply System (UPSs) including Batteries/water.

o) Operation & Annual Maintenance Contracts of DG Sets & Online UPS and Liasoning with AMC Vendor/ Contractor/FM agency and Day to Day Execution of AMC shall be the Responsibility of FM Agency.

## **2.6 Daily Checks for Electrical System/UPS/DG Sets**

### **2.6.1. Electrical System**

i) All electrical fittings/ fixtures are in working condition and any replacement, if required, is undertaken with immediate effect so as to avoid any unanticipated inconvenience. The work involves cleaning of louvers, replacement of damaged chokes, tube light lamps, starter, holders, rewiring for fittings, repair of defective circuits and rewiring of circuits if required including shifting of fixtures or lights/power points etc.

ii) Lighting power points at walls, floors and other places i.e. 6 A & 16 A switches and sockets etc. including Lighting distribution network, DP switches, MCBs, Industrial sockets for window/ split AC units.

iii) Wall mounted fans, Exhaust fans, Pedestal fans, Ceiling fans, Air Circulators, Hot case, Heat converters, Room Heaters etc.

iv) Plant Rooms, Electrical rooms in different floors including lift machine rooms from ground floor to terrace comprising of power & lighting distribution boards, UPS-DBs, MCBs, Fuses, power contactors, Switch Fuse Units etc.

v) Rising main for normal/ Emergency lighting circuits and UPS supply and associated junction boxes, contractors, control switches, MCCB's/ Switch fuse units.

vi) Power Supply to LT motors including air-conditioning, Fire Pump motors, water supply pumps etc. & their control panels and push button stations.

vii) All the equipments & the area shall be kept clean at all the time.

viii) Cleanliness of electrical cables, cable trays, wire and gadgets in the common areas, exposed ducts, piping.

xi) L.T. cables including end terminations, straight through jointing, Glanding & Crimping of Lugs, testing including shifting of cables as and when required. All type of Electrical connections is to be maintained.

- xii) Insulation of live connections and joints in live wire is to be undertaken properly by using PPE(Personal Protective Equipment).
- xiii) Detailed inspection of LT panels is undertaken.
- xiv) Proper Maintenance of the earthing system
- xv) Preventive & Predictive Maintenance schedules for DG sets.
- xvi) Performance parameter of DG sets.
- xvii) Routine maintenance of equipments.

#### **2.6.2. UPS**

- i) Cleaning of battery terminals, application of Petroleum Jelly on battery terminals, tightening of inter connections etc. for all the UPS systems as mentioned elsewhere.
- ii) Maintaining logbook for recording the on/ off operations and input/ output parameters i.e. voltage, current, frequency etc.
- iii) Specialized repairs by OEM shall be provided to the UPS systems as & when required.
- iv) Logging of complaint & follow up with the OEM.

#### **2.6.3. DG Set**

- i) Check the condition of Batteries, level of oil, fuel, water in the radiator, pressure gauges, temp. gauges, and safety devices etc.
- ii) Operator shall maintain log books for the operations and maintenance activities.
- iii) Batteries are to be top up with distilled water, Cleaning of terminals of Batteries and applying of petroleum jelly on the terminals as per requirement.
- iv) Schedule of maintenance has to be followed as per OEM instructions **and A & B Check** to be carried out by contractor himself.
- v) The hose pipes, unions & bolts to be checked for any damage or leakage and same to be replaced as & when required.
- vi) Alternator slip rings to be checked for its smooth surface without any abrasions. Carbon brushes to be checked for its smooth operation etc.
- vii) Check for any abnormal sound from DG Sets and report to RCI.



## **2.7. Works which are required to be carried out on WEEKLY BASIS for Electrical System/UPS/DG Sets.**

- i) All the operation of switch fuse units, proper rating of fuses, over load relays, checking of contacts for the contactors, over heating of coils or wiring due to lose connection etc. For this purpose a schedule is required to be made identifying the numbers of Panels/ which are to be taken on which Saturday, i.e. 1st, 2nd, 3rd and 4th Saturday in a Month. Schedule is required to be approved by RCI.
- ii) Floor wise lighting fixtures are required to be cleaned. For this purpose also, a schedule is required to be made underlying in which Saturday which floors are to be taken up for cleaning purpose of lighting fixtures. However for cleaning purposes, proper cover is required to be provided for spreading over to avoid falling of dust/ dirt on Workstations/ Tables/ other furniture's and documents.

## **2.8. Works which are required to be carried out on MONTHLY BASIS for Electrical System/UPS/DG Sets**

- i) On fourth Saturday, all panels (LT), DG Sets are required to be thoroughly cleaned and checked for any loose connection.
- ii) All the safety relays of AMF panel are to be functionally checked and calibrated as & when required by the testing agency.
- iii) Contractor has to arrange for preventive maintenance of all electrical equipments once in a Month, which includes thorough cleaning of Panels (inside/ outside), checking for loose bolts/ cable connections and tightening of the same, verification for any opening in Panels/ Terminal boxes and sealing of the same immediately to prevent entry of Rodent/ Lizards/ Insects inside Panel. A register is to be maintained indicating no. of Panels and date, when preventive maintenance is carried out. Same is required to be carried out on Saturday only, since shutdown is required to be taken. Cost towards this shall be considered inclusive in the quoted price and no separate payment is tenable.

## **2.9. Documentations**

- i) Ensure proper functioning & correct readings of Electrical meters. Daily recording of meters shall be undertaken. Log sheet to be made with consultation with Engineer-In-Charge for recording of electrical data.
- ii) All standard formats recommended by Equipment manufacturers are to be followed & maintained.
- iii) A proper record of diesel consumption shall be maintained by the operator and same shall be reviewed by the contractor's supervisor before submission to Engineer-in-charge.
- iv) Generating Equipment History – Contractor shall maintain equipment failure report, service reports and related information.

### **2.11. Water systems – raw water, drinking water & water tank cleaning**

- a) Checking & satisfactory operation of water pumps & accessories, water level in the main tanks, overhead tanks etc.; operation and maintenance of all kinds of Water Supply, Distribution, Drainage, Sump & Dewatering pumps installed in the building checking for water leakage's in pipe lines and rectifying the same to ensure proper and regular supply of water to the building.
- b) Checking of all Services shafts/ rainwater shaft, drain shafts, toilet shafts, Other Shafts etc for leakages or other defects and immediate rectification of the same.
- c) Cleaning of all tanks at least once a month and also whenever need arises.
- d) To ensure that all sumps are maintained & clean at all times.
- e) Day to Day Operation & Maintenance of **RO units installed** in RCI.
- f) Coordinate with External Agency and ensure water supply in underground tanks and arranging water from water tanker agency when there is shortage of raw water supply.
- g) Pumping of water from underground tanks to overhead tanks as per requirement and ensuring continuous supply in the premises.
- h) Regular draining out of water collected in the drains of underground plant room.

### **2.12. Fire fighting system - fire hydrants, smoke detectors & fire extinguishers:**

- a) Operation, Monitoring and Maintenance of Fire Hydrant System, hose pipe & nozzle etc.
- b) Operation & Maintenance of Fire Pumps, Valves & other Accessories as per recommendations of the Manufacturer/ Relevant BIS Standards.
- c) Operation and maintenance of motors.
- d) Preventive and minor break down maintenance of pipe lines and distribution valves.
- e) Actual fire fighting in the event of fire, fire information & reporting to RCI and nearest fire station in coordination with Fire Safety Agency hired by RCI in a separate contract.
- f) Periodic Checking and maintenance of Portable Fire Extinguishers including refilling as per periodical schedules / as required and Record maintenance.
- g) Testing of fire fighting system after every 01 month by using water for plantation and cleaning of building
- i) Fire/Smoke Detection/ Fire Alarm System - First line maintenance, responding to fire alarm, checking the reason for alarm and taking corrective action. Further conducting periodical Fire Evacuation Drills with Fire Safety Agency.
- j) Annual maintenance contracts of fire/Smoke detection and alarm system.
- k) To carry out mock fire drill as per the guidelines of Delhi Fire Service in coordination with Fire Control Room /Fire Safety Agency.

### **2.13. Air conditioning systems**

- a. Operation & Maintenance to be carried out as per the Original Equipment manufacturers recommendations/ Relevant National/ International Standards and bidder shall also enter into Annual Maintenance Contract for Air Conditioning System (VRF).
- b. FM agency shall enter into AMC with OEM provided in the building.

c. Attending complaints of systems which include routine as well as breakdown maintenance of all the system.

d. Vendor shall supply minimum following consumables & general spares / items for smooth operation of all the system and the rates quoted by them should be inclusive of following items :-

- Refrigerant Gas
- Lubricating oil for compressor systems
- Packing /Couplings/gaskets/insulation material/other general spares.
- All electrical spares e.g. Fuses / Relays, contactors, Condensers etc.
- Indoor units Filter /Belts / Bearings / Valves / Other spares etc.

e. All tools & tackles, manpower, transportation and other resources required for executing the job shall be in the scope of the contractor. No extra charges will be paid by the RCI regarding tools & tackles, manpower, transportation etc.

f. The Vendor has to maintain a maintenance register during each visit mentioning what kind of job has been done during that visit. Contractor also has to provide maintenance report.

g. Maintaining the temperature as per the designed parameters or as specified by RCI

h. Operating of AHU's as and when required

i. Regular checking of AHU's (Like checking of bearing, belt and greasing)

j. Regular electrical termination checks up of AHU's and pump starters and motor.

k. Periodic cleaning of AHU filters.

l. Periodic cleaning of AHU cooling coils.

m. Periodic checking of AHU drain.

n. Replacement of AHU bearing, shaft, belts as and when required.

o. Checking the noise level of A/C equipment.

p. Operation & Maintenance of AHUs.

q. Operation and maintenance of the Ventilation fans.

r. Regular checking & Attention of Ducting, Insulation, Grills & Diffusers.

**v. Monthly & Quarterly Maintenance :-**

- Maintenance of all filters, fans, diffusers, cooling coils, Refrigerant Gas make up etc.

- Tightening of belts, foundation bolts of equipment, alignment of belt pulleys and couplings.

- Examining indoor/outdoor units & operating linkage for smoothness.

- To check the gland /seal, coupling of units.

- To check the safety controls mechanical, Electrical/ Electronics and inter-locking of the various equipments.

To check all piping/insulation/proper positioning/damage and rectifying the same where ever required.

- Inspect/check entire line for leakage and rectification of leakage, if any.

- To check and lubricant (if required) the bearing of the fans/motors and keep the proper record.

- To check the foundation bolts of the units/motors and to take the necessary action if required.
- Check the quantity of Air flow from various outlets in each room/ Area as per drawings and do adjustment of dampers etc as and when required.
- Any other job required to be attended during course of Checking and to keep the plant in perfectly working conditions.

**NOTE:** All the equipments/installations shall always be kept in good and trouble free operating conditions. All the required record for break-downs/repairs and maintenance etc. shall be maintained in the form of history books and logbooks etc. as per directions. All the maintenance works shall be carried out in accordance with the manufacturer's specifications and instructions of RCI/Engineer- In – Charge or his representative.

All the general & special tools, tackles required for proper maintenance and repairs/break down etc, shall be arranged by the contractor at his own cost.

The rates shall be all inclusive of establishment as well as spares and consumables as per schedule of work. The contractor is required to assess the probable quantity of all types of spares and consumables likely to be required for replacement for keeping all the installations in good working conditions and include the lump sum cost of these spares & consumables. Nothing extra on any account shall be payable over and above the approved all-inclusive comprehensive rates of the contract. The consumables and spares shall be of best standard quality purchased from the original manufactures or authorized dealers only and shall be approved by the RCI/Engineer-In-Charge before use. RCI may direct the contractor to use consumables of its choice from the listed/approved vendors. All spares and consumables shall be arranged by the contractor for which nothing extra shall be payable. A list shall be prepared by the Contractor for major & minor spares consumables and the decision of RCI/Engineer – In – Charge regarding the major /minor consumables shall be final.

## **2.16. LV System**

a) Day to Day Operation & Maintenance of Fire Alarm & Detection System, CCTV System.

b) AMC of the following Systems with OEM/System Integrators.

- CCTV System
- Data Networking system including networking elements switches/firewalls/routers etc
- Fire alarm & P.A. System
- Audio Visual Equipment
- Computers, Laptops & Servers

## **2.17. Network cables**

a) Operation, Maintenance and repair of network cabling inside the building for providing LAN connectivity.

b) Daily maintenance of Computer, printer, scanner, server, networking, switches, firewalls, etc.

### 2.18. Providing workforce

The contractor has to provide workforce in sufficient numbers to maintain the building as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the RCI. Minimum requirement of workforce to be deployed is given hereunder:-

S.No.	Designation	Quantity *	Minimum Qualification & Education Required	Experience	Remarks
<b>UNSKILLED</b>					
1.	Sweeper	02	02 years experience in sweeping/cleaning work in Government/PSUs/Private organisations of repute.		
<b>SEMI-SKILLED</b>					
2.	Security Guard	09	10 <sup>th</sup> Pass + 03 years experience in security		
<b>SKILLED</b>					
3.	Electrician cum DG/ Lift Operator	02	10 <sup>th</sup> + 02 years I.T.I. Certificate in Electrical trade and minimum 03 years experience in the same trade		
4.	Fire Fighting Operator	03	10 <sup>th</sup> + 02 years I.T.I. Certificate in Fire Fighting and minimum 03 years experience in the same trade		
5.	A.C. Operator	01	10 <sup>th</sup> + 02 years I.T.I. Certificate in Electrical/Mechanical Trade or equivalent and minimum 03 years experience in the same trade		
<b>Clerical &amp; Supervisory Staff – (Matriculates but not Graduate)</b>					
6.	Multi-Tasking Staff (MTS)	02	10 <sup>th</sup> Pass		
<b>Clerical &amp; Supervisory Staff – (Graduate and above)</b>					
7.	Supervisor	01	Degree from a recognised University in any discipline + Diploma in Electrical Engineering and minimum 03 years experience in the Government/PSUs/Private organisations of repute.		
8.	Accountant	01	B.Com degree from a recognised University and minimum 03 years experience in the Government/PSUs/Private organisations of repute.		
9.	Stenographer	01	Degree from a recognised University with speed of 100		

			words per minute and minimum 03 years experience in the Government/ PSUs/Private organisations of repute.	
10.	Data Entry Operator	08	Degree from a recognised University with speed of 8000 key depressions per hour on Computer and minimum 03 years experience in the Government/ PSUs/Private organisations of repute.	
11.	Office Assistant /Clerk	02	Degree from a recognised University and minimum 03 years experience in the Government/ PSUs/Private organisations of repute.	

\*May increase/ decrease as per the requirement of the RCI.

**SECTION – V : Schedule of Rates**

**Package – I**

<b>Item Description</b>	<b>UoM</b>	<b>Quantity</b>	<b>Rate (Per Month)</b>	<b>Amount (INR)</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>(3*4)</b>
<b>Comprehensive Maintenance of RCI building including periodic maintenance &amp; AMCs as per scope of work</b>	Month	12		

**Notes:**

- 1. Payment shall be made by the Owner as per the terms and conditions of the Tender Document.**
- 2. The rates quoted shall be inclusive of all applicable taxes except GST, which shall be paid as per actual receipt of Tax Invoice and proof of payment of GST to Govt.**

**Package – II**

S.No.	Description of services required	No. of persons	Wages per day per personnel	Wages per calendar month per personnel (26 days x col. 3)	EPF contribution @13. % of col. 4 (ceiling Rs.15 000/-)	ESI contribution @3.2 % of col. 4 (ceiling Rs.21 000/-)	Total expenditure on offered wages per month Col. 2x(4+5+6)	Total expenditure on offered wages per Annum Col. 7x12	Agency /Admin. Charges per Annum in % of col. 8	Amount (in Rs.) of Agency/ Admin. Charges per Annum of col. 9	Applicable GST. Charges in Rupees @ 18% of col (8+10)	Total Annual Cost for deployment of manpower Col ((8+10+11)
1	2	3	4	5	6	7	8	9	10	11	12	
<b>1</b>	<b>MANPOWER</b>											
1.01	UNSKILLED	02										
1.02	SEMI-SKILLED	09										
1.03	SKILLED	06										
<b>2</b>	<b>CLERICAL &amp; SUPERVISORY STAFF</b>											
2.01	MATRICULATE but NOT GRADUATE	02										
2.02	GRADUATE & ABOVE	13										
<b>AS PER BOQ ON CPP PORTAL</b>												
Total (a)												

Notes:

1. Relieving charges will be paid extra for the deployed personnel over and above 26 days in a calendar month.
2. GST will be paid extra as applicable from time to time.
3. Price quoted " Total (a)" as mentioned in the above table shall be considered for final evaluation purpose.
4. EPF contributions are payable on maximum wage ceiling of Rs.15000/-
5. No ESI will be contributed for the personnel drawing monthly wages of Rs21000/- or above.
6. Agency charge/Admin. Charges including Training, Uniforms, conveyance etc.



**CONTRACT/AGREEMENT FOR SUCCESSFUL BIDDER**

CONTRACT/AGREEMENT NO .....

DATED.....

THIS AGREEMENT is made on ..... between Rehabilitation Council of India Unique Identification Authority of India (hereinafter referred to as "RCI" which expression unless excluded or repugnant to the context be deemed to include his successors and assigns), and whose principal place of office is at RCI House, B-22, Qutab Institutional Area, New Delhi – 110016 of the One Part, AND M/s \_\_\_\_\_ is having its registered office at \_\_\_\_\_ (Hereinafter referred to as "the Contractor") which expression shall unless excluded by or repugnant to the context be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for providing Facility Management Services to RCI.

NOW THIS AGREEMENT WITNESSTH as follows:

I. WHEREAS the RCI invited bids through open tender, vide Notice Inviting Tender No. \_\_\_\_\_ dated \_\_\_\_\_ for "Comprehensive Facility Management Services (FMS) for RCI."

II. AND WHEREAS the Contractor submitted his bid in accordance with the procedure mentioned along with the bid documents and represented therein that it fulfils all the requirements and has resources and competence to provide the requisite services to the RCI.

III. AND WHEREAS the RCI has selected M/s \_\_\_\_\_ as the successful bidder ("the contractor") pursuant to the bidding process and negotiation of contract prices, awarded the Letter of Acceptance (LoA) No \_\_\_\_\_ dated \_\_\_\_\_, to the Contractor for a total sum of \_\_\_\_\_ (Rupees \_\_\_\_\_ Only) for providing Comprehensive Facility Management Services (FMS) for RCI, New Delhi.

IV. AND WHEREAS the RCI desires that the Comprehensive Facility Management Services (as defined in the Bidding Document) be provided, performed, executed and completed by the Contractor, and wishes to appoint the Contractor for carrying out such services.

V. AND WHEREAS the Contractor acknowledges that the RCI shall enter into contracts with other contractors / parties for the Comprehensive Facility Management Services of its premises in case the Contractor falls into breach of the terms and conditions as stipulated in the Tender Document and shall waive its claim whatsoever in this regard,

VI. AND WHEREAS the terms and conditions of this Contract have been fully negotiated between the RCI and the Contractor as parties of competent capacity and equal standing.

VII. AND WHEREAS the Contractor has fully read, understood and shall abide by all the terms and conditions as stipulated in the Tender Documents for providing Comprehensive Facility Management Services (FMS) for RCI, New Delhi, failing which the Contractor is liable to be terminated at any time, without assigning any reasons by the RCI.

VIII. AND WHEREAS the Contractor shall be responsible for payment of PF, ESI, GST, etc with the respective Authority/Department. The documentary proof of the same must be submitted within one month of payment of particular bill for the same charged in the said bill

IX. AND WHEREAS the RCI and the Contractor agree as follows:

(i) In this Agreement (including the recitals) capitalized words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.

(ii) The following documents shall be deemed to form and be read and construed as part of this Agreement. (This Agreement shall prevail over all other Contract documents):-

- a. The Letter of Acceptance (LoA) issued by the "RCI Notice to Proceed (NTP) issued by the RCI .
- b. The complete Bid, as submitted by the Contractor.
- c. The Addenda, if any, issued by the RCI.
- d. Any other documents forming part of this Contract Agreement till date (Performance Bank Guarantee, Bank Guarantee) Charges - Schedule annexed to this Article of Agreement and Supplementary Agreements executed from time to time.
- e. Any changes/modifications/amendments required to be incorporated in the Contract Agreement at a later stage shall be discussed and mutually agreed by both the parties and such supplementary agreements shall be binding on both the parties and shall from the part of this contract agreement.

X. The Contract shall be governed by and construed in accordance with the laws of India. Each Party hereby submits to the jurisdiction as set out in the Dispute Resolution Procedure in the Conditions of Contract. IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed in accordance with the laws of India on the day \_\_\_\_\_, month \_\_\_\_\_ and year \_\_\_\_\_ .

Signed on behalf of the Contractor

Signed on Behalf of Rehabilitation Council of India

(Authorised Signatory)

(Authorised Signatory)

**PERFORMANCE BANK GUARANTEE**

(To be stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank

Ref.....

Bank Guarantee No.....

Date.....

To

The Member Secretary  
Rehabilitation Council of India  
B-22, Qutab Institutional Area  
New Delhi - 110016

Dear Sir,

1. In consideration of the Rehabilitation Council of India (RCI), New Delhi, on behalf of the Member Secretary, RCI (hereinafter referred to as the 'Owner' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head office at ..... (hereinafter referred to as the "Contractor" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Notification of award No..... dated ..... and the same having been acknowledged by the Contractor, resulting in a Contract, bearing No..... dated.....valued at.....for "Comprehensive Facility Management Services (FMS) for RCI, New Delhi" and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract not exceeding Rs. .... (in words & figures).

2. We.....(Name & Address of Bank Branch) having its Head office at ..... (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Contractor merely on a demand from the Owner stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Owner by reason of breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Contractor(s)' failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive and binding not withstanding any difference between the Owner and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Owner discharges this guarantee.

3. The Owner shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, from time to time to extent the time for performance of the Contract by the Contractor. The Owner shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Owner and the Contractor or any other course or remedy or security available to the Owner. The Bank shall not

be released of its obligations under these presents by any exercise by the Owner of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Owner or any other indulgences shown by the Owner or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.

4. The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee the Owner may have in relation to the Contractor's liabilities.

5. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/Service Provider(s).

6. Notwithstanding anything contained hereinabove:

a. Our liability under this guarantee is restricted to Rs. .... (in words & figures), as per Clause 23 of Section III.

b. This Bank Guarantee will be valid upto .....; and

c. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before .....

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this.....day of.....20.....at.....

WITNESS

.....  
(Signature)

.....  
(Name)

.....  
(Official Address)

Attorney as per

Power of Attorney No.....

Dated.....

.....  
(Signature)

.....  
(Name)

.....  
(Designation with Bank Stamp)

## **Comprehensive Maintenance Services (CMS) for Hardware (IT Peripherals)**

1. The CMS hereunder covers corrective maintenance and free replacement of defective components in the PCs, Laptops, Servers, printers, LAN, WAN, nodes, Firewall, Routers, Switches, Scanners, EPABX, UPS, Battery Banks, wiring and Fixtures, etc., included under this tender. The CMS shall be comprehensive in nature and replacement of spares shall also include items like Hard Disk, Printer Head etc. excluding items of consumable nature (Printer cartridges & toners, Laptop batteries, fuser assembly, licence software).

2. The AMC shall consist of configuration and preventive & corrective maintenance of PCs, Laptops, Servers, printers, LAN, WAN, nodes, Firewall, Routers, Switches, Scanners, EPABX, UPS, Battery Banks, wiring and Fixtures, etc. The maintenance of equipments cover all the part of PCs, operating systems, network operating system, formatting of server and PCs, removal of viruses and installation of necessary software applications, etc.

3. The contractor shall maintain the equipments in good working condition during the contract period and shall correct the fault and failures, repair or replace worn or defective parts of the equipments during normal working hours of the office, where the equipments is installed.

4. Unserviceable parts will be handed over to RCI and the same shall be replaced at no extra cost with brand new parts of equivalent or superior specification.

5. The contractor shall ensure that the full configuration of the equipment is in proper working condition, after repair and maintenance.

6. RCI reserve the right to change the equipments at locations, if and when situation demands. RCI also reserve the right to upgrade the IT infrastructure to meet its changing needs, as and when required.

7. The fault shall be rectified within the same working day, as far as possible and in no case shall exceed 8 working hours, from the time of reporting of failure/defect. Failure/defect shall be rectified so as to make available a perfectly working PC / Printer along with the peripherals. In case, failed component or as replacement, till the time the equipment is repaired to the satisfaction of the RCI. In case it is not possible to repair the system within 8 working hours of complaint, a replacement shall be provided but the original shall be returned at the earliest within one week, duly rectifying the fault. Such replacement shall be of equivalent or higher configuration.

8. In case the guaranteed repair time not being met, the following penalty shall be levied:

a. Beyond 8 working hours (first day of receipt of complaint) and up to 16 working hours (2 days of receipt of complaint), the penalty shall be Rs. 500/- (Five hundred only) per day/device such as PC/Printer/Laptop/UPS/Scanner/Photocopier in question. A PC/Printer/Laptop/ Scanner/ Photocopier would be deemed to be down even if a peripheral attached to it i.e. external storage device i.e. CD/DVD/Pen drive etc or hard disk is down.

b. Beyond 16 working hours, the penalty shall be Rs. 1000/- (One thousand only)/device per day, with all other conditions remaining identical as at above clause-8a.

9. However, in case a working replacement is made within the above mentioned time, no penalty shall be levied for a period of one week. In case, the system is not returned duly rectifying the fault, within one week, above mentioned penalty at Rs.200/- per day shall be chargeable, from 8 th day onwards.

10. The contractor shall ensure that the equipment is in good working condition and is with full configuration while handing over at the end of the CMS.

11. The contractor shall attend the corrective and preventive maintenance of the equipment at least once a quarter at all locations. The preventive maintenance of the systems should cover essential aspects like external storage device cleaning, printer cleaning, checking system performance, virus scanning and update, checking hard disk for inconsistent cluster, defragmenting and running scan disk, replacement of printer gears and knob, if required.

12. No freight of any sort is admissible, for moving the equipments.

13. RCI expects the service provider to provide support in all IT related areas. In case of problems, he must provide immediate and timely solution to the problem.

14. The maintenance contract will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost.

18. The contractor will supply and replace genuine and quality spare parts free of cost except consumables (cartridges, ribbon etc). The replaced spare parts used for replacement should have warranty for some minimum periods.

a. The details of spare parts removed and replaced shall be duly entered into register and signed by both clients and contractor's agents. This agreement include all the component of computers & peripheral e.g. CPU, Monitor, Printer, UPS, Key Board, Mouse, Modem and scanner.

b. The maintenance services will be provided on all working days from 10.00 hrs. to 18.00 hrs. (Monday to Friday) or as and when required. Provision of availability of service engineers on Saturdays, Sundays or other holidays should be made in case of exigency.

c. The Contractor shall repair/ replace parts at the sites of the RCI only. If the fault is of serious nature and requires the support of the Repair Centre of the Contractor, thereby necessitating shifting of the equipment, the Contractor shall attend to shifting/transportation, installation, re-installation, loading of the software packages (both the system software and application software, if any) at no additional cost to the RCI.

d. For preventive maintenance each server, printer and PC & peripheral must be attended at least once in a quarter. Apart from consumables (printer cartridges, laptop batteries, DVDs/CDs, Fuser assembly, ADF, papers) and licensed software all other replacements if needed would be the responsibility of the Contractor. Items which are not explicitly mentioned in the scope of work enclosed, if those items are needed to be repaired/replaced, these would be done at extra cost on actual basis. Taking of backup of data/computer records will be the responsibility of the Contractor but possible recovery on best effort basis after crashes will be their responsibility.

19. Provision of Licensed Antivirus would not be the responsibility of the Contractor but preventing virus attacks and cleaning systems after such attacks would be their responsibility. In case of any confusion about the scope of work, decision of RCI would be final. They would also be required to check optimum bandwidth utilization, collusion, data loss over the network, if any.

i. Complaints for PCs and peripherals will have to be rectified on Next Business Day (NBD) basis after complaint being logged whereas for the server the problem has to be rectified on the same day. Servers, active components of network (Switches, Firewalls, Wireless Controllers and Routers,) and printers where response time should be less than 1 hour and have to be rectified on the same day and cannot be left for the next day under any circumstances. Severity Class B like certain set of PCs and peripherals which do not adversely impact the working of items under Severity Class A. Here the response time would be a maximum of 4 hours and resolution time would be Next Business Day (NBD). In case of confusion regarding items falling under Class A or Class B, decision of RCI would be final. For this, Contractors may have to keep some inventory of hardware available with them.

ii. Tagging of assets has to be done by the Contractor in consultation of RCI preferably within 15 days of award of work. Accordingly, the configuration details should be entered into Complaint Register.

20. At the time of taking over the machines under CMS, the Contractor should take note of the following:

a. Machines which are working and current (P-III and above and printers & Celerons less than 5 years old from procurement date are defined as current) will straight away come into CMS from the date of signing of contract.

b. Machines which are working and obsolete (more than 5 years old from procurement date are defined as obsolete) will also straight away come into the purview of CMS. However during any subsequent problems with these machines, if the spare parts are not available, Admin Div would process the machines for condemnation.

c. For the machines which are non-working but current, Contractor will advise the parts to be repaired/ replaced so as to make these machines functional. Admin Div will get these repairs/replacements done on their cost from the Contractor for which payment on actual basis would be made. After these repairs/replacements, the machines would come under CMS.

d. AMC will cover the entire configurations of the machine which may include CD/DVD writers and other storage media. At the time of taking over of the assets under CMS, responsibility of CMS of these functional parts automatically get transferred to the Contractor.

e. Non working and obsolete machines would not be covered under AMC and would be advised for condemnation.

f. Maintenance of all the records pertaining to these would be the responsibility of the Contractor

## E-Tender Notice for inviting quotation for Comprehensive Facility Management Services (FMS) for Rehabilitation Council of India, New Delhi.

Rehabilitation Council of India (RCI), New Delhi invites **Online e-Tender** for Comprehensive Facility Management Services (FMS) for Rehabilitation Council of India, New Delhi.

Tender name	Tender for Comprehensive Facility Management Services (FMS)
Tender reference no.	5-333/2019-RCI
Tender forms available at websites	<a href="http://www.rehabcouncil.nic.in">www.rehabcouncil.nic.in</a> <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a>
Date and time of Issue/ Publishing	22.01.2020, 1500 hrs
Document download/sale start date and time	22.01.2020, 1500 hrs
Pre-Bid Meeting	28.01.2020, 14:30 hrs
Submission of Clarification, if any	29.01.2020, 1500 hrs
Clarification/corrigendum to be uploaded on the CPP Portal	30.01.2020, 1500 hrs
Bid submission start date and time	31.01.2020, 1500 hrs
Bid submission end date and time	15.02.2020, 1500 hrs
Date & time of openings of Technical bids	17.02.2020, 1130hrs
Date & time of openings of Financial bids	To be communicated later
Validity of Bid	90 days from bid closing date
Earnest Money Deposit (EMD)	Rs. 35,000/- for Package-I, and/or Rs.4,65,000/- for Package-II or Rs.5,00,000/- for both Package-I & II
Place of the opening of the tender	RCI, New Delhi
Place of the opening of the tender	RCI, New Delhi

2. Prospective Bidders interested to participate in the bidding process under Package-I or Package-II separately or for both Package- I &II, are required to submit their offer in response to this Tender Document along with a non-refundable tender fee of Rs. 1000/- (Rupees One thousand Only) in the form of Bank Demand Draft drawn on any Nationalized Bank/ Scheduled Commercial Bank in favour of "Rehabilitation Council of India" payable at New Delhi, except those who have been exempted as per directive of Govt. of India (enclose certificate as applicable). The tender processing committee will open the financial bids of only those bidders who stands qualified on the basis of details provided in technical bid.

3. The following eligibility criteria are needed to be fulfilled to be considered for the tender :

Sl. No.	Eligibility Criteria	Documentary proof for the eligibility (Self attested copies to be submitted)
a	Bidder should have completed in previous five	1 Certified copy of work order alongwith



	<p>(5) years ending on 31.03.2019.  ONE similar work of single contract value <b>not less Rs.80 Lakhs.</b> <b>OR</b>  TWO similar works with each of single contract value <b>not less than Rs.60 Lakhs.</b> <b>OR</b>  THREE similar works with each of single contract value <b>not less than Rs.40 Lakhs.</b></p> <p>Similar work(s) shall mean “Operation &amp; Maintenance of Electrical System, Fire Fighting System, Air-conditioning System, Building Management System in a Central Government / State Government/ Central autonomous body/ Central PSU/ Municipal corporations /State PSU/ Railway stations / Government hospitals, Delhi Metro, AAI, DIAL or reputed industrial house”.</p>	<p>scope of work, schedule of quantity and completion certificates issued by the authority concerned to establish work experience.</p> <p>II Completion certificates for work issued by private parties shall be supported by TDS certificates.</p>
b	Shall possess valid (a) EPF registrations & ESI registrations (b) GST Registrations, (c) Labour License issued by Central Labour Commissioner	Certificate copies issued by concerned authorities shall be furnished.
c	The agency shall have full-fledged establishment for carrying out similar nature maintenance contracts in institutions/government organisations	Self attested credentials/documents, organizational chart should be furnished
d	Shall be registered company and shall be an ISO certified company with valid ISO registration	Certificate copies issued by concerned authorities shall be furnished.
e	Should have had average annual financial turnover not less than 5 crore for the last three each Financial Year's i.e. 2016-2017, 2017-2018 & 2018-2019	Certified copy from Chartered Accountant for the annual financial turnover and Balance Sheet showing profit & loss account.

4. The detailed General Terms and Conditions of the contract is mentioned in the tender document. And Format of Technical Bid is at Annexure I, and Format of Financial Bid is at Annexure II.

5. Intending eligible bidders may download Tender Notice from our website [www.rehabcouncil.nic.in](http://www.rehabcouncil.nic.in) (for reference only) as well as on CPPP website (for bidding prospective). Scanned copy of bid documents etc. has to be submitted online at <http://eprocure.gov.in/e-procure/app> along with the Technical and Financial bid and scan copy of EMD and Tender fee should be uploaded as per schedule mentioned above.

6. EMD and Tender Fee in original should be submitted in a sealed envelope super scribed with “**EMD of Tender for Comprehensive Facility Management Services (FMS) for Rehabilitation Council of India, New Delhi**”, addressed to Member Secretary, Rehabilitation Council of India, B-22 Qutab Institutional Area, New Delhi and deposited (in original) in the tender box kept at despatch section of RCI on or before 15.02.2020 by 1500 hrs. After submitting the bids and backing out would automatically debar the firm from any further dealing with RCI & the EMD amount would also be forfeited.

7. Rehabilitation Council of India reserves the right to reject any or all of the tenders without assigning any reasons thereof and is not liable to accept the lowest tender.

**Member Secretary, RCI**

Encl.: i) Proforma for Technical Bid - Annexure I & (ii) Proforma for Financial Bid - Annexure II  
**Annexure - I**

**PROFORMA FOR TECHNICAL BID**

S.No.	Particulars	Details to be filled by the bidder	Remarks (for assessment by Tender Evaluation Committee)
1.	Name of the Firm & Owner (With Tel./Mob. No.)		
2.	Office Address with Tel./Mob.No.		
3.	PAN No. TAN No. Reg.No. GST No. EPF Registration No ESI Registration No Labour License No issued by Labour Commissioner		
4.	Annual Turnover 2016-17 2017-18 2018-19		
5.	Last 3 years balance sheet and Income Tax Return		
6.	Past experience with Govt. Dept-Name of period to whom service provided (Attach atleast 3 certificates)		
7.	Copies of valid ISO 9001 14001 OHSAS 18001 certifications		
8.	EMD Tender Fee details		
9	Documentary evidence (duly signed by bidder or HR Head) against hiring/engagement of at least 200 skilled / semi-skilled / unskilled workers during any of the last three financial years ending on 31.03.2019.		
10	An undertaking on the firm's Letter Head that firm has not been black-listed by any Govt. dept.		
11.	Whether terms and conditions by RCI are acceptable by the firms		
12.	Any other details (if any)		

**Self Certification**

It is certified that M/s \_\_\_\_\_ located  
at (address) \_\_\_\_\_ registered as a private limited/  
public limited/ partnership Unit for printing fulfils the above requirement of infrastructure in terms of machine and  
manpower and empanelled as 'A' Class printer with Directorate of Printing, or DAVP, Ministry of Information and  
Broadcasting and the information given above are true and correct.

(Signature of Owner/Authorized representative)  
Name and Designation

Date :

**PROFORMA FOR FINANCIAL BID**

1. Name of the Firm (Bidder) :
2. Address and Contact No. :
3. Rates as per proforma given below :

**Package – I**

Item Description	UoM	Quantity	Rate (Per Month)	Amount (INR)
1	2	3	4	(3*4)
Comprehensive Maintenance of RCI building including periodic maintenance & AMCs as per scope of work	Month	12		

**Notes:1. Payment shall be made by the Owner as per the terms and conditions of the Tender Document. 2. The rates quoted shall be inclusive of all applicable taxes except GST, which shall be paid as per actual receipt of Tax Invoice and proof of payment of GST to Govt.**

**Package – II**

S. No.	Description of services required	No. of persons	Wages per day per personnel	Wages per calendar month per personnel (26 days x col. 3)	EPF contribution @13.15% of col. 4 (ceiling Rs.15000/-)	ESI contribution @4.75% of col. 4 (ceiling Rs.21000/-)	Total expenditure on offered wages per month	Total expenditure on offered wages per Annum	Agency /Admin. Charge per Annum in % of col. 8	Amount (in Rs.) of Agency /Admin. Charge per Annum of col. 9	Applicable GST. Charges in Rupees @ 18% of col (8+10)	Total Annual Cost for deployment of manpower Col ((8+10+11)
1	2	3	4	5	6	7	8	9	10	11	12	
<b>AS PER BOQ on CPP PORTAL</b>												
Total (a)												

Notes:

1. Relieving charges will be paid extra for the deployed personnel over and above 26 days in a calendar month.
2. GST will be paid extra as applicable from time to time.
3. Price quoted " Total (a)" as mentioned in the above table shall be considered for final evaluation purpose.
4. EPF contributions are payable on maximum wage ceiling of Rs.15000/-

Date :

(Signature of the owner/Authorized representative)  
Name and Designation