

REQUEST TO SUBMIT
TENDER
APPOINTMENT OF FACILITY MANAGEMENT PARTNER
FOR
‘APNA GHAR PROJECT – PALAKKAD SCHEME’

Tender no. BFK/PROJ/11/17-18/TENDER/001

BHAVANAM FOUNDATION KERALA

(A GOVERNMENT OF KERALA UNDERTAKING)

Registered Office: TC 13/287/1, ‘Panachamootil’, Mulavana Junction, Kunnukuzhi, Vanchiyoor P.O.,
Thiruvananthapuram – 695 035

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TENDER NOTICE

Bhavanam Foundation Kerala (BFK) invites sealed tenders in the prescribed format from reputed, experienced and professionally managed facility management agencies for appointment on contract basis as the Facility Management Partner to manage the hostel for interstate migrant workers under the 'Apna Ghar Project – Palakkad Scheme' of BFK at KINFRA Integrated Industrial and Textile Park, Kanjikode, Palakkad as per requirement indicated in the Bid document.

Interested party may download the application form from the official website of BFK (www.bhavanam.org) during the application window as indicated in the Bid Synopsis. There is no fees for the bid document or for taking part in the tender process. The deadline for submission of the tender is indicated in the Bid Synopsis.

The Technical Bids shall be opened at the date and time indicated in the Bid Synopsis in the presence of the bidder's representative who chooses to attend at the office of BFK, Thiruvananthapuram. BFK reserves the right to reject any or all bids without assigning any reason.

Sd/-

Executive Vice Chairman

BID SYNOPSIS

Sl. No.	Head	Details
1.	Tender no.	BFK/PROJ/11/17-18/TENDER/001
2.	Name and address of employer	Executive Vice Chairman, Bhavanam Foundation Kerala, Thiruvananthapuram
3.	Name of service	'Facility Management Partner' (FMP) for management of the hostel for interstate migrant workers under the 'Apna Ghar Project – Palakkad Scheme' of BFK.
4.	Place of service	Hostel of BFK within KINFRA Integrated Industrial and Textile Park, Kanjikode, Palakkad, Kerala.
5.	Period of service	One year.
6.	Tender document	Tender document is available for download free of cost at www.bhavanam.org
7.	Date of issue of tender documents	From 19 th September 2017 to 28 th September 2017
8.	Pre bid meeting	Not Applicable
9.	Tender document issuing authority	Bhavanam Foundation Kerala (A Government of Kerala Undertaking), TC: 13/287/1, "Panachamootil", Mulavana Junction, Kunnukuzhi, Vanchiyoor P.O., Thiruvananthapuram – 695 035
10.	Last date of receipt of tender	3 rd October 2017 on or before 04:00PM.
11.	Opening of Technical Bid	5:00 PM on 3 rd October 2017
12.	Place of submission of tender	At the Office of Bhavanam Foundation Kerala, TC: 13/287/1, "Panachamootil", Mulavana Junction, Kunnukuzhi, Vanchiyoor P.O., Thiruvananthapuram – 695 035
13.	Tender receiving authority	Bhavanam Foundation Kerala, Thiruvananthapuram
14.	Earnest Money Deposit (EMD)	Rs.50,000/- in the form of Demand Draft favouring "Bhavanam Foundation Kerala" payable at Thiruvananthapuram.
15.	Validity period of tender	90 days from last date of receipt of tender and may be extended by further period of 90 days if required by BFK.

ABOUT BHAVANAM FOUNDATION KERALA

Bhavanam Foundation Kerala (BFK), is a public sector non-profit company fully owned by the Government of Kerala and registered under Section 8 of the Companies Act, 2013 for the development of housing and related infrastructure for the low income group working class of the society like labourers, daily wage workers, low salaried employees of public and private sector.

BFK is a public sector undertaking of the Government of Kerala (GoK) under the Department of Labour and Skills for designing and implementing projects for dynamically addressing the housing needs of the workers and underprivileged working classes in the state.

APNA GHAR PROJECT

The Project was conceived to provide Interstate Migrant Workers (ISM) working in Kerala with good quality hostel accommodation which are hygienic and safe at reasonable rent.

Kerala has over the course of the last few decades become heavily dependent on ISM workers from across India. The ISM workforce in Kerala are engaged in different areas such as agriculture, construction, hotel and restaurant, manufacturing and trade, etc. According to the Economic Review 2015, over the last four decades, the migration of local labour to the Middle-East and the almost universal enrolment of children in schools and the elongation of the duration of education has resulted in the withdrawal of entry or delayed entry into the labour force in Kerala by Keralites. Further that those who come out of the educational system do not often enter a number of sectors such as agriculture, construction, etc. These two factors have in turn created a demand for labour in the Kerala economy that is presently being met by ISM workers from across India. Thus the ISM workers are an integral and crucial part of the Kerala economy.

The *“Domestic Migrant Labour in Kerala”*, a study completed in February 2013 estimated the numbers of ISM workers working in Kerala at over 25 lakh, with annual arrivals of 2.35 lakhs, and remittances of over ₹17,500 crores (Seventeen Thousand Five Hundred Crores Only) per year.

The Government of Kerala and the Government of India have established clearly defined rules and regulations regarding employment of labour and the basic living conditions to be provided in cases where accommodation is provided by the employer. The Government has not placed any restriction on the movement of workers within India

and the rules and regulations apply equally to workers from within a State or Union Territory and ISM workers working there. The ISM workers have been provided with housing by many employers.

However, on inspections of labour accommodations across the State by the Government of Kerala, it was observed that the housing and living conditions of the ISM workers working in Kerala are abysmally poor in many places. The ISM workers often live at worksites and factories itself, in crowded rooms with poor water supply and sanitation facilities with only few having proper kitchen, bathrooms, toilets, etc. Due to the lack of facilities, they are forced to resort to cooking, bathing, etc mostly in the open.

The Department of Labour and Skills, Government of Kerala has taken up the mission of improving the living conditions of the ISM workers including stricter enforcement of the rules and regulations and also providing hygienic and safe hostel accommodation with all basic facilities at reasonable rent. The Department has entrusted the task of building and running the hostels to BFK. The Government proposes to build hostels for ISM workers in places with high demand for such accommodation across Kerala.

The Apna Ghar Project of BFK is intended to achieve this vision of the Department of Labour and Skills, Government of Kerala. The Apna Ghar Project is proposed to have various Schemes under it in different locations across Kerala. The management of the hostel of each of these Schemes is proposed to be entrusted to an agency selected under Government approved process as the Facility Management Partner.

The first Scheme of the Project called the Apna Ghar Project – Palakkad Scheme with a capacity of 640 beds is presently nearing completion at the KINFRA Integrated Industrial and Textile Park (IITP), Kanjikode, Palakkad and will be commissioned during November 2017. BFK is looking forward to appointing an agency with administrative/ facility management experience to effectively and efficiently manage the hostel, including collection of rent, routine liaising with different agencies and departments for day to day running of the hostel, housekeeping, providing security and routine maintenance work of the hostel at a reasonable fee.

NOTICE INVITING TENDER

The hostel for Interstate migrant workers under the 'Apna Ghar Project – Palakkad Scheme' with a capacity of 640 beds is located in 3,440 meter square (85 cents) of land at KINFRA Integrated Industrial and Textile Park, Kanjikode, Palakkad. The hostel has an area of about (4,106 square meters) 44,200 square feet spread across ground plus three floors.

Sealed Tender in prescribed format is invited from reputed firms for appointment as Facility Management Partner (FMP) for management of the hostel including administration, housekeeping, security, routine maintenance and repair, etc. for the 'Apna Ghar Project – Palakkad Scheme'.

Applications are invited from professionally managed, financially sound, resourceful and experienced agencies with competence in management and running of hostels, hotels or facilities management. The applicants are expected to thoroughly study the round the clock hostel management needs including administration, housekeeping, security, operational needs of Sewage Treatment Plant and Bio-gas plant, routine repair and maintenance requirements, etc. by visiting the 'Apna Ghar Project – Palakkad Scheme' site. The hostel is to be open on all days throughout the year. No consideration will be given after issue of Letter of Intent on the ground that the applicant did not properly envisage the volume or nature of work.

The Executive Vice Chairman, BFK reserves the right to accept or reject request from any applicant for issue of tender without assigning any reason. BFK reserves the right to short list the applicants who meet the eligibility criteria depending on their resources, experience and past records of successful operation.

The tender shall be submitted along with earnest money deposit (EMD) of Rs.50,000/- (Rupees Fifty Thousand Only) in the form of demand draft favouring "Bhavanam Foundation Kerala" payable at Thiruvananthapuram. Tenders without the EMD will be summarily rejected.

Eligibility criteria

The applicant/ bidder shall meet the following minimum eligibility criteria.

- a) The bidder shall be a partnership firm/ LLP/ Company/ Society/ Trust registered in India.
- b) The bidder shall have been in operation for a minimum 3 years as on 31st August 2017.
- c) The bidder should have experience of successfully completing contracts as facility manager or operators of hostels, hotels, hospitals, service apartments or the like, including having provided security services (directly or through a registered agency) for the **last two (2) years** as at the last date of 31st March 2017.
- d) The bidder should be presently engaged in facility management services including security services or entrust an agency presently engaged for security

- services by Government undertakings, PSUs or reputed private organization by employing a minimum of 10 security personnel per shift not exceeding 8 hours.
- e) The number of permanent personnel with the firm shall not be less than 30 persons. Provident fund remittance details shall be submitted as evidence.
 - f) Annual turnover of the tenderer during the last financial year should not be less than Rs. 30 lakhs. Balance sheet and profit and loss account audited by their statutory auditors shall be submitted along with the tender as proof of turnover.
 - g) The bidder or the agency employed by the bidder for security services should be a registered security agency. The certificate of registration shall be submitted.
 - h) The bidder shall not be a Joint Venture/Consortium.
 - i) The bidder shall not be blacklisted by any Govt./Semi Govt. organization. An affidavit for the same shall be submitted.

The proof for substantiating the above/ affidavits shall be submitted along with the bid.

The tender forms in the prescribed format will be available for download at the official website of BFK (www.bhavanam.org) without any fees during the application period stated in the Bid Synopsis. The completed tender documents in physical form may be submitted to the BFK office before the deadline specified in the Bid Synopsis.

General Instructions to Tenderers:

No joint bid will be accepted. Tender documents are not transferable.

I. Tender Procedure

Tenders must be submitted in a sealed cover super scribed as **“Tender for Facility Management Partner of Apna Ghar Project – Palakkad Scheme”**. This cover should contain two separate sealed covers containing technical bid and price bid in the prescribed forms super-scribed as **“Technical Bid”** and **“Price Bid”** respectively.

II. Technical Bid

The technical bid consisting of the following documents shall be submitted by the tenderer:

- a) Technical Bid Form duly completed with the authorised signatory’s signature on all pages.

- b)** Details of experience in hostel/ hotel/ facility management or the like with copies of documents supporting claim of experience such as work orders, employers certificate, etc. (i.e. only completion certificates of the experience issued by the employer) as specified in the eligibility criteria. Also copies of documents such as wage certificate, self-certified copies of the certificate of registration, audited financial statements for the FY 2015-16 and 2016-17 and service tax returns for these financial years shall be attached to prove their conformity to eligibility criteria and support their claim of experience. Originals shall be presented when called for verification. The technical bids, which are not accompanied with documents prescribed above and EMD are liable for rejection forthwith.
- c)** Proposed schedule of workforce with details of responsibilities and areas to be granted.
- d)** EMD as specified.
- e)** Profile of the Applicant.
- f)** Proof of Authorized Signatory.
- g)** Copy of PAN and Goods and Service Tax Registration certificate.
- h)** Copy of Income Tax returns of last two Financial Years.
- i)** Any other relevant information.
- j)** The commercial proposal shall not be disclosed or indicated, directly or indirectly, in the Technical Proposal. Any such disclosure of commercial proposal will render the proposal disqualified.
- k)** The bidder shall submit an undertaking in the technical proposal/bid that agency accepts and shall fully abide by all the technical and commercial terms & conditions.

III. Price Bid/Commercial Bid:

The price/ commercial bid with the following shall be submitted by the tenderer.

- a)** The price bid shall be filled in all respects. The tenderer shall quote the lump sum amount per month for the management of the hostel excluding taxes, cess, etc. The taxes, cess, etc intended to be claimed should be clearly stated separately with current rates for each. Additional manpower, if required will be paid as per the information provided there in.

- b) The cost of cleaning supplies and other consumables like stationary, cleaning supplies, diesel, chemicals for STP, etc. is to be included in the quote. The price quoted should also include expenses for routine maintenance and repair.
- c) The expenses towards utility charges of KSEB, KWA, commercial gas connection, television cable connection; Annual Maintenance Contract fees for STP, diesel generator, bio-gas plant, CCTV, solar power plant; and KINFRA park charges shall be met by BFK and should not be included in the price quoted.
- d) The tenderer shall be solely responsible for payment of all other obligations like **PF, ESI, Gratuity, Training & Supervision, Bonus, Uniform, Leaves, Reliever Cost, Any Special Allowances, Any other Statutory obligations, Administrative Charges, if any, and overheads.** BFK will deduct TDS at the rate prescribed by Government from payments.
- e) The Price bids shall be valid up to 90 days from the date of opening of tenders and may be extended for another 90 days, if requested by BFK.
- f) The tenderer should sign on every page of the tender documents enclosed with technical bid as an unconditional acceptance of the terms and conditions mentioned therein.
- g) Tenders with conditions will be summarily rejected.
- h) The rate should be clearly indicated both in words and figures. If there is any discrepancy between these two, rates quoted in words will be taken as final.

IV. Opening of Tender

Only tenders received up to the deadline mentioned in the Bid Synopsis will be opened and considered. The technical bids shall be opened on the date and time specified in the Bid Synopsis in the presence of bidder's authorized representative who chooses to attend at the office of BFK in Thiruvananthapuram.

V. Tender Evaluation Procedure

The evaluation of Proposals/bids will be done in two stages (technical/commercial).

First the technical bids will be evaluated and shortlisted on the basis of eligibility criteria for opening the price bids. The Price Bids of only the shortlisted (technically

qualified) tenderers will be opened and evaluated for finalising the tender. The lowest (L1) commercial proposal/bid will be the successful Agency/Bidder.

BFK may invite the shortlisted bidders to make a Techno Commercial presentation (maximum 30 minutes) before the Evaluation Committee of BFK on how they propose to manage the hostel as the Facility Management Partner including on the following aspects:

- a) Organization Profile and Competency in terms of Management, Technical and Geographical aspects to be the Facility Management Partner for the hostel.
- b) The proposed management plan for the hostel including proposed operating procedures, cadre wise deployment of personnel, specific turnaround times for different tasks, cost effectiveness, type of routine repairs and maintenance that will be undertaken, etc.
- c) Skill set of personnel to be employed in administration, housekeeping, security, repair, maintenance, etc.
- d) The unique and innovative aspects, if any of the operational model suggested for the management of the hostel.

The time and venue of the presentation will be intimated in writing.

The Evaluation Committee may conduct clarification meeting with each or any bidder to discuss any matter, technical or otherwise. If necessary, the Evaluation Committee may visit the projects, hostels, hotels or the like being managed or operated by the bidder.

VI. Scope of Work

The hostel under the 'Apna Ghar Project – Palakkad Scheme', set up by BFK, can house 640 persons at a time. Infrastructure including cots, tables, chairs, electric, water and gas connections, piped cooking gas facilities, sewage treatment plant, bio-gas plant, solar power plant, etc. is provided by BFK. There are separate kitchens for the residents to cook the food by themselves.

As part of the management of the hostel, the Facility Management Partner (FMP) appointed shall be responsible for the following:

1. The FMP shall provide the round the clock management of the hostel including administration; 24 hours security; allotment of beds and kitchens; collection and refund of approved rent and deposit; routine liaison with employers,

M/s. KINFRA, and other Government agencies; housekeeping to ensure clean and hygienic environment; and coordinating with BFK, etc.

2. The FMP shall ensure that the hostel is fully functional and that tasks are carried out as per schedule every day of the year including public holidays. The administrative office of the hostel shall function from 7 AM to 7 PM every day of the year including holidays.
3. The FMP shall ensure that the management of the hostel shall be undertaken as per the standard operating procedure agreed upon including registration of residents, collection of deposit and rent, cleaning, security, maintenance, etc. The FMP shall ensure that the services rendered are carried out to the full satisfaction of BFK. The standard operating procedure (SOP) shall be drafted by the FMP and submitted to BFK for approval within seven days of executing the agreement. The SOP shall be reviewed after one month of commissioning of the hostel and modifications as required made on mutual agreement.
4. The FMP shall ensure that all facilities provided to the residents are hygienic, safe and in good working order and that routine checks of hostel building, furniture, equipment, etc. are undertaken and that routine repairs and maintenance are conducted in a timely manner.
5. The FMP shall liaison with the companies, factories, work sites and other employers in and around KINFRA IITP, Palakkad to facilitate maximum occupancy of the hostel at all times. *(They have already expressed interest in the hostel facility).*
6. The FMP shall liaison with M/s. KINFRA and other Government agencies and Departments regarding matters of day to day running of the hostel.
7. The FMP shall coordinate with and report to BFK.
8. The FMP shall ensure that all personnel are well behaved, polite and assist residents, public and others at the hostel premises.
9. The FMP shall issue photo ID cards to all their personnel and ensure that all personnel wear the ID cards at all times while on duty in such a way that it is

prominently displayed and visible so as to be able to easily identify the individual.

10. The FMP shall ensure that all personnel are well groomed and wear clean, neatly pressed full uniform including shoes, cap, torch lights and whistles (for security personnel) at all times while on duty. The FMP shall provide required number of appropriate uniform sets for the personnel deployed. The administrative personnel may be allowed to wear formal clothes and need not be issued a uniform. The uniforms or clothes of the personnel shall not be washed in the hostel premises.
11. The FMP shall be responsible for the health and safety of their personnel and shall provide the personnel with required safety and protective gear including masks, gloves, boots, safety harness, etc. for the tasks assigned. Staff shall be trained in safety aspects and first aid. The personnel shall place appropriate signs to indicate undergoing work, wet floors, etc. The FMP shall incorporate the cost in the price quoted.
12. The FMP shall provide all personnel with stationary items, cleaning supplies, equipment and other items required for performing their duty and the cost component shall be included in the price quoted.
13. The Administrative Head of the hostel shall be the 'warden' and he shall be responsible for the management of the hostel including ensuring proper admission procedures including allotment; deposit and rent collection and refund; maintaining security on the premises; duly reporting instances to concerned authorities, etc. The warden shall be equipped with a mobile phone, the number of which shall be shared with BFK and Park Manager, KINFRA IITP, and he shall be available on phone at all times on all days. The warden shall be allotted a room within the hostel and shall stay at the hostel.
14. The FMP shall ensure that one administrative supervisor, on rotation basis, equipped with mobile phone (the number of which shall be shared with BFK and Park Manager, KINFRA IITP) shall be available in the hostel premises at all times on all days. He shall supervise the overall management of the hostel including security and shall report to the warden. The administrative supervisor shall carry out inspections to all areas of the hostel as per the SOP and shall ensure the rectification of shortfalls, if any.

15. The FMP shall ensure the accurate and real time registration including documentation of identity records of the residents in the online platform of BFK at the time of allotment. Only those with valid photo identity cards issued by the Government like Voter ID, Aadhaar, etc. shall be allotted rooms. The photo ID cards shall be scanned and uploaded at the time of registration and application forms (as prescribed by BFK) of the ISM workers may be maintained at the hostel. In case an employer is sponsoring a resident, the application may be obtained from the employer with the resident countersigning the application. The undertaking regarding rent, rules and regulations forming part of the application shall be duly signed/ thumb impression (in front of the administrative officer). A physical register shall also be maintained regarding allotment.
16. The FMP shall ensure that only ISM workers (above 18 years of age) who have paid the deposit and who are current on the rent and deposit may be allowed to occupy the hostel and use the facilities.
17. The allotment of rooms and kitchens should be undertaken on a first come first serve basis based on vacancies. The total vacancies at the beginning of the day should be displayed on the notice board outside the administrative office.
18. The FMP shall issue photo ID cards to the residents at the time of registration and collect them back at the time of vacating.
19. The FMP shall ensure that visitors for the residents are not permitted to enter the hostel premises and shall meet the residents at the gate.
20. The FMP shall collect rent and deposit as approved by BFK from either the residents directly or from their employers in cases where accommodation is arranged by the employers. The FMP shall issue receipt for deposit and rent paid at the time of payment to the worker/ employer making the payment. The rent and deposit collected should be updated in the online BFK platform on a daily basis. A physical ledger should also be maintained. The FMP shall ensure that no other rent/deposit/ charges are collected from the residents other than those approved by BFK.
21. The FMP may collect rent on a weekly or monthly basis, based on the duration of intended stay or the resident's convenience with proportionate variation in

deposit as decided by BFK. The rent may also be collected on a shorter duration in cases of short stay or vacating mid-week.

22. The rent and deposit collected as cash from residents shall be deposited into the designated BFK bank account on a daily basis before closure of business. The collection made on a bank holiday shall be deposited to the designated BFK account on the next working day. The employers who are sponsoring residents shall be directed to pay via cheque/ DD to BFK or to deposit the money directly to the BFK account.
23. In cases of residents vacating early, the balance of advance rent, if any, and the deposit or part thereof after any deductions (as per criteria stipulated by BFK) should be paid back to the resident not sponsored by employers at the time of leaving the hostel and collect a receipt duly signed/ thumb impression.
24. The refund of advance rent, if any, and deposit to employers sponsoring residents may be intimated to BFK and refund via cheques, bank transfers will be effected by BFK on a weekly basis. The refund paid to the workers and employers shall be updated in the online BFK platform on a daily basis. The entry shall also be entered in the physical ledger.
25. The residents may be allowed to vacate the premises either during office hours or with prior intimation to the hostel office and after settling of bills. The unscheduled vacating by residents sponsored by their employers may be intimated by the warden to the employers in writing (email) within one working day.
26. The warden shall record the complaints of the residents regarding any matter pertaining to the hostel and if found to be true, rectifications shall be made with intimation to BFK.
27. The warden shall be responsible for reviewing requests for events organised by residents/ staff and according prior permission.
28. In the event a resident or group of residents are found, with proof, to have damaged any hostel property or are responsible for any property found to be missing, the proportionate cost to fix/ replace the same shall be recovered from the resident(s) as decided by the warden based on the criteria/ pattern decided

by BFK and the original price of the article. However, if the responsible residents cannot be identified with proof, the cost will be recovered from the FMP.

29. The warden accompanied by hostel administrative staff shall have the right to enter a hostel room to make enquiries or search in the presence of the residents as required. The enquiries and search may preferably be undertaken during the day unless avoidable. All searches undertaken should be recorded in the log book including reason for search, details of hostel personnel and residents present, etc.
30. If a resident poses a threat to the personnel, the same may be intimated to BFK with a signed undertaking of the concerned personnel(s) (counter signed by the warden) and the resident asked to vacate within a week. In severe situations, action shall be taken on an urgent basis and the resident asked to vacate within a day.
31. If a resident is found to be using alcoholic beverages, paan, etc on the premises, the resident may be issued a warning. If the resident continues using alcoholic beverages, paan, etc on the premises, he may be asked to vacate the hostel.
32. If a resident is found using illegal narcotic drugs, the resident may be asked to vacate within a day and the incident reported to the Police within a day.
33. All residents shall be informed that they are required to keep their valuables locked in the cupboard while proceeding out of their rooms.
34. The FMP's personnel shall be required to enter the resident's rooms only in a minimum number of two personnels and the administrative staff shall from time to time, at random conduct surprise inspections of the cleaning and repair of rooms to ensure that the conduct of their personnel is above board.
35. The FMP shall ensure that housekeeping works are undertaken as per the schedule and standard operating procedures and that utmost care is taken to provide clean and hygienic living conditions for the residents. As part of the housekeeping work, the following tasks shall be undertaken:

- a. Routine cleaning and dusting of floors, walls, furniture, fixtures (including electrical and plumbing), disinfection of toilets (using STP safe materials), removing of cobwebs, wasp or bee hives; etc.
- b. The security cabin at gate shall be cleaned as part of the hostel routine.
- c. The floors shall be clean at all times and liquid spills noticed shall be cleaned immediately to avoid people slipping and falling.
- d. The toilets, bathing and washing areas shall be thoroughly cleaned and sanitised on a daily basis including washbasins, shower facilities, etc.
- e. The tank in the bathing area must be fully drained and cleaned on a weekly basis.
- f. Kitchens and mess areas should be cleaned on a daily basis including counter tops, washing area, etc.
- g. Easily movable items should be moved and cleaning of floor underneath undertaken regularly.
- h. A detailed cleaning procedures, checklists and schedules should be provided as part of the standard operating procedure.
- i. The rooms and common areas shall be broom swept and mopped on a daily basis and machine scrubbed on a by weekly basis.
- j. The widow frames and glass panes on both sides, and mirrors shall be dusted/ washed on a weekly basis.
- k. All furniture should be dusted and wiped clean using wet cloth and soap, as required.
- l. All mats should be dusted on a weekly basis and cleaned daily on rainy days to remove any mud.
- m. The hostel grounds shall be cleaned on a regular basis to ensure that the grounds are maintained in a clean manner.

- n. Adequate, effective and STP/ environmental friendly cleaning materials and appropriate cleaning equipment should be used. The cleaning materials and disinfectants used shall be non-abrasive.
 - o. Place clearly marked segregated trash/waste bins in appropriate places; collect and segregate, if required, and dispose of the bio-waste using the bio-gas plant and sent other waste to appropriate disposal centres. The trash/ waste bins shall be cleaned and sanitised with disinfectants on a regular basis.
 - p. The terrace, generator room, piped gas cylinder room and electrical room shall be cleaned once a week.
 - q. Deep cleaning of stairways, common areas, terraces, generator room should be undertaken on a weekly basis including ceiling, walls, participation, toilets, bathing and clothes washing area.
 - r. Sticking of posters, notices, etc. on walls and windows are not allowed and if found should be removed immediately.
 - s. The staff should note and report any non-functioning, broken, damage part of the hostel including fixtures to the administrative office for necessary action.
 - t. A logbook of housekeeping activities shall be maintained and the warden shall inspect and certify that the cleaning has been undertaken as recorded.
36. The daily, weekly and monthly checklist of all work should be provided to the respective personnel and supervisors should ensure that all work is undertaken properly on a routine basis. A log book of the work undertaken should be maintained. The supervisor should review the work on a weekly basis to ensure that it is in line with the proposed plan.
37. Ensuring that there is no unauthorised use of the premises of the hostel and maintenance of surveillance against unauthorised persons, vehicles or illegal materials entering the premises. The ID cards issued by the FMP for all staff and

residents shall be checked at the gate and other persons shall be asked to enter in the in/out register (in the prescribed format) at the gate.

38. The security shall ensure the opening and closing of the gates as per the schedule prescribed by BFK. Any resident requesting to enter or leave the premises in between shall be asked to enter in the in/out register kept at the gate. An injured/ unwell resident and others accompanying him for immediate medical assistance may be allowed to leave the hostel premises during the time the gate is required to be closed without entering in the in/out register at the gate and may be allowed to enter the details in the register upon their return. The security supervisor may enter the details as available to them (example – number of persons) who left in the register in cases of such emergency.
39. Checking vehicles to prevent objectionable or illegal or dangerous materials from being brought inside the hostel premises. The movement of materials shall be under the strict monitoring of the security. The security shall maintain a detailed record of equipment or other BFK property taken out of the hostel premises for repair, etc. and cases of theft/loss, damage to BFK property, etc.
40. The Security shall ensure that law and order is maintained within the hostel premises at all times and that no damage is caused to any property. Also, the security shall ensure that no sound pollution is caused. The security must immediately report to the hostel administration and attempt to avert any fire hazard or other dangers observed.
41. The FMP through it's administrative and security personnel shall ensure that the rules and regulations are followed by all persons within the premises of the hostel including the residents.
42. The FMP shall be responsible for the security and watch and ward of the hostel, even if the FMP outsources it to a third party agency. The FMP shall be responsible for the safety and security of the people and property within the hostel premises.
43. The monitoring of the CCTV system around the clock and conduct of rounds of the hostel building and grounds by the security personnel as per the schedule.

44. Reporting any unlawful activities, incidences of physical violence, theft of BFK property, etc to the Police and BFK. The FMP shall immediately report serious offenses, if any, to the nearest police station and assist with further proceedings.
45. Ensuring 24X7 power supply with the available KSEB connection/ Diesel Generator system at site.
46. Before commencement of management of the hostel, the FMP shall submit a comprehensive operational and management standard operating procedure including cleaning and method statement for hostel rooms, common areas like kitchens, dining area, toilets, etc. including the ceilings, glass surfaces, etc. along with details of the proposed type of cleaning equipments, cleaning chemicals to be used for the area. The FMP shall also submit a comprehensive operational and management standard operating procedures for STP, Diesel Generator, bio-gas plant, etc. including repair and maintenance. The Diesel Generator and bio-gas plant shall have annual maintenance contracts. The SOP shall be finalised in discussion with BFK.
47. The FMP shall submit the following periodic reports to BFK in prescribed format:
- a. Weekly Report shall be emailed with occupancy data of each day; rent and deposit collection and refund details; diesel generator use; downtimes (power, STP, gas supply, office internet); total power generated using solar power system, building and other property routine inspection details, repair and maintenance work status, maintenance visits for AMC,
 - b. Incident report (damage, theft, unauthorised entry/ use of premises, physical violence, unlawful activities on premises, etc.) within one working day. Major instances shall be reported immediately.
48. Ensuring that no environmental damage is caused.
49. Undertaking routine checks and ensuring that the firefighting system including sprinklers, emergency lighting system and the fire extinguishers are in proper working order at all times. All staff shall be trained in operating firefighting system and take part in routine fire drills including assisting residents and others

during a fire. The staff should also have undergone training to deal with emergency situations.

50. Ensuring that no exits of the hostel building are fully or partially blocked at any time.
51. Ensuring that all exit, safety and danger signage are clearly visible at all times.
52. Ensuring that the doors to the terrace are closed at all times except to provide access to authorised personnel.
53. Ensuring the proper disposal of food and other waste materials using the bio-gas plant and disposal of other wastes through available KINFRA park facilities.
54. Ensuring that the Sewage Treatment Plant is operated as per the standard operating procedure for controlling the flow and the proper processing of the sewage. The consumables required for operating the STP shall be procured by the FMP and the cost has to be incorporated in the quote. The FMP shall collect samples and test final effluent at Government approved labs and make adjustments, if any required, for optimum functioning of the STP. The FMP shall maintain a log book regarding the operations, inspections, testing, maintenance and repair of the STP.
55. The FMP shall ensure the proper operation of the diesel generator including routine inspection including for oil and coolant leaks; cleaning and testing starting batteries; maintaining required diesel, oil and coolant levels; ensuring that preventive maintenance and routine changes of oil, filter and parts have been undertaken by the AMC agency as per the schedule, etc.
56. The FMP shall ensure that the diesel for the diesel generator and gas cylinders for piped cooking gas system are stored properly without risk of leakage, fire or other hazards.
57. Ensuring the routine inspection and preventive maintenance and repair of electrical and plumbing works including switches, blubs, fans, electrical sockets, cables, pumps, water purifiers, taps, toilet flush tanks, pipes, leaks, other fixtures, etc. Ensure that all fixtures are properly fixed. The blubs, switches, taps,

- gaskets, etc. shall be replaced with same capacity, brand, model and quality ones.
58. Ensuring the proper functioning of the bio-gas plant and the piped cooking gas system as per the standard operating procedure.
 59. Monitoring the solar power system and intimating that routine scheduled or timely repair and maintenance work is being undertaken by the agency that has been awarded the Annual Maintenance Contract.
 60. The FMP shall maintain proper logs, accounts and other records of all routine checks and repairs and other works undertaken at the hostel and report the same to BFK.
 61. The detailed reports of routine repair and maintenance checks and the actual repair and maintenance undertaken should be recorded and reported to BFK on a weekly basis.
 62. Ensuring the switching on and off of the electrical/ mechanical equipment in the premises is undertaken as per the schedule.
 63. The telephone and hostel office internet expenses shall be met by FMP.
 64. To undertake required and approved pest and rodent control at the hostel premises to protect the health and property of the residents, FMP staff and BFK. The entry points of rodents shall be identified and blocked or repellents kept to prevent their entry.
 65. Ensuring proper disposal of broken or damaged blubs, switches, porcelain items, glass, broken parts of furniture, other electrical and plumbing items, etc. Recyclable items shall be sent to the recycling plant/ agency.
 66. Dead animals and pests on the hostel premises shall be disposed off in the proper manner taking care to not to cause health hazards or disturbance to others.
 67. To assist in handling emergencies like fire, flood, earthquake etc.

68. Attending meeting called for or as directed by BFK in connection with the management of the hostel.
69. Keeping BFK duly informed regarding all matters of the hostel including submission of monthly reports in the format prescribed by BFK.
70. The Facility Management Partner (FMP) will be paid monthly lump sum as Management Fee by BFK. The FMP shall collect only the rent and deposit as fixed by BFK from time to time and shall under no circumstances collect any additional fees/ charges from the residents.

Administrative Operations

Sl: No:	Task	Frequency
1.	Registration of residents in online hostel management platform and physical register (Copying ID Cards, etc.)	At the time of registration before allotment.
2.	Collection of Rent	Weekly/ Monthly
3.	Collection of Deposit (Advance)	At the time of registration
4.	Deposit of rent and deposit collected to bank account of BFK	Daily
5.	Payment of KSEB, KWA, KINFRA Common Facility Charges, gas connection bills, etc. (Bills to be submitted along with monthly invoice for reimbursement by BFK)	Monthly
6.	Payment of telephone and office internet bills by FMP.	As per frequency required.
7.	Submitting Report of occupancy, rent collected, repairs and maintenance undertaken, damages to property,	Weekly
8.	Submitting Detailed Incident Report (If urgent to be intimated by email in brief first)	Within one day

9.	Control of common lights	6PM to 6AM or as per the light conditions.
10.	Monitoring access gate No. 1	24 Hours
11.	Monitoring access gate No. 2	At the times operated.
12.	Keeping kitchen and mess area locked	Between 10:30PM and 6 AM
13.	Maintaining a well-stocked first aid kit at the administrative office.	At all times.

House Keeping Operations

Sl: No:	Task	Frequency
1.	Sweeping and mopping the floors of Administrative Office, Security Cabins, and in common areas like corridors, staircases, entry way, etc.	Daily
2.	Dusting and removing spider webs in Administrative Office and Security Cabins and in common areas like corridors, staircases, entry way, etc.	Weekly
3.	Cleaning of both sides of window panes and other glass panes in Administrative Office, Security Cabins, hostel rooms, corridors	Once in two weeks
4.	Cleaning of mirrors in bathrooms	Once a week
5.	Sweeping and mopping the floors, cleaning counter tops, sinks, hand washing area, tables, and chairs in the kitchen and mess area	Twice Daily (after breakfast and dinner), also after lunch on off days for residents.
6.	Cleaning and mopping floors of toilet, bathing and	Daily

	clothes washing areas	
7.	Cleaning door handles, taps, shower heads and water drain grates in the toilet, bathing and clothes washing areas	Daily
8.	Removing waste from waste bins in common areas	Daily
9.	Removing food waste from waste bins in kitchen and mess area	After each meal
10.	Cleaning and wiping of all fans	Once a month
11.	Sweeping the terrace floor	Once a month
12.	Sweeping the grounds	Daily
13.	Removing waste from the grounds	Daily

Gardening Operations

Sl. No.	Task	Frequency
1.	Watering the garden and lawn	Daily.
2.	Cutting of branches, hedges, lawn	Monthly
3.	Removing weeds and other unwanted growth	Weekly
4.	Applying eco-friendly pesticides	Monthly
5.	Removing broken branches of trees	Within a day

Pest Control

Sl. No.	Task	Frequency
1	General Disinfection Services (Spraying)	Fortnightly
2	Rodent Control (Glue Trays/Traps)	Weekly
3	Mosquito Control (Fogging)	Daily

A separate qualified agency shall be deployed for the purpose of Pest Control. The detailed credentials of this agency with methodology shall be submitted for BFK's approval.

Security

Sl. No.	Task	Frequency
1.	Manning of Security Cabin at Gate 1	24 Hours
2.	Opening of Gate 2	For delivery of gas cylinders, etc.
3.	Checking of hostel premises (inside)	Every Four Hours
4.	Checking of hostel premises (Grounds)	Every Four Hours between 10PM and 6 AM
5.	Checking and locking kitchen and mess area	Open at 6AM Locking at 10:30 PM
6.	Monitoring of CCTV system	Round the clock

Terms and conditions:

1. The FMP shall evaluate the staffing requirement for the hostel and propose a staffing pattern spread across different departments like administration, housekeeping, security, etc. with details of designation, associated cost per personnel, type of work, and number of personnel required. The additional personnel, if found to be required, at a later stage will be provided by the FMP at the cost per additional personnel rates quoted in the price bid.
2. The FMP shall manage the hostel on a three shift basis of eight hours each. The FMP shall maintain an attendance register and the agreed manpower for different types of work shall be present as per the schedule. The FMP shall ensure that there is sufficient number of administrative, housekeeping and security staff fluent in Hindi and other north Indian regional languages apart

from Malayalam and English at the hostel at all times. The FMP shall employ only male personnel as it is a men's hostel.

3. The FMP may, if they do not have the pre-requisite registration to provide security services as required by law, entrust an external registered security agency for security services. However, the FMP shall be fully responsible for providing adequate security and allied services at the hostel at all times.
4. The FMP may subcontract pest and rodent control to a third party agency if the FMP does not have the required competencies. However, the FMP shall be fully responsible for pest and rodent control in the hostel premises.
5. The FMP shall employ at the hostel only their own staff/employees as required for the work, except for security services and pest and rodent control services under the specific circumstances stated above. All staff/employees of the FMP and that of the FMP's subcontractors employed at the hostel shall be in general terms referred to as personnel.
6. The FMP shall be solely responsible for the safety and security of the employees of FMP and their subcontractors, suppliers, etc. and the FMP's property and that of their subcontractors, suppliers, etc. BFK shall not be responsible for the injury, illness or death of the employees of the FMP or their subcontractors, suppliers, etc. or the loss or damage caused to the property of the FMP or their subcontractors, suppliers, etc. The FMP may take the required insurance at their expense.
7. The FMP shall employ personnel trained in the specified work assigned including electrician, plumber, gardener, etc. for the running and maintenance/repair of all electrical, mechanical and plumbing items. The FMP shall allot each personnel with specific tasks, area/location and schedule as per the standard operating procedure. The corresponding supervisor shall maintain log books with the names of personnel, work assigned and work undertaken.
8. In case the work undertaken by a personnel is unsatisfactory, or a complaint received against a personnel is found to be correct, or if the continued presence of a personnel within the hostel may disturb the harmony within the hostel, BFK may issue a request for a replacement of the personnel and the FMP shall provide the replacement within 24 hours of receipt of request. BFK shall have

the right to ask for replacement of any or all of the personnel deployed by the FMP.

9. It is further clarified that under no circumstances, the personnel of the FMP or their subcontractors, suppliers, etc shall be treated, regarded or considered or deemed to be the employees of BFK and the FMP alone shall be responsible for their remuneration, wages and their benefits and services conditions of all the personnel deployed by the FMP and that the FMP shall indemnify and keep indemnified BFK AGAINST ANY CLAIM THAT may have to be met towards the personnel deployed by the FMP.
10. The FMP shall take all reasonable pre-cautions and actively monitor to prevent theft or damage to BFK property. In case of any theft or damage to BFK property occurs during the service contract period the cost such as loss/damages/repairs will be deducted from the FMP from their bill or from the Performance Deposit unless the resident(s) responsible can be identified with proof and the cost recovered from their rent/ deposit. The decision of the Executive Vice Chairman, BFK will be final and binding on the FMP. The FMP shall coordinate for police cases, if any, from time to time within their capacity as FMP during the contract period.
11. A detailed list of personnel along with their photographs attested by the warden indicating their permanent address and police verification (for security staff) should be provided to the BFK for record before taking over the management of the hostel. The same process shall be followed while deploying a new personnel after taking over the management of the hostel.
12. BFK reserves the right to check the accuracy of attendance registers, log books, equipment, consumables and other records related to the hostel and to conduct surprise inspections either directly or through its authorised representatives.
13. The FMP shall alone be responsible for payment of wages, salaries, Provident Fund, ESI as may be applicable and for compliance with all other statutory obligations applicable to the FMP including payments/legal dues payable to its employees deployed, from time to time. The FMP shall comply with the provisions of all statutes, rules and regulations applicable to the personnel deployed including, but not limited to the Minimum Wages Act, the Employees State Insurance Act, Employees Provident Fund and Miscellaneous Provisions Act, Payment of Bonus Act, Contract Labour (Regulation and Abolition Act),

Workmen's Compensation Act, Payment of Gratuity Act and all other applicable labour enactments. The FMP is liable and shall agree to get all the personnel working at the hostel insured against any liability arising under the workman's compensation act or under the common law. The FMP shall be responsible to produce all relevant documents, details, receipts, etc. in this connection to BFK as and when called upon to do so.

14. The agency shall submit, to BFK on a monthly basis, the remittance certificate of the EPF/Gratuity/ESI and other allowance along with the salary slip of each personnel being employed at the hostel.
15. In the event, the FMP fails to comply with any of the provisions of the Statutes applicable to them, and if BFK happens to incur any expenditure including but not limited to defend any litigation or in compounding the default on the part of the FMP in complying with the said provisions, the FMP shall indemnify BFK to the extent of such expenditure and all other damage, losses as may be estimated by BFK, and BFK shall have the right to recover any such sum from the payments to be made by BFK to the FMP, or deduct from the Performance Deposit or may take other appropriate action to recover from the FMP.
16. The FMP shall render the services on the job contract basis at the amount and rates quoted in price bid which includes service charges of the FMP, wages and allowances payable to staff, providing full uniform, office supplies, cleaning supplies, whistle, badges, identity cards, torches, etc. required for performing their duty, premium for insurance of employees, PF contribution, ESI contribution and any other statutory provisions and liabilities to be discharged by the agency, and any payments to suppliers and subcontractors.
17. The FMP shall undertake routine inspection, basic repair and maintenance of the hostel building and furniture like replacement of screws, bulbs, taps, etc and the cost component shall be included in the price quoted.
18. The deposits and monthly utility costs of KSEB, Kerala Water Authority, cooking gas, TV cable connections for the hostel shall be paid by the FMP and subsequently reimbursed by BFK on a monthly basis. The FMP shall be responsible for making the payment to the agencies on time and submitting invoices, receipts, etc. to BFK for reimbursement.

19. However, these are only guidelines and the management of the hostel should be to the satisfaction of the Executive Vice Chairman, BFK or his/her assignees at all times. The administrative, security, housekeeping, repair and maintenance tasks shall be undertaken as appropriate for the particular tasks.
20. Any additional jobs/ services or modifications in the job/ services will be carried out with the approval of BFK. The scope of work may change during the period of the contract by mutual consent.
21. The warden or BFK through the FMP shall for any default on the part of the resident take action including for any act of indiscipline, suppression, omission, false information in the application for admission, violation of any rules, indecent or violent behaviour or any other reason deemed sufficient to take disciplinary action.
22. The warden may issue warning to the resident for mirror instances of breach of rules and regulations. A copy shall be marked to BFK.
23. The warden may for serious offences, at the discretion of the warden cancelled the allotment and the resident may be barred from re-entering the hostel premises (after he is allowed to take all his things) depending on the gravity of the act of indiscipline with prior approval of BFK.
24. For severe cases of breach of rules and regulations, a resident may be asked to vacate the premises within 24 hours or be evicted as per the criteria stipulated by BFK. A resident shall be allowed to collect all his property before being evicted and an undertaking shall be obtained from him in the language he understands. The eviction shall be undertaken by the eviction team headed by the warden and with security supervisor. If a resident fails to comply with the eviction notice within the stipulated time, the eviction committee shall enter the room (including opening locked door) and photographically document his possessions, remove them from the room and keep them sealed in the administrative office for him to collect.
25. In all cases relating to breach of rules and regulations by a resident, the resident should be given due chance to present his case before the hostel warden.
26. The standard operating procedure regarding issues of breach of rules and regulation shall be followed without fail.

27. The disciplinary action taken shall be intimated to BFK and the sponsor employer, if any, within one working day.
28. For disciplinary action taken against residents sponsored by employers, the employers shall be intimated by the warden in writing (email) about the instances of breach of rules and regulations by the resident within one day with a copy to BFK.
29. All cleaning operations, methods, materials and equipment employed shall be appropriate for the dust or stain to be removed, the element being cleaned and the frequency of the cleaning operation being performed.
30. The FMP shall ensure the cleaning, sweeping and moping the entire covered area including all hostel rooms, toilets and bathing and washing area, kitchens and mess areas, administrative office, security cabins, other common areas including corridors, stairs, etc.
31. All types of special accessories and skilled manpower required for housekeeping, gardening, etc must be available with the FMP. The FMP is responsible for the ensuring that the hostel is always maintained in a clean, hygienic manner.
32. The FMP shall provide all the materials, tools, consumables which must minimum include following cleaning and pest control equipment of the required quantity:
 - (a) Jet machine
 - (b) Wet /Dry Vacuum machines,
 - (c) Ladders
 - (d) Mechanized fogging machine
 - (e) Mechanized pressure spraying machine
 - (f) Glue trays and rat traps

The FMP must provide safety equipment, gears, fuel, chemicals, disinfectants, spares etc. required for the services mentioned above in addition to the required number of dust bins, thrash carriers, etc. The FMP must have sufficient number of housekeeping accessories like cleaning kit, soft and hard broom, mops, cleaning brushes, wipers, special glass cleaning equipment and kits, etc. The quoted lump sum amount shall be inclusive of all such things.

The FMP must ensure that the cleaning materials, chemicals and other products used should be STP compliant and the same will be periodically inspected by BFK. The use of substandard cleaning material/chemical shall be viewed seriously and necessary penalty deemed fit shall be imposed on the agency on occurrence of such incidents. Special care shall be taken in the selection of cleaning materials/chemicals/disinfectants with respect to the properties of the flooring tiles, wall glasses, and wooden panels, door handles, tap fittings, etc.

The purchase of materials/chemicals as consumables used by the FMP shall be from any of the below mentioned agencies or those specifically approved by the BFK authorities.

- a. Johnson Diversey
- b. Schevaran
- c. J&J Biotech
- d. Excel International

The FMP shall maintain registers, checklist, schedule, log books, cleaning methods, etc, accessible to BFK staff, for recording the cleaning activities.

33. Waste Management & Pest Control: All waste items that are accumulated at the kitchens, mess area, toilets, bathrooms, hostel rooms and common areas shall be relocated periodically to the bio-gas plant and dumping points set up by the KINFRA within the park and there shall be no leftovers at the end of the day. Pest control activities shall be carried out periodically as per the schedule. The cost for such disposal and sanitation shall be included in the price quoted.

34. The consumable items like toilet and urinal fresheners, washroom fresheners, toilet/urinal balls, sanicubes, perfumes, etc. has to be purchased from reputed manufacturers/ suppliers. The cost for the same shall be included in the quoted price. All consumable items must be replenished at regular intervals. At no point of time the items shall be empty in any location.

35. Security Services

- i. The security services shall be provided either directly by the FMP (with required registration to provide security services) or through a third party agency with the required registration engaged by the FMP.

- ii. Security guards to be deployed shall be preferably ex-servicemen with robust health and clean record preferably within age group of 25 to 60 years. The watch and ward shall be round the clock and 7 days of the week and shall be changed as per the requirement of the BFK. The biodata and police verification of all the security personnel proposed to be engaged shall be submitted to BFK before engaging them in the hostel. In case there is any change in employment of the security guard, such change shall be intimated to BFK in writing in advance.
- iii. The FMP will provide the security services round the clock in three shifts. The security supervisor of the security agency should be present to supervise the security guards and overall security work invariably during all the shifts.
- iv. The security staff on duty is required to inform immediately regarding fire, theft, accident etc. to the warden, fire station, police station, Hospital, etc as the case may be so as to initiate action fast. The warden shall inform BFK immediately after ensuring that the emergency services have been informed.

36. Statutory Obligation for the Security Employed

- i. The FMP shall submit copy of Registration status duly approved by the Government of India/ Government of Kerala to provide services as private security guard agency under Regulation of Employment and Welfare Act 1981 or any other Act/law applicable.
- ii. During the currency of agreement the FMP shall have license under section 12 of the Contract Labour (Regulation and Abolition) Act 1970. If the FMP defaults on maintaining the licence, this agreement will be liable to be terminated.
- iii. The Security Agency shall produce certificate of registration from Central Board of Excise for the purpose of collection and depositing of Goods and Service Tax and also shall keep them registered with any other concerned authority as required by any other law.
- iv. BFK will not be made liable to answer any officials under Security Guards Boards of State Government/Government of India. It shall be the sole responsibility of the FMP to satisfy any of the officials of the Security Guards Boards.

- v. Under no circumstances, BFK shall be made liable or be required to have additional monetary involvement than what has been mutually agreed.

37. Terms and Conditions for engaging Security Staff

- i. The security staff should be healthy, possess good physique and must have proper experience.
- ii. The maximum age for the security staff shall not be more than 60 years. Proof of age shall be produced along with his details to BFK.
- iii. The security staff should perform one shift per day, double duties are not allowed.
- iv. The security staff should be provided with uniforms, whistle, torch, lathi, etc.
- v. The security staff should be wearing neat uniform while on duty along with identity cards.
- vi. The security staff should not leave their station unless and until the reliever comes for shift duties.
- vii. The security supervisor will maintain all the registers which are kept at main gate (No.1) and other points.
- viii. The security staff have to verify all the common rooms in the hostel building lock them after 10.30 P.M.
- ix. Two security personnel must be on patrolling duty in the hostel and the surrounding areas by rotation and while patrolling they should check all the buildings locks including gates.
- x. The security staff should not give lenient or casual impressions in the duties and they should be alert and attentive.
- xi. The security staff should observe movement of all the staff, residents, visitors, vehicles and materials, etc.
- xii. The security staff should not allow anybody with vehicles inside the hostel premises without proper entry in the register. The vehicles should be checked by the security staff on duty while coming inside and while going out.
- xiii. The security personnel should ensure that proper gate pass has been issued by the competent officers for the items taken out of the hostel. In case of any doubts, they should immediately contact the Administrative office or Warden of the hostel.
- xiv. Proper entries are to be made while handing over key to any staff of BFK or while taking over.

- xv. The security staff should follow strict attendance and alternative arrangements are to be made by the FMP whenever any security supervisor/security guard is absent or proceeds on leave.
- xvi. Changing the security staff including supervisor and guards should be intimated to BFK in writing.
- xvii. Patrolling to the identified stations to be carried out as per pre-set schedule. The schedule should vary the time as per a pre-set pattern.
- xviii. The security staff should follow at most discipline and formalities of security system while on duty.
- xix. The security staff must monitor the CCTV system continuously.
- xx. The security should maintain proper decorum, good behaviour and discipline for performing their duty and dealing with residents/visitors and officers/staff of the BFK.

Validity of Proposal

The proposal/bid shall be kept valid for acceptance for a period as specified in the Bid Synopsis from the last date of submission. Any proposal/bid submitted with a reduced period of validity will be liable for rejection.

Earnest Money Deposit (EMD)

The bidder shall submit the Earnest Money Deposit (EMD) as specified in the Bid Synopsis along with the tender. The EMD will be accepted only as Demand Draft. The tenders without EMD will be summarily rejected.

The EMD of the successful tenderer shall be discharged upon the agency furnishing the performance guarantee and executing the agreement. The EMD of unsuccessful tenderers will be returned not later than 14 days from finalization of tender or the expiry of the bid validity period, whichever is earlier.

Forfeiture of EMD

The EMD submitted by a tenderer furnishing incorrect or false information may be forfeited in full or part at the discretion of BFK, in addition to rejection of their bid.

If the successful agency fails to submit the Performance Guarantee, within seven days of award of work order, then the EMD remitted by such successful agency will be forfeited and their proposal/bid will be held void.

Performance Guarantee Deposit:

The successful tenderer shall deposit the 'Performance Guarantee' for a sum equal to one month's rental at 100% occupancy, whichever is higher, within seven days from the date of award, in the form of irrevocable bank guarantee valid for a period of one year and three months from date of award of work or as a deposit with BFK for the same period.

The contract agreement will be executed only after submission of the Performance Guarantee. The Performance Guarantee will be refunded without interest after satisfactory completion of the contract.

Forfeiture of Performance Guarantee Deposit

If the successful agency fails to execute the contract agreement or after executing the contract agreement, fails to perform any contractual obligation, the Performance Guarantee mentioned above will be forfeited in full or in part at the discretion of BFK.

The damage/ loss of BFK property, if any, caused by FMP directly or indirectly or shortfall in deposit/ rent collected, if any, shall be proportionately deducted from the Performance Guarantee if the FMP does not reimburse BFK for the same within 14 days.

Agreement

The successful bidder shall be selected as the Facility Management Partner of the Apna Ghar Project – Palakkad Scheme for an initial period of one year. Upon satisfactory completion of the contract, the tenure may be extended on mutual agreement.

The successful bidder shall submit Rs.200/- non-judicial stamp paper in duplicate along with the submission of initial Performance Guarantee Deposit for the execution of the agreement between BFK and the agency. The bidder shall register the agreement at their own expense.

All costs, charges and expenses including stamp duty and registration fee for the preparation, execution and registration of all agreements and other documents relating to or in connection with the said contract shall be borne and paid by the FMP. BFK shall not be liable for any of those expenses.

The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail penalty and/or termination of the contract and recovery of any consequential losses from the successful bidder.

Subletting any part of the contract, except Security Services and pest and rodent control, is not permitted

Dispute Resolution

If any question or dispute arise between the parties hereto or their representatives with respect to the meaning or effect of any clauses of the agreement or about the rights or liabilities of the parties hereto, then such a question or dispute shall be referred to the arbitrator and such arbitrator shall be appointed by BFK. The award shall be governed by the provisions of the Arbitration & Conciliation Act 1996 at the time being in force in Indian Union and shall be binding on both the parties hereto.

Termination of agreement

It is expressly agreed and understood that BFK at its sole discretion will terminate the agreement in case of following contingencies:

- i. If the FMP fails to execute the work entrusted to the satisfaction of BFK of which BFK shall be the sole judge.
- ii. If the FMP fails to pay the wages to the personnel by the 10th day after completion of each month.
- iii. If the FMP fails to discharge their legal / statutory obligations towards the staff employed at the hostel premises
- iv. If the FMP fails to accurately record occupancy, rent collection and deposit (including refund) and deposit of the money into BFK account on a timely basis.
- v. If the FMP fails to undertake the round the clock management of the hostel, including security, housekeeping, operating of STP and bio-gas plant, etc.
- vi. If the FMP fails to report to BFK and undertake routine repair and maintenance.
- vii. If for any reason whatsoever, the FMP is not able to perform their part under the agreement for continuous period of ten days or more.
- viii. If the FMP commits breach of any of the clauses of the agreement.
- ix. If BFK is required to pay any damages and/or compensation and/or any payment to the hostel residents/ visitors on account of any negligent action and /or misbehaviour on part of the FMP.
- x. If the FMP is unable to give proper account of tools, equipment's etc. entrusted to them for their custody and fails to return when demanded for the execution of work under this agreement.
- xi. If the personnel assigned are found to be indulging in unlawful activities, drunk or not obeying instructions.
- xii. If the FMP does not remit the statutory remittance to different bodies.

xiii. Closure of the hostel.

BFK will have the authority to terminate the contract at any time if the performance of the FMP is not found to be satisfactory. In such event a termination letter will be issued a week before effecting such termination. On receipt of such letter, the FMP shall demobilize on the seventh calendar day from receipt of the termination letter with intimation to BFK in writing.

Penalty

The FMP will be penalised Rs. 25,000/- (Rupees Twenty Five Thousand Only) for the following:

- i. Non- registration of residents, admittance without registration, inaccurate recording of rent collection and unauthorised use of the hostel premises.
- ii. Violation in security services offered.
- iii. Failure to undertake housekeeping services as per the schedule to maintain hygienic, clean and tidy living conditions.

The penalty at the above rate will be imposed for each day for any of the violation observed.

No personnel shall perform double duty, in case if they are found performing double duty or remain absent from the duty a penalty of double the wages shall be recovered from the bill.

A daily list of personnel on the duty (duly signed) should be maintained in a Register and provided to the BFK as and when required.

In case of any major or repeat non-compliance of the above contingencies, BFK will have the right to terminate this agreement forthwith without notice and will not be liable to any damages and/or loss which may be suffered by the security agency on account of termination of this agreement.

Payment

The lump sum quoted price shall be firm and will not be altered during the contract period. The rates quoted by the agency are valid for the entire tenure of the contract and no escalation in the rates will be permitted during the entire currency of the contract. BFK shall pay only the amount, which has been agreed by BFK and the FMP.

The FMP shall submit their bills after the completion of each month during the first week of the following month of the services rendered previous months to Executive Vice Chairman, BFK. The payment will be made by crossed Cheque or bank transfer within 30 days of receiving the bill and on receipt of confirmation regarding satisfactory execution of services. In case, the services are not provided up to the satisfaction of the authorities, suitable deduction will be made from the payment at the discretion of BFK whose decision shall be final and binding on the FMP. TDS and surcharge as applicable will be deducted from the payments made. Applicable service charges as intimated in the tender and taxes as per Government rules will be paid by BFK. The FMP will pay the wages to the staff engaged at the hostel on or before the 10th day after completion of each month without waiting for BFK to make payment of their bill submitted for settlement.

The salary slip of employees and proofs of statutory payments such as ESI, EPF etc. to the concerned authorities have to be produced on a monthly basis along with the bill. Failure to submit such documents will result in non payment of FMP's bill. The salary of personnel shall be paid to their respective bank accounts. The payment by BFK will be made only after the receipt of the salary certificate of all employees for the previous month.

The claim for reimbursement shall accompany related bills and vouchers. The FMP shall make its own arrangements to meet the working capital requirements and BFK will not make any advance payments.

TENDER FOR FACILITY MANAGEMENT PARTNER

TECHNICAL BID

1	Name of the Firm/Company				
2	Constitution		Proprietary / Partnership / Limited Company / Others (Tick appropriate one)		
3	Name of the Partners / Directors etc.		Share Capital-Rs. In Lacs		
	1				
	2				
	3				
	4				
4	Details of Hostel/ Facility Management Contracts presently handled:				
	Institutions served	Duration of Contract	Exact Period	Type of activities	Other Details
5	Number of persons presently employed				
	Personnel Give details of personnel like Managers, Housekeepers, security, etc.			Managers	House Keepers
					Others

6	Whether paying the PF on behalf of employees (Tick appropriate one)		Yes	No
	If Yes, EPF Registration Number			
	Whether copy of Challan showing latest payment attached		Yes	No
7	Whether including employees under ESI		Yes	No
	If so, ESI Registration Number			
	Whether copy of Challan showing latest payment is attached		Yes	No
8	Details of Income-tax assessed			
	a. Whether assessed to Income Tax		Yes	No
	b. Permanent Account Number			
	c. Whether copy of assessment order is attached.		Yes	No
9	Whether registered with Service Tax Department		Yes	No
	a. If yes, Goods and Service Tax Registration No.			
	b. Whether copy of Challan showing latest payment is attached.		Yes	No
10	Details of Earnest Money Deposit			
	DD No.	Amount - Rs.	Name of the Bank	

Conditions:

I understand that the commercial bid will be opened only if BFK is satisfied about our past experience as well as other criteria like number of people employed, compliance with PF/ESI/Goods and Service Tax/Income Tax etc. BFK has sole discretion to decide about our eligibility and will not be a subject matter of dispute.

I also agree that BFK has absolute right to reject any or all tenders without assigning any reason and there is no obligation to award the contract to the bidder.

I agree for the representative of the BFK to visit my office / place of present contract.

I have read the scope of service and I agree to the terms and conditions of the tender I shall execute the agreement upon award of the contract.

The price bid, given in separate sealed cover, is part of this tender. The rate quoted therein will be the basis for BFK to decide for the award of the Contract.

I understand that the price bid is not the only criteria for solution. Decision of the Executive Vice Chairman, BFK will be final and binding.

(AUTHORISED SIGNATURE)

DATE:

NOTE:

The audited financial statements for the last three financial years of the tenderer should be submitted along with this tender form.

A demand Draft for **Rs. 50,000/- (Rupees Fifty Thousand Only)** in favour of M/s. Bhavanam Foundation Kerala, payable at Thiruvananthapuram, Kerala should be submitted along with this Tender towards Earnest Money Deposit.

**TENDER FOR APPOINTMENT OF FACILITY MANAGEMENT PARTNER
FOR THE APNA GHAR PROJECT – PALAKKAD SCHEME**

Tender no. BFK/PROJ/11/17-18/TENDER/001

PRICE BID

PRICE BID

1	Name of the Firm / Company	
2	Price Bid Details	Amount per month
	a) Wages of Administrative Officer (Warden)	Rs.
	ESI @ _____	Rs.
	EPF @ _____	Rs.
	Sub Total	Rs.
	b) Wages of Administrative Staff	Rs.
	ESI @ _____	Rs.
	EPF @ _____	Rs.
	Sub Total	Rs.
	c) Wages of Housekeeping Supervisor	Rs.
	ESI @ _____	Rs.
	EPF @ _____	Rs.
	Sub Total	Rs.
	d) Wages of Housekeeping Staff	Rs.
	ESI @ _____	Rs.
	EPF @ _____	Rs.

	e) Wages of Electrician, Plumber, Mechanic Supervisor	Rs.
	ESI @ _____	Rs.
	EPF @ _____	Rs.
	Sub Total	Rs.
	f) Wages of Electrician, Plumber, Mechanic Staff	Rs.
	ESI @ _____	Rs.
	EPF @ _____	Rs.
	Sub Total	Rs.
	c) Goods and Service Tax @ _____	Rs.
	d) Management Fees @ _____	Rs.
	Costing for each Security Inspector per 8 hours shift	Rs.
	Costing for each Security Supervisor per 8 hours shift	Rs.
	Costing for each Security Guard per 8 hours shift	Rs.
	Sub Total	
3.	Total Price Bid Per Month	
4.	Goods and Service Tax @	
5.	Grand Total (per month)	

Statutory obligations:

1. The total minimum requirement of security guards in the facility is approximately 5 Security Guards, 2 Supervisors and 1 Inspector for each 8 Hours shift.
2. The management and housekeeping staff shall also only have 8 hour shifts.

I have gone through the terms of the tender as well as the services to be provided and agreeable to the same.

AUTHORISED SIGNATORY

DATE: