

**TENDER
FOR
FACILITY MANAGEMENT SERVICES
AT
APPAREL HOUSE COMPLEX
SECTOR-44, GURUGRAM-122003
HARYANA**



APPAREL EXPORT PROMOTION COUNCIL

(Sponsored by Ministry of Textiles, Government of India)

Sector-44, Institutional Area, Gurugram-122003

Website; www.aepcindia.com Telephone: 0124-2708000-8004



No. AEPC/HO/AHM/2018/151
Apparel Export Promotion Council
(Spon. by Ministry of Textiles, Govt. of India)
Apparel House, Sector-44, Institutional Area
Gurugram-122003, Haryana

TENDER NOTICE

Subject: Tender for Facility Management Services (24x7) for A.E.P.C. at Apparel House, Sector-44, Gurugram.

Sealed Bids in prescribed format are invited on behalf of Apparel Export Promotion Council (AEPC) for providing **Facility Management Services** for its premises. The complex has got Tower block (Ground + 7 floors) with the built up area of 1, 75,000 sq. ft., one exhibition hall (GF&FF) and an auditorium of 8000 sq. ft. The Tender should be signed on each page alongwith seal of agency in the documents. The tenderer should sign all papers as having read and understood the terms and conditions contained in the tender document and submit the same alongwith requisite information and EMD. **The last date of receipt of tender is 20th June, 2018 by 5.00 pm.** The tender document can be downloaded from the Council's website www.aepcindia.com.

Instructions to Tenderers

1. The agencies are requested in their own interest to inspect the site of work before quoting their rates.
2. The tender forms Technical bid (**Annexure-C**) and Financial bid (**Annexure-D**) completed in all respect should be sent in a sealed cover and subscribed as "**Tender form for Annual rate contract for Facility Management services of AEPC**" and should be submitted to Jt. Director (AHM), Apparel Export Promotion Council, Apparel House, Sector-44, Institutional Area, Gurugram-122003, Haryana latest by **5.00 pm on 20th June, 2018.**
3. The technical bids of the tenders received will be opened in this office same day in the presence of the Committee comprising senior officers of the Council. The financial bids of only those bidders who qualify in Technical bids will be opened.

Location of work:	Apparel Export Promotion Council "Apparel House", Sector-44, Institutional Area, Gurugram-122003, Haryana.
Period of Contract:	Initially for a period of One Year which may be extended for a further period of One year only subject to the condition services were found satisfactory and on mutual consent. The contract will not be extended further.
Estimated Cost:	50 lakhs annually.
Bid earnest money:	Rs.50,000/- (Fifty thousand) in the form of Demand Draft from any nationalized banks favouring Apparel Export Promotion Council, payable at Gurugram along with tender documents which shall be refunded without interest after the bid is finalized.
Final decision:	Apparel Export Promotion Council reserves the right to accept or reject any bid in whole or part thereof without assigning/specifying any reason there for. The lowest bidder will be considered for award of contract though not binding. The Agency with unsatisfactory record during previous contracts shall not be considered. Bids (Technical & Financial) of defaulter firms/agencies will not be considered in any case.

4. SCOPE OF WORK:

The FM agency shall be required to provide operational and maintenance services on 24 X 7 basis to the AEPC, Apparel House by providing suitable number of manpower as trained staff. The details of manpower and duty hours are at **Annexure-A**. The FM Service Provider will be directly responsible for ensuring operational service levels and that the performance is met. They will be directly reporting to the Management Team of Council. The detailed scope of work is at **Annexure-B**. The staff of the next shift will be off from the duty only after the staff of next shift report for duty. The shift/change will be after proper handing over/taking over formalities in the register provided for this purpose.

5. RESPONSIBILITIES

- a) Provide a customer's service environment of Highest Quality.
- b) Hire, train and retain such personnel as may be required to manage and perform the assigned functions as defined. All work is to be completed in a manner that is consistent and compliant with all local and national laws, codes and regulation being a service requirement to be met 100%.
- c) Ensure a professional environment where full 24/7 back-up capabilities are in place and protected from internal and external interruptions.
- d) Maintain effective relations, implement procedures to define and ensure the prompt handling of routine customer service requests including the proper communication channels and service workload tracking mechanisms.
- e) Provide the expertise, supervision and maintenance and repair services associated with the various building systems. Ensure all systems function as designed to maintain system reliability and conserve energy. Identify improvement opportunities to increase reliability, extend capabilities and reduce operating costs.
- f) Provide for on-site technical and general maintenance staff coverage to satisfy daily workload and requirements.
- g) To develop a staffing plan that minimizes overtime expenses incurred due to recurring work tasks that can be planned and scheduled in advance.
- h) Develop operating plans and strategies which ensure that adequate resources are available at all time to properly support the scale technical complexity of Apparel House facility system. Provide maintenance and repair services for electronic security equipment, devices and systems.
- i) The Agency should have a registration with the Haryana Government.**
- j) All the staff should be given Identity card and same should be displayed to security guard on entry to premises. The staff/visitor will record their attendance/entry in register kept at site whenever they are entering /exiting to record their presence at a given point of time to ascertain their presence during any emergency.
- k) All lights in common areas and external areas should be controlled effectively.
- l) Fuel storage tank has to be monitored periodically as directed.
- m) A list of items should be prepared, monitored and maintained. A report should be submitted to Council every 3 months.
- n) The job is Premises and Facilities Management, under single point responsibility and shall be with modern systems and services of International Quality, integrating all functions necessary to support the daily operations ranging from House Keeping to high-tech operations and maintenance smoothly, deploying competent, trained and experienced work force under a well structured system and using modern management techniques including hardware and software support.
- o) Ground maintenance to keep in good, clean condition the structure, appearance and maintain in excellent order the car park, paving & roads and landscaping, provide and maintain in the common areas, cleaning and liter removal of all landscape areas and maintenance system.
- p) The agency will continually strive to operate with customer-friendly process. Liaise with all public utility authorities such as HUDA, DHBVN, Fire authorities, Inspectorate of Electricals for NOC under scope of this contract.
- q) To prevent thefts, pilferage, damage at premises and report to the management wherever necessary. To carry out any other work allotted to the agency with regard to facility management. To streamline work in accordance with the instructions given to the agency by the management from time to time.
- r) The seniors (Technical) must visit once in a fortnight or as required and check the performance of maintenance staff or as directed.
- s) To maintain regular contact with the management with regard to maintenance and improvement.
- t) The agency shall be responsible for arranging uniform including winter clothes, umbrellas, Torch, boot, safety items and all necessary tools and equipments from time to time at its own cost required for maintenance or as directed.**
- u) There should be minimum staff on-site at all times (staffing levels should not compromise on service delivery)
- v) The staff should be dressed in uniform and possess Identity Card and should be displayed.
- w) There should be adequate off-site backup, trained, to ensure 100% service delivery.
- x) The FM Service Provider will liaise with external parties (government bodies), including, payment of power / water bills and assist the management as and when the services are required.
- y) FM Service Provider will provide and manage all safety equipments and shall be responsible for the safety of his staff/ personnel deputed at the said premises.
- z) The agency shall be liable to pay full amount of wages to deputed staff actually paid by the Council in respect of all the posts on or before 10th of every month without waiting for the payment of bill(s) for the said month(s). All arrears arising out due to revision of minimum wages shall be paid only after documentary evidence i.e. bank statement with name of staff and amount of arrear deposited, is submitted by the agency. The agency shall also submit the details of wages paid duly acknowledged by each deputed staff every month with the invoice.**

6. LIABILITIES:

- i) The FM services provider shall ensure that deputed staff is above 18 years of age and possess full knowledge of work. The staff deployed by the agency should be trained, middle age, active, smart and well turned out with clean, proper uniform and Identity Card. Services to be performed by qualified Diploma/Certificate holder from a government recognized institute, competent, efficient and good character personnel in accordance with recognized best practices and industry standards.
- ii) The day and night duty staff will be equipped with all necessary tools and torches.
- iii) During winter day and night duty maintenance staff will be equipped with woollen garments.
- iv) The shift of the staff would be rotated weekly and a roaster would be maintained for proper check by the F/Mgr.
- v) The agency should carry out Police and address verification of all manpower deployed by him in the Council's premises.
- vi) The staff would be changed with proper handing and taking over after each shift for better arrangements from operational point of view.
- vii) All liabilities such as wages, ESI, PF, Bonus, Insurance and all other statutory requirements of staff on duty will be borne by the agency. The agency will submit the proof of PF & ESI payments with every bill.
- viii) Any damages to the property of the council such as engineering goods/items, furniture and fixtures in the complex including sanitary wares, firefighting systems, plumbing systems and any other system by the workers will be borne by the agency and will be cost adjusted against the payments.
- ix) **The agency will provide the replacement immediately within 24 hours in case anyone proceeds on leave or remain absent or resigns from the post failing to do so Rs.500/- per day for each absent staff will be recovered during the said month from the bill.**
- x) All lights within the premises shall be controlled effectively, all inventories including fuel storage tank shall be monitored regularly. Special precautions shall be taken to save energy and reduce electricity consumption and bill.
- xi) **The agency shall indemnify Council for any liability for any accident, death or injury to deployed staff against any loss of or damage to any property belonging to the AEPC, its servants or agents which shall arise out of the performance of the services under this agreement and against all costs, demands and damages involved therewith.**

7. TERMS AND CONDITIONS:

- i) Period of Contract: This contract shall be valid initially for a period of **One year** from the date of awarding the contract and may be extended for a further period of one year only on satisfactory performance and mutual agreement. **No further extension shall be granted in any case.**
- ii) Price: The quoted rates shall be firm and fixed for a period of two years from the date of awarding of the contract. However minimum wages rates of the Government payable at Haryana will be applicable as per provision of Minimum Wages Act 1948 by the Labour Commissioner, Govt. of Haryana. **Salary payable to the staff inclusive of all allowance i.e. PF, ESI, Bonus, Leave, LWF, R&I, U&M** fulfilling all laws, rules requirement and statutory obligations required under minimum wages act, workmen's compensation act and other labour laws in force from time to time shall be quoted in the Financial Bid. **Management fees/Commission and Government Tax is to be mentioned separately in total.**
- iii) Termination of Contract: **Apparel Export Promotion Council reserves the right to Terminate the contract by giving 15days notice without assigning any reason whatsoever.**
- iv) Payment: Payment shall be made to agency on monthly basis possibly within fortnight from the date of receipt of bill complete in all respect duly certified and recommended by the designated in charge for actual duties performed by staff as per rates agreed to.
- v) Workmen employed: The service contractor shall be responsible for all labour laws and statutory requirement, insurances, medical treatment to any illness, injury in or outside premises etc pertaining to his employees and shall be responsible against any claim on this account.

- vi) Delay in payment: In case of delay in monthly payment, the agency should be financially sound to make payment to its manpower without affecting the work for a minimum period of **three (03) months**. The monthly bill should be submitted after expiry of month on or before 10th of next month and any delay in submission of bill shall be the sole responsibility of the agency. No interest shall be paid on delayed payment.
- vii) Performance security: **Performance security of an amount of 10%** of the total value of the contract will be submitted in the form of Bank Guarantee or FDR favouring the Apparel Export Promotion Council issued by the Nationalised Bank within a week after award of the contract. The performance security shall be kept valid till the expiry of the contract and shall be released after the satisfactory completion of the contract without any interest.
- viii) Replacement of Staff: Any staff may be asked to be replaced immediately from site without assigning any reason whatsoever. Non compliance may lead to suitable action against the firm and if necessary lead to termination of the contract also.
- ix) Staff strength: **The Council reserves the right to increase or decrease the staff strength as per requirement from time to time at approved rates.**
- x) Labour rates: The rates will be firm and valid during the period of contract from the date of awarding of the contract. However any revision of minimum wages rates by Labour Commissioner, Haryana Government shall be considered and paid.
- xi) Restrictions: The staff deployed should be soft spoken and possess a good character. No staff deployed by the firm should smoke, drink alcohol, chew pan, gutka etc. within the Apparel House premises. Non compliance may lead to suitable penalty/termination of contract. Staff of earlier agency, if any, shall not be deployed by the agency without prior permission of the Council. No staff deployed should indulge in unionism or any other unlawful activities prohibited by law. The deputed staff shall not proceed on leave without prior permission. All staff should have police verification done before deputing at site.
- xii) Attendance register: The agency will maintain daily attendance register which will be verified by the authorized official of the AEPC daily. Each staff will report for duty on time and leave on time and fill the name, post, time (in & out) in the register himself/herself and sign.
- xiii) Certification of bills: All bills to be certified by the authorized officer of employer and rechecked by the officials of the AEPC before release of payment and contain GST number of both the agency and Council.
- xiv) Registration: The agency should have a registration with the Haryana Government and certificate be submitted with the tender.
- xv) Subcontract: **The contract as a whole or part thereof is Non transferable.**
- xvi) Disqualification: **Under no circumstances the respondents to contact any AEPC employees, other than the Jt. Director (AHM) or authorized by him with regard to this contract or any of the information. Violation of this provision will subject to immediate disqualification and no further communication in this regard will be entertained.**

8. ARBITRATION

Except where otherwise provided for in the contract all questions and disputes whatsoever in any way arising out of or relating to the contract and terms and conditions concerning the contract shall be referred to the sole arbitration of the Secretary General, Apparel Export Promotion Council or to the sole arbitration of some other person appointed by Secretary General. The venue of arbitration shall be at Gurugram. The award of the arbitrator shall be final, conclusive and binding on both the parties to this contract.

9. BID SUBMISSION:

Duly completed bid documents should be submitted in the manner described as under:-

The tenderer should sign and stamp the **Annexure- C & D** as having read and understood the terms and conditions contained in the tender document and submit the same along with requisite information. The tenderer would fill up the Technical information in **Annexure-C** which may be put in a sealed cover, clearly marking it as **“Technical Bid”**. The technical bid / tender should be accompanied by an Earnest Money Deposit “EMD” of Rs. 50,000/- in the form of a Demand Draft from any Nationalized Bank in favour of Apparel Export Promotion Council payable at Gurugram. The tender received without EMD or incomplete in any respect shall be summarily rejected and no tenderer shall have any right to represent. The **Annexure-D** should consist of Financial bid should be put in another sealed cover clearly marking as **“Financial Bid”**.

Both the sealed cover envelopes put in a single cover while submitting the proposal to this Council. Wherever, the prices are to be quoted should be written in figures and words as well. The financial bid of only those bidders will be opened whose technical bid fulfills all the conditions contained in this tender document. The EMD of unsuccessful bidder shall be returned without any interest thereon after awarding the contract to successful bidder. The EMD of successful bidder shall be returned after executing the agreement and depositing Performance Security as stated above.

Dated the 30th May, 2018

(J.S. RANA)
Joint Director (AHM)
Apparel Export Promotion Council
Apparel House, Sector 44
Gurugram-122003, HARYANA

Tentative requirement of Facility Management Staff

S.N.	Post	Job Qualification	Strength	Duty
1.	Facility Manager	Preferably B.Tech. (Electrical) or Diploma Engineer from a government recognized institute with at least 5 years experience in a reputed organization. Having sound knowledge of maintenance and operation of HVAC (Trane), DG sets (Cummins/1050KVA), UPS, Transformers (Kirloskar), Main LT Panels, ACB/VCB, Pumps (50 HP), Motors, Telephones and other electrical items and works with knowledge of English, Hindi and computer.	01	08 hrs
2.	St./keeper / Help Desk	Graduate, qualified and experienced in maintaining records of inventories/ stores with knowledge of English and Hindi.	01	08 hrs
3.	Supervisor (Engg.)	Diploma Engineer from government recognized institute with a minimum 5 years experience in a reputed organization. Having sound knowledge of operation and maintenance of HVAC (Trane), DG sets (Cummins/ 1050KVA), UPS, Transformers (Kirloskar), Main LT Panels, ACB/VCB, Pumps (50 HP), Motors, Telephones and other electrical works with knowledge of English, Hindi and computer.	03	08 hrs
4.	D.G Operator	Diploma Engineer/Certificate with a minimum 5 years experience in maintenance and operation of DG sets (Cummins/1050KVA), ACB/VCB/ Transformers (Kirloskar) & Main LT panels in a reputed organisation. Should have Diploma/Certificate from government recognized institute with knowledge of English and computer. Should know Hindi.	02	08 hrs
5.	HVAC Operator	Diploma Engineer/Certificate with a minimum 5 years experience in maintenance and operation of Trane HVAC plant in a reputed organisation. Should have Diploma/Certificate from government recognized institute with knowledge of written English and computer. Should know Hindi.	02	08 hrs
6.	Electrician	Diploma/Certificate from a government recognized institute having minimum 5 years experience in maintenance and operations of electrical equipments including DG sets, HVAC, ACB/VCB/Transformers, LT Panels, UPS, Pumps and motors and Telephones etc. in a Ltd./Pvt. Ltd. reputed organization. Should know Hindi.	02	08 hrs
7.	Carpenter	12 th passed with minimum 5 years Experience in maintenance and repair of all type of office furniture and fittings etc including Glass fitting in an organization of repute. Should know Hindi.	01	08 hrs
8.	Plumber	12 th passed having minimum 5 years experience in maintenance and operation of all plumbing items and good knowledge of various plumbing works in an organization of repute. Should know Hindi.	01	08hrs
9.	Lift Operator	12 th Pass with Diploma/Certificate from a recognized institute with a minimum experience of 5 years in a reputed organization and Good knowledge of maintenance and operation of lifts (Kone) & Escalators (Otis).	01	08 hrs
10	Fire Technician	Inter passed with Certificate/diploma from a govt. recognized Institute. Should have knowledge of all fire equipments maintenance and 5 years experience	01	08 hrs
11.	H/Keeping Supervisor	Graduate having certificate of Housekeeping works with a minimum 5 years experience in an organization of repute. Should have knowledge of all cleaning procedures, chemicals in an office with knowledge of English and Hindi.	01	08 hrs
12..	Spiderman	10 th Passed with minimum 3 years experience in a reputed Ltd company. Should have knowledge to operate and maintain the Facade cleaning machines and other glass cleaning jobs. Should know Hindi.	02	08 hrs
13.	Houseman/ Housemaid	Preferably High School passed with minimum 3 years experience of cleaning works and other housekeeping jobs in a ltd company of repute. Should know Hindi.	12	08 hrs
Grand total			30	

Apparel House

Scope of Work

FM Service Provider shall design the manpower for Company considering the following equipments and Services that are to be provided the Service Provider to the Company.

Technical Services

HVAC Services
UPS
Diesel Generators
Lifts & Escalators
Fire Extinguishers
Fire detection and alarm system
Transformers/ACB/VCB/LT Panels
Mechanical & Electrical Facilities
EPABX /Carpentry/Plumbingworks/General Services/Help Desk/Reports

Soft Services

Housekeeping Services
Routine cleaning
Window / Façade Cleaning
Sewer Cleaning
Pantry Services
Waste management
All other cleaning work.
Help Desk
Overall Guidelines

Apart from above the FM Service provider is expected to carry out total facility audit once in 6 months by internal experts focusing on areas like Safety, Energy, Cost savings and overall systems.

Technical Services

1. HVAC Services:

To ensure AHU's are operated in a way to maintain following parameters

- * Temperature: 24+
- * Operation and daily maintenance of the Split AC's, AHU's, PAHU's / PAC's and FCU's in accordance with the Manufacturer's Instruction manual and in coordination with AMC Vendors
- * Routine Checks of AHU's Blowers, Blower Motors, and adjustment of Belt Tension
- * Check and lubricate all Bearings for AHUs
- * Cleaning of AHU filter on every weekends or in night hours on need basis
- * Observe Noise Levels and report for abnormal condition
- * Preventive Maintenance Schedule with 100% compliance and Predictive maintenance techniques to be followed
- * Need to co-ordinate with Vendors for carrying out maintenance of equipment under AMC or warranty
- * Cleaning of Cooling Tower every fortnight

2. UPS:

Under any circumstances there should not be any power black out to Data Centers

- * Operation and daily maintenance of the UPS and related equipments in accordance with the Manufacturer's Instruction Manual and in coordination with AMC Vendors
- * Daily check for UPS loading, neutral current and back up time and record them
- * Daily visual inspection for batteries for any abnormalities to be intimated to Company immediate
- * Need to co-ordinate with Vendors for carrying out maintenance of equipment under AMC or warranty
- * Any breakdown/malfunctioning of the Equipment will be attended as per procedures of the original manufacturers and suppliers of UPS & associated equipment(s).
- * Weekly prepare reports on UPS loading and back up time with battery condition keep updated to Company
- * Ensure 100% uptime for UPS. This will be monitored on Quarterly basis.

3. Diesel Generators:

- * Operation and daily maintenance of the DGs and related equipments in accordance with the Manufacturer's Instruction Manual and in coordination with AMC vendor.
- * Ensure operation of Diesel Generators within 2-3 minutes of power failure so as not to tax the UPS system.
- * Ensure proper synchronization with main bus bar & ensure cut-off & reinstatement procedures are followed
- * Keep proper record of diesel consumption and ensure healthiness of diesel pipelines and fuel Tank.
- * Proper working of Cooling Tower and ensure exhaust pipes are not dogged
- * Monitor and ensure the starter batteries are in healthy condition.

4. Lifts & Escalators

Operate the assigned lifts & escalators safely and efficiently.

Ensure that the door remain open till all riders have come inside or gone out.

Escort officials/users to the different floors.

Maintain all operational aspects of the assigned lifts and escalators and cleanliness inside the lifts.

In case of any fire incident he ought to be aware about all the safety guidelines and may need to disable it and prevent its use.

In case of malfunction, stop the lift and report immediately

5. Fire Extinguishers

* Clean the exterior of the extinguisher. Brass parts with metal polish, and chromium plated parts with silver polish.

* Check the nozzle outlet and vent holes and the threaded portion of the cap for clogging and check the plunger is in working position and is clean.

* Check the cap washer; grease the threads of cap plunger

* Check pressure of all fire extinguishers.

* Check for validity of Fire extinguisher as mentioned by OEM and should take necessary steps to intimate for their timely refilling.

6. Fire detection and alarm system: (Smoke Detector – panel)

Daily Checks

Check the power supply position of all the panels

*Check the LED of panels through lamp test switch

*Check the health of battery

*Check the battery, if used; boost charges of the same after restoration of power supply.

*Check any fault if indicated on panels and rectify the same immediate.

*Fortnightly checks:

*Operational readiness of system during main power failures.

*Check the operation of external hooters.

Monthly Checks

*Check the fire circuit of each zone from the panels

*Check whether signal of fire and fault gets transmitted to main panel.

Quarterly checks

*Check fault circuit to each zone by actually deactivating wire or by removing detection.

*Check fire circuits by actually giving smoke to each detector of each zone

*Cleaning of all type of detectors with a cloth piece from outside

* Check the sensitivity of the detectors.

Half yearly checks

*Properly clean all detectors with vacuum cleaner or a blower.

* Annual Inspection Test

* All the tests, which are carried out in quarterly inspection

Operation of at least 10% of the detectors in an installation should be checked each month and the selection should be done in such a way that all the detectors in any installations shall have been checked at least once in every year. Replacement of faulty one's with new ones in coordination with AMC service provider

7. Transformers/ACB/VCB/LT Panels

* Ensure proper working of transformers for daily operation

* Check and Monitor the connected load to the transformer

* Assist AMC vendors in cleaning all the associated breakers and transformers during shutdown.

* Ensure proper change in transformer taps according to connected load.

- * Cleaning of breaker with CRC-226
- * Removal of old Grease and re-greasing the same with recommended grease
- * Check condition of arcing contact and gap between fixed and moving arcing contracts shall be checked.
- * Check condition of arcing contact and gap between fixed and moving arcing contracts shall be checked.
- * Checking the reset mechanism, tripping of breaker through push button.
- * Checking the reset mechanism, tripping of breaker through push button.
- * Checking tripping of ACB through protection release.
- * Checking presence and proper tightening of hardware.
- * Checking presence of all cir clips.
- * Checking condition and alignment of jaw contract with cradle terminals
- * Checking condition of ACB wiring and replace if required.
- * Checking and adjusting gap between hylam sheet and side plate.
- * Checking proper closing of all poles together.
- * Checking working of anti pumping device in case of EDO ACB.
- * Checking alignment of SIC and its operation.
- * Checking scrapping earth alignment.
- * Checking condition of arc chutes.
- * Checking U/V release pickup and drop off.
- * Checking ACB tripping through Shunt release.
- * Checking motor operation in case of EDO ACB.
- * Checking closing coil operation in case of EDO ACB.
- * Checking continuity and proper changeover of aux contract block.
- * Checking IR between phases – phase (ACB Closed condition).
- * Checking IR between phases – earth (ACB closed Condition).
- * Checking IR between phases – earth (ACB in open condition).
- * Setting of release as per the load.

Note - After the inspection, the ACB shall be checked for proper termination by mv drop Test

Vacuum Circuit Breaker (VCB):

- * Cleaning of Vacuum Circuit Breaker with CRC-226
- * Removal of old grease and re-greasing the same with recommended grease
- * Check condition of SIC Contacts
- * Checking condition and alignment of jaw Contact
- * Checking and proper tightening of hardware
- * Checking proper closing of all poles together
- * Checking of breaker tripping through push button
- * Checking and adjusting gap between hylam sheet and side plate
- * Checking motor operation in case of EDO.
- * Checking of auxiliary contacts continuity proper change over
- * Checking presence of all circlips
- * Checking IR between phase – phase (VCB closed condition)
- * Checking IR between phase – earth (VCB closed condition)
- * Checking IR between phase – earth (VCB in Open condition)
- * Any faculty spare replace by new one, which will be charged extra.

LT Panel (during regular maintenance of LT Panel)

- * Cleaning of Panel Breaker with CRC-226
- * Check condition of Bus bars
- * Checking condition and alignment of jaw Contact
- * Checking and proper tightening of hardwares
- * Checking of breaker tripping through push button
- * Checking motor operation in case of EDO.
- * Checking of auxiliary contacts continuity proper change overs
- * Checking presence of all circlips
- * Checking IR between phase – phase (ACB closed condition)

- * Checking IR between phase – earth (ACB closed condition)

- * Checking IR between phase – earth (ACB in Open condition)
- * Checking of Contactor NO NC Point
- * Checking of ad on block NO NC Point
- * Checking of Control Wiring
- * Checking of Thimble Tightness
- * Checking of MCCB
- * Checking of MCB
- * Any faculty spare replace by new one, which will be charged extra.

Control Wiring (during regular maintenance of Control Wiring)

- * Checking of All Control Wiring
- * Checking of Contactor in NO/NC Point
- * Checking of Glass Relay in NO/NC Point
- * Checking of MCB Terminals
 - * Checking of RCCB Terminals
- * Checking of Contactor Coil Resistance
- * Checking of auxiliary Contact
- * Checking of thimble of Terminals
- * Checking of indicator of Panel
- * Checking selectors switch in NO/NC Point
- * Checking of TNC Switch in NO/NC Point
- * Checking of Fuse Link Terminals
- * Checking of Timer Relay Terminals
- * Checking of Amp Meter Tightening at Terminals
- * Checking of voltage meter Tightening at Terminals

8. Mechanical & Electrical Facilities

- * FM Service Provider will ensure smooth operation of the electrical switch gears, cables etc
- * FM Service Provider will be responsible for availability of requisite power at all utility points
- * Check for tightness of connections, any overheating. Regular cleaning of panels on weekly basis.
- * All sockets should be tested once every six months for the voltage levels and earthing
- * All power cables should be checked for continuity, any broken conductor or damage to the insulation * Cables of portable equipment like vacuum cleaners, laptops should be checked once in three months, while for desktop Computers and other stationary equipment it should be once in six months
- * Earthing should be checked regularly as part of maintenance for tightness, corrosion etc. and should be rectified in case any deficiency is found.
- * The Resistance of earthing pits should be checked regularly and action to be taken for correction with approval of Company.
- * A log of earthing values should be maintained quarterly
- * Check all motors across facility against Noise, Temp, Vibration, Imbalance of Phase current on weekly basis and record them
- * Ensure that the Checklists are adhered with utmost care and regularity
- * Preventive Maintenance Schedule to be followed with 100% compliance for all motors and other electrical equipments, Predictive maintenance techniques to be followed
- * History of maintenance to be maintained for each and every equipment.
- * Periodical Visual Inspection of GO switch fuses in coordination with DHBVN.
- * Co-ordination of all activities with outside agencies for the purpose of maintenance and upkeep of equipment will be carried out by the FM Service Provider
- * Maintain proper inventory of all bulbs / tube lights / spares
- * Ensure all the fused bulbs / tube lights are replaced as and when required
- * Log down Electrical Meter readings and ensure non-tampering of all related seals
- * All alarms to be checked and logged
- * FM needs to procure all the engineering consumables as per Company Procurement policy
- * FM Service provider needs to conduct Electro mechanical equipment audit for every 6 months through internal FM Company specialists.

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9. EPABX

- * Proper maintenance of digital and analog handsets
- * Switching of voice communication service as pr approved privileges.

- * Coordinate between BSNL PRI and EPABX communications.

10. Carpentry

- * Check all # Door closers # Floor springs # Locks # Latches # Shutters # Hinges #Handles #Doors etc.
- * Attend to complaints/requests within 30 minutes of lodging of the complaints for repairing the chair, opening a stuck drawer, floor spring/door closer, blinds etc. Minor repairs to be carried out immediately.

11. Plumbing works

- * Check all Cloakrooms – W/C, urinals, and clear blockages if any.
- * Attend to complaints/requests within 30 minutes of lodging of the complaints
- * Clear blockages in main line as and when required.
- * Co-ordinate with Original Equipment Manufacturer (OEM) of auto flush system
- * Check inventory of spares & consumables
- * General and civil Repairs
- * Co-ordinate for works like painting, polishing, tiling, ceiling works etc.
- * Check and Monitor the hardness of drinking water
- * Ensure proper maintenance of pump room
- * Ensure proper water management and maintain records of water consumption details.

12. General Services

- * Co-ordinate with AMC vendors for scheduled maintenance of all equipment
- * Telephone instrument and wiring maintenance
- * Ovens / Microwave maintenance
- * Water coolers/ROs maintenance
- * Track all annual maintenance service contracts and ensure timely renewals
- * Maintain and regularly update the preventive maintenance plan.
- * Manage inventory of all required spares & consumables
- * Ensure all planned repair and maintenance works are carried out
- * Ensure all routine operations of equipment and systems are carried out. *
- * Ensure adequate supervision of all operations & maintenance activities
- * Ensure adequate manpower available to carry out all the services mentioned in this schedule.
- * Help desk to be maintained and operational for at least 08 hours a day, 6 days a week.
- * Ensure all works are carried out as per Safety guidelines laid down by the Company.
- * Check and authorize the receipt of material, satisfactory completion of work, etc.

13. Help Desk (Operational as per guidelines issued by Council)

Responsibilities of the help desk:

- * Attend call from the premise on all the services mentioned in this RFP.
- * Direct the complaint to the concerned vendor.
- * Track every complaint, 95% of complaints should be resolved on the same day.
- * Escalate the unresolved complaint to Council. Any critical complaint to be reported to Council immediately on receipt of complaint
- * Provide daily, weekly, monthly MIS on the complaints received with status.

Standard Maintenance Requirements

All employees shall contact the Help Desk whenever there is a problem, the Help Desk then lodge maintenance requests and reconfirm the location and contact numbers. Help Desk personnel will prepare a Work Order with the approval of FM and Sr. Engineer of Council accordingly and communicate the same to an appropriate maintenance staff. Help Desk will communicate date and time when the maintenance staff will visit the premise of the complaint. This will be fixed as per the convenience of the complainant and communicated by telephone. The complainant must sign the Work Order, confirming satisfactory completion of works and consumption of material, if any. Depending upon the nature of the work, this may be followed up by a call/ visit of the Facility Manager and Maintenance Engineer in order to ensure the completion and quality of the works that has been carried out.

In case the maintenance requirement involves the replacement of a high cost or a new requirement, Help Desk shall seek prior approval from Council. Help Desk shall keep the complainant briefed about the progress and arrange for the completion of the assignment on receipt of such approval.

Type of Services

* Help Desk is the sole service for the physical maintenance of the premises and the scope of services will include electrical, plumbing, masonry, painting, polishing, air-conditioning and carpentry problems, co-ordination for installation and maintenance of other equipment, etc.

* Operating Hours. Help Desk must have a dedicated computer for logging of complaint and generation of MIS reports. Complaint must be logged immediately upon receipt.

Soft Services:

The Service Provider shall also provide the following soft Services:

1. Housekeeping

FM Service provider is required to carry all necessary equipment for housekeeping services such as Vacuum Cleaner (Wet & Dry), Carpet Vacuum cleaner, Single Disk with all attachments for scrubbing only, Hi Pressure jet, Glass cleaning kits, Wet and Dry mopping sets as required.

1.1 The FM Service Provider is encouraged to take a holistic view of the Estate and to adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to Council's property as soon as they become aware of such defects in the course of their duties under this Contract.

1.2 In particular the Cleaning Service shall include but not be limited to

Dusting / polishing of all furniture, sills etc, Polishing / vacuum cleaning / cleaning of floors, Cleaning of all toilets and shower / General cleaning of staff kitchens and tea points, Cleaning walls, ceilings, internal glass surfaces, Cleaning of internal and external windows. The clearing of gutters/roofs to remove debris (where applicable); The removal of graffiti and other stains to the internal / external of Premises (where applicable); Cleaning/litter picking of external areas; Shampooing of carpet and chairs. FM Service provider needs to conduct Housekeeping audit for every 6 months through internal FM Company specialists Only approved cleaning chemicals must be used.

2 Routine Cleaning

The FM Service Provider is required to provide a high quality service. The FM Service Provider will undertake all tasks normally associated with routine office cleaning to ensure that the offices, toilets, meeting areas, public areas and all other Council's working areas, furniture and floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

2.1 Dusting, Cleaning of all furniture, sills.

All chairs and soft furnishings must be clean, dry and free from dust. All work stations, TV screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. In addition, they must be free from finger marks and smears. All telephones should be free from dust and smears.

Light fittings must be free from dust

All blinds and curtains should be free of stains, marks, and dust.

All signage, including emergency signage should be clean, dry and free of stains, marks and dust.

Bins must be empty, clean and dry inside and out, bin-liners replaced where necessary and placed in their original locations.

Liners should be used in all containers.

2.2 Vacuum cleaning / Floors cleaning

All hard floor surfaces must be free from debris, clean, dry and free from stains, marks and dust. There must be no evidence of any accumulation of slurry of soaps, or residues of other cleaning agents. All carpets, carpet tiles, mats and mat wells must be free from grit, dust and debris with no apparent stains. They must be clean and dry. Care is to be exercised when staff is still on the premises.

The required service standard is to be evident before the start of office and, in addition, should be brought up to this standard during the operating hours.

All furniture and fittings must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. All sanitary ware, including showers, shower heads, sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains.

In addition, the surfaces should be disinfected. Floors should be cleaned to the same standard as other building floors. In addition there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.

All walls, skirting, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height. Walls, doors and cubicle partitions shall be washed by a disinfectant solution regularly. Mirrors must be clean and free from smears.

Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears. All toilets should be kept fully stocked with supplies and should be made available at all times.

Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times. The Council expects a holistic washroom supplies service.

2.4 Walls, Ceilings, Doors, Window and Staircase

All walls, skirting, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height

All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents

Stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust, debris, stains and marks

Treads and risers are to be treated same as floors Walls and high level surfaces and fittings must be free from dust, cobwebs and marks to the full height

2.5 Corridors, Lifts and Lobbies

All hard floor surfaces must be free from debris, clean, dry and free from stains, marks and dust. There must be no evidence of any accumulation of slurry of soaps, or residues of other cleaning agents. Floors must be safe and not slippery. Some slight scuffing may be apparent but the dressing must be complete and intact without evidence of powdering, discoloration or build up

All walls, skirting, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs and cobwebs

All carpets, mats and mat wells must be free from grit, dust and debris with no apparent stains. They must be clean and dry. Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent

2.6 Kitchenette Areas, Cafeteria and Vending Area

The floor, walls, ceilings, doors, Window Frames should be clean as per the specifications for other areas The cleaning should be evident before the start of business activity and, in addition, should be brought up to this standard during the operating hours

Fridges within the areas should be kept clean inside and out, and defrosted when appropriate

Microwaves within the kitchen and kitchenette areas are required to be cleaned inside and out

Areas behind, below and around vending machines shall be included in all cleaning ongoing requirements

2.7 External Areas

Council requires the provision of a professionally managed Cleaning service to the external areas of the buildings

The required service standard is to be evident before the start of office and, in addition, should be brought up to this standard during the working hours. Entrances, reception area, car parks, paving, paths, grounds and the outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning. Empty all waste bins and replace in their original locations

3. Periodic cleaning

In addition to the above, the FM Service Provider is required to carry out any periodic or deep clean activities not included in the routine cleaning activities to achieve the service standards, as defined in Annexure A-1. This can include, but is not limited to, deep cleaning and periodic cleaning activities of the communal and public areas and deep cleaning activities that require more frequent cleaning than routine cleaning including kitchens, vending points and cafeteria. Special cleaning instructions need to be followed for below mentioned area.

3.1 Telephone sanitizing Service

The FM Service Provider shall sanitize telephone equipment using a suitable method to prevent cross-contamination from one handset.

3.2 Server Room

Cleaning will be scheduled by arrangement with the person responsible for giving access to that particular area. This specification relates to the special cleaning in the communications and equipment areas within the premises. These areas must be free from dust, static electricity and be left clinically clean. There must be no evidence of dust, run marks, removable stains, finger marks or cobwebs on any surface.

under no circumstances must any computer or computer related equipment be disturbed in any way other than the cleaning actions. The FM Service Provider must ensure that only the appropriate cleaner's power sockets are used for cleaning equipment, not those specifically dedicated for computer use. If in doubt the cleaners should consult the Company. Mats and carpets must be free from dust, debris and stains. Their attendant mat wells must be free from grit, dust and debris and must be left clean and dry. Hard floor areas must be entirely free from dust and left clean and dry. Where possible items of furniture that are removable are not to be cleaned within the area. They are to be removed dirty, cleaned outside the area and returned in a clean anti-static state.

All non-computer equipment and furniture must be suction cleaned free from dust and left free from grease and smears. Switch areas at the front of tape units or disk drives must not be dusted The use of water for cleaning in these areas is forbidden.

3.3 Reactive Cleaning

A reactive service is required to maintain the full and safe use of the facilities. Tasks can include, but are not limited to, responding to spillages, replenishing consumables and monitoring the cleanliness of the sanitary facilities.

Remove spills and treat to minimize damage to floor coverings and reduce the risk of staining. Use only approved specialist materials within the indicated timescales for the removal and treatment of spills.

4. Safety Guidelines

The FM Service Provider must know and follow their duties related to safety for all personnel. These guidelines are applicable to FM Service Providers as well as sub-contractors deployed by them at the site

All FM Service Provider workmen should be provided with a uniform by the FM Service Provider and shall work within the Company premises in their prescribed uniform.

The FM Service Provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by Company personnel beforehand.

The FM Service Provider shall provide prior information to the Company representative about any hazardous material being brought on the site and shall ensure security storage of such material.

The FM Service Provider must leave work areas in a clean, tidy and safe condition at the end of each working period.

The FM Service Provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs on site.

All workmen of the FM Service Provider or their sub-contractors must have valid identifications cards verified by the Company Security Department & shall display at all times during duty hours.

Description	Parameters	Task	Frequency
General cleaning	Toilets	Service/Cleaning	Daily
	Cleaning of Pantry	Service/Cleaning	Daily
	Floor and Carpet	Service/Cleaning	Daily
	Stairs	Service/Cleaning	Daily
	Lifts/Escalators	Service/Cleaning	Daily
	Cleaning of Work area/Table/Chair/phones	Service/Cleaning	Daily
	Cleaning of dustbins from work area	Service/Cleaning	Daily twice a day
	Garbage disposal	Service/Cleaning	Daily
	Cleaning of Security Room	Service/Cleaning	Daily
	Brooming and cleaning of outside parking/ building surroundings area etc.	Service/Cleaning	Daily
	Brooming & cleaning of basement parking area	Service/Cleaning	Daily
Refilling of supplies	Toilet rolls, soap and Mani fold etc.	Serve	Daily need basis
Micro Cleaning	Deep cleaning of toilets, pantry, floor and carpets, work area, building area, building surrounding area, glass, facade cleaning and surfaces, roof drains, walls and grills, stores, lighting fixtures, server room, wall paneling, wood work, metal area, PCs, printers,TVs, Building structure such as columns, beams cabinets, carpets vacuuming and carpets spot cleaning, washing of low walls, windows, cleaning of venetian blinds, cleaning of rain water drain line, man holes, sewer water drain line, cleaning of basement drain lines, washing of garbage dump area and containers, marble surface etc.	Service/Cleaning	Weekly
	Sanitizing of telephone equipments	Service/cleaning	Monthly
Stock Checking	Checking of housekeeping supplies and making inventory and ordering report	Report	Monthly

5. Waste Management

Kitchen Waste:

a. All food waste from the Cafeteria and the Pantries are to be collected and stored at the designated areas at regular intervals

Paper Waste:

a. All paper waste to be removed as and when required and at regular intervals

Renovation Debris:

a. Renovation Debris is to be stored at designated space at designated area

b. It is to be removed by the relevant contractor. **Responsibility of Facility Manager to ensure adherence.**

TECHNICAL BID

(Should be spiral binded and numbered)

- i) Tenderer will submit the duly filled Tender form for Facility Management Services in AEPC along with Earnest Money Deposit amounting to **Rs. 50,000/- (Rupees Fifty thousand only)** to be paid in the form of pay order /Bank Draft drawn on a Nationalised Bank in favour of Apparel Export Promotion Council, payable at Gurgaon. In no case, cheque and /or cash will be accepted. Tender without Earnest money deposit shall be summarily rejected.
- ii) The Earnest Money Deposit of the successful bidder shall be adjusted towards performance Security if the offer is accepted by the competent Authority. The Performance Security will be **10%** of the total cost of work in the format attached initially for an initial contract period of **01 year**. The agency has to deposit the performance security within 10 days after acceptance of award letter in form of Bank guarantee issued by Nationalized Bank to AEPC. No interest shall be paid by the Council on Earnest Money or Security Deposit. EMD will be released on receipt of Performance Guarantee.
- iii) The tenderer should submit the Tender Form along with the following documents:
- a) Earnest money deposit (**for Rs.50,000/- (Rupees Fifty thousand only)**).
 - b) Original notice Inviting Tender duly signed by the authorized signatory along with seal of the Original terms and conditions of tender document duly signed by the authorized signatory on each page along with the seal of the firm.
- iv) The intending tenderer should also give the following documents along with the Tender Form:
- a) Valid Registration no. of the Firm/company (attach attested copy of the Certificate)
 - b) Valid PAN No. of the Company/firm (Attach attested copy of the PAN card)
 - c) Valid Employees EPF (Provident Fund) Account No. of the firm (attach attested copy of the certificate)
 - d) Valid ESI No. of the company/Firm (attach attested copy of the certificate)
 - e) Valid GST registration no. (Attach attested copy of the certificate)
 - f) Valid Authorization to run Facility Management Services from Competent Authority/Labour Department of the Haryana Government/Central Government.
 - g) **Three (03) Work orders** and satisfactory performance certificates issued by senior level officer of clients.
 - h) Valid registration with appropriate authority like Police Administration, Labour Dept, Haryana etc.
 - i) Bank Account with Nationalized Bank.
- v) The tenderer should have average annual turnover of **Rupees one Crore** for providing Facility Management Services during the preceding three financial year's i.e. 2014-15, 2015-16 and 2016-17. The same be submitted in the following format:-

Financial Year	Turnover in Crore
2014-15	
2015-16	
2016-17	

- vi) The tenderer shall submit attested copy of audited Balance Sheet & Profit and Loss account of the company/firm for preceding three financial years i.e. 2014-2015, 2015-16 and 2016-17
- vii) The details of similar work executed by the agency for institutions specified in Para 7(i) on page 2 for the last 5 years i.e. 2012-13, 2013-14, 2014-15, 2015-2016 and 2016-17 as per following format:-

S.No.	Name of Organisation & Address	Financial component	No. of personnel provided	Remarks

- viii) Tenderer shall give the documentary proof of minimum five years experience in the following format on letterhead of Tenderer:

Sl. No.	Year	Name of work & period of contract	Name of client and address	Contact persons with designation and contact number	Financial component	Number of personnel post-wise deployed
1.						
2.						
3.						
4.						
5.						

Declaration by the tenderer:

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Signature of Tenderer with seal: _____

Name, Designation & address: _____

Email _____

Phone/Mobile No. _____

Date:

Technical conditions of the Tender:

1. The agency should have sufficient experienced manpower/workers including relievers.
2. The agency should furnish Balance Sheet of the firm duly certified by CA for the last three years.
3. The agency should have minimum five years experience in the field of providing security services.
4. The agency should be covered under labour legislation such as ESI, EPF and service tax etc.
5. In case any agency furnished Fake/unlawful information/documents, its tender will be summarily rejected and no further correspondence shall be entertained on this account.
6. The agency should furnish an undertaking on their letter head that they have never been black listed by any Govt. office, Public Sector Undertaking or any other reputed office.
7. The agency should be reputed and registered in Haryana.
8. The agency should be registered under Labour Act in Haryana.

Cost break up	%	8hrs	8hrs	8hrs	8hrs	8hrs	8hrs	8	8	8	8	8	8	8
Particulars	0	F/M	H/D	SUP(E)	DGO	ACO	ELEC	L/O	F/T	PLM/ MAS.	CAR	SUP (HK)	F/C	H/M
Strength	30	1	1	3	2	2	2	1	1	1	1	1	2	12
a) Basic wages (8 hrs-26 days)														
b) Other allowances, if any (Pl. specify)														
Subtotal-I														
c) Provident Fund														
d) E. S. I. (8 hrs-26 days)														
e) Bonus														
f) Leave (8 hrs-26 days))														
g) L. W. Fund (8 hrs -26 days)														
h) Uniform & Maintenance														
Subtotal-II														
i) Statutory contribution (Employee's)														
j) Statutory contribution (Employer's)														
Carry home Salary														
Management fee														
Government Tax														
Grand Total														

Note: Management fee/Commission and Tax should not be loaded on salary and mentioned separately.

Total cost of Tender (in figures) _____

Total cost of Tender (In words) _____

Signature with office seal _____

Name and Designation: _____

Company address _____

Email and contact number _____

Note:

1. AEPC shall pay to successful agency in accordance to statutory provisions including all payable allowances in conformity with the Minimum wages notified by Labour Commissioner, Government of Haryana.
2. The agency should quote Management Fees and tax separately payable on monthly bill amount towards Facility Management Services.
3. The agency which stands lowest in financial bid shall be considered for award of contract **although not binding**. Previous Service record of the agency shall be taken into consideration while deciding to award the contract.
The agency with previous unsatisfactory record with AEPC or any other organization shall not be considered. Bids of defaulter firms/agencies shall not be considered.
4. The minimum rate of wages of the government payable at Haryana shall be applicable as per provision of Minimum Wages Act, 1948 by the Labour Commissioner, Government of Haryana.
5. No other charges other than quoted above shall be payable and mentioned in the Bid.
6. **The agency shall pay full wages to all deputed staff without any deductions thereon except statutory deductions and submit documentary evidence i.e. name-wise bank statement of transfer of wages every month alongwith the Monthly Bill. The wages shall be paid to all deputed staff on or before 10th of each month without fail.**

Services to be undertaken by the Service Provider for Facility Management Services

1. Facility Manager

Should be able to diagnose and rectify major/minor faults in Electrical, HVAC, DG, VCB, ACB, LT Panels, Transformers, Fire Alarms Plumbing etc .

Should be able to contribute in initiatives like Energy, Water savings and Waste reduction

Should have complete knowledge of housekeeping, Chemicals and their delusions etc. especially cleaning of stains in Carpets, Walls, Toilets and other areas. Good leadership qualities. Command over PC literacy. Good communications skills.

2. Supervisor (Engineering)

Should be able to diagnose and rectify major/minor faults in Electrical, HVAC, DG, Transformers, VCB, ACB, LT Panels, UPS, Motors, EPABX, Telephone, Plumbing etc

Should have hands on experience in operation and maintenance of Electrical installations like DG sets, Breakers, Contactors, Relays, DB's, Lighting systems, cable terminations and wiring etc

Good leadership qualities and communications skills

3. Electrician

Should have hands on exp in operation and maintenance of Electrical installations like DG sets, Breakers, Contactors, Relays, DB's, Lighting systems, cable terminations and wiring, winding and all type of electrical repair works etc. **Must possess Electric Wireman License.**

4. HVAC Mechanic

Should have hands on experience in operation and maintenance of AC Plant (Chillers, AHU's, Chilled water lines, PAHU's, CSU's, Splitt AC's etc)

Should have knowledge of Operational parameters adjustment

5. D.G. Operator

Should have at least 2 years experience of DG operations and maintenance

Optimize Diesel consumption. Should have knowledge of operation and maintenance of DG sets.

Rectify minor faults of ACB/VCB, transformer, LT panels etc.

6. Lift & Escalator Operator

Should be friendly polite and courteous to the riders.

Ensure that the door remain open till all riders have come inside or gone out. Politely refuse users beyond load.

Escort officials/users to the different floors. Maintain all operational aspects of the assigned lifts and escalators and cleanliness inside the lifts.

7. Plumber

Should have knowledge of maintenance and repairs of plumbing items installed in the Apparel House. Will take care of all plumbing work at Council's Premises

8. Carpenter

Should have knowledge of maintenance and repairs of all wooden, glass, aluminium doors, windows, drawers, chairs, tables, and any other carpentry work. Will take care of all Carpentry work at Council's Premises

9. Fire Technician

Should be able to diagnose and rectify minor faults related to Fire equipments etc. Will take care of all fire instruments and other related work at Council's Premises.

10. Help Desk

To attend complaints and ensure timely completion of work through the respective staff.

11. Supervisor (Housekeeping)

Supervise work activities of cleaning staff to ensure clean, orderly and attractive rooms, stairs corridors, toilets, washrooms and other areas (in and out and surrounding) in the building. Assigned duties inspect work and investigate complaints related to housekeeping service etc and take corrective steps immediately.

12. Spider Man/Façade Cleaner

Should be able to understand basic Hindi.

They must have at least 1 year experience of working in any corporate office. Should have basic knowledge of Housekeeping chemicals and their delusions etc Should have experience in operating Single disc machines, vacuum cleaners etc. Should have sufficient experience in operating Façade Machines and cleaning of glasses.

13. Housekeeping (Man/Maid)

Should be able to understand basic Hindi. They must have at least 3 year experience of working in any corporate office.

Should have basic knowledge of Housekeeping, chemicals and their delusions etc. Should have experience in operating Single disc machines, vacuum cleaners etc.