

INDIAN INSTITUTE OF TROPICAL METEOROLOGY

NO C-050-18 IV/

Date 6-8-2010

Subject: Non- Comprehensive Annual Maintenance and Facility Management Contract for the equipment installed in three conference halls.

Sealed Quotations are invited from reputed and experienced Facility Management Service (FMS) contractors for its office Conference halls at Indian Institute of Tropical Meteorology, Pashan, Pune 411 008, for a period of one year. Details are given in the Tender Document which is enclosed.

You are therefore requested to quote your prices for Non-Comprehensive Annual Maintenance and Facility Management Contract for the equipment installed in three conference halls on or before **30th August 2010** up to 12.30 hrs .

(Smt. S.U.Athale)
Senior Technical Officer-II

Enclosure to Enquiry letter No. C-050.18 IV/ dt. 6-8-2010

TENDER DOCUMENT

Scope of Work

FMS contractors are required to maintain three Conference halls equipped with various electronic, electrical and sound equipment and Housekeeping such as cleaning of Windows, Carpets, Chairs, Tables, Curtains, Wash rooms, Registration halls attached to the main halls etc.

The Institute frequently conducts lectures, seminars and also national international conferences. Power point presentations are presented using laptops / PC on LCD projector.

It is expected that the contractor should provide a multi-skilled operator for full time, who can efficiently operate window-based PC and is proficient in English.

The scope also includes operation and monitoring technical services like proper functioning of Video equipment (Projectors, Visual Presenters), Audio equipment, Remote controls, Air conditioners, lamps etc all under single point responsibility. The single point responsibility at the cost of contractor shall cover the following:-

- Providing technical and manual services at the time of Power Point presentations, meetings and seminars by appointing trained / skilled technicians.
- Cleaning of windows, frames, glass doors, doors, fans, lights, conference tables, chairs, other furniture ,wall paintings etc.
- Maintenance and servicing of audio, video equipment that includes Motorized screens, Projectors, Amplifiers, Audio mixers, Mikes, Speakers, Visual presenters, Remote controls etc.
- Maintenance and servicing of all the windows, doors, door closures of all three seminar halls.
- Periodical cleaning / shampooing of carpets, chairs in three seminar halls and pest controlling.
- Scope of work also includes replacement of faulty switches, battery cells, cables lamps/tubes/bulbs in case the same are not serviceable conditions.
- For Air conditioners only dusting is required.
- Air conditioners installed in various seminar halls are split type and centralized. Our Institute's Work Shop is looking after Maintenance of all Air conditioners. FMS Contractors are required to approach the Head of Work Shop, IITM for Air conditioner related problems in seminar halls.

Raw Materials

- Renderer shall use Branded quality materials / chemicals / detergents of standard quality / make for cleaning and other allied purposes. If the materials are not of desired quality, the contractors are required to replace the same on the instructions of the IITM.

As related to maintenance, for replacement of consumable items no conveyance / labour charges / transportation charges will be paid. For the items not covered in the scope of work, the contractor shall be reimbursed actual cost of materials on production of bills/cash memos.

A Broad schedule of work shall be as follows:

Daily Cleaning

- ❖ Cleaning of halls and attached registration halls.
- ❖ Cleaning of chairs, tables, windows, window sill's carpet spotting etc.
- ❖ Trash Removal and Cleaning of waste bins.
- ❖ Cleaning of toilets, bath rooms, wash basins, bath room tiles once on normal days and twice / thrice at the time of seminars / workshops, using suitable non-abrasive cleaners and disinfectants.
- ❖ All glass at entrance doors, windows would be cleaned using damp and dry method.
- ❖ Wipe clean all white boards, table tops, other furniture and fixtures.
- ❖ Dusting of window-sills and blinds.
- ❖ Dusting and wiping light fixtures, fans etc.

Quarterly Cleaning

- ❖ Quarterly pest control should be carried out at all three seminar halls and attached registration halls preferably on weekends.
- ❖ Curtains should be washed/dry cleaned on quarterly basis preferably on weekends.

Record Management

Contractor is required to maintain a proper schedule as well as record / quality management forms / work register. All the stationary / photocopying etc for the purpose, the contractor has to arrange on his own. Contractor shall provide necessary tools and equipments to his workers for performing their work.

The contractor is required to maintain all the records of essential services related to seminar halls.

Period of contract

The contract shall be valid for a period of **One year** commencing from the date of award of contract. However, IITM reserves its right to review and terminate the same before completion of the said period. The rates quoted shall be valid for one year without any increase.

Place of work

Intending Renderers shall visit the IITM office at NCL Road Pashan, Pune with prior intimation on any working day between **10.00 to 16.00 hrs.** and inspect the site conditions, nature of work and make assessment of labour and material etc. required before quoting for the tender.

Maintenance and repairs of the Audio/Video equipment

It is sole responsibility of FMS contractor to ensure that the operation, maintenance and repairs are performed to the highest standards.

Down time for the particular instrument should be less than 24 hrs. In case of more time required for repairs, stand by equivalent instrument should be provided (if necessary) on rental basis with prior intimation. Replaced part should be compatible or better technical specifications than the faulty part.

Cost of replacement

The cost of replacement, wherever applicable shall be paid for only on sanctioned work slips. If any replacement is done without proper sanction the same will not be considered for payment.

A Brief on the Seminar Halls

Description of equipment installed in various seminar halls and seating capacity is given below :-

List of Items in Pisharoty Conference Hall

Seating Capacity - 30 Persons

Sr. No.	Description of items	QTY
1.	<u>Audio Equipment (Sound System)</u> Amplifier Stereo Graphics Equalizer EG-10SD (Audio Mixer) Ceiling Speakers Cordless Collor Mike } With base station Hand held mike } With base station Hand held Mike with cord	1 No. 1 No. 8 Nos. 1 No. 1 No. 1 No.
2.	<u>Video Equipment</u> DLP projector with remote (Plus make) Motorized Screen with remote Slim Portable OHP Sun star make visual presenter	2 nos. 1No. 1 No. 1 No.
3.	<u>Electrical /Electronic Items</u> Leutron 4 Zone, 3.5 KW Dimmer Split Type Airconditioners Wall mount Fans PC with Monitor, key board, Mouse D-Link 8 port network switch	1No. 3Nos. 5 Nos. 1 No. 1No.

List of items in Varahamihira Conference Hall

Seating Capacity - 135 Persons

Sr. No	Description of Items	Quantity
1.	<u>Audio Equipment (Sound System)</u> Cordless Mike Handheld } With base station Cordless Collar Mike } With base station Amplifier and audio mixer Ceiling Speakers	2 Nos. 1 No. 1 No. 12 Nos.
2.	<u>Video Equipment</u> HITACHI make LCD Projector(Under Warranty) Portable OHP Motorized Screen with remote Sun Star make Visual Presenter	1 No. 1 No. 1 No. 1 No.
3.	<u>Electrical /Electronic Items</u> Split Type Airconditioners Wall mount Fans PC with Monitor,key board, Mouse , Switcher	9 Nos. 4 Nos. 1 No.

***HITACHI make projector installed is under 3 years warranty up to 2013**

List of items in Aryabhata Conference Hall

Seating Capacity - 80 Persons

Sr. No	Description of Items	Quantity
1.	<u>Audio Equipment (Sound System)</u> Cordless Collar Mike } Cordless Hand Mike } with base station Conference system (mikes) } Amplifiers Ceiling mount speakers	1 No. 1 No. 29 nos. 2 Nos. 14 nos.
2.	<u>Video Equipment</u> HITACHI make LCD Projector(Under Warranty) Motorized screen with remote	1 No. 1 No.
3.	<u>Electrical /Electronic Items</u> Centralised Airconditioning system Split Airconditioners (Registration Hall) PC with Monitor,key board, Mouse , (One in Registration hall) Switcher,Wireless Hub	1 Unit 4 Nos. 2 Nos. 1 No.each

***HITACHI make projector installed is under 3 years warranty up to 2013**

Note : The function of the above equipment including, Audio, Video cables etc under AMC is fully on vendor's responsibility.

Sr. No. 3 Electrical/Electronic items related problems consult the following:

EMU (Electrical Maintenance Unit) for fans lights and power

CDD (Computer and Data Division) for Pc and network switch problems

WORKSHOP ...for Airconditioning

Description of halls

Aryabhata Hall

The Institute has a state-of-art centrally air-conditioned, sound proof, fully equipped well designed seminar hall with the seating capacity of 50 + 30 people at a time, furnished with the latest and complete audio-visual equipment along with fully wired and wireless Internet connectivity. The hall is utilized for conducting conferences, Science and training Workshops, Review Meetings and other key events from time to time.

It has a separate Air conditioned reception room with extra seating arrangements and Internet Connectivity.



Varahamihir Hall

The institute has a well furnished air conditioned Lecture Hall which has all audio visual requirements including LCD and overhead projector, lectern, stage, and screen with a seating capacity of 130 members, this hall is utilized for external presentations; PHD reviews proposals, synopsis, seminars, guest lectures, networking events etc.. It has also got a separate reception and exhibition room.



Pisharoty Hall

This hall is situated at the first floor of the Main building. This is an appropriate place to organize a meeting with 15-20 people. This Hall is fully air-conditioned and has a provision of round-table discussion and with overhead projector, screen and other visual equipments. This Hall is very frequently used for internal meetings etc.



Requirement of Total manpower

S.No.	Particulars	No.	Remarks
1.	Supervisor	1	Overall Supervision
2.	Multi-skilled Technicians	2	He will be able to operate the equipment, installed and capable of handle presentations and be able to rectify the problems and repairs.
3.	Janitors	4	Out of 4 one should be lady

Note: Technicians and Janitors are required to help computer Division whenever asked for after their routine schedule work is over.

Requirements of Technical Bid

1. **Organisation Details:** company profile should be provided.
2. **Experience:** The Contractor must have minimum 5 years experience in the relevant field. The Contractor shall have satisfactorily completed (based on certification of performance by client of the works) similar projects (at least one of these should be in Central Govt. / Central Autonomous bodies / Central PSUs/ Government / Semi-Government Educational Institute).
3. **Turnover:** The Contractor shall have average financial turnover of at least Rs. 25 Lacks per year during the last three years. The contractor shall not have incurred loss during the last three years and financial net worth of the firm should not be negative. The contractor shall submit audited balance sheet and Income Tax Clearance Certificate for the last three years.
4. **Profit:** The contractor shall be a profitable organization with presence in India (in the form of a full fledged office) for at least three years.
5. **Service Center:** The contractor must have fully functional support center at Pune. Details of service center along with staff details must be provided..
6. **Client List:** Detailed client list with contact numbers should be provided.
7. **Manpower deployment:** Details of manpower to be deployed should be given.
8. **Equipment & Consumable details:** List of Monthly Equipment & Consumables provided should be given.
9. **Scope of Work:** Standard Cleaning /Maintenance services and procedures are to be mentioned clearly.
10. **Record Management:** List of all Registers like Log Books, Musters, Duty Allocation Registers, Files and Other Documents should be given.

COMMERCIAL QUOTE FOR FACILITY MANAGEMENT SERVICES

SI.NO.	PARTICULARS	Supervisor (A)	Multiskilled Technician (B)	Janitor/ Safaiwala (C)
1.	Basic			
2.	Special Allowances			
3.	TOTAL			
4.	Other Allowances			
5.	TOTAL			
6.	Overhead Charges			
7.	TOTAL			
8.	Service Tax@10.3%			
9.	Total Monthly Charges Payable Including Taxes			
10.	Total Annual Charges Payable=Total Monthly charges Payable Including Taxes x 12			
11.	Total Annual FMS Charges= Total Annual Charges payable (A+B+C)			

COMMERCIAL QUOTE FOR MATERIALS & WORK CONTRACT VALUE

SI No.	PARTICULARS	PRICE in Rs.
1.	Total Monthly cleaning Material Cost with Taxes	
2.	Total Annual cleaning Material Cost with Taxes=Total Monthly cleaning Material cost with Taxes x 12	
3.	Quarterly Carpet Shampooing Cost With Taxes	
4.	Total Annual Carpet Shampooing Cost With Taxes = Quarterly Carpet Shampooing Cost With Taxes x 4	
5.	Quarterly Pest control Cost with Taxes	
6.	Total Annual Pest control charges with Taxes= Quarterly Pest control Cost with Taxes x 4	
7.	Quarterly Laundry Cost for Curtains with Taxes	
8.	Total Annual Laundry Cost for Curtains with Taxes= Quarterly Laundry Cost for Curtains with Taxes x 4	
9.	Total Annual Material Cost = TOTAL (Slnos.2+4+6+8)	
10.	Total Annual FMS Charges with taxes payable	
11.	Total Annual Material Cost with taxes payable	
12.	TOTAL Work Contract Value per Year (SI nos.10+11)	

Terms and Conditions.

1. Quotations to Director, Indian Institute of Tropical Meteorology, Dr. Homi Bhabha Road, Pashan, Pune – 411 008, must be submitted in sealed cover super scribing the tender enquiry no., due date and the words “**Quotation for Annual Maintenance and Facility Management Contract for the equipment installed in three conference halls.**”
2. The Renderers are requested to give detailed sealed tenders in their own forms in two Bid system i.e.

Part – I Technical Bid.

Part - II Commercial Bid.

Both the sealed bids should be sent in another sealed envelope addressed to the Director, Indian Institute of Tropical Meteorology, Dr. Homi Bhabha Road, NCL Post, Pashan, Pune – 411 008, INDIA, so as to reach on or before **30th August 2010** up to 12.30 hrs . You have to submit two separate bids in two separate envelopes and you may keep both the bid envelopes in an envelope for sending to us. One envelope will contain only the Technical Bid in which Technical details like Company profile, Turnover, Man power, Services provided, Experience in relevant field with client list etc.. Another envelope will contain only the financial bid in which price for maintenance, FMS etc. and any other information, which has financial implications, will only be given. The main envelope, which will contain both the bids, should be super scribed with our tender enquiry No.C-050-18 due on **30th August 2010** up to 12.30 hrs.. The technical bids will be opened on **30th August 2010 at 15.00 hrs.** The financial bids of only those bidders will be opened whose technical bid is found suitable to us.

3. **Last date of receipt of completion of quotations is up to 12.30 hrs on 30th Aug 2010.**
4. Quotations must be valid for 90 days from the date of opening.
5. Tenders are not transferable.
6. The Seminar halls can be inspected on any working day with prior intimation between **10.00 to 16.00 hours.**
7. Maintenance services should be available from 8.00 a.m to 18.30 p.m on normal working days (Monday to Friday) , **and may be extended whenever special meetings/seminars are conducted during weekends.**
8. Institute reserves the right to withdraw any of the items from the maintenance any time.
9. The renderers are required to prove their technical competence for undertaking the job and also furnish their experience/reputation and goodwill through a certificate from any past customers/Govt. Dept. mention in name/designation/telephone number etc. of the Department/Ministry concerned and also provide list of clients.

10.TERMS OF PAYMENT:

The bill shall be prepared by the contractor on monthly basis after completion of each month and will be settled by IITM within 20 working days after deducting necessary TDS, taxes, etc.. The bill, in proper form, must be duly accompanied by details of work carried out in that month and must show deduction for all previous payment.

a. **Date of commencement of work** : 07th day from the date of “letter of intent or work order” by IITM.

b. **Period of Contract** : **12 months from the date of commencement.**

c. **Payment of bills by IITM**: Monthly Payment, subject to satisfactory performance, as per Price Bid. Monthly Bill is to be submitted by the 1st week of every Month & the same will be checked and passed within 20 working days from date of receipt of bill.

d. **Escalation** : The rates shall remain firm and shall not subject to variation for any reason whatsoever

e. Cost of replacement

The cost of replacement, wherever applicable shall be paid for only on sanctioned work slips. If any replacement is done without proper sanction, the same will not be considered for payment.

12. In case of any dispute regarding FMS, The Director, Indian Institute of Tropical Meteorology , Pune will be the final authority to decide the appropriate action and it will be binding on the vendor.

13. Incomplete quotations are likely to be rejected.

14. Director reserves the right to reject any or all quotations without assigning any reason.

15.Emergency work

It shall be contractor’s responsibility to attend to emergency works in time. No extra payment will be made for working on odd hours / emergency works.

16. Rates, Taxes and Duties

All the rates furnished in the tender shall be inclusive of all labour and material including all duties, royalties, service tax, Work Contract Tax (WCT) or any other taxes or local charges, if applicable. No extra claim on this account will in any case be entertained. New taxes and increase in existing tax if any, after awarding the work shall be paid on production of specific proof/ receipt/ challan etc.

17. Manpower / Staff

The contractor shall always employ a minimum strength of experienced staff at site. Necessary grooming should be done before posting the staff at site. He shall also comply with the provisions of all labour legislations. Receipt of any complaint on this ground shall be viewed seriously. No additional payment shall be made if contractor keep more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per contract provision. The workers / staff employed should wear colour code uniforms, pant+shirt+shoes+gloves for male and suit / saris+aprons+gloves for ladies staff. Any indecent behavior / suspicious activities of the Staff employed shall be viewed seriously and a suitable penalty shall be levied on the contractor. The contractor is also required to submit the list of the workers with photo ID, educational qualification, address proof etc. before deputing the workers. Contractor shall be solely responsible for the credentials / acts of his staff /workers.

18. Emergency telephone Nos

The contractor shall provide an emergency telephone number for normal and out of hours operations with a maximum of two hour response time .

19. Facility Manager / Supervisor

Contractor shall employ and post one experienced , qualified Facility Manager to monitoring the work in the premises. He shall be provided with a Mobile and accessible for 24 hours.

Note:

1. Cleaning work should commence at 8 AM and should be over by 9.15 AM on working days or otherwise instructed.
2. Full time staff should be available from 8AM to 6.30 PM (Shifts can be worked out accordingly) and shall also assist IITM Computer Division staff for shifting of Tables, Cupboards, stationery, computers, files and in other work whenever asked for.
3. No overtime shall be paid to any of the work.

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