



IIT BOMBAY
RESEARCH PARK
aspire

IIT BOMBAY RESEARCH PARK FOUNDATION

6B, Main Building, IITB Powai

Mumbai -400076

Tender Document

Corrigendum

Integrated Facility Management Services

at IIT Bombay Research Park

2024 - 2025

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1. Tender Notice

The IIT Bombay Research Park Foundation (hereby called IITBRPF) is inviting proposals for the selection of a qualified and experienced Facility Management Team (hereby called FM COMPANY) to manage and maintain the common areas of our new state-of-the-art Research Park building. This facility is designed to provide an innovative and collaborative environment for tenant companies, and it is essential that the common areas are maintained to the highest standards to ensure a productive and comfortable atmosphere for all occupants.

The new Research Park building spans 14 floors and includes a variety of common areas that include but not limited to lobbies, corridors, auditorium, meeting rooms, food court, washrooms, semi-open terrace, open terrace, fine dine and exterior grounds. These areas are critical to the daily operations and overall experience of the tenant companies and their employees. Therefore, maintaining these spaces in excellent condition is a top priority.

Sr.no.	Particulars	Details
1	Tender No.	IITBRPF/Infra/Tender/03/24-25
2	Tender Date	5-11-2024
3	Designation and Address of the RFP Inviting Authority	To, The PIC, IITB RESEARCH PARK FOUNDATION 6B, Ground floor, Main Building, IIT Bombay, Mumbai -400076
4	Nature of work	Integrated Facility Management Services at IITB Research Park Building
5	Supply/work to be carried out at	IITB Research Park Building
6	Contract Period	1 year
7	*Earnest Money Deposit (EMD)	Rs. 6,00,000
8	Pre-Bid Meeting & Site visit	12-11-2024
9	Last Date and Time for Submissions of tender	25-11-2024 up to 4 PM
10	Date and Time of Opening of the technical bid	26-11-2024
11	Date and Time of Opening of the Commercial bid	To be announced

** EMD & Security deposits are detailed in clause 1 under Terms and Conditions.*

2. SUBMISSION OF BIDS

Both the bids (Technical and Financial) duly signed Authorized Signatory should be submitted in two separate sealed envelopes as described below:

All details with the relevant information/documents/acceptance of all terms and conditions strictly as described in this tender document will have to be submitted.

- A. **Envelope 1:** Containing Technical Bid duly completed in all respects all relevant documents and the envelope should be superscribed in bold letters with the statements 'TECHNICAL BID FOR PROVIDING FACILITY MANAGEMENT SERVICES IN IITB RESEARCH PARK BUILDING

- B. **Envelope 2:** Containing the Financial Bid, and the envelope should be superscribed in bold letters with the statements 'FINANCIAL BID FOR PROVIDING FACILITY MANAGEMENT SERVICES IN IITB RESEARCH PARK BUILDING

Finally, the above-mentioned envelopes should be kept in a single sealed cover/envelop and the envelope super-scribed in bold letters with the statements – INTEGRATED FACILITY MANAGEMENT SERVICES at IITB RESEARCH PARK BUILDING and to be submitted at:

Professor-In-Charge,
IITB RESEARCH PARK FOUNDATION
6B, Ground floor, Main Building, IIT Bombay
Mumbai -400076

3. Eligibility Criteria

Bidders should submit copies of the following documents in the technical bid (along with other supporting documents mentioned under Technical Evaluation Criteria in this document) for the IITBRPF facility management work contract for the Research Park building.

- a) Experience of having Successfully completed similar works during the last 7 years ending previous day of the date of submission of tenders month of as per b and c'.
- b) Copies of three similar completed work orders for projects with a one-year period not less than 5 crores, along with work completion certificates and performance certificates (in FORM B format), and copies of three ongoing works of similar scope and scale with details such as the date of start, stipulated and actual completion date, the value of work etc.
- c) A copy of one single work order for any completed work, with work completion certificate, performance certificate (in FORM B format) or any format, and costing for a one-year period not less than 5 crores in a Government, Semi-Government, or Public Undertaking organization or large private organization.
- d) Valid certified copy of labor license issued by the State/Central Labor Commission office for a minimum engagement of 100 casual laborers per day in a single facility management work contract.
- e) Certified copies of company registration, PF & ESIC registration certificates, and copies of PF & ESIC challans for proof of payment to respective authorities for the last six months (based on the labor engaged during a particular month), along with a GST registration certificate.
- f) Copies of pan card & Income tax return statement of last three years 2021-22, 2022-23 & 2023-24.
- g) The FM COMPANY should have an average annual turnover of Rs. 10 crores during the last three financial years ending 31/03/2024. This should be certified by a chartered accountant and should not have incurred any loss in more than two years. The format of submission as per FORM A in this document.
- h) Planning Vision & Approach – Provide a detailed description of how your firm can assist IITBRPF in achieving the goals described in the tender document.
- i) Submit copies of work orders and work completion certificates as mentioned in Sr. No. (b) & (c). Failure to submit these documents will result in the bid capacity not being calculated, and the technical bid will be summarily rejected without opening the financial bid.
- j) All bidders should submit an EMD amount **Rs.6,00,000** in the form of demand draft to the IITB Research Park on or before 4:00 PM, 25th November,2024 in favor of **IITB Research Park Foundation**. Also bidders have to send a scanned copy of the same D.D. along with technical documents. If EMD is not received from any bidder as detailed above, the tender of that bidder will be liable for rejection. EMD without interest of all unsuccessful bidders will be returned after the completion of tender process and award of contract.
- k) Provide a description of the company and its relevant capabilities including but not limited to advanced APPS developed.
- l) Bidders should submit the undertaking certificate as specified in Annexure 1 in this document.

- m) Litigation history of the agency is required to be submitted (in letter head) along with the application. A tender would not be awarded if any inquiry proceeding related to the criminal case. Also if the contract is terminated in the last 07 years due to noncompliance with the statutory provision, they cannot participate in this tender and will be summarily rejected.
- n) Proof of Constitution: An affidavit in case of Sole Proprietorship, Partnership Deed for partnerships, and Articles of Association for Private/Public Limited Companies must be submitted.

Evaluation of applications for eligibility: -

- The applications will be evaluated for conformity to the eligibility criteria under Sr. No. a, b, c, d, e, f, g, h, i, j, k, l, m and n as per the prescribed format, along with a copy of relevant documents and certificates. All the documents should be signed and sealed by the authorised signatory.
- Only those applications found eligible as per the criteria above will be considered for the technical evaluation, as outlined in the next stage.

Note:

- The available bid capacity will be calculated based on the above information received from the agencies and the agencies that have sufficient bid capacity, ie. bid capacity of more than 5 crores will only be considered. The tender of agencies having less bid capacity will be rejected.
- If required, contractors/Agencies/proprietors should submit the power of Attorney to their representative to deal on any matter with any officer or Staff of IITBRPF on behalf of them or their agency.
- Tender will be rejected if white ink is used in tender documents.
- FM COMPANY who wishes to attend pre bid meeting shall intimate IITBRPF with a number of visitors attending it with their names at infra@iitbresearchpark.com in advance on or before.
- Tenderers should send by email all their queries, latest by 15 hours one day before to the scheduled pre- bid meeting date to infra@iitbresearchpark.com
- If there are varying or conflicting provisions made in any one document forming part of the contract, the IITBRPF shall be the deciding authority with regard to the interpretation of the documents and its decision shall be final and binding on the tender.
- IITBRPF reserves its right to verify all the credentials, quality, quantity, workmanship, other required details etc. of the bidders/ FM COMPANY with their clients along with ongoing/completed work based on-site visit and other sources before finalization and award of the work. In case of requirement/emergency IITBRPF reserves its right to award any quantity of works to any other FM COMPANY /agencies at its own risk and cost.
- IITBRPF reserves its right to reject/accept any tender forms and / or accept/reject any tender or re-invite the tenders without assigning any reason and without any reference.

4. Technical Evaluation Criteria

Quality/ schedule/ performance / compliance evaluation of completed works shall be conducted by an Evaluation committee constituted by PIC/COO, IIT Bombay Research Park. Evaluation will be based on the following performance: -

1. Firm Turnover - 20 marks.
2. Scale & Size of Operation - 20 marks.
3. No. of Projects - 20 marks.
4. Manpower on Roll - 15 marks.
5. Presentation - 15 marks.
6. PASARA license - 10 marks

Note: All bidders must submit relevant and verifiable supporting documents for each of the criteria to obtain scores. All the documents/reports should be signed and sealed by the authorized signatory. Failure to provide appropriate documentation may result in zero marks being awarded for that criterion.

Sr. No	Criteria	Max Marks	Remarks/Documents for submission in technical bid folder	Documents for submission in technical bid folder
01	Firm Turnover	20	<p>a) If firm turnover > 50 Cr = 20 Marks</p> <p>b) else If firm turnover is more than 30 Cr but up to 50 Cr range =15 Marks</p> <p>C) else If firm turnover is more than 10 Cr but up to 30 Cr range = 10 Marks</p>	<p>a) Firm turnover is defined as the average turnover from facility management services over the last 3 Years</p> <p>b) Chartered Accountant verified / audited turnover statements to be furnished as proof for the same. Bidder shall ensure that any certificate/reports issued/attested by a practicing-chartered accountant in India and submitted in the bid shall mandatorily include the UDIN number. Certificate/reports issued/attested without UDIN number of practicing chartered accountant in India shall not be considered for evaluation.</p>

Sr. No	Criteria	Max Marks	Remarks/Documents for submission in technical bid folder	Remarks/Documents for submission in technical bid folder
02	Scale & Size of Operation	20	<p>a) Single work of similar nature > 5 Cr during awarded work duration- 20 Marks</p> <p>b) Single work of similar nature greater than 2 Cr but up to 5 Cr during awarded work duration - 15 Marks</p> <p>c) Single work of similar nature greater than equal to 1 Cr. But up to 2 Cr. During</p>	<p>a) Similar works mean – Mechanized cleaning of Educational Institute, Residential PSU colonies/ Government / non-residential corporate office buildings, metro rail premises etc.</p> <p>b) Provide the client certificate (performance certificate) of similar work executed over the last 7 years. This Client certificate should show the nature of work done, the value of work, date of start, date of completion as per agreement / status of ongoing work</p>

			awarded work duration- 10 Marks	c)Level of satisfaction of the client with work needs to be mentioned in the work experience certificate. d)Highest work value performed over the last 7 years of the single work will be considered for evaluation with min. of 1 year of execution of contract completed (Ongoing works meeting above criteria will be considered)
03	Number of Projects	20	a) No. of works of similar nature ≥ 7 Nos in the past 7 Year = 20 Marks b) No. of works of similar nature greater than 4 but lesser than 7 in the past 7 Year = 15 Marks c) No. of works of similar nature greater than or equal to 2 and lesser than or equal in the past 7 Year = 10 Marks d) No. of works of similar nature lesser than 2 in the past 7 Year - 05 Marks	a) Definition of similar works - same as above but with at least 1 year duration. Work can be completed work / ongoing work and should have at least 1 year of work executed and should have been performed over the last 7 years. b) Value of each work contract should not be < 5 Cr over awarded duration. c) Self-Attested copy of experience certificates for completed work / ongoing work issued by the Organization awarding work shall be acceptable. References of clients are also requested.

Sr. No	Criteria	Max Marks	Remarks/Documents for submission in technical bid folder	Remarks/Documents for submission in technical bid folder
04	Manpower on Roll	15	a) Overall manpower on roll > 200 - 15 marks b) Overall manpower on roll between 100-200 – 10 Marks c) Overall manpower on roll between 50-100 –5 Marks	a) Duly CA audited statement of manpower wages/ manpower roll for the previous four quarters to be submitted as part of the technical bid. b) For winning contractor, EPFO Challan /bank account statement in support of available manpower (duly submitted to EPFO) in respect of the previous four quarters may be verified during award of contract. Inability to produce the same will lead to blacklisting of agency from future or any other equivalent document to prove the overall manpower
05	Presentation	15	The presentation by the bidders need to cover the following aspects for evaluation assessment by IITBRPF. a)Client list, and size/distribution of contracts	a) 'Presentation will be evaluated by a panel appointed by IITB Research Park. b) Bidders are encouraged to study the referred Educational Institute, PSU Government, Private sector, University, residential Complex, Corporate Office Building and also suggest improvements

			<p>completed / under execution</p> <p>b)Number of employees on payroll</p> <p>c)Client satisfaction certificates and OHSAS:18001 (>3 yr)</p> <p>d)Systems and processes followed for recruiting and training the employees</p> <p>e) Comprehensive operational plan (with all details) given in the technical bid for delivering Facility management services to IITBRPF.</p> <p>f) Tools & cleaning consumables details (as per your calculation and assumption)</p>	<p>for upkeep. Bidder is supposed to explicitly detail out the work plan of chemical usage (make and monthly consumption quantity), manpower deployment (quantity and qualifications) as well as machinery plan (no. of machines and make) in the presentation.</p> <p>c) Work plan details of machinery, chemicals, manpower as well as innovations showcased in presentation will be added to the work contract / agreement and the contractor will be bound to adhere to it at all costs.</p> <p>Presentation needs to be given In-person and Date of Presentation will be intimated.</p>
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Sr. No	Criteria	Max Marks	Remarks/Documents for submission in technical bid folder	Remarks/Documents for submission in technical bid folder
			<p>g) Manpower to be proposed (numbers, designation, experience, qualification etc.) as per your calculation to meet the needs of Research Park.</p> <p>h) Reporting and Review Systems to be proposed</p> <p>i) Machinery/equipment planned to be stationed at IITBRPF bidder's cost</p> <p>j) Transition/takeover plan for Technical & Integrated facility management services</p> <p>k) Complaint redressal system to be proposed</p>	
06	Valid PSARA license, issued by the respective state authority where the agency operates	10		<p>Companies should submit:</p> <ol style="list-style-type: none"> 1. Copy of valid PSARA license of the FM COMPANY or their outsourced company. 2. Any relevant state specific license renewal certificate if applicable. 3. Self- Declaration conforming adherence to the Private Security Agencies (Regulation) Act, 2005

* A Bidder should mandatorily secure a minimum of 70% marks (i.e. 70 marks out of total 100 marks) in Technical Evaluation in order to be a qualified bidder for being eligible for Technical weight-age and subsequently for opening of financial bids. The authority reserves the right to lower the qualification marks to 60% if at least 2 bidders do not achieve 70 marks out of total 100 marks.

TOTAL MARKS= 100

Kindly Note:

- The bidder shall submit documents/report detailing each of the above 6 items signed by the authorized signatory and should be part of the bid.
- Work order, work completion certificate & Performance certificate (format given in FORM B) of each work should be submitted in the technical bid
- To qualify, the applicant must secure at least 60% (sixty percent) marks in each of the above criteria and 70% (seventy percent) marks in aggregate.
- The evaluation of the proposal will be based on a weightage distribution of 70% for technical proposal and 30% for commercial proposal.
- Invitation for presentation and Site visit does not mean the bidder is technically qualified.
- Date of presentation shall be intimated to the bidders after opening of technical bid with prior notice.
- IITBRPF reserves the right to restrict the list of eligible Tenderers/bidders to any number deemed suitable.
- Even though an applicant may satisfy the specified criteria, he/she would be disqualification if he/she has: -
 - a)** Made misleading or false representations or deliberately suppressed the Information in the form statements and enclosures required in the application for eligibility.
 - b)** Record of poor performance such as, slow progress of work, abandoning of work, not properly completing the contract, or financial failures/ weaknesses etc.

*The IITBRPF reserves the right to accept or reject any application and to annul the qualifications process /Tender process and reject all applications at any time without assigning any reason or incurring any liability to the applicants.

5. FINANCIAL BID

Price Bid of only technically qualified bidders shall be opened at later date in presence of Evaluation committee constituted by PIC/COO, IIT Bombay Research Park. The date & time of opening the price bid shall be communicated to the technically qualified bidders. In case if the price bid is found to be tampered/modified in any manner, tender will be completely rejected. Do not quote price in the Technical Bid which would lead to bid getting disqualified without any further reference to the bidders. IITBRPF reserves the right to negotiate the quoted price with the successful bidder. The quoted rates shall remain firm throughout the first year of the contract and no revision is permissible for any reason.

List of documents to be submitted by the bidders in the financial bid are as follows:

- 1) FORM D – Employee Deployment Plan
FM COMPANY should come up with adequate employee deployment plan considering the scope of work and area to be maintained, the details of which given in this document.
- 2) Commercial proposal as per employee deployment plan. Please note that proposals should be based on central wages rules. Wage breakup is given in FORM E.
- 3) FORM C – List of Machines, quantity, make model, monthly rental cost etc.

FORM A

FINANCIAL INFORMATION

(To be duly filled, signed and uploaded along with a technical bid by the tenderer.)

I) Financial Analysis:-

Details to be furnished duly supported by figures in Balance sheet/profit and loss Account for the last three years duly certified by the Chartered Account, as uploaded by the applicant to the Income-Tax Department(Copies to be submitted separately).

Sr. No.	Details	Year ending 31 st March of		
		2021-22	2022-23	2023-24
1	Gross annual turnover in Facility Management work			
2	Profit(+)/Loss(-)			

II) Financial arrangement for carrying out the proposed work.

III) Income Tax Pan details (to be uploaded separately)

IV) Solvency certificate from Bankers of Applicant (to be uploaded separately).

SIGNATURE OF APPLICANT (S)

SIGNATURE OF CHARTERED ACCOUNTANT WITH SEAL

FORM B

(To be duly filled, signed and uploaded along with technical bid by the tenderer)

PERFORMANCE REPORT FOR WORKS REFERRED (At least three)

1.	Name of the work & Location.
2.	Scope of work: -
3.	Agreement No.
4.	Tendered Cost
5.	Value of work done
6.	Date of start
7	Date of completion
i	Stipulated date of completion
ii	Actual date of completion
9	Amount of compensation levied for Unsatisfactory facility management services
10	Performance report based on quality of work
11	Excellent/very good/ Good/ Fair

Date :

(*Signature and seal of the client/owner to whom the work executed)

*** Certified by self will not be accepted**

FORM C

List of Machines or Equipment for Facility Management work

Name of Work: - Integrated Facility Management Services at IIT Bombay Research Park

Name of the FM COMPANY: -----

Sr. No.	Description	Make	Model	Monthly Rental Cost (INR)	Qty	Total Rent (INR)

The successful bidder shall finalize the list of cleaning consumables, including their brands, quantity, and frequency of supply, after approval and agreement from IIT Bombay Research Park team.

FORM D

Employee Deployment Plan

As part of the facility management services required for the 14-storey building at the Research Park, the appointed FM Company will be responsible for maintaining various common area premises of the building. To ensure efficient and effective management of the building, the Research Park requires FM Company to provide an appropriate number of the qualified personnel across multiple roles such as housekeeping staff, plumbers, electricians, security personnel, and more, assuming 100% occupancy in the building. However, the occupancy of the building would be in phases. Hence the deployment plan needs to be in a phased manner in accordance with the occupancy of the building.

The following table should be completed to provide details of the personnel required for each category of work within the building.

Please note: The number of security guards mentioned below is subject to change based on actual requirements.

Profile	Total no.	Remarks
Facility Manager		
Technical Manager		
Fire & Safety Officer		
Electrician		
AV Technician		
BMS Operator		
HVAC Technician		
Plumber		
Housekeeping Supervisor		
Janitor		
Security Supervisor	1	
Security Guards	14	

Please note the commercials should be submitted based on central wages

FORM E

Employee Wage Break-Up

Basic + DA
HRA (5% - 40%)
Other Allowances
EPF (13%)
ESIC/Medi Claim/Insurance policy (3.25 %)
Bonus (8.33%)
Leave wages (8.33%)
National Holidays (2.56%)
LWF (as per state)
Gratuity (4.81%)
Uniform
PF (12%)
PT

Annexure 1

UNDERTAKING CERTIFICATE

To,
PIC,
IIT Bombay Research Park,
Powai, Mumbai, Maharashtra- 4000076

Name of Work: - Integrated Facility Management Services at IIT Bombay Research Park

Dear Sir,

We are hereby quoting all the rates for the attached schedule of tender of the above-mentioned work.
We hereby accept & sign all the General Terms and Conditions of the Contract.

We hereby submit our quotation for the open tender for the above-mentioned work. We accept and sign all the General Terms and Conditions of the Contract. We agree to keep the validity of the bid for 180 days from the date of opening the tenders, without any modification to its terms and conditions.

Below is the required information regarding technical, non-technical staff, and manpower. Details of technical and non-technical staff to be engaged in the contract. We assure you that all staff will meet the required qualifications and experience.

Sr. No.	Designation	Qualification	Years of experience

Note:- The above mentioned information is required to be provided by the FM COMPANY. If it fails to do so, the tender will be assumed incomplete and hence it will be rejected.

Thanking you,

Yours faithfully,

Signature of the authorized signatory of FM COMPANY
with the official Seal/ stamp of the firm.

6. Terms & Conditions of the Contract

- 1) Security deposit @ 5% will be deducted from all monthly bills for the contract period, and it will be refunded after the end of contract without interest. EMD submitted by the successful bidder will be adjusted against the Security deposit in the first bill. FM COMPANY is required to submit 5% of the contract value as PBG at the time of acceptance of contract, and this will be refunded after deductions if any and without interest after the contract period. Deduction of Income Tax @ 2% or as per notification issued by the Income Tax Department from time to time and any additional charges /taxes as levied by the authorities will be recovered from the bill as per the conditions of the contract accepted by the successful FM COMPANY. Tenders uploaded without earnest money will not be considered. The earnest money of the unsuccessful bidders will be refunded without any interest after the award of the contract. The earnest money of the bidder is liable to be forfeited if the bidder prematurely withdraws his bid or the successful bidder fails to take up the job.**
- 2) The Security Deposit thus recovered will be refunded after completion of 12 months from the date of commencement of work, after the receipt of the application from the FM COMPANY along with proof of payment of provident fund & yearly online statement of all workers and ESIC payment details of the same period to that effect. If the application is not received within three years, the amount will be credited to the IITBRPF account, and thereafter no claim will be entertained. If the FM COMPANY fails to make the statutory payment of P.F., E.S.I.C., PT, LWF, GRATUITY & any other liability then the unpaid amount along with penalty if any, will be recovered from the amount of security deposit.**
- 3) FM COMPANY is discouraged from subletting the work to any sub-contractor. In case of unavoidable circumstances, the successful bidder shall be allowed to subcontract in consultation and approval from IITBRPF.**
- 4) The FM COMPANY should work as per the terms and conditions of these tender documents and this work order will be part and parcel of this contract.**
- 5) The FM COMPANY shall follow all the provisions of the Contract Labour (Regulation & Abolition) Act 1970 and Rules 1971, Workmen's compensation Act, C.L. (R & A) Act, Private security agencies Act 2005, Minimum Wages Act, Payment of Wages Act, Payment of Bonus Act, Payment of Gratuity Act, Inter-State Migrant Workmen (RE&CS) Act, Workmen Compensation Act, Industrial Disputes Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Central, States, Municipal and local governmental agency or authority.**
- 6) The FM COMPANY shall provide PF & ESIC facility to the workers as provided in the PF & ESIC Act. The FM COMPANY shall remit PF, ESIC, Gratuity, PT, and LWF within the stipulated time. The FM COMPANY is liable for timely remittance. Damages, if any, charged by the concerned department, have to be borne by the FM COMPANY.**
- 7)The FM COMPANY shall pay salary to the workers at least by the first week of every month.**
- 8)Every month's salary register & attendance Register shall be submitted to IITBRPF before the release of payment for checking. The FM COMPANY shall issue wage slips to all the workers at least one day before the disbursement of wages. The contractor shall issue an Employment Card, e Pehchan Card, and UAN No. to all the workers. The FM COMPANY has to procure a biometric attendance machine at his own cost and maintain the same during the contract period for attendance**

of the concerned workers deployed by the FM COMPANY. This monthly record of biometric attendance should be enclosed along with the monthly bill of the FM COMPANY.

9)The FM COMPANY shall obtain the required license from the Assistant Labour Commissioner (Central) within 15 days from the date of issue of the work order. All returns as per the rules shall be submitted to the ALC (Central) and concerned authorities by the FM COMPANY.

10) The FM COMPANY should maintain a muster roll for each site and workers should sign the muster of the FM COMPANY and do the Biometric attendance twice a day (on joining & leaving the duty).

11) The FM COMPANY should complete all daily, weekly, monthly, and once in two months/ three months, six months work as per the scope of work for all working days, Saturdays, Sundays, and Holidays during the contract period.

12) Any liability/Penalty arising out of complaint from the worker or as directed by the Labour Commissioner's office/court or any other Govt., Semi-Govt. office shall be deducted from the bill/S.D/EMD amount of FM COMPANY.

13) A copy of the license shall be displayed permanently at the premises where the work is being carried out. Also, a notice board shall be displayed by the FM COMPANY containing the details of the Rate of minimum wages, Date of payment of wages, Working hours, Weekly holiday, and Name and address of the Inspectors having jurisdiction.

14)Workers engaged by the FM COMPANY to complete work should attend to the duty in uniform with their identity card. The FM COMPANY can obtain temporary gate passes for their workers from IITBRPF. Also, the FM COMPANY should submit the list of workers who are working in the IITBRPF Building with P.F. & ESIC number, details to the IITBRPF Management.

15) All safety & security rules, regulations, and practices prevalent in the IITBRPF should be strictly followed by the FM COMPANY and their workers.

16) The FM COMPANY should fill out the form of P.F. & E.S.I.C. and get the P.F. number & E.S.I.C. card of all workers within 30 days from the date of commencement of the contract. The worker whose PF and ESI number is not generated, will not be allowed to join duty.

17) The FM COMPANY shall be responsible for any injury or loss caused to his workmen while on duty. He shall obtain the necessary E.S.I.C. card and also any additional coverage, if any, and relieve IITBRPF from the responsibilities/liabilities in this respect.

18) The FM COMPANY should make necessary arrangements for the welfare and health of their workers at their own cost.

19) The FM COMPANY shall submit a bill in respect of the services rendered by them in duplicate on a calendar month basis with daily, monthly & once in two-month work reports in the prescribed format duly signed by the authorized representative. A Xerox copy of the salary register, Attendance sheet P.F., E.S.I.C., P T, LWF & GST paid challans with a statement of all workers of the same month.

20) A temporary office will be required to be present on the IITBRPF building and at the time of final bill or after contract period ends, the same will be removed by the FM COMPANY.

21) IITBRPF reserves its rights to address the complaints related to the compliance, to investigate the matters, and if any claims are found to be correct, the said amount will be adjusted through RA bills/security deposit/performance deposit of the FM COMPANY and release the said payment to the concerns.

22) The FM COMPANY shall be responsible for the recruitment/engagement, discharge, and payment of persons engaged by them and the completion of all work as per the scope of work of this contract.

23) It will be the whole responsibility of the FM COMPANY to supervise the jobs carried out by their workers as per the schedule & scope of work given by IITBRPF.

24) The employees of the FM COMPANY shall not accept or receive any gifts, bonuses, gratuities, or other forms of reward from the IIT Bombay Research Park staff or its representatives during the tenure of the contract.

25) For irregular/incomplete/unsatisfactory service, a penalty of Rs.5000/- per day per instance shall be imposed on the FM COMPANY and this amount will be deducted from the FM COMPANY 's monthly payment as per the direction of IITBRPF. However, this penalty will be levied only if the issue is repeated after giving a warning. A warning will be given, or warning letter will be issued if such instances occur more than twice.

26) In the event of failure to carry out the work assigned as indicated in this tender document, to the satisfaction of IITBRPF, IITBRPF reserves the right to get the work done through alternate sources at the cost and risk of the FM COMPANY. Performance will be evaluated by the performance monitoring committee and necessary deduction will be made from performance deposit.

27) The FM COMPANY has to follow all Acts that are in force at present and introduced from time to time, such as Acts enforced by the Employees Provident Fund Organization, Directorate of E.S.I.C. and concerned inspectors under the Act, and all necessary arrangements for worker security, leave, and insurance will have to be made by the FM COMPANY at their own cost including minimum wages declared by the competent authority from time to time.

28) The FM COMPANY should produce the records i.e. worker license, proof of payment of wages, attendance register, P.F., ESIC, GST, Gratuity & any other Govt. authority payments, etc., as and when demanded by the IITBRPF.

29) The FM COMPANY shall indemnify IITBRPF against any actions, awards, proceedings, claims, and demands that may be made against it due to any act of negligence, default, etc. made by the FM COMPANY or his workers during the contract period.

30) The IITBRPF reserves the right to terminate the contract with advance termination notice of three months for noncompliance/violation/contravention of any of the provisions of worker laws, non-implementation of court orders, orders from worker law authorities received from time to time, and terms & conditions of work order and agreement, in such case,EMD/security deposit will be forfeited.

31) Reporting about the status of the job on a day-to-day basis shall have to be ensured by FM COMPANY to the infrastructure team of IITBRPF

32) FM COMPANY shall determine the working hours and shift schedules for its staff only after consultation with, and agreement from, the IIT Bombay Research Park team. Any shift schedules or timing changes must receive prior approval from IITBRPF before implementation.

33) Minimum wage rates are calculated as per Notification of Chief labor commissioner (C) New File No.1/27(5)/2024-LS-II dated 25/09/2024. Any increase or decrease in the basic pay, dearness allowance, P.F., and E.S.I.C. contribution will be paid by the FM COMPANY to the laborers or concerned authority. The IITBRPF will reimburse the difference between initial pay & increased pay in the basic, D.A., P.F. & E.S.I.C. after the submission of payment proof made to their workers. The present minimum wage is Rs.783.00 per day & subsequent minimum wage differences will be reimbursed.

34) If the FM COMPANY wants to withdraw the contract due to inaccessibility, personal reasons, or local issues, before the contract expiring date, at that time, the FM COMPANY should give a written notice at least three months in advance to IITBRPF. After withdrawing the contract, the EMD and security deposit amount will not be refunded to the FM COMPANY.

35) The FM COMPANY shall produce a checklist of all daily, weekly, monthly, and once in two months/ three months/six months, schedules one week in advance before starting the new month to carry out the work as per the scope of work.

36) Work that is not attended to by the FM COMPANY as per the scope of work, Rs 5000 will be deducted for each incident from the monthly bill. However, this penalty will be levied only if the issue is repeated after giving a warning. A warning will be given or warning letter will be issued if such instances occur more than twice.

37) Water & electricity will be provided free of cost by the IITBRPF for cleaning, sweeping & upkeep work. Also, while cleaning with the help of the machine FM COMPANY's staff should use electrical points which are given particularly for cleaning machine purposes, if used at other electrical points & if any damage takes place to that point then the amount of it will be recovered from the bill of the FM COMPANY.

38)The FM COMPANY shall be responsible for any damage to the IITBRPF property/assets due to negligence of the agency and the cost of all such damages will be recovered from the bills of the FM COMPANY.

39)The FM COMPANY should not engage any workers below 18 years of age. The FM COMPANY should pay the wages to the workers as per the Minimum Wages Act as fixed by the appropriate government from time to time. If any accident takes place, the FM COMPANY will be fully held responsible and for that, he should provide workmen compensation, insurance/ group insurance/ ESIC scheme.

40)This contract is purely based on the **employee deployment plan** and the work is to be carried out as per the scope of work mentioned in this document. The FM COMPANY is suggested to engage a sufficient/desired number of manpower, supervisors etc including relievers for the same. The cost of incomplete work will attract a penalty of Rs.5000 per location which will be deducted from the monthly running bill. FM COMPANY has to engage sufficient manpower during weekends and other days to complete work as per the scope of work. However, this penalty will be

levied only if the issue is repeated after giving a warning. A warning will be given or warning letter will be issued if such instances occur more than twice.

41) The FM COMPANY should arrange required cleaning machines working in good condition, equipment, tools, cleaning consumables etc. and give the list that will be procured by FM

COMPANY as per format in FORM C. The FM COMPANY should keep all these machines, equipment's, tools etc. permanently at the IITBRPF under their supervision & risk. If a given quantity of machinery at the site is not found in working condition, then the FM COMPANY has to make an alternate arrangement for minor repair work within 24 hours or replace such equipment without affecting the work. If the FM COMPANY fails to do this, then a penalty of Rs.5000/- will be levied upon the FM COMPANY. However, this penalty will be levied only if the issue is repeated after giving a warning. A warning will be given, or warning letter will be issued if such instances occur more than twice.

42) FM company will be responsible for the procurement, supply and management of all sanitary consumables required for maintaining the cleanliness and hygiene standards of the Research Park. IITBRPF will not be responsible for any increase in the rates or taxes on sanitary items. Any additional quantities of sanitary materials required due to misuse or excess consumption must be supplied by the FM Company at their own cost. IITBRPF will not supply or bear the cost of such additional materials. In case where sanitary materials remain unused at the end of a particular month, the FM Company must adjust the next month's supply by deducting the quantity of balanced materials from the new delivery. The corresponding value, based on the tax invoice rate, will be deducted from the FM Company's bill. This adjustment must be accompanied by the material delivery challan. Failure to do so will result in a penalty of Rs. 5,000, which will be deducted from the monthly running bills. All supplied sanitary materials must be within their valid expiry dates. Any materials delivered past their expiry date will be rejected by IITBRPF. In the event that a particular brand of sanitary material is unavailable in the market, the FM Company must obtain written consent from IITBRPF for an alternative brand. IITBRPF's instructions regarding alternative brands will be final. Green product certification is preferred for sanitary materials to promote environmental sustainability. FM COMPANY can procure the sanitary consumables only after getting approval from IITBRPF regarding their quantity and brand.

43) If any of the services under the scope of work is not carried out to the satisfaction of IITBRPF the payment due to the FM COMPANY will be at the discretion of IITBRPF. If any maintenance request from IITBRPF management or the resident member companies is not attended within 24 hours from which the request for maintenance is raised, then a penalty of Rs.5000/- will be levied & it will be deducted from the monthly bills. However, this penalty will be levied only if the issue is repeated after giving a warning. A warning will be given, or warning letter will be issued if such instances occur more than twice.

44) FM COMPANY will have to purchase the cleaning consumables after consultation and agreement from IITBRP team regarding the brand, quantity, etc. The amount incurred on the consumables will be reimbursed after submission of the bills.

45) The IITBRPF reserves the right to add new areas as per the rates of the work order or remove any area from the contract after awarding the work order. When a new area is added, proportionally manpower number & material quantity will be increased and on removal of area, it will be decreased. An increase or decrease in manpower will be decided by the IITBRPF in coordination with FM COMPANY.

46) The manpower cost includes Basic pay, D.A., PF, ESIC, Gratuity, Bonus, uniform. Therefore, FM COMPANY should consider all these items while bidding and provide them to workers engaged by them.

47) The 26th of January, 15th of August, 2nd of October and 1st of May are paid holidays. FM COMPANY have to give paid holidays to workers who are working in their contract. Workers who are performing duty on these days are entitled to additional wages for those days only.

48) The FM COMPANY has to distribute hand gloves, masks, and uniforms to all his workers.

49) Successful FM COMPANY have to do the Police verification of all their workers who will work under this contract in IITBRPF and submit a report to IITBRPF Management within a month of starting of contract.

50) FM COMPANY should have 3 months payment capacity of his workers against their wages.

51) The FM COMPANY should give a skilled wage to the supervisor and coordinator. The supervisor should have a minimum qualification as mentioned in the table below. They must engage the Facility Manager/Manager as per the following requirement. The FM COMPANY shall engage fully trained and adequately experienced workmen / Staff and arrange to provide training courses for them as and when required and as per the direction of IITBRPF.

Employment of Technical Staff and employees

Designation	Minimum qualification and experience required
Facility Manager (for over all work)	Graduation in Hospitality Management with minimum 10 years of experience
Asst. Facility Manager (for over all work)	Any Graduation with minimum 5-year experience
Technical Supervisor	NCVT / ITI with minimum 5-year experience
Multi Skilled staff	NCVT / ITI with minimum 2-year experience

52) IITBRPF will not entertain any worker's issues. The FM COMPANY must solve all workers' issues related to contract terms & conditions.

53) FM COMPANY shall be responsible for managing unforeseen scenarios that may arise during the execution of services, ensuring minimum disruptions to operations.

54) Every month performance evaluation will be done based on existing terms, conditions, and scope of work. If the performance is not satisfactory, the performance deposit will be forfeited.

55) In the event of any dispute over this contract, IITBP's decision shall be final and binding on the FM COMPANY.

56) The IITBRPF shall have the right to request a change of any Personnel of FM COMPANY at any given time at its sole discretion. FM COMPANY shall change such Personnel as per the Personnel's term of employment, subject to a maximum of two months 'notice period.

57) In the provision of Services, FM COMPANY shall deploy such Personnel as required by and mutually agreed with the IITBRPF and shall ensure that such Personnel are qualified (including police verification) to perform the responsibilities assigned to each of them, as per the terms of this Agreement.

No such Personnel shall at any time be regarded as employees of the IITBRPF. FM COMPANY shall be solely responsible for the terms and conditions of the services of the Personnel and shall comply with all the statutory laws, labor compliances, notifications, rules, regulations etc. governing the Personnel as may be in force from time to time.

58) FM COMPANY shall always ensure the presence and availability of the number of Personnel as agreed by and reported to IITBRPF. In case of absence/non-availability of any Personnel or any shortfall in the Personnel deployment, for any reason whatsoever, FM COMPANY shall provide necessary replacement of such absent Personnel, always ensuring, continuous and non- disrupted provision of Services. It is clarified that FM COMPANY shall not, at any time, increase the number of Personnel beyond what is agreed by IITBRPF without prior written approval of the IITBRPF.

59) FM COMPANY shall, at its own cost and expenses, obtain and keep valid all the requisite consents, licenses, no objections, or permissions (Licenses) as may be necessary in relation to its business. FM COMPANY shall ensure prompt and timely renewal of Licenses from the competent authorities and undertake not to do any act/omission to act that may lead, inter alia, to cancellation of Licenses or levy of penalties etc.

60) FM COMPANY shall make timely payments of any taxes, duties or charges imposed or levied by any statutory authorities in connection with the Services.

61) FM COMPANY shall be solely responsible and liable for the safety and FM COMPANY's equipment and installations, including but not limited to cables, wires, spares, fixtures, documents, approvals, plans, registers, etc. kept, stored, available at the Property and the IITBRPF shall not, in any manner, be responsible or liable for any loss, theft, damage, pilferage to the same. FM COMPANY shall also be solely liable and responsible for its Personnel, subcontractors or any other authorized persons working at the Property during performance of its obligations hereunder and the IITBRPF shall not be held liable or responsible for any kinds of losses or damages including any injury or loss of life due to any reason directly attributable to FM COMPANY in performing its obligations under this Agreement. FM COMPANY shall indemnify and agrees to keep indemnified the IITBRPF in this regard.

62) FM COMPANY shall, at all times, keep and cause to be kept records, registers, log books, bills, accounts, contracts etc.in relation to the operation and maintenance of the common areas of the Property and the provision of Services (Records) and the Records shall be made available to the IITBRPF as the case may be, at their request, for the purposes of examination, audit and inspection.

63) After handover of all the affairs and management of the Property by the IITBRPF to the FM COMPANY in accordance with the applicable laws, the IITBRPF shall have the discretion to either continue with FM COMPANY for the provision of the Services or terminate the arrangement.

64) FM COMPANY agrees to keep the IITBRPF, its directors, officers, employees, agents, or representatives indemnified against direct losses, damages, costs, expenses, penalties, payments and liability whatsoever including reasonable legal fees which the IITBRPF may suffer or incur directly as a result of, arising out of the following causes directly attributable to FM COMPANY in rendering the Services.

- a) Any misrepresentation or breach of the terms, conditions, warranties, obligations contained in this Agreement.
 - b) Any breach or non-compliance of any statute, rules, regulations, directions, orders from any statutory body, agency applicable to FM COMPANY.
 - c) Any misappropriation or mismanagement, by it or its Personnel, of any amounts collected hereunder from the unit purchasers/occupants at the Property.
 - d) Any disclosure of Confidential Information.
 - e) Any claim for any infringement of intellectual rights.
 - f) Any gross negligence, willful misconduct, theft, misfeasance, or fraud.
- 65) Upon expiry or termination of this Agreement, whichever is earlier, all documents and all copies of Confidential Information of IITBRPF in the possession or control of FM COMPANY or its current employees, directors, and officers shall be returned to IITBRPF.
- 66) FM COMPANY will comply with all laws directly relating to the provision of the Services, its staff, employees, and personnel. Notwithstanding anything to the contrary contained in this Agreement and/or any of the schedules/annexures attached hereto, in case of any penalty/fine imposed by any authority/ on the IITBRPF due to the negligence of FM COMPANY, the same shall be borne and paid / reimbursed by FM COMPANY to the IITBRPF. This shall be in addition to any other penalty that may be provided elsewhere in this agreement/schedules attached hereto.
- 67) FM COMPANY agrees to effect and keep in force during the Term, a comprehensive insurance policy to cover all its Personnel against all kinds of losses, damages etc. including injury and/or loss of life due to any reason/s whatsoever, whether by fire and/or due to any other risks that may arise during rendering the Services. Details of these insurance policies must be provided by FM COMPANY to IITBRPF, if requested by IITBRPF.
- 68) If the materials, equipment, or assets in the IITBRPF building are damaged by the facility management team, including but not limited to damage to furnishings, fixtures, or infrastructure, FM company must repair or replace the damaged items at their own expense. Alternatively, the equivalent cost will be deducted from the monthly payment. The FM COMPANY team is responsible for ensuring that all repairs and replacements meet the required standards of quality and safety. Failure to comply with these terms may result in additional financial penalties or termination of the agreement.
- 69) The initial period of contract will be ONE year with a provision to extend the contract for a further period of ONE year, subject to satisfactory performance, on the same terms and conditions at the absolute discretion of IITBRPF. In an exceptionally deserving case IITBRPF, at its sole discretion and mutual consent, may consider further extension of the period of contact for which independent assessment of performance could be sought.
- 70) All disputes and differences arising out of or in connection with the Agreement shall be referred for arbitration under the provisions of the then prevailing Indian Arbitration and Conciliation Act, 1996 as amended from time to time. The Parties agree that the seat of arbitration shall be at Mumbai and the arbitral proceedings shall be conducted by a sole arbitrator to be appointed by the Parties mutually within 15 (Fifteen) days from the date of the first recommendation for an arbitrator in written form from a Party to the other Party. If the Parties fail to decide on the sole arbitrator within a stipulated period of 15 (Fifteen) days, the sole arbitrator shall be appointed in accordance with the provisions of the then prevailing Indian Arbitration and Conciliation Act, 1996. The arbitration proceedings shall be conducted in English language.

71) Force Majeure” shall mean any event beyond the reasonable control of the IITBRPF or the FM COMPANY, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected.

i) If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances there of within fourteen (14) days after the occurrence of such event.

ii) No delay or nonperformance by either party hereto caused by the occurrence of any event of Force Majeure shall

a. constitutes a default or breach of the Contract

b. give rise to any claim for damages or additional cost, or expense occasioned thereby

c. If and to the extent that such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

iii) Notwithstanding clause (ii) above, Force Majeure shall not apply to any obligation of the IITBRPF to make payments to the FM COMPANY herein.

72) In the event of the FM COMPANY’s failure to supply the ordered services as per the contract the IITBRPF reserves the right to procure the services from any other source at the FM COMPANY’s risk and cost and the difference in cost shall be borne by the FM COMPANY or Such cost shall be recovered from the bill of the FM COMPANY.

73) The FM COMPANY shall obtain license under the Contract Labour (R&A] Act from the office of the Assistant Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill will be cleared only on submission of the said license. The FM COMPANY would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime Register, First Aid Box, Display of Notices, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.

74) IITBRPF reserves the right to, at any time and in its absolute discretion the following

a) Accept or reject any or all bids

b) To permit any bidder to resubmit its shortfall documents

c) To negotiate the price with bidder

d) To suspend, discontinue, modify and/or terminate the Tendering process at any time without assigning any reason whatsoever

75). Wages of workers shall be paid by online method, A/c payee, cheque, or ATM through bank and Bank statement, Xerox copy of attendance sheet, salary & overtime disbursement sheet, and other documents which are mentioned in terms & conditions of the contract of all workers shall be produced to IITBRPF if asked along with the monthly bill.

76) Upon the completion of the contract period, the FM Company shall terminate the employment of all its employees deployed under the contract and ensure the settlement of all financial liabilities, including but not limited to wages, bonuses, gratuities, and other statutory dues for each employee. The FM Company must collect and submit No Dues Certificates from all employees as proof of settlement, along with termination certificates and any other required documents. The final settlement of bills with the Research Park will be processed only upon the submission of all these documents in full.

7. Terms of Payment

- 1.** No advance payment against cleaning bills will be made under any circumstances.
- 2.** Monthly bill will be paid based on employees deployed as per the scope of work of that month. Amount of manpower & sanitary material, incomplete work, and penalty if any will be deducted from the monthly bill.
- 3.** The total security deposit of 5% of the monthly bill will be deducted from the monthly running bill.
- 4.** As per the notification of the central Govt. GST is @ 18% and this amount will be reimbursed by IITBRPF to the FM COMPANY. If GST is changed by Govt., then the FM COMPANY has to pay as per the revised rate and IITBRPF will reimburse the same.
- 5.** The FM Company should submit a monthly bill for payment in two sets along with that month's workers' attendance sheets, salary disbursement sheets, Bank statement of P.F. & ESIC payment, P.F., Gratuity, ESIC, PT, & LWF contribution and online payment detail statements sanitary material challans & copy of tax invoice, GST paid challan, over time payment statements, a sheet of advance given to workers with signature, a sheet of hand gloves, masks & dusters issued to the worker with signature in particular months and any additional information required to IITBRPF from FM COMPANY related to any payment to worker & Govt. authorities. Payments will be made by IITBRPF to the FM COMPANY within 45 days of the submission of the bills, along with all required documents.
- 6.** The final bill shall be submitted by the FM COMPANY in the same manner as specified in interim bills within three months of the physical completion of the work. No further claims shall be made by the FM COMPANY after submission of the final bill and these shall be deemed to have been waived and extinguished. Upon the completion of the contract period, the FM Company shall terminate the employment of all its employees deployed under the contract and ensure the settlement of all financial liabilities, including but not limited to wages, bonuses, gratuities, and other statutory dues for each employee. The FM Company must collect and submit No Dues Certificates from all employees as proof of settlement, along with termination certificates and any other required documents. The final settlement of bills with the Research Park will be processed only upon the submission of all these documents in full.

8. Scope of work

Sr. No	Nature of Service	Frequency
1.	Cleaning and Housekeeping	
	<p>Location: Ground floor, 8 th floor, 10 th floor & 11 th floor Entrance lobby, Visitor Lounge, Meeting rooms with capacity of 6 seater, 20 Seater, 40 Seater, Auditorium, Research Park Office, fine dine, VIP Dining</p> <p>Interior cleaning :</p> <ul style="list-style-type: none"> • Vacuuming all carpets • Chairs, tables, sofas, and easily movable items shall be moved to clean underneath. • All Sofa sets/chairs, revolving/non-revolving cushioned chairs, cushioned stools, Curtains, venetian/vertical fabric blind, Roller Blinds etc. • Cleaning of lift cabins, mirrors, doors in all the floors. • Removal of stagnant water. • Auditorium and green room(clean a day before and after usage)Otherwise deep cleaning once in week. • Spot clean carpets whenever necessary to remove stains, using appropriate products, chemicals, etc. • Wipe clean all table tops of workstations, cubicles and other furniture and fixtures. <p>External cleaning - Polycarbonate Sheet (Quarterly),Facade(Quarterly) Outside premises(daily) , UG Tank cleaning & Over head Tank (once in 6 months)</p> <p>Location : All the Common area from Ground floor till 14 th floor and terrace. All the common corridor area with wash room on each floor, Semi- open terraces, refuge areas, food court, atrium, Including top terrace</p> <p>Sweeping and cleaning of floors: Washrooms & toilets cleaning (To be carried out on hourly basis): Thorough cleaning and sanitization of toilets, bathrooms, wash basins using suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap, mud and smudges. Damp mopping of common area floors. Floors shall be made free of stain, mud, sand, footprints, liquid spills, and other dirt. · Sweep clean of debris from walkways and driveways and hose clean them. . · Clean daily the glass walls, doors and handrails on all floors · Maintain high standards of cleanliness and hygiene at all assigned</p>	<p><u>Daily/Weekly/</u> <u>Monthly</u> <u>Quarterly/(As &</u> <u>when required)</u></p>

	<p>areas throughout the premises.</p> <ul style="list-style-type: none"> · Replenishment of paper towels, toilet paper, liquid soap, urinal cubes, naphthalene balls, odonil, etc. in all the toilets & washrooms · During inclement weather, the frequency of cleaning may be higher. When completed, the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or water standing. <p>Dusting & Wiping:</p> <ul style="list-style-type: none"> · Dusting and wiping light fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks. · Applying metal polishes to accessories or door handles, name plates, hand railings, lift walls, etc. where applicable. <p>Scrubbing All floor areas with scrubbing machines.</p> <p>Glass Surface Cleaning:</p> <ul style="list-style-type: none"> · All glasses at partitions, doors, windows, walls, handrails, of the common area premises would be cleaned using a damp and dry method. · Glass tabletops, cabin doors, cabin partitions and glass accessories would also be cleaned. · Removal of grease marks or fingerprints on glass counters and partitions. This cleaning should be done using approved all-purpose cleaner and lint free cloth or paper towels. · The service provider shall undertake cleaning of the glasses and glass panes from the exterior/interior on all floors. · Dusting windowsills and blinds. <p>Deep Cleaning:</p> <ul style="list-style-type: none"> · Deep cleaning, dusting and wiping sanitary fittings in the washrooms, ladies' toilets etc. · Deep cleaning, dusting and wiping of handles, doors, door closers, fittings, windows, curtains, fans etc. · Cleaning, dusting and wiping false ceilings at common areas and Research Park office (once in 3 months) · After cleaning, dusting and wiping of various items, these shall be free from dirt, grime, dust and marks. · Cleaning, dusting, cobwebs · Dusting of fire extinguishers, fire hydrant heads located at various places 	
	<p>Trash Removal:</p> <ul style="list-style-type: none"> · Emptying all wastepaper baskets from all floor areas and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning items where they were located. · All waste from wastepaper baskets will be collected and deposited in the building's waste containers. · Dry & wet garbage would be segregated and temporarily dumped into designated areas within the premises. · Collection of old newspapers, bundling & shifting to specified place. · All the wastes, trash, debris, garden waste etc. has to be disposed of from the building premises on a daily basis as per the guidelines of 	

	<p>MCGM. Any coordination in this regard with MCGM has to be carried out by the FM COMPANY.</p> <ul style="list-style-type: none"> · Under any circumstances the collected wastes should not be burnt or dumped in and around IITBRPF Building premises. In case of any such observation by the IITBRPF, the FM COMPANY shall be penalized up to 1% of bill amount and its deduction from the monthly bills. 	
	<p>Sanitizing:</p> <ul style="list-style-type: none"> · All items related to computers (Monitor, CPU, Keyboard, Mouse etc.) are to be cleaned thoroughly and sanitized. · Office desk paper bins would be cleaned and sanitized. · All washroom dustbins would be thoroughly cleaned and sanitized. · All telephone instruments would be sanitized using disinfectants. · Waste bins from Pantry and Cafeteria areas would be thoroughly cleaned and sanitized with disinfectants. · Through washing of all walls and doors of all toilets with appropriate detergent and disinfectant. · All wooden partitions, wooden paneling, doors etc. are to be cleaned with detergent and disinfectant. <p>Note: The FM COMPANY will ensure that no Acid or similar cleansing agent/material should be used in the process of cleaning of Brass fittings. Any damages caused on account of violations shall be at the FM COMPANY's cost and risk. The FM COMPANY shall be responsible for replacement of damaged fittings/fixtures with same brand/model fixtures at their own cost.</p>	
2	Security Services	Daily
1	<p>Deployment of Trained Security Personnel at Research Park and Utility Building:</p> <ul style="list-style-type: none"> • Trained and professional security guards are to be deployed across the premises to ensure the safety and security of the property and its occupants. • The guards are responsible for monitoring entry and exit points, conducting regular patrols, and responding to any security incidents or emergencies. • Security personnel also maintain logs of all individuals entering and exiting the premises, ensuring accurate records are kept for security and auditing purposes. 	
2	<p>Monitoring Surveillance Systems:</p> <ul style="list-style-type: none"> • Manage and monitor an array of surveillance systems, including CCTV cameras, to ensure continuous security coverage. • The surveillance systems are to be regularly checked and maintained to ensure they are operational at all times. 	

<p>3</p>	<p>Material Entry and Exit Monitoring:</p> <ul style="list-style-type: none"> • The security team will be responsible for supervising the movement of materials into and out of the research park. This includes managing loading docks, gates, and any other access points where materials are received or dispatched. • Document Verification: Upon arrival of materials or when materials are being dispatched, the security team will check the permission forms or material movement passes issued by the Research park’s management or The security team will cross-check the materials with the items listed on the permission form. They will ensure that the quantity, type, and description of materials align with what has been approved. • Physical Inspection: Security personnel will conduct physical inspections of the materials to confirm that the actual items match the listed materials on the permission form. • Documentation and Record Keeping: All material movements will be recorded in logs maintained by the security team. • If hazardous or sensitive materials are involved, the security team will coordinate with the EHS team to ensure all safety and compliance protocols are followed during material ingress and egress. • Material Verification with Operations: For larger shipments or critical materials (such as specialized equipment or chemicals), the security team may coordinate with the operations or research teams to verify that the materials are indeed expected and comply with project needs. • Prohibiting Unauthorized Access: The security team ensures that only individuals with proper authorization can bring in or take out materials, reducing the risk of theft, sabotage, or accidental breaches. 	
<p>3</p>	<p>Maintenance and Repairs (HVAC , Electrical panel, DG set , AV system)</p>	<p>According to the requirement</p>
	<p>HVAC Systems : Lower side</p> <ul style="list-style-type: none"> • Regular maintenance of heating, ventilation, and air conditioning (HVAC) systems to ensure they are functioning efficiently and providing a comfortable environment. • This includes filter replacements, system inspections, and repairs to prevent breakdowns and ensure optimal performance. • Air Handling Units (AHU): Regular inspection and maintenance of AHU units to ensure efficient air distribution and proper ventilation. This includes cleaning filters, checking fans, and ensuring all components are working correctly. <p>Chiller System in Utility Building (high side maintained by Daikin Team)</p>	

	<ul style="list-style-type: none"> • LT Panels, Distribution Boards - Checking of connections, vacuum cleaning of panels, Visual inspection, Insulation testing, testing of relays & contactors, cleaning of contacts. • Distribution Boards – Routine checking and tightening of all panel internals, cable connections, checking & replacement of switches, sockets contactors, relays, cleaning of contacts for proper & trouble-free function. Switching ON/OFF of power panels, lighting panels, capacitor banks, Emergency systems as required. Minor repairs of equipment like geysers, kettles and such other equipment. <p>Diesel Generator Sets –</p> <p>Operating the DG Set as per requirement and logging all parameters, routine checking in all respects, operation in case of power failures and recording relevant data. Cleaning and changing of Air filters, oil filters, Exhaust system checking & cleaning, governor checking & checking of battery condition & topping up of electrolyte, cleaning of radiator & topping of coolant will be carried out.</p> <ul style="list-style-type: none"> • Major O/H of DG sets & major breakdowns are not covered under this scope of work. • Lighting panels & fixtures – Troubleshooting & Replacement faulty tubes/bulbs, fans, switches, sockets MCBs, Fuses etc. and other electrical accessories wherever possible. • Checking of UPS panels, battery condition, checking of Electrolyte Levels and topping up, <p>AV Systems:</p> <ul style="list-style-type: none"> • Regular maintenance and inspection of audio-visual (AV) systems to ensure they are functioning properly. • This includes checking projectors, screens, sound systems, and other AV equipment used in meeting rooms, conference halls, auditoriums and other areas. • Ensuring all AV components are updated and in good working condition to support events and presentations. <p>BMS Operator : Ensure smooth operation of the Building management system including monitoring and controlling the building’s electrical and mechanical equipment..</p> <p>Lift Maintenance: ensure the smooth functioning of lift and timely maintenance on coordination with Lift supplier company.</p>	
4	Civil maintenance work – Plumbing, carpentry, MST	According to the requirement
	<p>Plumbing Systems:</p> <ul style="list-style-type: none"> • Regular inspection and maintenance of plumbing systems to prevent leaks, blockages, and other issues. 	

	<ul style="list-style-type: none"> • This includes maintaining water supply systems, drainage systems, and sanitary installations. • Quick response to plumbing emergencies to minimize disruptions. <p>Carpentry Work:</p> <ul style="list-style-type: none"> • Addressing carpentry needs within the facility, including repairs and maintenance of wooden fixtures, furniture, and structures. • This includes fixing doors, windows, cabinets, and other wooden elements to ensure they are in good condition and function properly. <p>General Maintenance:</p> <ul style="list-style-type: none"> • Addressing general wear and tear in the building, including repairs to fixtures, fittings, and structural elements. • Implementing preventive maintenance schedules to minimize the risk of unexpected breakdowns and extend the lifespan of building components. 	
5	Fire fighting System:	As per requirement
	<ul style="list-style-type: none"> • conduct regular fire watch patrols, ensuring that fire exits, extinguishers, and other fire safety equipment remain unobstructed and fully functional • Recognize fire hazards, such as overloaded electrical circuits, and take corrective action or report them to maintenance. • In the event of a fire alarm, security personnel are trained to quickly assess the situation, initiate the evacuation process, and assist in the safe and orderly evacuation of occupants from the building. • Coordinate with fire response teams and provide them with relevant access and information about the facility upon arrival. <p>•Security personnel play a key role in organizing and executing fire drills, ensuring that all occupants are familiar with evacuation routes and assembly points.</p> <p>•Assists in the routine checks of fire suppression systems, extinguishers, and alarm panels in collaboration with the maintenance team. Report any malfunctioning equipment for immediate repair.</p> <p>• Fire Hydrant and accessories: Operation and maintenance of fire fighting system, including but not limited to Operations of fire Hydrant hoses in case of emergency, testing of the same at regular intervals for proper functioning. Minor repairs to the system. Checking of Hose reel system, maintaining required pressure in wet rise system, maintaining diesel stock at Diesel Pump, maintaining records of tests.</p> <ul style="list-style-type: none"> • Checking & ensuring all fire extinguishers are in working condition and initiate necessary actions for refilling etc & recording related data. • Regular cleaning of smoke detectors to avoid false alarms; check & clean mimic panels & related systems for proper operations. 	

	<ul style="list-style-type: none"> • checking fire alarms, sprinkler systems, fire extinguishers, and other fire fighting equipment. • Conducting regular fire drills and training for staff to ensure preparedness. • Ensuring compliance with fire safety regulations and standards. 	
6	Pest Control of Building	Quarterly/ As and when required
	<p>Regular Inspections:</p> <ul style="list-style-type: none"> • Conduct routine inspections of all areas, including common spaces, Research Park office, kitchens, storage areas etc. to identify signs of pest infestation (e.g., rodents, insects, etc.). • Inspect areas prone to moisture, such as basements, kitchens, and utility rooms, for pest activity. <p>Scheduled Pest Control Treatments:</p> <ul style="list-style-type: none"> • Implement scheduled pest control treatments by a licensed pest control service provider. • Treat high-risk areas such as garbage disposal zones, kitchens, and loading docks to prevent infestations. • Use safe and environmentally friendly pest control methods wherever possible. <p>Rodent Control:</p> <ul style="list-style-type: none"> • Set up and monitor rodent traps or bait stations in vulnerable areas such as basements, storage rooms, kitchen etc and around the perimeter of the building. • Regularly check traps and dispose of pests properly to maintain sanitary conditions. <p>Insect Control: • Apply insecticides or other treatments to control crawling insects (like ants, cockroaches, and termites) and flying insects (like mosquitoes and flies).</p> <p>Preventive Measures</p> <p>Seal cracks, gaps, and holes in the building structure, doors, windows etc to prevent pest from entering.</p>	

Scope of Maintenance – AREA DETAILS

Sr. No	Description	Area in Sq. Ft. (approx.)
A)	Meeting rooms with capacity of 6 seater , 20 Seater , 40 Seater, Auditorium , Research Park Office , fine dine, VIP Dining	15,585 sq.ft
B)	Total Common Area corridor area with wash room on each floor ,Semi-open terraces, refuge areas, atrium , Including top terrace	2,40,000 sq.ft
C)	Surrounding area including landscaping area	28,000 sq.ft
D)	Polycarbonate sheet	15,540 sq.ft
E)	Facade	18,875 Sq.ft

Note:

The total area to be maintained by the FM company in the 14-storey building of the Research Park is mentioned in the above table. The Research Park requires an appropriate number of personnel from the FM company, including but not limited to - Housekeeping staff , Plumbers , Carpenters, Electricians , Security personnel , HVAC technicians, Pest control specialists , Landscaping and gardening staff (for outdoor and semi-open areas) ,Lift technicians , Fire safety technicians, BMS Operator, the details has to be submitted in a form as given in Form G

The FM company must determine and propose the appropriate number of employees required for efficient management and maintenance of the Research Park, assuming 100% occupancy of the building. These personnel will be responsible for performing the above-mentioned scope of work.

- i. All the above-mentioned scope of work is indicative and not exhaustive; IITB RP reserves the right to add/delete any work under the scope of work. However, the FM COMPANY has to properly maintain the IITBRPF building premises.
- ii. Also, all the expenses towards maintenance of the cleaning equipment will have to be borne by the FM COMPANY.
- iii. The FM COMPANY has to provide Uniform (displaying FM COMPANY's name), Shoes, hand gloves, personal protective equipment, necessary tools, etc. to all their staff members.

- iv. Supervisors/Managers should visit different floors from time to time to ensure that each floor/toilet etc. remains clean and ready for use round the clock.FM COMPANY team is required to be operational and provide support on all working days as well as weekends. The FM COMPANY team will have to ensure uninterrupted services and prompt responses to the needs of the IITBRPF and their tenant member companies within the building covering all the work mentioned in this document.

- v. All the consumables should be of specified make or equivalent brand of ISI mark as approved by IITBRPF Team