



MADHUSUDAN LAW UNIVERSITY

Station Bazar, Kataka-753003

**Request for Proposal (RFP): for Selection of an Agency for
Providing Comprehensive Facility Management Services (CFMS) at
Madhusudan Law University, Station Bazar, Kataka**

Date of Issue of RFP	: 08.09.2026
Pre-proposal/Pre-Bid meeting	:18.09.2026(11.30 AM)
Due date for receipt of Proposal	:05.10.2026(05.00 PM)
Date of opening of Technical Proposal	:06.10.2026(11.30 AM)
Date of Technical Presentation	:09.10.2026 (11.30 AM)
Date of opening of Financial Proposal	:13.10.2026(3.30 PM)

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Registrar
Madhusudan Law University
Kataka

REQUEST FOR PROPOSAL (RFP)

Selection of Agency for
Providing Comprehensive Facility
Management Services (CFMS)

at

Madhusudan Law University, Station Bazar, Kataka-753003
Odisha

Disclaimer and Confidentiality

This Request for Proposal (RFP) Document has been prepared by Madhusudan Law University, Station Bazar, Kataka, (herein referred to as CLIENT) solely for the purpose of providing information to potential bidders. It is provided on a confidential basis and is not to be distributed or reproduced in whole or in part without the prior written consent of the Client.

The information contained in this RFP document (the "RFP") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of Client or any of their employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by "CLIENT" to Prospective Bidder/s. The purpose of this RFP is to provide interested bidders with information that may be useful to them in preparing their proposal i.e. Eligibility/Technical Proposal, Documents and Financial Proposal (the "Bid") pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by "CLIENT" or their advisors in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. It is intended to be used as a guide only and does not constitute advice, including without limitation, investment or any other type of advice. This RFP may not be appropriate for all persons, and it is not possible for "CLIENT", its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP including annexures/attachments/amendments and obtain independent advice from appropriate sources. "CLIENT" and its advisors assume that any person who reads or uses this document is capable of evaluating the merits and risks of any investment or other decision with respect to a financial/property transaction, operation, its suitability and its financial, taxation, accounting and legal implications without any reliance on this document.

Information provided in this RFP to the Bidder/s is on a wide range of matters, some of which depend upon interpretation. The information given is not an exhaustive account of Statutory requirements and should not be regarded as a complete or authoritative Statement of law.

This document may contain information prepared by third parties. Figures, calculations and other information contained in this document that has been provided to "CLIENT" by third parties have not been independently verified by "CLIENT". Any projections or analyses represent best estimates only and may be based on assumptions, which, while reasonable, may not be correct. Past performance of any property or market information, if any, described in this document is not a reliable indication of future performance of such property.

Bidders should not rely on any information contained in this document as a statement or representation of fact and must make their own enquiries to verify and satisfy themselves of all aspects of such information, including without limitation, any income, fee/rentals, dimensions, areas, zoning and permits. While the information in this document has been prepared in good faith and with due care, no representations or warranties are made express or implied as to the accuracy, correctness, completeness, suitability or other wise of such information. "CLIENT", its advisors, officers, employees, subcontractors and agents shall not be liable (except to the extent that liability under statute or by operation of law cannot be excluded) to any person for any loss, liability, damage or expense arising directly or indirectly from or connected in any way with any use of or reliance on such information.

"CLIENT" accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. "CLIENT", its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in anyway during the Bidding Process.

"CLIENT" also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

"CLIENT"- may in its absolute discretion at any time, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. "CLIENT" may also withdraw or cancel the RFP at any time without assigning any reasons thereof.

"CLIENT" reserves the right, without any obligation or liability, to accept or reject any or all applications, at any stage of the selection process, to cancel or modify the process or any part thereof, or to vary any or all the terms and conditions at any time, without assigning any reason whatsoever.

The issue of this RFP does not imply that "CLIENT" is bound to select service provider or to appoint the successful service provider, as the case may be. "CLIENT" reserves the right to reject all or any of the Bidder/s or Bids without assigning any reason whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by "CLIENT" or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and "CLIENT" shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding process.


Registrar
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Kataka

Bidder Data Sheet

S.N	Particular	Details
1	Name of the Client	Madhusudan Law University, Station Bazar, Kataka-753003,
2	Title of the RFP	Selection of an Agency for providing Comprehensive Facility management Services
3	Broad Scope of Services	The broad scope of services required as below; a) Security Services; b) Housekeeping & Sanitation Services; c) Operation & Management of University Guest house; d) Operation & Maintenance of Electrical, Mechanical Equipment, Plumber, Carpenter and other Utilities; e) Horticulture, Gardening & Plantation Activities; f) Waste Management & Sanitation Monitoring; g) Data Entry Operator (Service required for Account Section, Examination Section & 5 Yr. Jobra Campus) h) Front Desk & Reception Management
4	Method of selection	Least Cost Selection Process (LCS)
5	Proposal Validity	120 days
6	Date of Issue of RFP	08.09.2026
7	Due date for pre-Bid meeting	18.09.2026(11.30 AM)
8	Due Date for receipt of Proposal	05.10.2026 (5.00 PM)
9	Date of opening of Technical Proposal	06.10.2026 (11.30AM)
10	Date of Technical Presentation	09.10.2026 (11.30AM)
11	Date of opening of Financial Proposal	13.10.2026 (3.30 PM)
12	Site Visit	Bidders are advised to prepare and submit their respective proposals only after visiting the site and validating project information. Prospective bidders may make a visit to the site for necessary assessment for the purpose of bid preparation.
13	Pre-bid meeting	A pre-bid meeting will be held on date 18/09/2026 (11:30 AM) at Conference Hall, Administrative Block of Madhusudan Law University, Station Bazar, Kataka.
14	Bid Processing Fee (Non-Refundable)	Rs.2,000/- (Rupees Two Thousand Only) in shape of Demand draft drawn in favour of "Comptroller of Finance, Madhusudan Law University" Payable at Station Bazar, Kataka. Bids without bid processing fee & EMD shall be rejected.
15	Earnest money Deposit(EMD/Bid Security Declaration)	Rs.7,50,000/- (Rupees Seven Lakhs Fifty thousand only) in shape of Demand draft drawn in favour of "Comptroller of Finance, Madhusudan Law University" Payable at Station Bazar, Kataka. Note: Bidders are exempted with EMD those who are registered under MSME, NSIC or any other law/rules/regulations. A copy of the certificate duly signed by the bidder must be enclosed along with the bid document.

		In case bidders are exempted under only applicable Law/rules/regulation/guideline's from payment of EMD, then in place of an EMD, bidders are required to sign a Bid Security Declaration as enclosed at Form- T-11 EMD of unsuccessful bidders will be returned without interest after the award of contract.
16	Performance Bank Guarantee (PBG)	5 % of the Overall annual Contract Value in shape of Demand draft drawn in favour of "Comptroller of Finance, Madhusudan Law University" Payable at Station Bazar, Kataka. Note: The successful bidder has to submit the PBG after awarded the work.
17	Contact Person	Officer-In Charge, Madhusudan Law University, Kataka. Deputy-Registrar(I/c), Mob.no.9937230130, Sitakanta Mohanty. Mob.no.7978261292
18	Place of Opening of Proposal /Bid	Madhusudan Law University, Station Bazar Kataka, 753003.
19	Tentative date of commencement of service	01.11.2026


 Registrar
 Madhusudan Law University
 Kataka

[Section-I]

Letter of Invitation

Letter of Invitation

RFP No: 3221

/MLU

Date:08.09.2026

Name of the Assignment: Selection of Agency for providing Comprehensive Facility Management Services (CFMS) at Madhusudan Law University, Station Bazar, Kataka, Odisha.

Madhusudan Law University, Kataka invites sealed proposal under two bid systems from reputed & experienced Service providers for **out sourcing of different services of security services, sweeping & cleaning services, housekeeping & room services, garden maintenance, data entry service, plumbing, carpentry & electrical maintenance service for a period of one year with effect from the date of signing of the agreement on contract basis at Madhusudan Law University, Kataka**. The contract may be extended further subject to satisfactory performance. Bidders are requested to refer the proposed assignment provided at Section- 3: Scope of Work & General Conditions of Contract of this RFP Document for more details.

- (i) An Agency will be selected under Least Cost Selection Procedures prescribed in the RFP Document.
- [ii] The bid / proposal completes in all respect as specified in the RFP Document must be accompanied with a non-refundable amount of Rs.2000/- (Rupees Two Thousand only) towards Bid Processing Fee in the form of Demand Draft in favor of "Comptroller of Finance, Madhusudan Law University" drawn on any Nationalized Bank and payable at Kataka and a "Bid Security Declaration" towards Bid Security, failing which the bid will be rejected. Bidders who are registered under MSME, NSIC or any other law/rules/regulations are exempted from EMD. A copy of the certificate duly signed by the bidder must be enclosed along with the bid document.
- [iii] The proposal must be delivered at the specified address as per the Bidder Data Sheet by Speed post / Registered Post by the due date only. The Madhusudan Law University shall not be responsible for postal delay or any consequence. Submission of proposal through any other mode will be rejected.
- [iv] The last date and time for submission of proposal complete in all respects is **05.10.2026** up to 05:00 PM and the date of opening of the technical bid is **06.10.2026** at 11.30 AM in presence of the bidder's representative at the specified address as mentioned in the Bidder Data Sheet. Representatives of the bidders may attend the meeting with due authorization letter on behalf of the bidder.
- (v) This RFP includes following sections:
 - . Letter of Invitation (Section –I)
 - . Instruction to the Bidder (Section –II)
 - . Scope of Work & General Conditions of Contract (Section –III)
 - . Technical Proposal Submission Forms (Section – IV)
 - . Financial Proposal Submission Forms (Section-V)
 - . Bid Submission Check List Forms(Section-VI)
 - . Service Agreement Forms (Section-VII).
 - . Performance bank Guarantee Format(Section-VIII)

- [vi] While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the knowledge of Madhusudan Law University, the Madhusudan Law University holds no responsibility for accuracy of information and it is the responsibility of the bidder to check the validity of information/data included in this document.
- (vii] The Madhusudan Law University reserves the right to reject any or all proposals or terminate the entire selection process at any stage without assigning any reason thereof.

(Section-II)

INSTRUCTION TO BIDDERS

INSTRUCTION TO BIDDERS

2.1. BACKGROUND, SCOPE AND NATURE OF THE TENDER

Madhusudan Law University, Station Road, Kataka (hereinafter referred to as the "Client"), invites sealed bids from eligible agencies for selection of a Facility Management Service Provider (FMSP) for providing Comprehensive Facility Management Services (CFMS) for the entire Madhusudan Law University Campus at Station Bazar Kataka, Odisha in accordance with the terms and conditions specified in this RFP document.

The scope of the tender includes comprehensive facility management services covering all academic, administrative, residential and allied facilities located within the Madhusudan Law University campus.

The detailed scope of services, service levels, and manpower deployment and performance requirements shall be governed by Section-3: Scope of Work & General Conditions of Contract. The Client reserves the right to modify the scope of services based on actual requirements.

2.2. ELIGIBILITY CRITERIA

Before opening and evaluation of the technical proposals, each bidder will be assessed based on the following pre-qualification criteria. The bidder is required to produce the copies of the required supportive documents / information as part of their technical proposal failing which the proposal will be rejected.

S.N	Eligibility Criteria	Supporting documents to be furnished along with the Technical Bid
1	The Bidder should be registered as firm/company as proprietorship/partnership/LLP or Companies/trust/society etc.	Certificate of Incorporation/ Registration
2	The Bidder should be registered under appropriate authority of the following: a) Registered under the Contract Labour (Regulation and Abolition) Act, 1970 b) Registered under the Employees Provident Fund Act, 1952 c) Registered under the Employees State Insurance Act, 1984 d) Registered with income Tax Department and GST. e) License under PSARA (Private Security Agencies Regulation Act-2005)	Certificate of Incorporation/ Registration [The bidders are required to submit the document from 'a' to 'e']
3	The bidder must have executed comprehensive Facility Management Services covering minimum built up area of 40,000 sq. ft. or more in any Central / State Government/Autonomous bodies/agencies/ Societies /Corporate bodies are eligible. The bidders must have at least 3 years in business (up to the last date of submission of the bid) for providing similar types of services. <i>Note: (a) Experience in execution of Comprehensive integrated Facility Management Services under a single</i>	Copies of supporting work order/Work completion certificate, Experience certificate related to CFMS issued by respective authorities as applicable along with duly filled information sheet as per Form- T 10.

	<i>Contract/work order shall be considered. (b) Experience related to outsourcing Services of bidder shall not be taken into consideration.</i>	
4	The Registered Office/Branch Office of the FMSP must be located within jurisdiction area of Odisha at the time of bidding, the successful bidder shall be required to establish a fully functional branch office in the Jurisdictional area of Kataka/Bhubaneswar within 30 days of the issuance of the Letter of Award (LoA) or Work Order.	Bidder must submit valid Address proof of the office (Copy of the Electricity Bill/Rent Agreement and copy of rent receipt). Failure to establish the local office within the stipulated 30 days may lead to cancellation of the award.
5	Must have minimum annual financial turnover of ₹. 5,00,00,000/- (Rupees Five Crore) during the last three financial year (not by assessment years) i.e., FY 2025-26, FY 2024-25 & FY 2023-24 .	Turnover certificate duly signed by CA must be submitted under Form- T11 .
6	Must have its own bank account in any scheduled bank situated in Odisha.	Copies of the Pass book and transaction statement for the last 3 months.
7	The Agency should not have been blacklisted by any Central / State Government, or any other public Sector undertaking or a corporation as on the date of this RFP	An undertaking to this effect to be furnished by the Bidder as per the Prescribed format. (From-T2)
8	Must not have any pending judicial Proceedings for any criminal offences against the Proprietor / Director / Persons to be deployed by the Service Provider.	An undertaking to this effect to be furnished by the Bidder as per the prescribed format. (From-T3)
9	The Bidder has to submit the IT Return for the last three financial year (not by assessment years) i.e. FY 2025-26, FY 2024-25 & FY 2023-24.	Copies of the IT Return for the last three financial year.
10	Other statutory documents :	Copies of PAN & GSTIN

2.3 General Conditions

1. The authority will not be responsible for any postal delay.
2. Bids without bid processing fee and EMD shall be rejected.
3. Bids submitted after due date will be summarily rejected.
4. EMD of unsuccessful bidders will be returned without interest after the award of Contract.
5. The tender will be invited under two bid systems i.e. Technical Bid and Financial Bid.
6. The interested Agencies are advised to submit two separate sealed envelopes superscribing- **"Technical Bid for providing different services to the Registrar, Madhusudan Law University"**Kataka, Station Bazar,753003 and **"Financial Bid for providing different services to Registrar, Madhusudan Law University"**Kataka, Station Bazar, PIN-753003.
- 7.Both sealed envelopes should be kept in a third sealed envelope superscribing **"Tender for providing different-services-to Registrar, Madhusudan Law University"**Kataka, Station Bazar, PIN-753003.

8. The EMD of **Rs.7,50,000/- (Rupees Seven Lakh Fifty Thousand only)** is refundable without interest should necessarily accompanied with the technical bid of the bidder in the form of Demand Draft drawn **in favour of the Comptroller of Finance, Madhusudan Law University" Kataka, Station Bazar, PIN-753003** failing which the tender shall be summarily rejected.
9. The successful bidder will have to deposit a performance security (5% of the annual contract value) in form of bank guarantee as **at Section-IX** from any Nationalized Bank situated within Odisha and should be drawn **in favour of the Comptroller of Finance, Madhusudan Law University" Kataka, Station Bazar, PIN-753003** for a period of three months beyond the contract period.
10. Failure to comply with the requirements shall constitute sufficient grounds for forfeiture of the Performance Bank Guarantee.
11. The Performance Bank Guarantee shall be released immediately after three months of expiry of the contract provided that there is no breach of contract on the part of the qualified bidder.
12. No interest shall be paid on the Performance Bank Guarantee.
13. In case, the contract is further extended beyond the initial contract period, the Bank Guarantee will have to be accordingly renewed by the deployed service provider as per the existing terms and conditions of the tender.
14. Any deviation from the prescribed procedures / required information / formats/ conditions shall result in out-right rejection of the bid. Any conditional bid shall be out rightly rejected.
15. All entries along with the pages in the bid document should be legible, filled-in clearly and signed by the authorized representative. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory should be attached.
16. Page nos. must be entered in the Bid documents and indexing must have been done.
17. Technical Bids shall be opened on the scheduled date and time in the Office of the **Registrar, Madhusudan Law University" Kataka, Station Bazar, PIN-753003** in presence of the bidders or any authorized representatives of bidders who wish to be present on the spot at that time.
18. The Financial Bid of those tenderers shall be opened whose technical bids are found to be in order and qualify in the technical evaluation.
19. The qualified bidders will be intimated separately by e-mail/Fax/Telephone/Post.
20. The Financial bids shall be opened on the scheduled date and time in the office room of the **Registrar, Madhusudan Law University" Kataka, Station Bazar, PIN-753003** in the presence of the bidders or representatives of bidders, who wish to be present on the spot at that time.
21. The EMD shall be forfeited if the successful bidder fails to undertake the work or fails to comply with any of the terms and conditions of the bid.
22. The bid shall be valid for a period of **120 days** from the date of opening of the bids and no request for any variation in quoted rates and withdrawal of bids on any ground by the bidder shall be entertained. Validity of the bids can be extended on mutual consent.
23. To assist in the analysis, evaluation and computation of bids, the authority may ask the bidders individually for clarification of their bids.

24. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
25. The bidder having the lowest evaluated financial bid (L-1) would be considered for award of the contract subject to fulfilment of the terms and conditions of the bid documents.
26. During selection of the lowest bidder (L-1), if the price quoted by bidders as well as the service charges coincides, then the agency with higher technical weightage shall be given preference. In case, the quoted price and technical weightage coincides, then the agency with higher annual turnover will be considered towards selection as eligible bidder.
27. In case, the lowest bidder (L-1) is disqualified after selection for any reason, then negotiations will be made with the second lowest (L-2) bidder for award of contract at L-1 price. However, the decision of the authority shall be final during the selection process and binding.
28. The quoted rates shall not be less than the minimum wages fixed/notified by the Government of Odisha from time to time and shall include all statutory obligations.
29. If the lowest quoted price is not as per the minimum wages fixed/ notified by the Government of Odisha, the bid shall be disqualified and negotiations will be made with the second lowest (L-2) bidder for award of contract at L-1 price.
30. The service provider shall be liable for all kinds of dues payable in respect of manpower deployed / provided under the contract and the authority shall not be liable for any dues for availing the services of the personnel.
31. The authority reserves the right to reject any or all bids and terminate the tender process without assigning any reason thereof.
32. The service provider should furnish the name, designation and contact number of the representative who will liaise with the officer – in- charge of the University on behalf of the bidder.

2.4 List of Documents for submission

Bidders are required to furnish the following documents along with the duly filled in Technical Bid (with proper signature and photo affixed):

- a) Covering letter along with power of attorney on the bidder's letter head
- b) Demand Draft in support of Bid processing fee as applicable
- c) Demand Draft in support of EMD as applicable.
- d) Copy of Certificate of Incorporation of the firm / agency
- e) Copy of GSTIN
- f) Copy of PAN
- g) Copies of IT returns for the last three financial years starting from 2023-24
- h) Copies of valid EPF Registration certificate & valid ESI Registration certificate
- i) Copy of Bank Account details
- j) Copy of Income expenditure statements along with balance sheet for the last 3 financial years
- k) Statement of experience certificates and copies of experience certificates/ signed agreement (not work orders) from the previous organizations for providing services.
- l) Undertaking regarding non-blacklisting (on stamp paper)
- m) Undertaking regarding non-pending of any judicial proceedings (On bidder's letter head)

- n) Copy of the Telephone/ Electricity Bill etc. towards proof of Registered Office/ Branch Office within the jurisdictional area of Odisha.
- o) Copy of PSARA license
- p) ISO certificate

2.5. GENERAL BIDDING INSTRUCTIONS

a) Proposal Preparation Cost

The bidder shall be responsible for bearing all the costs and expenses associated with the Preparation of its proposal and participate in the bidding process. Client shall not be responsible, or in any way liable for such costs/expense regardless of the conduct or outcome of the bidding process.

b) Project Inspection and Site Visit

The Bidder, at his own responsibility and risk can visit, and examine the location of the site and its surroundings, and obtain all information that may be necessary for preparing the proposal. The costs of visiting the site shall be borne by the Bidder. Client shall not be liable for such costs, regardless of the outcome of the bidding process.

c) Only One Proposal

Each bidder will submit only one proposal. Alternative bid is not allowed. Consortium / Joint Venture of any form is not allowed under this bidding process.

The bidder shall be required to execute all the services under a single integrated contract/work order. Tenders submitted for providing any single service, standalone or other isolated service, such as only security services or only housekeeping services, etc. shall not be accepted, and such bids shall be out rightly rejected.

d) Conflict of interest

Bidders, and any of their affiliates (including parent companies or subsidiaries under common management), shall be considered to have a conflict of interest and shall not be eligible for selection as the Facility Management Service Provider (FMS) under any of the circumstances set forth below:

- i. **Conflicting Assignment/Job:** A bidder or any of its affiliates shall not be hired for any assignment or job that, by its nature, may be in conflict with the services to be executed for the Client under this RFP.
- ii. **Conflicting Relationships:** A bidder that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in i) The preparation of the RFP document for the assignment; ii.) The selection and evaluation process for this tender; or iii.) The subsequent supervision of the Contract; shall not be eligible for the award of the Contract, unless the conflict stemming from this relationship has been resolved in a manner satisfactory to the Client.
- iii. **Relationship with Other Bidders:** A bidder shall be disqualified if, it is found that, he has a relationship with another bidder, directly or through third parties, that put them in a position to have access to information about or influence the bid of another bidder.
- iv. **Obligation to Disclosure:** Bidders have an on-going obligation to disclose any situation of actual, potential, or perceived conflict that impacts their capacity to serve the best interest of the Client. This disclosure must be made in writing as soon as the bidder becomes aware of the conflict. Failure to disclose such situations at any stage of the procurement process or during the contract tenure may lead to the disqualification of the bidder or the immediate termination of the Contract and forfeiture of the Performance Security,
- e) **Corrupt or Fraudulent Practices:** The University is committed to maintaining the highest standards of integrity, transparency and fairness in the procurement process and execution of the Contract.

Accordingly, the following provisions shall apply:

2.6 DEFINITIONS:

- a) "Corrupt Practice" means the giving offering, receiving or soliciting, directly or indirectly anything or value to influence improperly the actions of any person connected with the procurement process or execution of the Contract,
- b) "Fraudulent Practice" means any act, omission or misrepresentation that knowingly or recklessly misleads, or attempts to mislead, the University in order to obtain a financial or other benefit or to avoid an obligation.
- c) "Collusive Practice" means any arrangement or understanding between two or more bidders, with or without the knowledge of the University, designed to improperly influence the competitive bidding process, including fixing of prices or restricting competition.
- d) "Coercive Practice" means directly or indirectly impairing or harming, or threatening to impair or harm, any person or property to influence participation in the procurement process or affect the execution of the Contract.

ii. Declaration by the Bidder

By submitting its Proposal, the Bidder shall be deemed to have declared that the Proposal has been prepared independently, without any collusion, agreement or understanding with any other bidder. The Bidder shall submit the Anti-Collusion Certificate in the prescribed Form T-10.

iii. Action by the University

If at any stage of the procurement process or during execution of the Contract, the University determines, on the basis of evidence, that a Bidder or Successful Bidder has engaged in any of the practices specified above, the University reserves the right to take one or more of the following actions, in accordance with the applicable provisions of law and the tender conditions:

- a) Reject the Proposal as non-responsive or cancel the award of Contract, as the case may be, Forfeit the Earnest Money Deposit [EMD] / Performance Security, wherever permissible under the terms of this RFP;
- c) Terminate the Contract, in whole or in part, in accordance with the Contract conditions;
- d) Debar or blacklist the Bidder from participation in future procurements of this University for such period as may be determined by the Competent Authority after following the prescribed procedure; and
- e) Initiate any other action or proceedings as may be permissible under the applicable laws/ rules, Government instructions and the terms of this RFP.

The decision of the Competent Authority of the University in this regard shall be final and binding.

2.7 CLARIFICATION AND AMENDMENT OF RFP DOCUMENT

a) Submission of queries

Any queries or request for additional information concerning this RFP shall be submitted by email within the timeline as provided in the Bidder Data Sheet, to the designated authority as provided here under:

. The email / communication shall clearly bear the following identification/ title: "Queries / Request for Clarification: Selection of Agency for Providing Comprehensive Facility Management Services"

. The Bidder shall mention the name of the firm and contact details of their representative on email while sending queries:

The queries should necessarily be submitted in the following format - RFP Document Reference(s)

Section & Page Number(s) Content of RFP requiring Clarification(s) Points of clarification Note: Any requests for clarifications after the bid submission date shall not be entertained.

b) Amendment of RFP document

On the basis of the inputs provided by Bidders during Pre-bid meeting and any further discussions with any/all interested parties, which Client may hold at its own discretion; Client may amend the RFP document, if required. The clarifications to the list of queries along with addendums if any, will be uploaded on the University website as mentioned in the Bidder Data Sheet of this RFP in the form of Pre-Bid Clarification. Each such clarification shall be the part of the RFP document. At any time prior to the deadline for submission of bid, Client may, for any reason, whether at its own initiative or in response to clarifications requested by one or more of the interested parties, modify the RFP document by way of issuance of an "Addendum" or "Corrigendum".

2.8 PREPARATION OF PROPOSALS

Language and Currency: The proposal and supporting documents shall be in English language. Bidders shall express the price of their Financial Proposal in India Rupees (INR) only.

Special Instructions:

All Bidders are required to submit their proposal in accordance with the guidelines set forth in this RFP. In order to promote consistency among proposals and minimize potential misunderstandings regarding interpretation of proposals by Client, the format in which bidders have to specify the fundamental aspects of their Proposal have been outlined in this RFP.

In preparing their Proposal, bidders are expected to examine in detail all the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal. While preparing the Technical Proposal, Bidders must give particular attention to the following:

- . The bidder must physically visit the project location to have a clear understanding of the proposed facilities and the nature of services required, financial and technical implications.
- . While making the proposal, the bidder must ensure that they provide all the information as sought by Tender Inviting Authority, failing which the proposal shall be considered as non-responsive.
- . Detail working of the lump sum price must be submitted along with the Financial Proposal (as per financial Bid submitted with the RFP).

It shall be deemed that prior to the submission of the Proposal, the Bidder has:

- . Made a complete and careful examination of the terms and conditions/requirements, and other information as set forth in this RFP document;
- . Received all such relevant information as it has been requested from Client; and
- . Made a complete and careful examination of the various aspects of the Project,

The technical proposal shall contain no correction or overwriting, except as necessary to correct errors made by Bidder(s). Any such corrections or overwriting must be signed by the authorized representative of the bidder. There should not be any overwriting in the financial bid. Client's decisions in this regard will be final. No change or supplementary information to a Proposal shall be accepted after the Due Date of submission of the Proposal. However, Client reserves the right to seek additional information from the Bidders, if found necessary, during the course of evaluation of the Proposal. In case of non-submission, incomplete submission or delayed submission of such additional information or clarifications sought by Client, the Proposal would be evaluated solely on the basis of available information. Client shall not be liable for any mistake or error or neglect by Bidder in respect of the above. Client reserves the right to verify any or all information furnished by the Bidder. Notwithstanding anything stated in this RFP, if any claim made or information provided by the Bidder in the Proposal or any information provided by the Bidder in response to any subsequent query by Client, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection.

Client reserves the right to reject any or all such proposals without assigning any reason whatsoever. Client also reserves the right to terminate the bidding process at its sole discretion at any stage without assigning any reasons for the same. The Client may issue an official notice in its official website regarding the termination, and no reasons for the cancellation will be assigned.

The Bidder shall be responsible for all costs associated with the preparation of the Proposal.

Client shall not be responsible in any way for such costs, regardless of the conduct or outcome of the Bidding Process.

2.9 PROPOSAL VALIDITY

The Bidder's proposal will remain valid for a period of 90 days after the submission date. During this period, bidders shall ensure the availability of professional staff nominated in the Proposal and also the financial proposal shall remain unchanged. Client will make its best effort to complete the selection process within this period.

TAXES

The financial proposal /bid shall be exclusive of applicable Goods & Services Tax [GST].

As a condition, precedent for reimbursement of the GST, the FMS shall provide a valid GSTIN No. and raise GST compliant Tax invoice to the Client.

The financial liability on account of any other applicable taxes, as may be applicable on the amount received towards the Facility Management Service (FMS) from the Client shall be solely borne by the service provider/FMS. The FMS alone shall be responsible in all respects for the payment of all taxes including Income Tax etc. in a timely manner and filing the returns in respect thereof as per the applicable laws. Client shall not bear any responsibility in this regard.

However, in compliance to the applicable Tax laws, Client shall deduct TDS as applicable from the payments to be made by Client to FMS and a certificate shall be given to the FMS in support of the evidence.

2.10 SUBMISSION OF BIDS

The bids shall be submitted through SPEED POST / REGISTERED POST under two cover system i.e., viz., Technical Proposal (Cover-I) and Financial Proposal (Cover-II). All the pages of bid submitted must be signed and sequentially numbered by the bidder. The proposals submitted through Telegram /Fax/email / any other mode shall not be considered and will be outrightly rejected. No correspondence will be made in this regard.

a) Submission of Technical Proposal (Cover-I):

i. Bid Processing Fee and EMD as applicable.

ii. Signed copy of the RFP

iii. Bidders are required to submit Technical Proposal as per the prescribed format as provided in Section-4 of the RFP Document. Submission of wrong form of technical proposal will result in the rejection of the bid. The Technical Proposal shall provide the information indicated in the following para using the attached Standard Forms as per Section-4.

The following Forms need to be submitted along with the technical proposal:

FORM-T1 Information about the Bidder

FORM-T2 Undertaking

FORM-T3 Undertaking

FORM-T4 Power of Attorney

FORM-T5 Authorization letter for signing of bid document

FORM-T6 Non-black-listing (Undertaking regarding non violation of guidelines issued under PSARA)

FORM-T7 Anti-Collusion Certificate

FORM-T8 Format for Bid Security Declaration

FORM-T9 Technical Execution Plan (Technical Approach & Methodology)

FORM-T10 Details of Manpower available with the Bidder

FORM-T11 Summary of Financial Strength

b) Submission of Financial Proposal (Cover-II):

The Financial Proposal shall be prepared using the attached standard forms as per Section -5 given with this RFP document.

1. Form- F1 (Administrative charge per month)

Financial proposal submission form Financial Bid Detail break up of financial offer. The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily. All information provided should be legible, and wherever the information is given in figures, the same should also be mentioned in words. In case of conflict between amount stated in figures and words, the amount mentioned in words will be taken for consideration.

The Financial Proposal shall be quoted as a single lump-sum Annual Comprehensive Facility Management Cost in Indian Rupees (INR). The quoted amount shall be inclusive of all costs, duties, levies, cess, statutory charges, labour charges, service charges, EPF, ESI, welfare measures, uniforms, expenses, profit, and all other taxes, duties and incidental expenses whatsoever, except Goods and Services Tax (GST). GST shall be quoted separately in the bid and paid extra at the applicable rate.

No claim for any additional payment on account of increase in wages, statutory contributions, taxes (other than GST, if applicable), duties, levies, transportation, consumables, overheads, or any other expenditure whatsoever shall be entertained after execution of the contract agreement.

c) Modifications/ Withdrawal of Proposals

No proposal can be modified by the bidder subsequent to the closing date and time of proposal submission due date.

2.11 OPENING OF PROPOSAL

- i. Client reserves the right to reject any Proposal not submitted on time but does not contain the information / documents as set out in this RFP.
- ii. Opening of Proposals will be done at Madhusudan Law University, Station Bazar, Kataka.
- iii. The Financial Proposal as per RFP will be opened for the shortlisted bidders who qualify in Technical Proposal as per RFP. The date of opening of Financial Proposal is **13.10.2026(11.30AM)** in the Conference Hall of Administrative Block of the University.

2.12 EVALUATION OF PROPOSAL

A three-stage evaluation process will be conducted as explained below for evaluation of the proposals:

a) Stage-I: Preliminary Evaluation

Preliminary evaluation of the proposals will be done to determine whether the proposal comply with the required conditions as described in RFP and the requisite documents / information have been properly furnished by the bidder or not. Thereafter, Client shall determine whether each bid is responsive to the requirements of this RFP. A bid shall be considered responsive only if,

- i. It is as per the format as described in the RFP;
- ii. It is received by the bid Due Date including any extension thereof pursuant to Data Sheet;
- iii. It is accompanied by the Bid Processing Fee as specified in this RFP;
- iv. It is accompanied by all the forms as mentioned in the RFP document
- v. All the pages of the proposal and enclosures/ attachments are signed by the authorized

- representative of the bidder;
- vi. It contains all the information (complete in all respects) as requested in this RFP and/or bidding document
- vii. It does not contain any condition or qualification and;
- viii. It is not non-responsive in terms thereof.

Authority reserves the right to reject any Bid which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by the Authority in respect of such Bid.

b) Stage-II: Technical Evaluation

Only those bidders who are declared responsive in the Preliminary Evaluation (Stage-I) shall be eligible for Technical Evaluation (Stage-II). The Technical Proposals shall be evaluated by the Technical Evaluation Committee in accordance with the following criteria:

1. Relevant Experience in integrated CFMS/IFMS (Form-T9)

Experience in execution of Comprehensive/ integrated Facility Management Services under a single contract in Central/State Government Departments/ Universities/Autonomous Bodies/ PSUs/Corporates etc. having a minimum built-up area of 40,000 Sq.Ft.

2. Average Annual Turnover during the last three financial years (FY 2023-24 & FY2024-25 & FY 2025-26) (Max mark:15)

{5 Crore to less than 10 Crore} : 10 marks

10 Crore and above : 15 marks

Net Worth (Form-T4)

Net Worth as on 31.03.2026 (Duly Certified by Chartered Accountant): Max mark :10

{3 Crore to less than 5 Crore: 5 marks

{5 Crore and above : 10 marks

Manpower with the Bidder for handling comprehensive facility management service (CFMS) (Form-13)

Number of employees presently engaged in CFMS operations:

The bidder should provide a list of current employees including Name, Designation, Date of Joining, and UAN [Universal Account Number) for EPF and ESI Number. The list must be provided on the bidder's letterhead duly signed by the Authorized Signatory. (Max mark:20)

50 to 100 employees : 10marks

100 to 150 employees : 15marks

More than 150 employees : 20marks

Technical Presentation (Form-TL2)

Presentation before the Technical Evaluation Committee covering implementation strategy, mobilization plan, integrated service delivery methodology and technology-enabled monitoring. (Technical presentation will be held at the Conference Hall Madhusudan Law University, Station Bazar, Kataka, Odisha) : Max mark: 30

a) Understanding of University's requirements as per the scope of work : 05

b) Integrated Service Delivery Methodology (Security, Housekeeping & Hostel, operation & maintenance of electrical, mechanical & Utilities, Horticulture, Front Office, Parking & Waste Management etc.) : 05

c) Mobilization Strategy & Manpower) : 05

d) Reporting, Grievance & Complaint Management: 15

The total marks obtained under the above criteria shall constitute the Technical Score (T).

e) Any innovative services (Use of Technology like Mobile Application, QR Code Based Monitoring & Attendance System, MIS Dashboard and Reporting Mechanism etc.) proposed without additional financial implication to the University)

Technical Evaluation Committee shall award marks based on the documents submitted by the bidder, Technical Approach & Methodology, Technical Presentation and the supporting documentary evidence.

ii. Only bidders obtaining 70% marks or above in the Technical Evaluation shall be declared technically qualified. The Financial Proposals (Cover-U) of only the technically qualified bidders shall be opened on the date and time to be notified by the University. The financial offers of unsuccessful bidders will be returned without opening.

iii. The Technical Presentation shall be made before the Technical Evaluation Committee through a Microsoft PowerPoint Presentation (PPT). Each bidder shall be allotted 15(Fifteen) minutes for the presentation, followed by a brief interaction with the Technical Evaluation Committee, if considered necessary. The presentation shall be concise, relevant to the scope of work and shall ordinarily not exceed 15 (Fifteen) slides, excluding the title slide and closing/thank-you slide, if any. The date, time and venue of the Technical Presentation is 09.10.2026 at 11.30AM in the Conference Hall of Administrative Block of the University.

iv. Attendance at the Technical Presentation is mandatory, In the event a bidder fails to appear without sufficient cause accepted by the University for the Technical Presentation on the scheduled date and time, the bidder shall be treated as having failed to comply with the Technical Evaluation requirements, and its Technical Proposal shall be declared non-responsive and shall not be considered for further evaluation. Consequently, the Financial Proposal of such bidder shall not be opened.

c) Stage-III: Financial Evaluation:

The financial proposals of the bidders qualifying the technical evaluation (Stage-II) only shall be opened at this stage in the presence of the bidder's representative who wishes to attend the meeting with proper authorization letter. The name of the bidder along with the quoted financial price will be announced during the opening of the financial proposal of the technically qualified bidders. No correction, alteration or modification in the Financial Proposal shall be permitted after opening of the Financial Proposal.

2.13. EVALUATION PROCESS

a) Least Cost Selection process (LCS) method will be followed during the overall process. Minimum qualifying marks to qualify the Technical Proposal will be 70%.

b) Financial proposals are then opened for only eligible and responsive offers and are given a cost-score based on relative ranking of prices.

c) The lowest financial proposal shall be marked as the First Ranked Applicant (L1) while the next lowest proposal shall be marked as Second Ranked Applicant (L2). If the financial bid quoted by the FMSP's are same then the firm with Highest Technical Score shall be selected as L1 and if still tied, the firm highest Average Annual Turnover for Last 3 FY shall be selected as L1.

d) The Selected Applicant shall be the First Ranked Applicant (L1). In case of Least Cost Selection method, if the negotiation with L1 bidder fails, then the Client shall invite the L2 bidder to execute the assignment at the price of L1. If the negotiation with the L2 bidder fails, the Client shall cancel the bidding process and re-invite the bids for the assignment.

e) For the purpose of evaluation, the rates quoted by the bidder shall be inclusive of all taxes & duties (except GST which shall be paid extra at prevalent rates by the client).

2.14. AWARD OF WORK

After selection, a Letter of Award (the "LoA") shall be issued, in duplicate, by the Client to the Selected Bidder and the Selected Bidder shall, within 7 (seven) days of the receipt of the LoA, sign and return the duplicate copy of the LoA in acknowledgement thereof in original. In the event the duplicate copy of the LoA duly signed by the Selected Bidder is not received by the stipulated date, the Client may, unless it consents to extension of time for submission thereof, the appropriate EMD of such Bidder as mutually agreed genuine pre- estimated loss and damage suffered by the Client on account of failure of the Selected Bidder to acknowledge the LoA, and the next eligible bidder may be considered. Issue of the Letter of Award (LoA) shall not by itself constitute a binding contract until the Service Agreement is executed by both parties.

2.15. EXECUTION OF SERVICE AGREEMENT

After acknowledgement of the LoA as aforesaid by the Selected Bidder, it shall execute the Service Agreement (SA) within the period prescribed in LoA. The Selected Bidder shall not be entitled to seek any deviation in the Service Agreement. The Selected Bidder shall submit Performance Bank Guarantee before signing of Service Agreement.

2.16. IMPLEMENTATION PROCESS AND CONTRACT PERIOD

The date of execution of the Service Agreement between the Client and the Selected Bidder shall be treated as the Commencement Date of the Contract.

a) Mobilization Period

The Selected Bidder shall complete mobilization of all required manpower, equipment, machinery, materials and other resources within 15 (Fifteen) calendar days from the Commencement Date, in accordance with the requirements of this RFP. During the mobilization period, the Client may require deployment of essential manpower or commencement of specific services on priority, and the Selected Bidder shall extend all necessary assistance to meet such requirements.

b) Contract Period

The Contract shall remain valid for a period of 01 (One) year (12 months) commencing from the Commencement Date. The Contract may be extended for such further period(s) as may be decided by the University on the basis of satisfactory performance of the Selected Bidder, mutual agreement between the parties, availability of funds and approval of the Competent Authority.

c) Failure to Complete Mobilization

The Selected Bidder shall ensure deployment of all manpower, supervisory personnel, machinery, equipment, tools & tackles, uniforms, office infrastructure, statutory compliances, communication systems, software/applications (where applicable), and all other resources necessary for commencement of the Services within the Mobilization Period specified above. In the event the Selected Bidder fails to complete mobilization within the stipulated 15 (Fifteen) calendar days, the University may issue a written notice requiring the Selected Bidder to remedy such default within a further period not exceeding 07 (Seven) calendar days. If the Selected Bidder fails to comply with the said notice or continues to remain in default after expiry of the extended period, the University shall be entitled, without prejudice to any other rights and remedies available under the Contract or law, to:

- a) Terminate the Contract;
- b) Forfeit the Performance Security, in whole or in part, in accordance with the provisions of the Contract;
- c) Cancel the Letter of Award;
- d) Make alternative arrangements for execution of the Services at the risk and cost of the Selected Bidder, to the extent permissible under law; and/or take such other action as may be considered appropriate under the terms of this RFP and the applicable rules.

d) Payment Terms and Enhancement

- i. The payment for the entire Annual Comprehensive Facility Management Cost will be done on equal monthly installments basis during contract period.
- ii. However, if after taking into account the changes/increase in minimum wages/statutory wages payables to workers, such increase may be considered as per Govt. norms

2.17. PERFORMANCE SECURITY

a) Within 10 days of receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Client a Performance Security to cover the amount of liquidated damages and/or the compensation of the breach of contract in any of the forms given below for an amount equivalent to 5% of the Annual Contract Value as per the stipulation. Performance Security shall be submitted in the form of Bank Guarantee from any scheduled nationalized bank in favour of "Comptroller of Finance, Madhusudan Law University", Kataka. Failure of the successful Bidder to comply with the requirements of RFP shall constitute sufficient grounds for cancellation of the award.

b) The performance security submitted shall be valid for a period of 1 year and 3 months from the date of effectiveness of the contract. The authenticity of the PBG will be properly verified by the Client from the local branch of the issuing bank prior to execution of the contract.

c) It is expressly understood and agreed that the performance security is intended to secure the performance of entire Service Agreement.

d) In the event of extension of the Contract Period, for whatever reason, the FMSP shall, at its own cost, extend the validity of the Performance Security accordingly and submit the extended Bank Guarantee to the University before expiry of the existing Bank Guarantee.

e) Appropriation of Performance Security:

The University may invoke, encash or appropriate the Performance Security, either wholly or partly, in the following circumstances:

- . Failure of the successful bidder to commence the services within the stipulated period.
- . Failure to deploy the required manpower, supervisors, equipment or other resources in accordance with the Contract.
- . Persistent failure to meet the prescribed Service Levels or Performance Standards.
- . Breach of any material condition of the Contract.
- . Abandonment of the Contract.
- . Termination of the Contract due to default of the FMSP.
- . Recovery of any dues, damages, penalties or other amounts payable by the FMSP to the University under the Contract.

If any amount is appropriated from the Performance Security, the FMSP shall replenish the same to its original value within 15 days of receipt of notice from the University, failing which the University shall be entitled to take such action as deemed appropriate, including termination of the Contract.

f) Release of Performance Security:

The Performance Security shall be released within 90 (ninety) days after expiry or termination of the Contract, subject to satisfactory completion of all contractual obligations and adjustment of any dues recoverable from the FMSP. No interest shall be payable on the Performance Security.

2.18. BID SECURITY/EMD

a) The bidder must submit **Rs.7,50,000/- (Rupees Seven Lakhs Fifty Thousand only)** in shape of Demand draft drawn in favour of "Comptroller of Finance, Madhusudan Law University" Payable at

Kataka. The bid not accompanying EMD is liable to be rejected. The EMD of unsuccessful bidders shall be refunded after finalization of selection process and award of contract. No interest shall be payable on the Earnest Money Deposit. The EMD of the successful bidder will be released only after furnishing of the required Performance Bank Guarantee (PBG) and signing of the contract.

b) The EMD will be forfeited on account of the following reasons;

. Bidder withdraws its proposal during the bid validity period as specified in RFP.

. Bidder has submitted false information in support of its qualification.

. Any other circumstance which holds the interest of the Client during the overall selection process.

Note: Bidders who are registered under MSME, NSIC or any other law/rules/regulations are exempted from EMD. A copy of the certificate duly signed by the bidder must be enclosed along with the bid document. In case bidders are exempted under any applicable law/rules/regulation/guidelines from payment of EMD, then in place of EMD, bidders are required to sign a Bid Security Declaration as enclosed at Form-T11 accepting that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit performance security before the deadline defined in the RFP documents, they will be suspended/debarred from participating in future procurement processes of Madhusudan Law University for such period as may be determined by the Competent Authority.

POWER OF ATTORNEY

The Bidder should submit a Power of Attorney in the format specified at Form T4 of Section 4 authorizing the signatory of the Proposal to commit the Bidder.

CONFIDENTIALITY

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The effort by bidder to seek confidential information related to the process may result in the rejection of its Proposal.

SCOPE OF WORK & GENERAL CONDITIONS OF CONTRACT

PART-A : SCOPE OF WORK

PART-B : GENERAL TERMS & CONDITIONS OF CONTRACT

PART-A: SCOPE OF WORK

3.1 INTRODUCTION:

The Madhusudan Law University intends to engage a professionally competent and experienced **Facility Management Service Provider (FMSP)** for providing Integrated Comprehensive Facility Management Services (ICFMS) for the University's academic, administrative, residential and other campus facilities.

The Selected FMSP shall provide integrated facility management services under a single management framework to ensure efficient operation, maintenance, cleanliness, safety, security and upkeep of the University campus and its associated infrastructure. The services shall be delivered in a coordinated, professional and uninterrupted manner throughout the Contract Period in accordance with the provisions of this Request for Proposal (RFP), the Service Agreement and the applicable laws, rules and Government instructions.

The scope of services described in this Section is indicative and shall not be construed as exhaustive. The FMSP shall perform all activities reasonably incidental, ancillary or necessary for the proper execution of the Services and for achieving the intended objectives of the Contract, whether or not specifically enumerated herein, provided that such activities are consistent with the nature and scope of the Contract.

The Selected FMSP shall deploy adequate qualified manpower, supervisory personnel, machinery, equipment, tools & tackles, consumables and other resources necessary for satisfactory performance of the Services. The FMSP shall ensure effective coordination among all service components so that the University receives a seamless and integrated facility management solution under a single point of responsibility.

The services to be provided under this Contract shall broadly include, but shall not be limited to, the following:

- a) Security services;
- b) Housekeeping & Sanitation Services;
- c) Operation & Management of University Guest House, VC Res. Office, Academic & Administrative Building;
- d) Operation & Maintenance of Electrical, Mechanical, Plumbing, Carpentry and other Utilities;
- e) Horticulture, Gardening & Plantation Activities;
- f) Front Desk & Reception Management;
- g) Waste Management & Sanitation Monitoring;
- h) Parking Management;
- i) Reporting Help Desk Grievance & Complaint Management and
- j) Data Entry Service

The FMSP shall be responsible for planning, deployment, supervision, coordination, quality control and performance monitoring of all services covered under the Contract and shall ensure compliance with the prescribed Service Levels, statutory requirements and directions issued by the University from time to time.

3.2 SECURITY SERVICES:

3.2.1 Objective

The objective of this service is to provide comprehensive security arrangements for safeguarding the University's students, employees, residents, visitors, buildings, infrastructure, equipment, records, vehicles and other assets, and to maintain a safe, secure and orderly environment throughout the University campus.

3.2.2 Scope of Services

The Selected FMSP shall provide round-the-clock (24x7) security services for the entire University campus through deployment of adequately trained, disciplined and physically fit security personnel under proper supervision. The services shall include, but shall not be limited to, guarding of academic buildings, administrative offices, hostels, residential quarters, library, laboratories, auditoriums, examination centres, sports complexes, parking areas, stores, workshops, utility installations and all other properties under the control of the University.

The deployment of security personnel shall be made in accordance with the duty points, shift pattern and deployment schedule approved by the University. The University may modify the deployment pattern from time to time depending upon operational requirements.

3.2.3 Duties & Responsibilities

The FMSP shall, inter alia, perform the following duties:

A. Access Control

1. Control entry and exit of students, employees, residents, visitors, contractors and service providers in accordance with the instructions issued by the University.
2. Verify identity cards, visitor passes, vehicle passes and other authorized documents before Permitting entry wherever applicable.
3. Maintain proper visitor management and entry/exit records in physical and/or electronic form.

B. Patrolling & Surveillance

1. Carry out regular foot patrols and surveillance of all academic, administrative, residential and common areas,
2. Prevent unauthorized entry, trespassing, theft, vandalism, encroachment and other unlawful activities,
3. Keep constant watch over vulnerable locations, isolated buildings, utility installations and campus boundary.

C. Protection of University Property

1. Safeguard all University buildings, furniture, fixtures, equipment, laboratories, vehicles, stores and other movable and immovable assets.
2. Prevent theft, damage, pilferage, sabotage and misuse of University property.

D. University Guest house & V.C. Res-Office, Academic & Administrative Building for Security & Sanitation arrangement

1. Maintain security and sanitation arrangements in University Guest house & V.C. Res-Office, Academic & Administrative Building in coordination with the respective Authorities.
2. Regulate entry and exit of visitors in accordance with the rule of Guest house & V.C. Res- Office, Academic & Administrative Building.
3. Immediately report any incident affecting safety, security or discipline within the premises of Guest house & V.C. Res- Office, Academic & Administrative Building.

E. Crowd & Event Management

1. Provide security arrangements during examinations, admissions, convocations, seminars, Conferences, cultural programmes, sports events, meetings and other University functions.
2. Regulate movement of vehicles and pedestrians during such events.

F. Emergency Response

1. Respond promptly to incidents relating to fire, accident, medical emergency, law and order, theft, violence, natural calamities or other emergencies.
2. Immediately inform the designated University authority and extend all necessary assistance to Police, Fire Services, Disaster Management Authorities and other Government agencies whenever required.

G. Incident Reporting

1. Maintain Daily Occurrence Register (DOR), Incident Register, Visitor Register, Vehicle Register and such other records as may be prescribed by the University.
2. Report every security incident immediately to the Officer-in-Charge nominated by the University.
3. Submit daily, weekly and monthly security reports in the prescribed format.

H. Discipline & Conduct

1. Ensure that all deployed security personnel maintain proper discipline, courtesy, integrity and professional conduct while on duty.
2. Security personnel shall always remain in prescribed uniform with valid identity card and shall not leave their place of duty without permission or proper reliever.
3. Consumption of alcohol, tobacco, narcotic substances or any intoxicant while on duty shall be strictly prohibited.

I. Statutory Compliance

1. The FMSP shall deploy only trained personnel possessing the qualifications prescribed under applicable laws, including the Private Security Agencies (Regulation) Act, 2005 (PSARA) and the rules framed thereunder, wherever applicable.
2. The FMSP shall ensure police verification, antecedent verification and medical fitness of every security personnel before deployment.
3. The FMSP shall comply with all applicable labour laws, EPF, ESI, minimum wages and other statutory requirements.

J. Miscellaneous

1. Cooperate with University authorities, local administration, Police and other Government agencies whenever required.
2. Prevent unauthorized posters, banners, encroachments and unlawful occupation of university property.
3. Immediately report any suspicious activity or security breach.
4. Perform any other security-related duties incidental to the proper protection of the University campus as may be assigned by the University.

3.2.4 Minimum Service Standards

The FMSP shall ensure:

- . Availability of security personnel at all designated posts during every shift.
- . Continuous supervision by competent Security Supervisors.
- . Immediate replacement of absent or unsuitable security personnel.
- . Proper maintenance of all security records.
- . Prompt reporting of incidents and emergencies.
- . Courteous behaviour towards students, employees and visitors.
- . Strict compliance with the University's security instructions.

3.2.5 Records & Reports

The FMSP shall maintain and submit, wherever applicable: Visitor Register, Vehicle Entry Register, Key Register, Patrolling Register, Duty Roster, Shift Deployment Register, Any other record prescribed by the University.

3.2.6 Special Instructions

1. The University reserves the right to alter deployment locations, number of personnel, duty timings and security arrangements depending upon academic activities, examinations, special events, VIP visits or emergent situations.
2. The FMSP shall immediately replace any security personnel found unsuitable, negligent, indiscipline or whose continuation is considered undesirable by the University.
3. Security personnel shall not carry firearms or prohibited weapons unless specifically authorised by the competent authority under applicable law.
4. The FMSP shall maintain strict confidentiality regarding the University's security arrangements, confidential records and other sensitive information.

PENALTY CLAUSE (Security Service Level Agreement)

Sl. No.	Service Level Requirement	Baseline Requirement	Penalties for Breach		
			1 st Instance	2 nd Instance	3 rd Instance
1	Delay in deployment of security personnel by the FMSP	Deployment to start within one week of the placement of service order	In case deployment is made after one week of placement of order and delay is due to service provider, 1% of the value of the contract shall be levied as penalty	In case deployment is made after two weeks of placement of order and delay is due to service provider, 2% of the value of the contract shall be levied as penalty	In case deployment is made after four weeks of placement of order the contract shall be terminated without any reference
2	Misconduct, misbehavior or violent act by any security personnel with students, staff, visitors or University employees	Zero tolerance	Immediate replacement of the personnel + Rs.500/- penalty on FMSP	Immediate replacement of the personnel + Rs.1000/- penalty on FMSP	Immediate replacement of the personnel + Rs.5000/- penalty on FMSP
3	Security personnel not wearing prescribed uniform or photo Identity Card	Zero tolerance	Salary of the security personnel concerned for that day + Rs.500/- penalty on FMSP	Salary of the security personnel concerned for that day + Rs.1000/-	Salary of the security personnel concerned for that day + Rs.2000/- penalty on FMSP

				penalty on FMSP	
4	Security personnel found sleeping, consuming alcohol or under influence of intoxication while on duty	Zero tolerance	Immediate removal of the security personnel and penalty of Rs.1000/- on FMSP	Immediate removal of the security personnel and penalty of Rs.2500/- on FMSP	Immediate removal of the security personnel and penalty of Rs.5000/- on FMSP
5	Absence of security personnel without prior approval and failure of FMSP to provide substitute	No absence without substitute	Penalty equivalent to one day wage of the absent personnel + Rs.500/- penalty of FMSP	Penalty equivalent to two days wages of the absent personnel + Rs.500/- penalty of FMSP	Penalty equivalent to two days wages of the absent personnel + Rs.1000/- penalty of FMSP
6	Expiry/ non-availability of mandatory licences (PSARA, Labour Licence etc.)	Valid licence mandatory	Termination of contract after verification		
7	Violation of minimum wages Act, contract labour Act, EPF, ESI or other applicable labour laws	Full compliance mandatory	Rs. 5000/- per instance + rectification	Contract liable for termination	
8	Cumulative penalty Limitation		The cumulative penalty imposed under this security SLA shall not exceed 10% of the monthly payable amount. In case of repeated or serious violations, the Client reserves the right to terminate the contract.		

3.3 HOUSE KEEPING & SANITATION SERVICES

3.3.1 Objective

The objective of this service is to ensure a clean, hygienic, healthy and aesthetically pleasing environment throughout the University campus through systematic housekeeping, sanitation and mechanized cleaning operations in accordance with accepted industry standards and applicable public health requirements.

3.3.2 Scope of Services

The FMSP shall provide comprehensive housekeeping and sanitation services for all academic, administrative, residential and common facilities of the University, including mechanized cleaning, manual cleaning, sanitation, waste collection, toilet maintenance and upkeep of open areas. The services shall cover all buildings, roads, pathways, drains, hostels, auditoriums, sports facilities, parking areas, utility installations and other locations as may be specified by the University from time to time.

3.3.3 Areas to be covered

The scope shall include housekeeping and sanitation of but not limited to:

A. Academic & Administrative Areas: Vice-Chancellor's Office, Administrative Buildings, Registrar's Office, Academic Departments, PGCO, Examination Section, Central Library, Computer Centers, Laboratories and Research Facilities, Seminar Halls and Conference Rooms, Auditoriums and Convention Halls, Classrooms, and Guest Facilities.

B. V.C Res-office & Guest house Areas: University Guest house & V.C. res. office Areas, Corridors and Staircases, Dining Halls and Common Rooms, Roads & Pathways and any other area notified by the University.

C. External & Common Areas: Roads and Internal Pathways, Open Spaces, Parking Areas, Bus Stops and Waiting Sheds, Campus Entrances and Gate Complexes, Public Utility Areas, Drains and Surface Water Channels, University Health Centre, Gymnasium Halls, Indoor Stadium, Sports complex, Open Play grounds & Special Purpose Buildings, any other area notified by the University.

3.3.4 Duties & Responsibilities

A. General Cleaning

1. Daily sweeping, cleaning and upkeep of all designated areas.
2. Dusting and cleaning of furniture, fixtures, doors, windows, partitions, railings and other surfaces.
3. Removal of cobwebs, dirt, debris and accumulated dust.
4. Cleaning of staircases, corridors, lobbies and circulation areas.

B. Mechanized Housekeeping

1. Mechanized cleaning of large floor areas using suitable equipment.
2. Scrubbing polishing and maintenance of floors using approved machines and materials.
3. Periodic deep cleaning of buildings and common facilities.
4. Cleaning of glass panels and other difficult-to-access areas where required.

C. Toilet & Washroom Sanitation

1. Cleaning and sanitization of toilets, urinals, wash basins and washroom fittings.
2. Regular replenishment of consumables such as liquid soap, toilet tissue, air fresheners and similar items.
3. Maintenance of hygienic conditions throughout operational hours.
4. Immediate cleaning of spillages and unsanitary conditions.

D. Guest House & V.C Res-Office Sanitation

1. Cleaning and sanitation of Guest House & V.C. Res-Office common areas, corridors, staircases, dining halls and other common facilities.
2. Maintenance of hygienic conditions in common toilets and bathrooms.
3. Support sanitation activities during student occupancy and vacation periods.
4. Ladies' hostels shall be cleaned by female housekeeping staff only.

E. Drain & External Area Cleaning

1. Cleaning of drains, drain covers, culverts and surface water channels.
2. Removal of weeds, litter, leaves and debris from roads, pathways and open spaces.
3. Cleaning of parking areas and campus surroundings.
4. Maintenance of cleanliness around utility installations and public areas,

F. Special Cleaning Services

1. Deep cleaning before and after university functions, examinations, conferences, convocations, admissions and other special events.
2. Emergency cleaning during rain, storms, health emergencies, disease outbreaks or other special situations.
3. Cleaning of all the gym equipment's installed in University Gymnasium with proper care along with floor.
4. Cleaning and Maintenance of lawns and open area of the campuses including VC's residence.
6. Any other housekeeping-related activity required for maintaining campus hygiene.

3.3.5 Materials, Consumables & Equipment

The Client shall provide adequate housekeeping machinery, equipment, tools, cleaning items, disinfectants and consumables necessary for satisfactory execution of the services.

3.3.6 Records & Reports

The FMSP shall maintain and submit:

- . Daily Cleaning Register.
- . Complaint Register.

3.3.7 Special Instructions

1. The University may revise cleaning schedules, deployment locations and cleaning frequencies depending upon academic activities, examinations, admissions, special events or public health requirements.
2. The FMSP shall immediately replace any housekeeping personnel found unsuitable, negligent or involved in misconduct.
3. The FMSP shall ensure proper use of personal protective equipment (PPE) by housekeeping staff while handling waste, chemicals or sanitation activities.
4. The FMSP shall comply with all applicable health, sanitation, environmental and labour regulations.
5. The FMSP shall ensure that all housekeeping personnel maintain proper uniform, identification cards and professional conduct while on duty.

PENALTY CLAUSE (Cleaning and Sanitization Service Level Agreement)

Sl. No.	Service Level Requirement	Minimum Requirement	Rectification Time	Penalty Rate (INR)
1	Routine housekeeping including cleaning services as per approved Scope of Work for all premises	2 times per day	1 day	Rs.500 per day
2	Housekeeping during special events/exhibitions in areas where events are	3 times per day (on event days)	Same day	Rs. 1500 per day

	organized			
3	Cleaning and sanitization of toilets as per Scope of Work	2 times per day	Same day	Rs. 500 per day
4	Cleaning of dustbins/waste bins and disposal up to main garbage collection point	2 times per day	Same day	Rs. 1500 per day
5	Collection, segregation, and disposal of	Once per day	Same day	Rs. 1500 per day
6	garbage outside premises as per local rules	Once per day	1 day	Rs.500 per Day
7	Cleaning of windows and glass surfaces (inside & outside up to reachable height)	Once per week	2 days	Rs. 1500 per instance
8	Sweeping & wet mopping, and cleaning of staircases, driveways, and compound areas	Once per day	same day	Rs. 1500 per day
9	Cleaning and upkeep of parking service, basement, and maintenance areas including play fields	Once per day	1- day	Rs. 500 per day
10	Cleaning of internal and interconnecting roads within University premises	Once per day	7 day	Rs.1,000 per day
11	Cutting and maintenance of roadside bushes and vegetation	Once per fortnight	3 days	Rs. 11,000 per Instance
12	Cleaning and disinfection of water storage tanks	Once every month	3 days	Rs.10000 per instance
13	Dusting/cleaning of furniture, fixtures, fittings, signage, doors, workstations, and office equipment (excluding sensitive electronics)	Once every week	3 days	Rs.1000 per instance

Overall Penalty Limitation:

The total penalty imposed under this Service Level Agreement shall not exceed 10% of the monthly payable amount for the concerned service period. Penalties shall be recovered from the monthly bill of the FMSP.

3.4 OPERATION & MANAGEMENT OF ELECTRICAL, MECHANICAL EQUIPMENT, PLUMBER WORK & OTHER UTILITIES.

3.4.1 Objective

The objective of this service is to ensure the safe, efficient, reliable and uninterrupted operation and maintenance of the University's electrical, mechanical and other utility systems through systematic preventive, predictive and breakdown maintenance, thereby ensuring continuous availability and optimum performance of the University's infrastructure.

3.4.2 Scope of Services

The FMSP shall provide comprehensive operation and maintenance services for the University's electrical, mechanical and other utility installations located within the University campus. The services shall include routine operation, preventive maintenance, breakdown maintenance, inspection, testing, monitoring, minor repairs and coordination for major repairs or replacements, as required. The FMSP shall deploy adequately qualified technical personnel possessing the requisite qualifications, experience and statutory license wherever applicable.

3.4.3 Supply of Materials, Consumables, Spare Parts and Tools

The FMSP shall be responsible for providing all skilled and unskilled manpower, supervisory personnel, tools & tackles, testing instruments, ladders, safety equipment, personal protective equipment (PPE), communication devices and all other resources required for carrying out the operation and maintenance services under this Contract. The University [Client] shall provide all consumables, electrical and mechanical items, spare parts, accessories and replacement materials required for maintenance and repair works, limited to lamps, LED fittings, tube lights, ceiling fans, exhaust fans, switches, sockets, MCBs, MCCBs, ACBS, cables, wiring materials, pumps, motors, plumbing fittings, valves, pipes, sanitary fittings, bearings, lubricants, belts, contactors, relays, fuses and other similar materials, as may be required for maintenance of the University's assets. The FMSP shall be responsible for proper assessment of material requirements, timely submission of indents/requisitions to the University, safe handling and proper utilization of the materials issued by the University, and shall maintain complete records of receipt, consumption, balance and return of all such materials in the prescribed format. The FMSP shall not procure or replace any material at the cost of the University without prior written approval of the designated University authority, except where specifically authorized under the Contract or in writing.

3.4.4 Scope of work

The FMSP shall perform, inter alia, the following duties:

A. Electrical Systems

The FMSP shall operate and maintain, including but not limited to:

1. HT /LT Electrical Distribution System, Distribution Panels, DG Sets (Diesel Generator Sets), UPS Systems, Internal Electrical Wiring, Switchgear, MCBS, MCCBS and Distribution Boards, Indoor & Outdoor Lighting Systems, Street Lighting, Emergency Lighting & Earthing Systems, Lightning Protection Systems, Electrical Control Panels, Any other electrical installations under the University's control.
2. The FMSP shall be responsible for operation and management of street lights, including timely switching ON/OFF and minor maintenance to ensure proper illumination of roads, pathways, and public areas within the campus.
3. The FMSP shall prepare Preventive Maintenance Schedule, carry out routine inspections, tightening of electrical connections, cleaning of equipment, Functional testing etc.

B. Mechanical Systems

1. The FMSP shall deploy staff for operation and maintenance of the campus water supply and plumbing systems to ensure regular and uninterrupted water supply, particularly during morning and evening hours, to academic buildings, hostels, residential quarters and other University facilities. The scope shall include operation and maintenance of Water Pumps, Motors, Pump Houses, Bore well Pumps, Water Distribution Systems, Plumbing Installations, Water Storage Tank, Internal Water Supply Network, Sanitary Installations, Drainage Systems, Mechanical Equipment installed in University buildings and other mechanical utilities. The University shall provide the required spare parts, consumables and replacement materials, wherever applicable, and the FMSP shall provide the skilled manpower, supervision, tools and tackles necessary for execution of the work.

2. The FMSP shall deploy staff for carrying out day-to-day carpentry works, including minor repair, maintenance and minor fabrication of wooden furniture, doors, windows, partitions, cupboards, tables, chairs, cots, shelves and other wooden fixtures installed in the University campus. The University shall provide the required materials, spare parts and consumables, wherever applicable, and the FMSP shall provide the skilled manpower, tools and tackles required for execution of the work,

3. Emergency Services; The FMSP Shall attend electrical faults, water supply failures, DG failures, Pump failures, Power interruptions, Fire-related utility emergencies, flooding due to utility failures, any emergency involving utility infrastructure.

C: Data Entry Operator

Examination Section, Account Section, Establishment Section & 5 Yr. Jobra Campus

Responsibilities of the FMSP shall:

1. Carry out routine inspection and preventive maintenance of IT and office electronic equipment.
2. Attend to minor hardware faults and ensure timely restoration of services.
3. Install, configure, shift and reconnect computers, printers and peripheral devices as directed by the University.
4. Diagnose hardware-related issues and report major defects requiring replacement or external repair.
5. Maintain inventory and asset movement records of IT equipment entrusted to the FMSP.
6. Maintain complaint registers and ensure timely closure of service requests.
7. Assist the University in routine software installation, operating system configuration, driver installation and peripheral connectivity, wherever required.
8. Ensure proper cable management, equipment cleanliness and safe operation of all office electronic devices.
9. Provide immediate technical support during examinations, admissions, online counselling, meetings, conferences, seminars and other important University activities.
10. Maintain confidentiality of all official information and electronic data accessed during maintenance activities. The FMSP and its personnel shall not copy, disclose, alter, remove or misuse any data, documents or digital information available in the University's computer systems.
11. Perform any other allied IT support services incidental to the efficient functioning of the University's offices, academic departments and administrative units.
12. Scope & Limitation: The services under this clause shall be limited to operation, routine maintenance, first-level troubleshooting and user support of the University's Information Technology (IT) and office electronic equipment. Development, customization, modification or maintenance of application software, University ERP systems, databases, websites, cloud services, cyber security infrastructure or any specialized software applications shall not form part of the scope of this Contract unless specifically entrusted to the FMSP by the University through a separate written order.

3.4.5 Energy Management

The FMSP shall monitor electricity consumption, report abnormal energy consumption, ensure optimum utilization of electrical systems.

3.4.6 Complaint Handling

Receive complaints from Departments, Guest house and V.C. Res. Offices, Record complaints, Attend complaints within prescribed response time, Maintain complaint closure records.

3.4.7 Coordination

Coordinate with:

- . Establishment Section.
- . Electrical Section & Electricity Distribution Company (TPCODL) for electrical emergencies.
- . Water Supply Agencies.
- . Other agencies engaged by the University.

3.4.8 Records & Reports

The FMSP shall maintain Asset Register, Complaint Register, Water Supply Log Book, Energy Consumption Register, Daily Shift Log Book.

3.4.9 Safety & Statutory compliance

The FMSP shall follow all applicable electrical safety regulations, deploy licensed electricians wherever required, display safety signs wherever necessary, and immediately report unsafe conditions.

3.4.10 Exclusions

Unless specifically directed by the University through a separate work order, the following shall ordinarily remain outside the scope of this Contract:

- a) Major capital replacement of equipment.
- b) Civil construction works.
- c) Procurement of new capital assets.
- d) Expansion of electrical network.
- e) Major renovation works.
- f) Statutory payments to Government agencies.

3.4.11 Special Instructions

1. The FMSP shall coordinate closely with the University's Establishment Section and other designated authorities.
2. No major shutdown shall be undertaken without prior written approval of the University except in emergencies.
3. All maintenance activities shall be carried out in a manner that minimizes disruption to academic, research and administrative activities.
4. The FMSP shall immediately inform the University of any defect likely to affect safety, property or continuity of essential services.
5. The FMSP shall maintain adequate tools, testing instruments, safety equipment and emergency repair kits at the site throughout the Contract Period.

3.5 HORTICULTURE. GARDENING & PLANTATION ACTIVITIES

3.5.1 Objective

The objective of this service is to maintain the gardens, lawns, plantations and other green areas of the University campus in a clean, healthy and aesthetically pleasing condition through routine horticulture and gardening activities.

3.5.2 Scope of Services

The FMSP shall provide necessary manpower for routine maintenance of the University's gardens, lawns, flower beds, ornamental plants, shrubs, trees and other green areas within the campus. The services shall include regular upkeep and maintenance of the existing landscape as directed by the University.

3.5.3 Duties & Responsibilities

The FMSP shall, inter alia, perform the following activities:

1. Watering of gardens, flower beds, potted plants, shrubs and trees as per requirement.
2. Weeding hoeing, trimming and pruning of plants, hedges and shrubs.
3. Plantation of seasonal flowers, ornamental plants, saplings and replacement of damaged or dried plants as directed by the University.
4. Application of manure, fertilizers and pesticides/insecticides, wherever required and supplied by the University.
5. Removal and disposal of dry leaves, weeds, branches and other garden waste from the designated areas.
6. Proper care and maintenance of potted plants placed in offices, academic buildings and other University premises, wherever assigned.
7. Any other routine horticulture or gardening work incidental to the proper maintenance of the University's green areas as may be assigned by the University.

3.5.4 Special Instructions

1. The University shall provide all plants, saplings, seeds, fertilizers, manure, pesticides, insecticides, horticultural materials, gardening equipment, tools and implements required for execution of the assigned work.
2. The FMSP shall provide the required manpower and supervision for carrying out the horticulture, gardening and plantation activities in accordance with the directions of the University. The FMSP shall ensure that all gardening activities are carried out in a safe and environmentally responsible manner.
3. The deployment of gardeners may be increased, decreased or reallocated by the University depending upon seasonal or operational requirements.

3.6 RECEPTION & FRONT DESK MANAGEMENT

3.6.1 Scope of Services

The FMSP shall provide suitable manpower for operation of the Reception/Front Desk at locations identified by the University. The deployed personnel shall assist visitors, provide general information, maintain visitor records and extend necessary support for smooth functioning of the reception area.

3.6.2 Duties & Responsibilities

The FMSP shall, inter alia, perform the following duties:

1. Receive and assist visitors, students, parents and other stakeholders in a courteous and professional manner.
2. Provide general information regarding University offices, departments and locations.
3. Guide visitors to the concerned office or official as per the directions of the University.

- 4. Maintain visitors' records.
- 5. Coordinate with the Security personnel for visitor management whenever required.
- 6. Report any unusual incident or suspicious activity immediately to the designated University authority.

3.6.3 Special Instructions

1. Reception personnel shall be well-groomed, courteous and capable of communicating effectively in Odia, Hindi and basic English.
2. The personnel shall wear the prescribed uniform and identity card while on duty.
3. The FMSP shall ensure confidentiality of all official information accessed during the course of duty.
4. The deployment of reception personnel and duty timings may be modified by the University depending upon operational requirements.

3.7 WASTE MANAGEMENT & SANITATION MONITORING

3.7.1 Objective

The objective of this service is to ensure proper collection, segregation, handling and disposal of waste generated within the University campus and to maintain hygienic conditions through regular sanitation monitoring.

3.7.2 Scope of Services

The FMSP shall provide manpower for collection, segregation and transportation of waste to designated collection points within the University campus and shall monitor sanitation conditions to ensure cleanliness and hygiene.

3.7.3 Duties & Responsibilities

The FMSP shall, inter alia, perform the following duties:

1. Collect waste from designated locations on a daily basis.
2. Segregate waste into biodegradable, non-biodegradable and recyclable categories, wherever applicable.
3. Transport collected waste to the designated collection/disposal points identified by the University.
4. Ensure cleanliness around waste collection bins and disposal locations.
5. Coordinate with housekeeping personnel for maintaining overall campus sanitation.
6. Comply with the applicable Solid Waste Management Rules and other Government guidelines, wherever applicable.

3.7.4 Special Instructions

1. The University shall provide waste bins, containers and other infrastructure required for waste collection and disposal.
2. The FMSP shall ensure that the deployed personnel use appropriate personal protective equipment (PPE) while handling waste.
3. The frequency of waste collection may be modified by the University depending upon operational requirements.

3.8 PARKING MANAGEMENT

3.8.1 Objective

The objective of this service is to ensure orderly parking of vehicles within the University campus and to facilitate smooth movement of vehicles and pedestrians

3.8.2 Scope of Services

The FMSP shall provide suitable manpower for management of designated parking areas within the University campus as identified by the University.

3.8.3 Duties & Responsibilities

The FMSP shall, inter alia, perform the following duties:

1. Regulate entry and orderly parking of vehicles in designated parking areas.
2. Prevent unauthorized parking and obstruction of roads, entrances and emergency access routes.
3. Coordinate with the Security personnel for traffic regulation during examinations, admissions, convocations and other University events.
4. Report any incident of vehicle theft, attempted theft, abandoned, suspicious or improperly parked vehicles to the designated University authority immediately.
5. Perform any other parking management duties assigned by the University.

3.8.4 Special Instructions

1. The FMSP shall not collect any parking fee unless specifically authorized by the University through a written order.
2. The University may modify the parking locations, deployment pattern and duty timings depending upon operational requirements.

3.9 REPORTING. HELP DESK. GRIEVANCE & COMPLAINT MANAGEMENT

3.9.1 Objective

The objective of this service is to establish an effective Help Desk and Complaint Management System for receiving, recording, monitoring, resolving and reporting complaints relating to all services covered under this Contract, thereby ensuring timely service delivery and accountability.

3.9.2 Scope of Services

The FMSP shall establish and operate a centralized Help Desk/Complaint Management System for receiving service requests and complaints from the University and monitoring their timely resolution. The system shall cover all services provided under this Contract.

The Help Desk and Complaint Management System may be operated through a web-based portal, mobile application, QR Code-based complaint system or any other digital platform proposed by the FMSP and approved by the University.

3.9.3 Duties & Responsibilities

The FMSP shall, inter alia, perform the following duties:

1. Establish and operate a centralized Help Desk during the hours specified by the University.
2. Receive complaints and service requests through telephone, e-mail, written communication or any other mode approved by the University.
3. Register each complaint with a unique Complaint Number and maintain proper records.
4. Forward complaints to the concerned service team for immediate action.
5. Monitor the status of complaints until satisfactory closure.
6. Maintain Complaint Register, Service Request Register and Complaint Closure Register in physical and/or electronic form.
7. Submit Daily, Weekly and Monthly reports indicating the number of complaints received, attended, pending and resolved.
8. Immediately report any emergency complaint or service disruption to the designated University authority.

- 9. Maintain proper coordination among all service teams to ensure effective and timely delivery of services.
- 10. Perform any other reporting, monitoring or complaint management activities assigned by the University.

3.9.4 Performance Monitoring

The FMSP shall regularly monitor the performance of all deployed manpower and services and submit periodic performance reports in the format prescribed by the University. The University may review the performance of the FMSP based on the reports, service levels, complaint response time, complaint resolution time and overall quality of service.

3.9.5 Special instructions

1. The Help Desk personnel shall maintain courteous and professional behavior while dealing with students, employees, residents and visitors.
2. All complaints shall be attended promptly and resolved within the time frame prescribed by the University, depending upon the nature and urgency of the complaint.
3. The University may inspect the Help Desk records, registers and reports at any time during the Contract Period.

PART-B: GENERAL CONDITIONS OF CONTRACT

3.11 GENERAL TERMS AND CONDITIONS

1. For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of persons deployed. The persons deployed by the service provider shall not have any claim whatsoever like employer and employee relationship against the Authority under this agreement. The Service Provider shall make them known about their position in writing before deployment under the required service.
2. The Service Provider must employ adult labour only. Employment of child labour will lead to the termination of the contract. Persons to be deployed by the Service Provider should be above 18 years of age and not exceeding 40 years and physically sound to perform the duties.
3. The Service Provider will be overall responsible for the manpower deployed for performing the service. The Authority shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider in the course of their performing the functions/ duties, or for payment towards any compensation.
4. The Service Provider shall exercise adequate supervision to ensure performance of manpower deployed to provide the services in accordance with the requirements. The Service Provider shall depute one full time supervisor in concerned office of the authority, for overall management of the services to be rendered at the site.
5. The Service provider shall be solely responsible for compliance to the provisions of various Labour and industrial laws, such as, wages, allowances, and compensation, EPF & ESI, Bonus and Gratuity etc. relating to manpower to be deployed by it at the Authority's location.
6. The Service Provider shall maintain complete official records of disbursement of wages/ salary showing details of all supporting documents such as ESI, EPF etc. in respect of manpower deployed for the purpose.
7. The Service Provider shall maintain personal file in respect of all the staff who are deployed in office of the authority. The personal file shall invariably consist of personal details such as name, address, date of birth, sex, residential address (temporary/permanent), Bank Account, EPF/ESIC

Details etc.

8. The manpower to be deployed by the Service Provider should not have any adverse Police records/criminal cases against them. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. An undertaking to this respect must be provided by the service provider prior to signing of the agreement.
9. The Service Provider will also ensure that the manpower deployed are medically fit and will keep in record a certificate of their medical fitness. The Service Provider shall withdraw such manpower who are not found suitable by this office for any reasons immediately on receipt of such a request.
10. The Service provider shall ensure that the manpower deployed by it are disciplined and do not participate in any activity detrimental to the interest of the Authority.
11. The Service Provider shall provide uniform along with Photo ID Card to its personnel deployed at site at its own cost.
12. The Authority shall not be liable for any compensation in case of any fatal injury/death caused to any man power while performing/discharging their duties/ for inspection or otherwise.
13. In case of any theft or pilferages, loss or other offences, the service provider will investigate and submit the report to the Authority and maintain liaison with the police. FIR will be lodged by the Authority, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility will be fixed.
14. In case of any loss caused to the Authority due to lapse on the part of the personnel discharging duties, the same shall be borne by the Service Provider. Authority shall have the right to deduct appropriate amount from the bill of service provider. In case of frequent lapses on the part of the personnel deployed by the service provider, Authority shall be within its right to terminate the contract or take any other action without assigning any reason whatsoever.
15. In the event of any personnel being on leave/absent, the service provider shall ensure suitable alternative arrangements to make up for such absence. If a person leaves the job for any reason, the Service provider is liable to provide the suitable replacement within 3 working days.
16. In case of delay in providing required replacement, the amount of penalty @Rs.500/- per day shall be deducted from the monthly bills in the succeeding month. The Officer-in-charge of the University shall impose the penalty and furnish the rectified monthly bill thereof.
17. There would be no increase in rates payable to the Service Provider during the Contract period. The service provider will be responsible for deposit of EPF, ESI, GST and other statutory dues as applicable from time to time and submit the proof of deposit to authority for records.
18. The Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organization. Sub-contracting is not allowed under this agreement.
19. **The Services Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the officer concerned in respect of the persons deployed and submit the same to the prescribed authority in the first week of the succeeding month. The payment will be released by the second week of the succeeding month after deducting admissible TDS under GST/IT Act.**
20. The Service Provider will have to deposit the remuneration of the deployed manpower for the concerned billing period in their respective bank account through on line transfer and submit the details to the authority for necessary records.
21. In case of dispute resolution relating to rights/liabilities arising out of the agreement, the same shall be disposed of at the level of Administrative Departments.

22. In the event of failure of Service Provider to provide Services as per the terms and conditions of the agreement, the Performance Security shall be forfeited. Any violation of instructions/agreement or suppression of facts will attract termination of contract with one month prior notice to the Service Provider.
23. The Service provider should ensure that persons to be deployed are not alcoholic, drug addict and not indulge in any activity prejudicial to the interest of the Authority.
24. The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.
25. In the event of any dispute arising in respect of the clauses of the agreement, the same shall be resolved through negotiation. Alternatively, the dispute shall be referred to the next higher authority or controlling officer for his decision and the same shall be binding on all parties.
26. All disputes shall be under the jurisdiction of the court at **Kataka, Odisha**.
27. The agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreement, then one month's wages, etc. and any amount due to the service provider will be recovered by forfeiture of performance security.
28. The contract is liable to be terminated because of non-performance, deviation of any terms and conditions of agreement, non-payment of remuneration of manpower deployed and non-payment of statutory dues. The Authority will have no liability towards non-payment of remuneration to the persons deployed by the Service Provider and the outstanding statutory dues of the service provider to concerned authorities.
29. The Service Provider will be bound by the details furnished to the authority while submitting the tender or at any subsequent stage. Misrepresentation of documents/ information, leads to termination of agreement.
30. The successful bidder shall submit the following reports within the stipulated time to the Authorized Officer of the Madhusudan Law University, Kataka
 - a. Monthly Reports;
 - b. Deployment Reports
 - c. Attendance Reports
 - d. Statutory Compliance intimation report

The MIS report shall cover the following aspects:

- a. Consumption and stock of consumables
 - b. Resource deployment report(manpower equipment)
 - c. Customer Feedback Analysis
31. It shall be the responsibility of the Service Provider to verify the qualification and experience of the outsourced manpower. Candidates will be liable for performing the defined responsibilities assigned by the authority from time to time. The authority reserves the rights to verify and check the credentials and qualification of the outsourced manpower. If during the course of engagement of any outsourced personnel, it comes to notice of authority that he/she has misrepresented the fact about his/her qualification/experience, the Service Provider will have to terminate the service of such staff immediately.
 32. The service provider should have an empaneled list of trained/experienced Staff so that uninterrupted and continued services can be provided during the period of contract. The service provider should be able to provide additional man power support whenever required by the authority under the same terms and condition.
 33. The Agreement may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the Service Provider and the University.

34. The manpower deployed by the service provider shall be required to report for work at 8.00 Am and leave office at 5.30 P.M may also be required to work beyond the prescribe time for which he would not be paid any extra remuneration. In case, the person deployed remains absent on a particular day or comes late/ leaves early on three occasions, proportionate deduction from the remuneration for one day will be made.
35. The manpower deployed for the purpose must have good moral character and cordial attitude and should not reveal the official information to outsiders and must maintain confidentiality
36. The service provider shall nominate a coordinator who shall be responsible for periodic interaction with the Authority so that optimal services of the persons deployed could be availed without any disruption.
37. The attendance rolls for the personnel deployed by the Service Provider at the premises of Authority shall be provided by the Service Provider and it shall be monitored by the Service Provider on regular basis. These attendance rolls shall be signed by the authorized representative of Service Provider who shall get it verified from the designated Officer.
38. The entire financial liability in respect of manpower services deployed in the Authority's location shall be that of the Service Provider and the Authority will in no way be liable for the same. It will be the responsibility of the Service Provider to pay to the person deployed a sum not less than the proposed monthly remuneration as mentioned in the financial bid.
39. The Service Provider shall provide a substitute well in advance if there occurs any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Service Provider.
40. The persons deployed shall during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.
41. The Service Provider shall be responsible for compliance of all statutory provisions relating to minimum wages payable to the persons deployed at the Authority's Location. The service provider should ensure regular payment of monthly salary to the personnel engaged by the service provider by 10th of the succeeding month after deduction of applicable statutory dues. The service provider should credit the monthly salary of its employees in their respective Bank Account.
42. The engagement of outsourced person shall be purely on contract basis. The Service Provider shall at all times make it absolutely clear to the outsourced personnel hired through them. Any outsourced personnel deputed can be removed any time by giving notice to the Service Provider and the Service Provider will have to provide suitable replacement acceptable to Authority within 3 working days.
43. The selected Service Provider shall ensure that no manpower/ personnel is allowed to continue for more than 01 year so as to avoid future litigation relating to regularization.
44. It is here by informed that the engagement of services shall be treated strictly as outsourcing of services & not man power & that a comprehensive service contracts shall be fixed for a period of one year with renewal for a period of three years maximum on the basis of performance report & ensured that the same person delivering service should not be at the same office which subsequent contract are being made with the service provider to avoid future vested interest.
45. The service provider agency shall provide at his own cost proper clean uniform and badges and photo identity cards as per laid down rules for Private Security Agencies.
46. The service provider agency shall have his own Establishment/Setup/Mechanism, etc. At his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract. The service provider agency shall get guards screened for visual, hearing,

gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed. Client will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty. The service provider agency shall bear all the expenses incurred on the following items i.e. required security devices, metal detectors, searching mirror, Walky-Talky, provision of torches and cells, lathes/ballams and other equipment to security staff, stationary for writing duty charts and registers at security check points and records keeping as per requirements.

3.12 CODE OF CONDUCT:

The Contractor shall strictly observe that its personnel:

- a. Are always in Clean Uniform with identification badges.
- b. Are always smartly tuned out and vigilant.
- c. Are punctual and arrive at least 15 minutes before start of their duty time.
- d. Take charge of their duties properly and thoroughly.
- e. Perform their duties with honesty and sincerity.
- f. Extend respect to all officers and staff of the office of the Madhusudan Law University, Kataka.
- g. Shall not drink on duty, or come drunk and report for duty
- h. Will not gossip or chit chat while on duty
- i. Will never sleep while on duty post.
- j. Will not read newspaper or magazine while on duty.
- k. Will immediately report if any untoward incident/ misconduct or misbehavoieur occurs to Contractors Control and the Client
- l. When in doubt, approach concerned person immediately
- m. Get themselves checked by security personnel whenever they go out.
- n. Do not entertain visitors.
- o. Shall not smoke in the office premises.

3.13 Sub-contracting

1. The FMSP shall not assign, transfer, sublet or otherwise delegate the whole or any part of the Services or any of its obligations under the Contract to any third party.
2. Unauthorized sub-contracting or assignment of the Contract shall constitute a material breach of the Contract and result in termination of the Contract, forfeiture of Performance Security and such other action as may be deemed appropriate by the University.

3.14 Coordination with Other Agencies/Contractors

1. The FMSP shall maintain effective coordination with the University and with other agencies or contractors engaged by the University.
2. The FMSP shall ensure that its activities do not interfere with the work of other agencies operating within the University campus.
3. The FMSP shall extend all necessary cooperation for the smooth execution of University activities.
4. The FMSP shall comply with all coordination instructions issued by the University from time to time.

3.15 Deployment, Conduct and Management of Personnel

1. The FMSP shall deploy adequate, competent, trained, experienced and medically fit personnel for execution of the Services.
2. All personnel deployed under the Contract shall possess the requisite qualifications, experience and statutory licence, wherever applicable.
3. The deployed personnel shall wear the prescribed uniform, identity cards and personal protective equipment (PPE) while on duty.
4. The FMSP shall ensure discipline, punctuality and professional conduct of its personnel at all times.

5. The University may require replacement of any deployed personnel found unsuitable, negligent, indiscipline, incompetent or involved in misconduct. The FMSP shall replace such personnel immediately without claiming any additional cost.
6. The deployed personnel shall remain employees of the FMSP only and shall have no claim whatsoever against the University in respect of employment, wages or any other service benefits.
7. The University reserves the right to increase, decrease, redistribute or modify/ the deployment of manpower, duty locations, duty shifts and allocation of services during the Contract Period to meet its operational, administrative and academic requirements, provided that such changes do not materially alter the overall scope of the Contract. The FMSP shall comply with such directions without any claim for additional compensation, except where mutually agreed otherwise.

3.16 Compliance with Labour Laws & Statutory Obligations

1. The FMSP shall comply with all applicable Central, State and local laws, rules and regulations relating to labour, employment, taxation and social security.
2. The FMSP shall be solely responsible for payment of wages, EPF, ESI, Bonus, Gratuity, Leave Wages, insurance and all other statutory dues payable to its personnel,
3. The FMSP shall obtain and maintain all registrations, licenses and statutory approvals required for execution of the Contract.
4. The University shall not be liable for any claim, dispute or liability arising between the FMSP and its employees or statutory authorities.
5. Any liability arising out of non-compliance with statutory provisions shall be borne solely by the FMSP.

3.17 Safety, Health & Environmental (SHE) Compliance

1. The FMSP shall ensure safe working practices throughout the Contract Period.
2. Appropriate PPE shall be provided to all deployed personnel.
3. The FMSP shall comply with all applicable safety, fire, environmental and occupational health regulations.
4. All accidents, injuries or unsafe incidents shall be immediately reported to the University.
5. The FMSP shall be responsible for the safety of its personnel during execution of the Services.

3.18 Performance Monitoring & Service Levels & Liquidated Damages

1. The performance of the FMSP shall be monitored by the University through inspections, reports, complaint records, service quality audits and review meetings.
- 2- The FMSP shall comply with the Service Levels and Key Performance Indicators (KPIs) prescribed by the University.
3. If the FMSP fails to perform the services in accordance with the terms and conditions of the Contract, the FMSP shall be liable to pay liquidated damages (LD) to the Client at the rates specified in the Contract. The total amount of liquidated damages shall not exceed 10% of the Contract Price. The Client shall be entitled to deduct the liquidated damages from any payments due or becoming due to the FMSP and/or adjust the same against the Performance Security. Payment or recovery of liquidated damages shall not relieve the FMSP of its obligations under the Contract, nor shall it prejudice any other rights or remedies available to the Client under the Contract or under law, including the right to terminate the Contract for default.
4. In case of continued default or repetitive non-performance, the Client shall be entitled to Ivey liquidated damages at the rate of 1% of the Contract Price per month for each month of further default, subject to an overall maximum limit of 10% of the Contract Price.

5. The FMSP shall be responsible for ensuring adequate security and protection of the University's premises and assets entrusted to its care. In the event of any theft or unauthorized removal of the University's property, equipment, furniture, records or any other assets, where such incident is attributable to the negligence, omission or failure of the FMSP or its personnel in discharging their contractual obligations, the FMSP shall be liable to compensate the University for the assessed value of the stolen property. The amount so assessed shall be recoverable from the FMSP by deduction from its monthly bills, Performance Security or any other amount payable under the Contract, without prejudice to any other rights or remedies available to the University under the Contract or applicable law.

3.19 Force Majeure

1. Neither party shall be liable for failure or delay in performance of its obligations if such failure results from Force Majeure events beyond its reasonable control.
2. The affected party shall notify the other party in writing within seven (7) days of occurrence of such event.
3. Performance of the affected obligations shall remain suspended during the continuance of the Force Majeure event.
4. If the Force Majeure situation continues for more than ninety (90) days, either party may seek termination of the Contract by mutual consultation.

3.20 Suspension, Termination and Exit Management

1. The University may suspend or terminate the Contract in accordance with the provisions of the Service Agreement for default, breach of Contract, non-performance or public interest.
2. The University may terminate the Contract by giving written notice as provided in the Agreement.
3. Upon termination, the FMSP shall immediately cease the Services except those necessary for orderly demobilization.
4. The FMSP shall extend full cooperation during the exit management process to ensure uninterrupted continuation of essential services.

3.21 Payment upon Suspension/Termination

1. Upon suspension or termination, the FMSP shall be entitled only to payment for satisfactorily completed Services up to the effective date of suspension or termination.
2. The University shall be entitled to recover any dues, penalties, damages or other recoverable amounts from payments due to the FMSP.
3. No payment shall be made for Services not performed or found unsatisfactory.

3.22 Obligations of the Facility Management Service Provider (FMSP)

1. The FMSP shall perform the Services with due diligence, efficiency, professionalism and in accordance with the provisions of this RFP, the Service Agreement and the instructions issued by the University from time to time.
2. The FMSP shall deploy adequate, qualified and experienced manpower and provide the necessary supervision, management, tools, tackles, equipment and other resources required for proper execution of the Services, except those specifically agreed to be provided by the University.
3. The FMSP shall comply with all applicable laws, rules, regulations, statutory requirements and Government instructions relating to execution of the Contract.
4. The FMSP shall maintain all records, registers, logbooks and reports prescribed under the Contract and produce the same for inspection whenever required by the University.

5. The FMSP shall immediately inform the University of any Accident, Untoward Incident, damage to University property, security breach or any circumstance likely to affect the quality or continuity of the Services.
6. The FMSP shall be responsible for the acts, omissions, negligence and misconduct of its personnel deployed under the Contract.
7. The FMSP shall not use the name, logo or any official identity of the University for any Commercial, promotional or publicity purpose without prior written approval of the University.
8. The FMSP shall ensure confidentiality of all official records, information, documents and data obtained during execution of the Contract and shall not disclose the same to any third party without prior written approval of the University.

3.23 Obligations of the University

The University shall:

1. Provide access to the buildings, offices, hostels, installations and other locations where the Services are required to be performed.
2. Provide all consumables, spare parts, replacement materials, horticultural materials, tools, equipment and other items specifically agreed under this Contract to be supplied by the University.
3. Designate a Nodal Officer or authorized representative for coordination and monitoring of the Services.
4. Review the performance of the FMSP periodically and communicate deficiencies, if any, for corrective action.
5. Make payments to the FMSP in accordance with the terms and conditions of the Contract, subject to satisfactory performance and submission of all required documents.
6. Extend necessary cooperation for smooth implementation of the Services.

3.24 Transition-in, Mobilization & Commencement

1. The date of execution of the Service Agreement shall be treated as the Commencement Date of the Contract. The FMSP shall complete mobilization of the required manpower and other resources within 15 (Fifteen) calendar days from the Commencement Date.
2. During the mobilization period, the FMSP shall establish its site office, where required, deploy supervisory personnel, complete verification of manpower, familiarize its personnel with the campus, coordinate with the designated University authorities and undertake all preparatory activities necessary for smooth commencement of the Services.
3. If considered necessary in the interest of the University, the University may require the FMSP to deploy essential manpower or commence specific services during the mobilization period. The FMSP shall comply with such directions without claiming any additional financial compensation.

3.25 Transition-out and Handover

1. Upon expiry or termination of the Contract, the FMSP shall extend full cooperation to the University or to any successor agency nominated by the University for smooth and uninterrupted transition of the Services.
2. The FMSP shall hand over all records, registers, reports, complaint records, inventories, keys, identity cards, access devices, documents and other University property in its possession in an orderly manner.
3. The FMSP shall remove its personnel, equipment and materials from the University premises within the time specified by the University, after completion of the handover process.
4. The FMSP shall remain responsible for satisfactory performance of the Services until completion of the transition and formal discharge by the University.

5. The University may withhold any payment due to the FMSP until satisfactory completion of the handover process and settlement of all outstanding obligations under the Contract.

3.26 Area of Coverage

The scope of services under this Contract shall cover the buildings, residential areas, roads, open areas, playgrounds and other facilities of Madhusudan Law University as detailed in Annexure - A (Area Statement & Service Coverage Details). Visit University Main Campus at Station Bazar, Kataka and Jobra Campus, Kataka before pre-bidding. All queries/ clarifications will be discussed in the pre-bid meeting.

ANNEXURE.A

(Tentative Area Statement & Service Coverage Details)

Location – Madhusudan Law University, Station Bazar, Kataka.

1. Administrative Building, G+3	15 rooms
2. Old 3- Year LLB Building G+2	13 rooms
3. Old 5- Year BA,LLB BuildingG+2	20 rooms
4. Library Building, G+3	07 rooms
5. V.C. Res. Office G+1	
at Cantonment Road, Kataka	10 rooms
6. New Academic building, G+6	25 rooms
	(73,115 sq. ft +Lawn & outer part)
7. Lawn	2 patches

Location – Madhusudan Law University, Jobra Campus, Kataka.

1. New Academic building, G+5	(89,614 sq. ft. +Lawn & outer part)
2. Guest House	(18 nos. of Room)
3. Lawn	2 patches

Section-IV

Technical Proposal Submission Forms

SECTION-IV
TECHNICAL BID
COVERING LETTER
(BIDDER LETTER HEAD)

Location:

Date:

To

The Registrar,

Madhusudan Law University, Kataka

Sub: Tender for Outsourcing of Different Services to Madhusudan Law University, Kataka under Higher Education Department, Government of Odisha.

Dear Sir,

I, the undersigned, offer to participate in the tender process to provide different services to Madhusudan Law University, Kataka under Higher Education Department, Government of Odisha in accordance with your Tender Notice No.: _____, Date _____. We are hereby submitting our proposal, which includes Technical Proposal and Financial Proposal sealed in separate envelopes.

I hereby declare that all the information and statements provided in the technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. Our proposal will be valid for acceptance up to 120 Days and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before the validity of the bid.

I, hereby unconditionally undertake to accept all the terms and conditions as stipulated in the RFP document. In case any provision of this tender is found-violated, then your office shall have the rights to reject our proposal including forfeiture of the earnest money deposit absolutely.

I remain,

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder: _____

(FORM-T1)

1	Name of the Bidder	
2	Details of Bid processing Fee and Earnest Money Deposit: (Demand Draft Details)	Bid Processing Fee i) DD NO: ii) Date: iii) Amount (Rs.) iv) Drawn on Bank:
3	Name of the Director / Proprietor / Owner	
4	Full Address of Registered office	Postal Address: Telephone No: FAX No: E-Mail Address:
5	Name & telephone number of the authorized person signing the bid	Name and Designation: Mobile No:
6	Bank Name	Account Number: Bank and Branch Name: IFSC Code:
7	Pan No(Attach self-attested copy)	
8	GSTIN No(Attach self-attested copy)	
9	E.P.F Registration No. (Attach self-attested copy)	
10	E.S.I Registration No. (Attach self-attested copy)	
11	Acceptance of all terms and conditions of the tender(Yes/No)	
12	Power of Attorney / authorization letter for signing the of the bid documents	
13	Please submit an undertaking that no criminal case is pending with the police at the time of submission of bid	
14	Kindly mention the total number of pages in the tender document.	

15. Financial Turnover of the bidder for the last 3 financial years.

Financial Year*	Turn Over Amount (Rs. in INR)	Average Turnover (Rs. in INR)

**from the date of issue of tender*

16. Details of the similar type service provided by the bidder: Annexure –II enclosed (Yes/No)

17. Declaration

I, Smt./Sri _____, Son/Daughter/Wife of
Sri _____ Proprietor/Director/
Authorized signatory of _____ (Name of the
Service Provider), competent to sign this declaration and execute this tender.

I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;

The information and documents furnished along with the tender are true and authentic to the best of my knowledge and belief. I am well aware of the fact that, furnishing of any false information / fabricated document would lead to rejection of our tender at any stage besides liabilities towards prosecution under appropriate law.

Place:

Date: (Signature of authorized Representative with seal)

Enclosures:

1. Bid Processing Fee in the form of Demand Draft in original
2. EMD in the form of Demand Draft in Original
3. Copy of tender document (each page must be signed and sealed)
4. Duly filled Technical Bid and Financial Bid
5. List of Documents as applicable.

FORM-T2
UNDERTAKING

[On the Stamp Paper of appropriate value in shape of affidavit from the Notary regarding non- blacklisting]

I, hereby undertake that, our organization has not been blacklisted / debarred by any of the Central / State Government Department / office or by any Public Sector Undertaking (PSUs) and not black listed by any authority during the recent past.

Yours sincerely,

Authorized Signature:

Name and Designation of the Signatory:

Name of the Bidder and Address:

FORM-T3
UNDERTAKING

(On the Bidder's Letter head regarding not have any pending judicial proceeding for any criminal offences)

I, hereby undertake that there is no criminal case pending in any Court of Law against our company or against the Proprietor/Director/Persons to be deployed by our company

I/we further certify that Proprietor/Director/Persons to be deployed by our company of my company have not been convicted of any offence in any Court in India during the recent past. I understand that I am fully responsible for the contents of this undertaking and its truthfulness.

Yours sincerely,

Authorized Signature:

Name and Designation of the Signatory:

Name of the Bidder and Address:

FORM-T4

POWER OF ATTORNEY

(On a Stamp Paper of relevant value)

POWER OF ATTORNEY FOR AUTHORISED SIGNATORY

Know all men by these presents, we (name and address of the registered office) do hereby constitute, appoint and authorize Mr. /Ms. (name and address of residence) who is presently employed with us and holding the position of as our attorney to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for CFMS at Madhusudan Law University, Kataka. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts' deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Executant

Signature of Attorney

(Name, Title and Address of the Attorney) Attested

Executant

Notes:

1. To be executed by the sole Bidder.
2. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
3. Also, where required, the executants should submit for verification the extract of the Charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
4. In case the Proposal is signed by an authorized Director of the Bidder, a certified copy of the appropriate resolution / document conveying such Client may be enclosed in lieu of the Power of Attorney.

Form-T5

Authorized Letter for signing of Bid Document

[To be provided on the Bidder Letter Head]

ISon/Daughter/Wife of
Shri..... Proprietor Partner/ Authorized signatory of the
Service Provider, mentioned above, am competent to sign this declaration and execute this tender
document. I have carefully read and understood all the terms and conditions of the tender and

Undertake to abide by them; The information/documents furnished along with the above
application are true and authentic to the best of my knowledge and belief. I/we, am/ are well aware of the
fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at
any stage besides liabilities towards prosecution under appropriate law.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation:.....

Address of the Bidder.....

FORM-T6
UNDERTAKING

(On the Bidder's Letter Head regarding non violation of guidelines issued under PSARA)

I/we, hereby undertake that I/we will obey all the rules, regulations, guidelines etc. of Govt. of Odisha framed under the Private Security Agency (Regulation) Act, 2005 and Odisha Private Securities Agencies Rules, 2009 and will not violate any of the stipulations/provisions of the above noted Acts/Rules or guidelines issued thereunder.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation

Address of the Bidder:

FORM- T7
ANTI COLLUSION CERTIFICATE

[On Letter head of Bidder)

1. We certify that this Proposal is made in good faith and that we have not fixed or adjusted the amount of the Proposal by, or under, or in accordance with any agreement or arrangement with any other person. We also certify that we have not and we undertake that we will not, before the award of any contract for the work:
 - I(a). Communicate to any person other than the Authority /or person duly authorized by it in that behalf the amount or approximate amount of the Proposal, or Proposed Proposal.
 - I(b). Enter into any agreement or arrangement with any person that they shall refrain from bidding, they shall withdraw any Proposal once offered or vary the amount of any Proposal to be submitted.
- II. Pay, give or offer to pay or give any sum of money or other valuable Considerations directly or indirectly to any person for doing or having done or having caused to be done in relation to any other Proposal or proposed Proposal for the worth any act or thing of the sort described at (I)(a) or (I)(b) above
2. We are not part of any "Anti-competitive practice" such as collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of The Competition Act, 2002 as amended from time to time, between two or more bidders, with Or without the knowledge of the Director of Horticulture, the Authority, that may impair the transparency, fairness and the progress of the bidding process or to establish bid prices at artificial, non-competitive levels,
3. In this certificate, the word "person" includes any persons or anybody or association, corporate or unincorporated; "any agreement or arrangement" includes any transaction, formal or informal and whether legally binding or not; in relation to which this Proposal is made.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder: _____

FORM-T8
FORMAT FOR BID SECURITY DECLARATION

(On Bidder's Letter head)

I,, the [Designation) of (Name of the Organization) in witness whereof agree to submit this Bid Security Declaration Form as a part of our technical proposal. We understand that we shall be liable under this declaration to comply with all terms and conditions of the RFP. This declaration shall be in force, until the selected Bidder is announced by the client or in case our Bid is selected, this declaration shall be in force till we submit the Performance Bank Guarantee as per the provisions of the RFP. While this declaration is in force, we understand that the client may cancel our empanelment and /or blacklist us from participating in any further tendering process in the State under the following reasons.

1. We withdraw / our proposal during the Bid validity period as specified in the RFP
2. We don't respond to requests for clarification on our proposal
3. We fail to provide required information during the evaluation process or found to be non-responsive or have provided false information in support of our qualification.
4. If we fail to:
 - I. Provide any clarifications to client.
 - II. Agree to the decisions of the contract negotiation meeting
 - III. Sign the contract within the prescribed time period (15 Days)
 - IV. Furnish required performance Bank guarantee on time
5. Any other circumstance which holds the interest of the client during the overall selection process.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder: _____

FORM-T9**TECHNICAL EXECUTION PLAN (TECHNICAL APPROACH & METHODOLOGY)**

(On Bidder's Letter head)

The Bidder shall submit a project-specific Technical Execution plan demonstrating its understanding of the University's requirements and the proposed methodology for providing Comprehensive Facility Management Services (CFMS) at Madhusudan Law University.

The Technical Execution Plan shall be prepared on the Bidder's letterhead, signed by the Authorized Signatory, and shall ordinarily not exceed 25 pages (excluding annexures, organization charts and supporting documents). The Technical Execution Plan shall, at a minimum, contain the following:

Sl. No	Particulars
1	Understanding of the University's requirements and scope of work
2	Organization Structure and Key Personnel of the Bidder
3	Manpower Deployment Plan with shift-wise deployment as per the scope of work
4	Mobilization Plan (15-day mobilization schedule)
5	Security Services Management Plan
6	Housekeeping & Sanitation Management Plan
7	Operation & Maintenance Plan for Electrical, Mechanical and other Utilities
8	Operation & Management Plan for University Hostels
9	Horticulture, Gardening & Plantation Management Plan
10	Waste Management & Sanitation Monitoring Plan
11	Parking Management Plan
12	Front Desk & Reception Management Plan
13	Reporting, Help Desk Grievance & Complaint Management System
14	Statutory Compliance Plan (EPF, ESI, Labor Laws, Safety, etc.)
15	Safety, Health, Emergency Response & Disaster Management Plan
16	Technology Integration if any (QR Code Monitoring, Mobile App, Biometric Attendance, GPS Tracking, MIS Dashboard, Digital Reporting, etc.)

Declaration:

I/We hereby certify/ that the information furnished in this Technical Execution Plan is true and correct to the best of our knowledge and belief. We understand that this Technical Execution Plan shall form an integral part of our Technical Proposal and shall be considered during the Technical Evaluation process.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder: _____

FORM-T10**DETAILS OF QUALIFYING EXPERIENCE IN COMPREHENSIVE / INTEGRATED
FACILITY MANAGEMENT SERVICES (CFMS/ IFMS)****(To be provided on the Bidder letter Head)**

Sl. No	Particulars	Details to be furnished
1	Name of the Client/organization	
2	Nature of Organization (Government Department/University/PSU/Autonomous Body/Corporate /others etc.	
3	Name of Project/Contract	
4	Work order /Agreement No.& Date	
5	Contract Period (From –To)	
6	Whether Completed /on going	
7	Total Contract Value (₹.)	
8	Built-up Area Covered (Sq. ft.)	
9	Average Manpower Deployed	
10	Name & Contract Details of Client officer for verification	

Service Covered Under the Same Contract:

Please indicate whether the following services formed part of the same Integrated CFMS/IFMS contract.

Sl. No	Service Components	Included in contract(Yes/no)	Supporting Documents Reference/page No
1	Security Services		
2	Sweeping and Cleaning Services including waste management		
3	Housekeeping and Room Services		
4	Garden Maintenance Service		
5	Pest Control Services		
6	Reception Attendant Service		
7	Data entry service		
8	Plumbing, electrical & carpentry service		

Documents to be enclosed:

The bidder shall enclose self-attested copies of the following documents in support of each qualifying assignment.

1. Work order /letter of Award /Agreement
2. Completion certificate or Performance certificate issued by the client.
3. In case of ongoing contracts, satisfactory performance certificate issued by the client indicating that the services are being performed satisfactory.
4. Any other document considered relevant by the bidder.

Note:

1. If the bidder to rely on more one qualifying assignment on CFMS/IFMS to satisfy the eligibility criteria prescribed under clause 2.2 of the RFP, a separate Form-T-7 shall be submitted for each qualifying assignment on CFMS/IFMS along with the relevant supporting documents.
2. The University reserves the right to verify the information furnished by the bidder from the concerned client(s). Any discrepancy, suppression of facts or submission of false or misleading information shall render the proposal liable for rejection.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation:

Address of the Bidder

FORM-T11

Summary of Financial Strength

(To be duly certified by CA)

Sl. No	Financial Year	Turnover of Firm/ Company in INR	Average Annual Turnover for Last 3 Year.
1	2023-24		
2	2024-25		
3	2025-26		

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation:

Address

Section-V

Forms of Financial proposal

ber

SECTION-V
FINANCIAL BID
COVERING LETTER
(BIDDER LETTER HEAD)

(Location, Date)

To

The Registrar,
Madhusudan Law University, Kataka.

Sub: Tender for Outsourcing of Different Services to Madhusudan Law University, Kataka under Higher Education Department, Government of Odisha.

Sir,

I, the undersigned, offer to provide different Services to Madhusudan Law University, Kataka under Higher Education Department, Government of Odisha in accordance with your Tender No.....Dated..... Our attached financial price is {Insert amount(s) in words and figures] for the proposed service. This amount is inclusive of the taxes applicable as per GST Act. I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the tender document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of 120 days. I have carefully read and understood the terms and conditions of the tender to provide the services accordingly.

I understand that you are not bound to accept any proposal you receive.

I remain,

Yours faithfully,

Authorized Signatory (in full and initial)

Name and Designation of Signatory with Date and Seal

Address of the Bidder:

(FORM F-1)

(Administrative Charge per month)

Manpower						
Sl. No.	Category of manpower	Requirement	Cost per Unit in INR (Inclusive of remuneration and all statutory dues)	GST as (applicable)	Total cost per unit (Col.4+ Col.5)	Cost for total nos. of services (Col.6 x Col.3)
1	2	3	4	5	6	7
1	Security Services					
2	Sweeping and Cleaning Services including waste management					
3	Housekeeping and Room Services					
4	Garden Maintenance Service					
5	Pest Control Services					
6	Reception Attendant Service					
7	Data entry service					
8	Plumbing, electrical & carpentry service					
A. Sub Total (Manpower cost) in INR						
B. Subtotal (Equipment Cost) in INR						
C. Sub Total (Consumables Cost) in INR						
D. Total in INR (A+B+C)						
E. Service Charges @ _____						
F. Total Administrative Charges (D+E)						

Furnished below the breakup of the cost per Unit:-

Sl. No.	Category of Services	Cost per Unit in INR (as mentioned in Col.4 above)	Remuneration as per the latest Minimum wages fixed/ Notified by Government of Odisha.	EPF@ -- %	EST @ %	Other components if any (e.g. Service charges, allowances, Bonus etc.). Each component shall be mentioned separately
1	2	3	4	5	6	7
1	Security Services					
2	Sweeping and Cleaning Services including waste management					
3	Housekeeping and Room Services					
4	Garden Maintenance Service					
5	Pest Control Services					
6	Reception Attendant Service					
7	Data entry service					
8	Plumbing, electrical & carpentry service					

It is certified that the minimum wages mentioned above is as per the latest Minimum wages fixed / Notified by Government of Odisha. Appropriate Zone and service Category has been taken care of.

Place.....

Date.....

(Sign and Seal of Authorized Representative)



Registrar
Madhusudan Law University
Kataka

SECTION –VI
BID SUBMISSION CHECK LIST

Sl. No.	Description	Submitted (Yes/No)	Page No
TECHNICAL BID (ORIGINAL)			
1	Covering Letter in Bidders Letter Head		
2	Bid Processing Fee		
3	EMD		
4	Copy of Incorporation / Registration Certificate of the firm/ agency		
5	Copy of PAN		
6	Copy of GSTIN		
7	Copies of ITR for the last five financial years starting from 2019-20 to 2023-24		
8	Copy of Valid EPF Certificate		
9	Copy of Valid ESI Certificate		
10	Covering Letter for Technical bid		
11	Duly filled in Technical Bid (Form-T 1)		
12	Copies of Income / Expenditure Statement and Balance Sheet for the last 5 financial years		
13	Power of Attorney in favour of the person signing the bid on behalf of the bidder.		
14	Statement on experience certificates along with the copies of supporting documents for the respective assignments (Annexure-I)		
15	Undertaking for not have been black-listed by any Central / State Govt./any Autonomous bodies during the recent past. (FORM- T2)		
16	Undertaking for not having any police case pending against the bidder		
17	Copies of Electric, telephone bills etc.		
18	Copies of the pass book and transaction statement for the last 3 month.		
19	Copy of valid License under PSARA (Private Security Agencies Regulation Act.2005)		
20	ISO Certificates		
FINANCIAL BID(ORIGINAL)			
1	Covering Letter in Bidders Letter Head		
2	Duly Filled in Financial Bid (FORM- F1)		

It is to be ensured that:

All information has been submitted as per the prescribed format only.

Each part has been separately bound with no loose sheets and each page of all the three parts are page numbered along with index page.

All pages of the proposal need to be sealed and signed by the authorized representative.

Authorized Signatory (in full and initials)

Name and Designation with Date and Seal

SECTION-VII

SERVICE AGREEMENT

(To be made on Rs.100.00 Non-Judicial Stamp paper)

This Agreement is made on thisday of **2026** between the Governor of Odisha represented byhereinafter referred to as the "**Authority**" which expression shall, where the context so requires or admits, also include its successors or assignee of the one part.

And

M/s.....represented by Sri.....
..... hereinafter called the "Service Provider" which expression shall, where the context so required or admits, also include its successor or assignee of the other part.

WHEREAS

- a. The "Service Provider" having represented to the "Authority" that h, Schedule or requirement and penalty e has the required manpower and other resources, has offered to provide the service in response to the Tender Notice No:.....
Dated.....issued by the Authority.
- b. The "authority" has accepted the offer of the Service Provider to provide the required services as per the terms and conditions as set forth in this Service Agreement.

NOW, THEREFORE, IT IS HEREBY AGREED between the two parties as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

Appendix A: General Terms and Conditions (as mentioned in the tender documents)

Appendix B: Scope of Work, Schedule or requirement and Penalty (as mentioned in the tender documents)

Appendix C: Contract Price and Payment Term (as mentioned in the Work order)

2. The mutual rights and obligations of the Authority and the Consultant shall be as set forth in the Contract, in particular:
 - (a) The Service Provider shall carry out the service in accordance with the provisions of the Agreement; and
 - (b) The Certificate on the satisfactory performance of services by the Agency shall be issued by an Officer authorized by the Client and in consideration of the Certificate of Satisfactory Performance of Services Provider, the Authority shall make such payments and in such a manner as is provided in the Agreement.

3. Mode of Payment

The Service Provider will open a specific Bank Account for payment by the Authority in the beneficiary account towards the Service performed by the service provider. The Service

Provider will furnish the details of the Bank Account to the Authority within 7 days of the signing of the contract.

This Contract constitutes the agreement between two parties in respect to obligations and supersedes all previous communications between the Parties.

4. Now this agreement witnesses as below: -

- a) That in consideration of the payment to be made by the "**Authority**" to the "**Service Provider**", the "**Service Provider**" hereby agrees with the "**Authority**" to provide manpower resources to be engaged in the *[Insert the location]* in conformity with the provisions of the terms and conditions of the contract.
- b) That the Authority hereby further agrees to pay the "Service Provider" the contract price at the time and in the manner prescribed in the said terms and conditions.
- c) Financial limit under this contract varies with changes in statutory dues and government taxes as applicable from time to time.
- d) That in the event of any dispute that may arise it shall be settled as per the terms and conditions of the contract.
- e) That this agreement is valid up to

For and on behalf of Higher Education Department, Govt. of Odisha, Bhubaneswar.

Witness1:

Witness2:

For and on behalf of [SERVICE PROVIDER]


Registrar
Madhusudan Law University
Kataka

SECTION-VIII

PERFORMANCE BANK GUARANTEE FORMAT

To,

The Comptroller of Finance,
Madhusudan Law University,
Kataka.

WHEREAS _____ (Name and address of the Service Provider) (hereinafter called "the Service Provider") has undertaken, in pursuance of Contract No. dated..... to undertake the service (description of services) (herein after called "**the contract**").

AND WHEREAS it has been stipulated by _____ (Name of the Authority) in the said contract that the Service Provider shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the Service Provider such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you,

On behalf of the Service Provider up to a total of _____ (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This performance bank guarantee shall be valid until the _____ day of _____ year.
Our branch at _____ (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our _____ branch a written claim or demand and received by us at our _____ branch on or before Dt _____ otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank & Branch

Minimum Qualification for service providing manpower personnel

A. Security Service.

1. Educational Qualification-10th
2. Skill Sets- /Special Attributes- Physically fit, skilled
3. Appearance- Smart, Polite, Well-Groomed and physically sound to perform the duties.
4. Languages Preferred- Hindi & Local languages.
5. Experience- 2 Yr. in Educational Institution

B. Sweeping & Cleaning Services:-

1. Educational Qualification-06 months Craft Certificate course or equivalent in Restaurant or Food Beverage Service(Preferable)
2. Skill Sets/ Special Attributes –Nil
3. Appearance-Smart, Polite Well-Groomed
4. Languages preferred –Speak and Understand-odia
5. Experience-2 Yrs. / 1 Yrs. (Preferable) in University/Govt. Office

C. Housekeeping and Room Services:

1. Educational Qualification-06 months Craft Certificate course or equivalent in Restaurant or Food Beverage Service(Preferable)
2. Skill Sets/ Special Attributes –Nil
3. Appearance-Smart, Polite Well-Groomed
4. Languages preferred –Speak and Understand-Odia
5. Experience-2 Yrs. / 1 Yrs. (Preferable) in University/Govt. Office

D. Data entry service:

1. Educational qualification – Graduate
2. Skill : PGDCA with minimum typing speed of 45 words per minute.
3. Knowledge about word, excel, power point etc. in University/Govt. Office

E. Reception Attendant Service:-

1. Educational Qualification
 - i) Bachelor's degree in any discipline from a recognized University
 - ii) Diploma or equivalent in Hotel management from a recognized institution of Govt. of Odisha/ India(Preferable)
2. Skill Sets / Special attributes –Computer Literate, Operational Knowledge of POS machine.
3. Appearance –Smart, Polite, well-Groomed
4. Languages preferred- Conversant in Hindi, English & Odia.
5. Experience-1 Yr. in University or Educational institution.

F. Garden maintenance Services (Mali)

1. Educational Qualification-10th
2. Skill Sets- Trained Gardner, Semi-Skilled
3. Languages preferred –Speak and Understand- Odia Language
4. Experience-Previous gardening experience preferable

G. Electrician, Plumbing, Carpenter Service: Highly skilled man power in their respective field.

Sl. No.	Name & detailed address of the client (Office/ Company/ PSUs) to which services has been provided	Type of the Office/ Company/ PSU (Mention if Corporate Sector firms or Reputed Hotel or Govt. Offices/ PSU Offices)	Contract No. & Date (Copy of agreement to be enclosed)	Period of contract (Supporting documents to be submitted)	Annual Contract Value (Copy of monthly bill or other supporting documents to be submitted)	Types of services provided (Supporting documents to be submitted)	Total number of manpower supplied (Supporting documents to be submitted)

N.B:-

1. Bidders must be aware that number of years in operation/experience, size & quality of client to whom services are being provided and composition of client base carry key roles in technical evaluation.
2. The number of years in operation shall be calculated from the period of contract subject to furnishing of supporting document to that effect.
3. Copy of work orders shall not be count towards experience certificates.
4. Agreements/Experience certificates with valid contract period & contract value shall only be considered.
5. Agreements/Experience certificates in relevant fields only shall be considered.
6. No evaluation shall be made in the relevant fields for which supported documents have not been furnished.

Authorized Signatory (In Full and initial):

Name and Designation with Date