



Bid No. 4897/BSCL

Date.22.09.2018

REQUEST FOR PROPOSAL

**SELECTION OF AGENCY FOR OPERATION AND
MAINTENANCE CONTRACT OF SOCIAL EQUITY CENTRE IN
KHARAVEL NAGAR, BHUBANESWAR**

ISSUED

BY

Bhubaneswar Smart City Limited

Block-1, 5th Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007

E-mail Id:bbsr.bscl@gmail.com, CIN: U74990OR2016PLC020016

Website: <https://smartcitybhubaneswar.gov.in>

September' 2018

Disclaimer

The information contained in this Request for Proposal document ("RFP") or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisers, is provided to Applicants 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 or an offer by the Authority to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the services. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This RFP may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisers to consider the objectives, technical expertise 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 Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Applicants may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The Authority, its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant 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, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this RFP.

The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

The issue of this RFP does not imply that the Authority is bound to select an Applicant or to

appoint the Selected Applicant, as the case may be, for the Consultancy and the Authority reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever. The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

Schedule of bidding Process

Period of availability of RFP document:	<u>25.09.2018 to 22.10.2018</u> Downloadable from website: <u>(https://smartcitybhubaneswar.gov.in)</u>
Date and time of Pre-bid meeting	<u>03.10.2018, 11:30 AM</u>
Last date for receipt of Proposals:	<u>22.10.2018 by 05.00 PM.</u> (Through Speed Post /Registered post/Courier only). (No drop box facility available)
Place of submission of Proposals:	Chief Executive Officer Bhubaneswar Smart City Limited. Block-1, 5 th Floor, BMC Bhawani Mall, Saheed Nagar, Bhubaneswar-751 007
Date and Time of opening Technical Proposals:	<u>23.10.2018 at 11.30 AM</u>
Date and Time of opening of Financial Proposals:	Will be intimated later.
For further information:	Chief Executive Officer Bhubaneswar Smart City Limited Block-1, Floor-5, BMC Bhawani Mall, Saheed Nagar, Bhubaneswar – 751007

ABBREVIATION

BSCl	Bhubaneswar Smart City Limited
RFP No	Request for proposal Number
O & M	Operation and Maintenance
LOI	Letter of Invitation
TOR	Terms of references
OCP	Overall Costing of Project
DMPC	Details of Man Power Costing
Sq.Ft	Square Feet
LLP	Limited liability partnership
BDA	Bhubaneswar Development Authority
IST	Indian Standard Time
PDD	Proposal Due Date
BMC	Bhubaneswar Municipal Corporation
GST	Goods and Services Tax
EMD	Earnest Money Deposit
BG	Bank Guarantee
FY	Financial Year
PAN	Permanent Account Number
EPF	Employees' Provident Fund
ESI	Employees' State Insurance
NGO	Non-Governmental Organization
WCT	Work Contract Tax
ID	Identity document
GSTN No.	Goods and Service Tax Network No
H&UD	Housing and Urban Development
ITB	Invitation to Bid
SEC	Social Equity Centre
ATM	Automated Teller Machine
CCTV	Closed Circuit Television
DG Set	Diesel generator
NFO	New Fund Offering
MP	Member of Parliament
MLA	Member of Legislative Assembly
ULB	Urban Local Body
QCBS	Quality cum Cost Based Selection
Ts	Technical scoring
Fs	Final Scoring
RO system	Reverse Osmosis System



Bhubaneswar Smart City Limited

Block – 1, 5th Floor, BMC Bhawani Mall, SaheedNagar Bhubaneswar.-751007
e-mail Id.: bbsr.bscl@gmail.com, CIN: U74990OR2016PLC020016

NOTICE INVITATION REQUEST FOR PROPOSAL(RFP)

Bid No. 4897/BSCL

Date.22.09.2018

1. Chief Executive Officer, BSCL invites proposals from experienced and reputed Agency for “Operation And Maintenance” Contract of Social Equity Centre In Kharavel Nagar, Bhubaneswar” as detailed in the table below: -

SI No	Name of the Project	Bid Security	Cost of the Bid Document	Period of Services
(1)	(2)	(3)	(4)	(5)
1	Selection Of Agency For Operation And Maintenance Contract of Social Equity Centre In Kharavel Nagar, Bhubaneswar	Rs. 1,00,000/-	Rs. 10,000/- +1,200/-(GST@ 12%)	12 Months

2. Bid documents will be available in Website (<https://smartcitybhubaneswar.gov.in>) from **25.09.2018 to till 5 PM of 22.10.2018**
3. A pre-bid meeting shall be held on **03.10.2018** at 11.30 AM in the Conference hall of Bhubaneswar Smart City Ltd.
4. Last date/Time for receipt of Proposals is **22.10.2018** till 5 PM
5. e proposals will be opened on **23.10.2018** at 11: 30 AM.

**Sd/-
Chief Executive Officer
Bhubaneswar Smart City Limited**

Memo No. 4898, dated' 22.09.2018

Copy forwarded to the Deputy Director (Advertisement) & Deputy Secretary to Govt., I.&P.R.Dept., Odisha, Bhubaneswar with a request to get the Invitation for Proposals (RFP) published in two nos. leading Odia Daily and one no. of National English Daily Newspapers (Odisha edition) at an early date for wide circulation.

Complimentary copy of Newspapers publishing Request for Proposals (RFP) may be sent to this office for reference and record.

**Sd/-
Chief Executive Officer
Bhubaneswar Smart City Limited**

BHUBANESWAR SMART CITY LIMITED (BSCL)

**Address: Bhubaneswar Smart City Limited
Block-1, Floor-5, BMC Bhawani Mall,
Saheed Nagar, Bhubaneswar – 751007**

NOTICE INVITING REQUEST FOR PROPOSAL (Operation and Maintenance of Social Equity Centre)

No. 4897/BSCL/ 2016

Dated: 22.09.2018

One of the projects implemented under the Smart City initiative is the “**Construction of the Social Equity Centre (SEC)**”. Bhubaneswar Smart City Limited (BSCL) herein referred to as the “**employer**” invites proposals (technical and financial) from different Agencies to operate, maintain overall upkeep, etc. of the Social Equity Centre (SEC) in Kharavel Nagar in Bhubaneswar. The details of the social equity centre are follows as;

1. SEC is proposed to be developed as a 200 beds rental housing in Kharavel Nagar, Bhubaneswar. Along with the rental housing for construction workers of 200 beds, this integrated project will have an **Aahaar Centre** (subsidized cooked Meal), **Water ATM** and provision for **shelter for Urban homeless** (100 beds).
 1. **Part A:** Operation & maintenance of Aahaar Centre of Built-up Area (3780 Sq.ft),
 2. **Part B:** Operation & maintenance of Night Shelter (100 beds) of Built-up Area (4759.13 Sq.ft),
 3. **Part C:** Operation & maintenance of Construction Workers (200 beds) of Built-up Area (25629.39 Sq.ft) including toilets common areas etc.
2. The floor wise facilities in the SEC building are as provided below;
 - **Ground Floor:** The Aahaar Centre is accommodated in one half of the ground floor. It comprises of a dining hall and water ATM facility, provided near the entrance to make it easily accessible; the dining hall can accommodate 140 people at one time; public toilets are provided near the dining hall. Dining hall and toilets for the public have separate entry and exit.
 - **First, Second & Third Floor:** Dormitories along with 12 nos. of family rooms are provided in all floors with separate entry.
 - **Social gathering and community space:** community spaces are provided on each floor with terrace area, multi-use halls and play area for children for social gathering and to make the space interactive and lively for people staying in the

dormitories. Separate and secured space for Women and provision for 12 Family rooms on rental basis are provided.

- **Toilets:** Sufficient toilets including bathrooms provided as per norms.
- **Security:** There are two guard rooms provided at the ground floor, one at the dining hall entry-exit and one at the dormitory entry-exit.
- **Fire safety:** For fire safety two service verticals with external exit are provided for the evacuation at the time of Emergency.

3. The **Operation and maintenance Agency** would be responsible for **regular and timely upkeep, maintenance, repair etc.** of the Social Equity Centre (SEC) in Kharavel Nagar in Bhubaneswar.

4. RFP document is available in the website <https://smartcitybhubaneswar.gov.in> from **25.09.2018 to 22.10.2018 (till 05.00 pm)**. The RFP shall be available online downloading.

5. Applicants shall furnish as part of its Proposal, a tender fee of **Rs.11, 200 /- (Eleven thousand two hundred rupees only)** along with the technical proposal.

Proposal must be submitted at the address of **Bhubaneswar Smart City Limited, Block-1, Floor-5, BMC Bhawani Mall, Saheed Nagar, Bhubaneswar, 751007**, Before **22.10.2018 (till 05.00 pm.)** through Speed Post/ Registered Post/courier. Proposals submitted through any other mode shall not be entertained and accepted by BSCL.

6. Instructions to applicants regarding tendering process:

- i. The interested applicants can download the RFP from website: <https://smartcitybhubaneswar.gov.in>
- ii. BSCL shall invite bids, in two separate sealed envelopes; One envelop shall have the **Technical Bid** and other shall contain **Financial bid** for the project;
- iii. All the Technical Bids so received shall be evaluated by BSCL, and the financial bids of the qualified firms will be opened after technical evaluation.
- iv. Selection of the agency would be based on Quality cum cost based selection.
- v. Before submission of bids, applicants must ensure all the necessary documents should have been attached with the technical proposal.
- vi. BSCL shall not be responsible for any delay on the submission due to any reason whatsoever.
- vii. All documents/papers/submitted by the Applicants must be legible and authorized.

7. The following are the important dates for award of above work:

Table 1 Schedule of dates for bidding

Sl. No	Event Description	Date
1	Last date for receiving queries /clarifications	01.10.2018 (till 5.00 pm)
2	BSCL response to queries	05.10.2018
3	Proposal Due Date (PDD)	22.10.2018 (till 5.00 pm)
4	Opening of Proposals	23.10.2018 (at 11.30 AM)

Sd/-

Chief Executive Officer, BSCL

Memo No. **4898** dated' **22.09.2018**

Copy forwarded to the Deputy Director (Advertisement) & Deputy Secretary to Govt., I.&P.R.Dept., Odisha, Bhubaneswar with a request to get the Invitation for Proposals (RFP) published in two nos. leading Odia Daily and one no. of National English Daily Newspapers (Odisha edition) at an early date for wide circulation.

Complimentary copy of Newspapers publishing Invitation for Proposals (RFP) may be sent to this office for reference and record.

Sd/-

**Chief Executive Officer,
BSCL, Bhubaneswar**

Memo No **4899** dated' **22.09.2018**

Copy to the P.S. to Development Commissioner –cum A.C.S. to Govt. of Odisha for kind information of Development Commissioner-cum Chairman, Bhubaneswar Smart City Limited.

Sd/-

**Chief Executive Officer,
BSCL, Bhubaneswar**

Memo No. **4900** dated' **22.09.2018**

Copy submitted to Commissioner cum Secretary to Housing & Urban Development Dept, Govt. of Odisha, Bhubaneswar for favour of kind information.

Sd/-

**Chief Executive Officer,
BSCL, Bhubaneswar**

Memo No. **4901** dated' **22.09.2018**

Copy submitted to Commissioner, Bhubaneswar Municipal Corporation & Vice Chairman, BDA-cum Managing Director, BSCL for favour of kind information.

Sd/-
Chief Executive Officer,
BSCL, Bhubaneswar

Memo No. **4902** dated' **22.09.2018**

Copy submitted to Chief Engineer, Buildings / Chief Engineer, Bhubaneswar Development Authority Bhubaneswar for favour of kind information and wide circulation.

Sd/-
Chief Executive Officer,
BSCL, Bhubaneswar

Memo No. **4903** dated' **22.09.2018**

Copy to Secretary, BDA and Additional Commissioner, BMC with a request to upload this advertisement in your web sites.

Sd/-
Chief Executive Officer,
BSCL, Bhubaneswar

Memo No **4904** dated' **22.09.2018**

Copy to Technology Officer, BSCL for uploading the RFP in the BSCL website.

Sd/-
Chief Executive Officer,
BSCL, Bhubaneswar

8. Instruction of Selection methodology:

Evaluation of the Technical and financial proposals will be based on **Quality cum Cost Based Selection (QCBS)** mode with weighted average of **80:20** for technical and financial proposals respectively.

A. Evaluation of Technical Bid

The technical proposal shall be evaluated in three phases. These are as below;

a) In the first phase the Technical Proposals shall be evaluated based on the Minimum Eligibility Criteria and whoever meets the same shall be given scores based on Table 2 below. **The total mark is 70.**

b) In the second phase the top 5 (five) ranked Applicants shall be shortlisted and will be invited for presentation in BSCL before a committee. The presentation format is elaborated in **Table No. 3.**

Table 2: Minimum technical criteria and marks

Sl.No.	Technical criteria	Maximum Marks
1.	<ul style="list-style-type: none">5 marks for 5 years of post-incorporation experience2.5 marks for each additional year subject to maximum 10 marks	10
2.	<ul style="list-style-type: none">5 marks for 5 years of working experience in Odisha2.5 marks for each additional year subject to maximum 10 marks	10
3.	<ul style="list-style-type: none">10 marks for experience in minimum 2 nos. similar projects (facility management / Operation and Maintenance of township/commercial/office premises)2.5 marks for each additional similar project subject to maximum 15 marks	15
4.	<ul style="list-style-type: none">10 marks for experience in minimum 2 nos. similar projects (two urban projects in social Sector/ Experience in managing night shelters, homes or orphanages etc)2.5 marks for each additional similar project subject to maximum 15 marks	15
5.	<ul style="list-style-type: none">10 marks for annual average Turnover of Rs. 1 Crore for the last three financial years1 mark for each additional Rs.5 lakhs turn over subject to maximum 20 marks	20

B. Technical Presentation:

The top 5 (five) ranked Applicants shall be required to make presentations up to 15 minutes to demonstrate their relevant credentials before the committee of BSCL. The **Technical scoring (Ts)** of participants shall be as per the point scoring methodology. The committee shall evaluate the technical presentation. The presentation shall broadly cover the following aspects as per Table 3:

Table 3: Technical Presentation parameters and marks

SI.No.	Parameters for Presentation	Maximum Marks
1	Understanding of scope of work and way forward if selected.	10
2	Past Similar Experience (Two Projects)	10
3	Approach and Methodology	10

C. Opening of Financial Proposal

The financial proposals of the top five Applicants who will be invited for presentation shall be opened. **Financial Score:** The lowest financial proposal will be given a financial score of 100 points. The financial scores of other proposals will be computed as follows:

$$Fs = 100 \times FM1/F1$$

(F1 = amount of Financial Proposal as proposed by the applicant; FM1 = Lowest financial quote)

Combined and Final Evaluation Proposals will finally be ranked according to their combined technical (Ts) and financial (Fs) scores as follows:

$$S = Ts \times Tw + Fs \times Fw$$

(Where **S** is the combined score, and **Tw** and **Fw** are weights assigned to Technical Proposal and Financial Proposal that shall be **0.80** and **0.20** respectively). The Selected Applicant shall be the First Ranked Applicant (having the highest combined score). The Second Ranked Applicant shall be kept in reserve and may be invited for negotiations in case the first ranked Applicant withdraws, or fails to comply with the requirements specified in the RFP document.

Further details and queries can be solve before due date. All communications including the submission of Fee and bid security should be addressed to:

Address: Bhubaneswar Smart City Limited,
Block-1, 5th Floor, BMC Bhawani Mall, Saheed Nagar,
Bhubaneswar -751007, Odisha

Chief Executive Officer
BSCL

LETTER OF INVITATION (LOI)
(Operation and Maintenance of SEC)

No./BSCL/ 2016

Dated:

Dear Sir/Madam,

Sub: SELECTION OF AGENCY FOR OPERATION AND MAINTENANCE CONTRACT OF SOCIAL EQUITY CENTRE IN KHARAVEL NAGAR, BHUBANESWAR

1. Introduction

1.1 The Bhubaneswar Smart City Limited (BSCL) is engaged in the development of Social Equity Center located in Kharavel nagar area, Bhubaneswar. BSCL now invites proposal from prospective agencies for the Operation and Maintenance of the SEC.

1.2 **Purpose of RFP:** This Request for Proposal (RFP) intends to select an agency for Operation, Maintenance and overall upkeep etc. of the SEC in Kharavel nagar, Bhubaneswar complying the terms and conditions of the RFP.

1.3 RFP document is available online on portal, <https://smartcitybhubaneswar.gov.in> from **22.09.2018** to **22.10.2018** (till 05.00 pm).

1.4 To obtain firsthand information of the proposal and about the project, you are encouraged to pay a visit to the office of BSCL and Concerned officer in-charge of SEC and the project site before submitting a proposal. You must fully inform yourself of project and local conditions and take them into account in preparing your proposal.

1.5 BSCL shall invite bids, in two separate sealed envelopes; One envelop shall have the **Technical Bid** and other shall contain **Financial bid** for the project. The consultancy services will be awarded on the basis of the evaluation criteria specified in the RFP.

2. Documents

2.1 To enable you to prepare a proposal, please find and use the attached Documents listed in the Data Sheet and Annexures.

2.2 Applicants requiring a clarification of the Documents must notify the Client, in writing, by **01.10.2018** (05.00 PM).

2.3 If any agency make false representation in the form, statement and attachments required in the documents may be rejected by BSCL.

3. Preparation of Proposal

The Applicants shall submit its Proposal in the form and manner specified in this section of the RFP. The financial proposal shall be submitted in the form at Annexure-VI, VIa and the technical Proposal shall be submitted in the form at Annexure-I, II, III, IV, V.

4. Technical Proposal

The Technical Proposal shall contain the following

- a) Covering Letter; **Annexure-I**
- b) Information of Applicants as per **Annexure-II** along with all supporting documents;
- c) Information on prior Experience as per **Annexure-III** along with all supporting documents.
- d) Information on relevant Personnel to be deployed as per **Appendix-IV**
- e) Undertaking Form as per **Appendix-V**
- f) A tender fee of **11,200** /- (including GST) along with the proposals.
- g) A refundable Earnest Money Deposit (EMD) for the work is **Rs. 1,00,000** /-(Rupees One Lakh only).
- h) The EMD of successful agency shall be returned on submission of Performance Bank Guarantee as follows. The Performance Bank Guarantee (BG) shall be 10% of annual contract value as security deposit. No charges or interest shall be payable on this account.
- i) The technical proposal must not include any financial information.

The Bank Guarantee should be in the format approved by the BSCL and should be kept valid for a period of 12 months. No payment shall be released till the BG is submitted. The Performance Bank Guarantee (BG) shall be encashed in case the selected agency fails to perform his duties satisfactory.

All Applicants shall strictly follow the above submission requirement along with its related supporting documents. Short or non-submission of desired information and deviation in submission formats for any / all of the above information may be the reason for rejection of the application for this bidding process.

5. Financial Proposal

Financial proposal would be the **lump sum monthly fees (excluding GST)** to be quoted by the Applicants..

The format (**Annexure-VI**) for financial bid is provided along with this RFP.

6. Submission of Proposals-Packing, Sealing and Marking

The Proposals must be inserted in sealed envelopes, along with applicant's name and address in the left hand corner of the envelope and super scribed in "**REQUEST FOR PROPOSAL FOR SELECTION OF AGENCY FOR OPERATION AND MAINTENANCE CONTRACT OF SOCIAL EQUITY CENTRE IN KHARAVEL NAGAR, BHUBANESWAR**".

The sealed envelope shall contain two separate sealed envelopes containing Technical Proposal and Financial Proposal.

The Proposal shall be addressed to BSCL, Bhubaneswar at the following address:

**Chief Executive Officer
Bhubaneswar Smart City Limited
Block-1, 5th Floor, BMC-Bhawani Mall, Saheed Nagar,
Bhubaneswar – 751007**

If the envelope is not sealed and marked as mentioned above, BSCL will not be responsible for any misplacement or premature opening. (Telex, cable or facsimile RFP will be rejected).

7. Language of Application

The language of the Application as well as the supporting documents shall be in English.

8. Number of Proposals

An Applicant is eligible to submit only one Application.

9. Proposal Submission Date

Proposal submitted in all respect must reach BSCL at the specified address on the scheduled date through Speed post / Regd. Post or Courier. If the specified date for the submission of Proposal is declared as a holiday for BSCL, Bhubaneswar, the Proposal will be received up to the appointed time on the next working day.

10. Late Submission:

Proposal received after the deadline for submission prescribed by BSCL will be rejected.

11. Modifications and Withdrawal of Proposal

No modifications to the Proposal shall be allowed once it is received by BSCL, Bhubaneswar.

12. Awards of Work

Procedure for the award of work shall be as follows: -

- Final selection of the agency would be based on QCBS (Quality cum Cost based selection) basis.
- BSCL will issue Letter of Award to the preferred bidder.

- The preferred bidder upon receipt of the Letter of Award shall be invited to execute the Agreement with BSCL.

13. Selection Methodology/ Evaluation of work

- The technical proposals shall be evaluated first on the basis of minimum eligibility criteria.
- Agencies meeting the minimum eligibility criteria shall be given marks
- The first five ranked Applicants shall be intimated for presentation
- Financial proposals of these five Applicants shall be opened
- The final marks shall be given based on QCBS mode.
- The Applicant with the highest combined score shall be the first ranked bidder.
- An Agreement towards execution of the work shall be signed between BSCL and the selected Agency.

14. Jurisdiction

All disputes arising shall be subject to the jurisdiction of the appropriate court at Bhubaneswar, India and will be governed by the laws of India.

15. Pre-bid Meeting

A pre-bid meeting shall be held on the scheduled date and time to answer the queries raised by the prospective bidders.

16. Complaints/Grievance

The selected Agency shall keep a complaint register after taking approval from the client in the SEC for receipt of complaints and grievances.

17. Award of Contract

The contract shall be valid for a period of 1 (one) year commencing from the date of execution of contract agreement between BSCL and the selected Agency. However, BSCL reserves its right to review and extend the same after successful completion of the said period.

18. Confirmation

We would appreciate you informing us by telex/facsimile:

- i. Your receipt of the letter of invitation
- ii. Whether or not you will submit a proposal.

**Chief Executive officer
BSCL**

DATA SHEET

1. **The Name of the Assignment is Operation and Maintenance of Social Equity Center in Kharavel Nagar. (Name of Project as mentioned at LOI) (Ref. Para 1.1)**

2. **The Name of the Client is:** BHUBANEWAR SMART CITY LIMITED (BSCL), Block – 1, 5th Floor, BMC Bhawani Mall, Saheed Nagar, Bhubaneswar – 751007, Odisha

3. The Description of the Project: Ref. **Notice inviting tender**

4. **Last Date and Time for submitting queries**

Email : bbsr.bscl@gmail.com, **Date :** **01.10.2018 (1700 Hrs.)**

Address: Bhubaneswar Smart City Limited

Block-1, Floor-5, BMC Bhawani Mall,

Saheed Nagar, Bhubaneswar – 751007

5. **Documents Required in the technical proposal.**

- Annexure -I: Covering Letter
- Annexure-II: Information of Applicants
- Annexure -II: Past Experience or work completed
- Annexure -IV: Details of man powers to be deployed
- Annexure -V: Format for undertaking
- Annexure -VI: Formats for Financial Proposal (Overall Costing of Project)
- Annexure -VII: Formats for Financial Proposal (Details of man power cost)
- Annexure -VIII: Relationship Declaration

6. **The number of copies of the proposal required to be submitted: 01 (One)**

Bhubaneswar Smart City Limited,

Block-1, 5th Floor,

BMC Bhawani Mall, Saheed Nagar,

Bhubaneswar – 751007, Odisha

7. **The last date and time of proposal submission is: 22.10.2018 (till 05.00 pm)**

8. **Evaluation criteria:**

Evaluation of the Technical and financial proposals will be based on **Quality cum Cost Based Selection (QCBS)** mode with weighted average of 80:20 for technical and financial proposals respectively.

TERMS OF REFERENCE
(Operation and Maintenance of SEC)

1. Project in brief

The Bhubaneswar Smart City Limited (BSCL) is engaged in the construction of Social Equity Center (SEC) located in Kharavel Nagar area, Bhubaneswar. BSCL now invites proposal from prospective Agencies for the Operation and Maintenance of the Social Equity Centre.

2. Objective

For regular maintenance of the SEC **and timely upkeep, Operation, maintenance, repair etc. of the SEC in Kharavel Nagar.**

3. Broad Scope of work

The Broad Scope of Work may be listed as,

A. Operation and Maintenance of,

- a. **Part A:** Aahaar Centre of Built-up Area (3780 Sq.ft)
- b. **Part B:** Night Shelter (100 beds) of Built-up Area (4759.13 Sq.ft)
- c. **Part C:** Construction Workers (200 beds) of Built-up Area (25629.39 Sq.ft) including toilets common areas etc.

4. Detailed Scope of work

Task a. Operation and Maintenance of Aahaar Centre

- I. Procurement of housekeeping consumables
- II. Cleaning and regular maintenance of furnishing, fixtures, electrical fixtures & furnishing articles

Task b. Operation and Maintenance of Night Shelter

- Procurement of housekeeping consumables.
- Cleaning (twice a day- morning and evening) of rooms, toilets, common areas etc.
- Regular Collection of users charges & Report submitted
- Support to government programme as per need & instruction
- Development of plans for co-operation & active participation among the inhabitants for smooth function of Homeless Shelter
- Creation of awareness among the other homeless persons to use the shelter, who are not using the shelter & residing on the footpath.

- Coordination & arrangement for conducting health check-up programme for homeless persons.
- Providing required manpower
- Preparation of Data base of residents and report submitted monthly
- Emergency medical services
- Mobilization and survey of target population
- Rescue and admission to the center
- Sharing of identity details with the local police station
- Awareness campaigning (through camps, leaflets, brochures, road shows etc.)
- Providing training program to the Urban homeless for earning livelihood
- Organizing health camps.

Task c. Operation and Maintenance of Area for Constructions Workers

- Procurement of housekeeping consumables.
- Cleaning of furnishing, fixtures & furnishing articles, Family Rooms, Dormitories, Reception area, lobby etc.
- Operation and Maintenance of all equipment's including various electrical installations like tube lights, bulbs, fans, DG sets etc.
 - Cleaning of Racks, Amirah, Room Locking arrangements, shoe/ luggage rack etc.
 - Housekeeping and Sanitation services and cleaning (twice a day- morning and evening) of rooms, toilets, dining area, lobby, community space and any other common area.
 - Periodic cleaning of drainage pipes, manholes etc.
 - Waste Management, Pest control
 - Reporting and Complaint Management
 - Emergency medical services
 - Mobilization and survey of target population
 - Identification of labourers through District Labour authority as mandate.
 - Maintenance of records, personal details

Task d. Watch and Watch of social Equity Centre.

The following systems will be maintained comprehensively by the Manufacturer/ Authorized Agents only, for which Contractor shall enter into a comprehensive maintenance contracts. For entering into comprehensive maintenance contracts with Authorized Agents, prior approval regarding selected Authorized Agent shall be obtained from Employer.

- (i) CC TV System
- (ii) DG set
- (iii) Water Pumps/ RO systems

5. Repair Works

- Ensuring continuous supply of water and restoration of water supply in case of failure.
- Repairs of faulty switches / sockets / fans / lights / other electrical equipment and fixtures etc.
- Replacement of damaged wires
- Damaged cables & other abandoned service lines should be removed.
- Repairs of leaking pipes / sanitary fittings etc.
- Repairs of any equipment shall be reimbursed by BSCL on actuals but with prior permission

6. Period of Contract

The contract shall be valid for an initial period of 1 (one) year commencing from the date of execution of contract agreement between BSCL and the selected Agency. However, BSCL reserves its right to review and extend the same after successful completion of the said period.

7. Exclusions from Scope of Operation & Maintenance Services:

- Any Additions and Alterations of civil, mechanical, electrical Works in the buildings
- Any Upgradation (Retrofitting and Aesthetic Improvement) in building

8. Obligations of Employer for Operation & Maintenance Services

- Payment of electricity charges, water charges, telephone bills, house / municipal tax
- Renovation, addition & alteration, Upgradation in aesthetics etc. to the building,
- Reimbursement of expenses borne by the agency for replacement of any material installation.

9. Minimum Eligibility Criteria

For participating in this bidding process, the Applicant would require to comply with the following criteria:

1) General and Technical criteria

- The Applicant (both the lead member and the consortium member) shall have minimum post incorporation experience of 5 years.
- The Applicant (both the lead member and the consortium member) must have worked in Odisha for at least 5 years.
- The Lead partner of the applicant must have experience in minimum 2 (two) projects in the field of facility management / Operation and Maintenance of township/commercial/office premises.

- The lead partner must form a consortium with an NGO for participating in the bidding process.
- The NGO must have successfully completed at least 2 (two) urban projects in social Sector/ Experience in managing night shelters, homes or orphanages etc.
- The Applicant must not have been blacklisted or placed under funding restriction by any Ministry or Department of the Government of India or by a State Government.
- The Applicants must not have any government affiliation in any form.
- Neither the Head of the Agency/NGO, nor any employee of the Agency, should be either a Govt. /Semi Govt. employee or the employees of any Govt.-undertaking in any (casually/ contractually directly or indirectly) form.
- The Applicants must not have any political affiliation in any form:
- The Agency/NGO/Institution must submit only the audited financial statements/reports as the evidence of turnover. Please note that this proof of turnover must be part of the technical proposal and not the financial proposal.
- Resolution of Executive/ Governing committee meeting authorizing the person to sign tender document.
- The Agency shall provide sufficient proof of having a local office in Bhubaneswar.

2) Financial criteria

Min. annual average turnover of the Applicant shall be at least **INR 1 Crore** or more during the last 3 financial years i.e., 2015-16, 2016-17 and 2017-18 from facility management / Operation and Maintenance of township/commercial/office premises. The bidders need to provide audited annual statements to support their claim.

10. Safety Code and Safety Rules

- First aid facility shall be maintained in a readily accessible place of the Agency site office including adequate supply of sterilized bandages /dressings and cotton.
- Manpower to be deployed by the selected Agency shall wear uniform and use safety precautions during work.

11. Place of Work and Visit to Site

Interested applicants shall visit the site and make themselves thoroughly acquainted with local site conditions, nature and requirement of work, present conditions of the site and make assessment of labour and material, etc. required before quoting for the tender.

12. Rates, Taxes and Duties

All the rates furnished in the tender shall be inclusive of all labour and material including all duties, royalties, service tax, Work Contract Tax (WCT) or any other taxes or local charges, if applicable but except GST. No extra claim on this account will in any case be entertained.

13. Manpower / Staff

The Agency shall engage adequate staff/manpower for the proper disbursement of duties and responsibilities as per the Scope of work mentioned in the RFP. The Agency shall provide a name of the nodal person for the whole work.

14. Emergency telephone Numbers

The Agency shall provide an emergency telephone number for normal and out of hours operations with a maximum of two hour response time during any breakdowns to essential utility services.

15. Supervisor

The Selected agency shall employ and depute at least one experienced qualified Supervisor for proper supervision, coordination and monitoring the work in the premises. He shall be provided with a Mobile and shall be accessible for 24 hours.

16. Stationery

The selected agency has to bear the cost of all the stationery, telephone, etc. required for proper execution and maintenance of record for the work

17. Eligible bidders

Agencies having experience in the field of facility management / Operation and Maintenance of township/commercial/office premises shall associate with an NGO having experience in social Sector/ Experience in managing night shelters, homes or orphanages etc. shall be eligible to participate in the bidding process.

18. Termination of Contract

If in the view of BSCL, the performance of the selected agency is not satisfactory / the selected agency failed to safeguard the interest of BSCL, BSCL may at its sole discretion, terminate the engagement of the selected agency. BSCL, in doing so, shall intimate the firm in writing with its termination letter. The decision of BSCL in this matter shall be final and binding.

19. Payment Terms

Payment to the agency shall be made on a monthly basis.

20. Final decision making authority

The BSCL reserves the right to accept or reject any application and to annul the process and reject all proposals at any time without assigning any reason thereof and without thereby incurring any liability to the affected bidder or without informing the bidders of the grounds for such action of BSCL.

21. Proposal Submission Date

Proposal submitted in all respect must reach BSCL office at the specified address on the scheduled date through Speed post / Regd. Post or Courier. If the specified date for the submission of Proposal is declared as a holiday for BSCL, Bhubaneswar, the Proposal will be received up to the appointed time on the next working day.

22. Late Submission:

Proposal received after the deadline for submission shall be rejected.

23. Modifications and Withdrawal of Proposal

No modifications to the Proposal shall be allowed once it is received by BSCL, Bhubaneswar.

24. Jurisdiction

All disputes arising shall be subject to the jurisdiction of the appropriate court at Bhubaneswar, Odisha.

25. Pre-bid Meeting

A pre-bid meeting shall be held on the scheduled date and time to answer the queries raised by the prospective bidders.

26. Complaints/Grievance

The selected Agency shall keep a complaint register after taking approval from the client in the SEC building for receipt of complaints and grievances.

27. Minimum manpower requirement

The bidder shall employ the below mentioned minimum manpower to the site i.e. Social Equity Center to operate and maintain the same as per clause no D.1, D.2

SL.NO	Category of manpower	Numbers	Days	Shifts
1	Sr.supervisor	1	7	1
2	Jr.supervisor	1	7	1
3	Security guard	3	7	3
4	Housekeeping	4	7	1

NOTE- 1. Plumber, electrician, carpenter etc. may be deployed by the bidder on site, when required. Payment for them shall be paid according to rate submitted by the bidder in the financial quotation only. All the personnel shall wear proper uniform at the work place at all times which is to be provided by the selected Agency.

2. The senior supervisor and Jr. Supervisor shall be minimum graduate in any discipline and prior experience in facility management, operation and maintenance work CVs of their two profile shall be submitted along with the technical proposal and shall be interviewed after selected of the agency.

28. Miscellaneous

- No consortium of Applicants will be eligible for submission of proposal
- Even if an applicant satisfies the above requirements, it will be subject to disqualification, at any stage of this selection process, if it has:
 - Made a false representation in the form, statement and attachments required in the Registration documents;
 - Record of poor performance;
 - If it has been convicted by any court of law.

An Applicant must not have, during the last three years, failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitrator or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project or agreement nor have had any agreement terminated for breach of contract by such Applicant.

Covering Letter

To,

**The Chief Executive Officer,
Bhubaneswar Smart City Limited,
Block-1, 5th Floor, BMC-Bhawani Mall, Saheed Nagar,
Bhubaneswar-751007**

Dear Sir,

Sub: TECHNICAL PROPOSAL FOR SELECTION OF AGENCY FOR OPERATION AND MAINTENANCE CONTRACT OF SOCIAL EQUITY CENTRE IN KHARAVEL NAGAR, BHUBANESWAR

We have examined in detail and have understood the terms and conditions stipulated for eligibility of the Applicant in the RFP Document issued by BSCL. We agree and undertake to abide by all these terms and conditions. We hereby submit all the necessary information and relevant documents for participating in the RFP process for the above project.

We acknowledged that we have not, during the last three years, failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against us, nor been expelled from any project or agreement nor have had any agreement terminated for breach of contract.

We understand that BSCL reserves the right to reject any application without assigning any reason thereof.

(Signature of Authorized Person)

Date:

Information of Applicants

Name of the Applicant (In full):

Name of the Contact Person:

Address:

Telephone no:

E-mail address:

Year of incorporation:

(Certificate of Registration to be furnished)

Details of PAN:

(Copy of PAN Card to be furnished)

Details of GSTN No.:

(Copy of GSTN No. to be furnished)

Annual Turnover:

FY 2015-16: _____

FY 2016-17: _____

FY 2017-18: _____

***(Copy of Audited Annual Accounts is mandatory as supporting documents for Annual Turnover)**

(Signature of Authorized Person)

Date:

Format for Applicant's past Experience of Relevant works completed:

1.	Name of the work	
2.	Description of the work	
3.	Location	
4.	Name of Client	
5.	Duration of the contract	
6.	Total Fees(In Indian Rupees)	
7.	Other Information relating to Project	

*Note: Copy of Work orders, Completion Certificate, should be furnished for each of the above projects

(Signature of Authorized Person)

Date:

Details of the manpower (Senior Supervisor and junior supervisor) to be deployed shall be provided.

1. Name of the manpower:
2. Educational qualifications:
3. Prior experience :

(Signature of Authorized Person)

Date:

Undertaking

We ***(the name of the firm/ Applicant)*** have not, during the last three years, failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitrator or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project or agreement nor have had any agreement terminated for breach of contract.

(Signature of Authorized Person)

Date:

Note: The Applicant shall declare the same in the form of an Undertaking on a stamp paper of Rs. 10.

FINANCIAL PROPOSAL

To,
**The Chief Executive Officer,
 Bhubaneswar Smart City Limited.,
 BMC Bhawani Mall
 Block-1, 5th Floor, Saheed Nagar,
 Bhubaneswar-751007**

SUB: FINANCIAL PROPOSAL FOR SELECTION OF AGENCY FOR OPERATION AND MAINTENANCE CONTRACT OF SOCIAL EQUITY CENTRE IN KHARAVEL NAGAR, BHUBANESWAR

We, the undersigned, offer to provide the operation and maintenance services for the above Social Equity Centre building and its required facilities in accordance with your RFP. Our lump sum **monthly** Financial quotation which includes cleaning materials, equipment, consumables, manpower etc. for providing Operation and Maintenance services as per the scope of work of the RFP is **Rs..... (Rupees -----)**. (Amount in words and figures) This amount is inclusive of all taxes including labour cess, income tax, insurance, EPF etc. but excluding GST. The break up of the cost is as below,

<u>Monthly breakup Cost</u>		
1.	Manpower Cost	
1a.	Sr.Supervisor (1 no.)	
1b.	Jr.Supervisor (1 no.)	
1c.	Security guard (3 nos.)	
1d.	Housekeeping (4 nos.)	
2.	Consumables (cleaning materials, equipment, consumables)	
3.	Administrative costs	
4.	Miscellaneous	
Total Monthly Cost (excluding GST)		

Our Financial Proposal shall be binding upon us for the assignment and this proposal would be valid up to 6 months from the date of scheduled proposal opening date.

This financial proposal covers remuneration for all personnel cost, all incidental manpower expenses. The Financial Proposal is without any condition.

Signature of Applicant

Name:

Date:

Place:

FINANCIAL PROPOSAL (Details of manpower costs/Month)

SUB: FINANCIAL PROPOSAL FOR SELECTION OF AGENCY FOR OPERATION AND MAINTENANCE CONTRACT OF SOCIAL EQUITY CENTRE IN KHARAVEL NAGAR, BHUBANESWAR

This financial proposal covers remuneration for all personnel cost, all incidental manpower expenses. The man month rate of the type of manpower as mentioned in the RFP is as below;

Sl. No	Type of Manpower	Man-day rate(As per Odisha minimum wage rate)	Skill classification
1.	Sr.supervisor		
2.	Jr.supervisor		
3.	Security guard		
4.	Housekeeping		
5	Carpenter		
6	Electrician		
7	Plumber		

Signature of Applicant

Name:

Date:

Place: