



E- NIT No.01/Estates of 2023-24

Sub:- Outsourcing of Facility Management Service - inviting offers for providing various private logistical services at Shehjar Apartments Bemina, Srinagar.

For and on behalf of Srinagar Development Authority, bids/quotations are invited from registered & reputed private Service Providers for providing services relating to Security, Plumbing ,lift operation, Electrical/Mechanical work and daily Sanitation/Cleanliness service for a period of one year through e- tendering as under :-

S. No	Name of Asset	Outsourcing of Facility Management Services	Earnest Money	Cost of Tender Document	Approx Cost.	Class of Contractor	Contract Period
01.	Shehjar Apartments (05 blocks) opposite Haj House Bemina.	Providing of 04 Security Guards. 01 Plumber. 01 Lift Operator. 03 Sweepers and 01 Electrician for daily maintenance of Shehjar Apartments	Rs40,000/- Or MSME registration	Rs 500/- or MSME registration	Rate to be quoted by the contractor for one month	The Firms/ Company/ Agency dealing in the similar nature of works.	One year

1. Date of publishing 24/06/2023
2. The complete bidding document can be downloaded from the website <http://jktenders.gov.in> from 10 AM on 23/06/2023 to 11/07/2023 or SDA official website <https://sda.srinagar.jk.gov.in>
3. The bids shall be deposited in electronic format on the website <http://jktenders.gov.in> from 01/07/2023 to 11/07/2023 up to 4 PM. The bids received will be opened at 12PM on 12/07/2023.
4. The complete bidding process will be online.
5. Tender/bid must be accompanied with CDR equivalent to Rs 40000/- & Demand draft of Rs 500/ on account of cost of tender document or MSME Registration.
6. The financial bids will be opened online or in the office of Senior Estates Officer or Executive Engineer, SDA on 12/07/2023 or on any other convenient date in case opening date of bids happens to be non working day or due to any reason bids cannot be opened.

Instructions to bidders regarding e-tendering process are mentioned hereunder:-

- a) The interested bidders can download the NIT/tender document from the website <http://jktenders.gov.in>
- b) For digitally signing the bid, bidders should have digital signature certificate (DSC) as per Information Technology Act-2000 for participation through e-tendering.
- c) The bidders have to submit their bids online in electronic format with Digital signature. No tender/bid will be accepted in the physical form.
- d) Before uploading the bid, bidder should ensure the attachment of all requisite documents/certificates with their bids.
- e) The department will not be responsible for delay in online submission of bids whatsoever reason may be.
- f) All the required information for bids must be filled & submitted online.
- g) Bidders should submit online scanned copies of cost of tender documents, EMD, as specified in the tender notice & all other requisite documents mentioned in the tender document.
- h) The details of cost of documents, EMD specified in tender notice/document should be the same as submitted online otherwise tender/bid will be not accepted.
- i) Experience certificate from a Govt. Deptt./PSU/Autonomous Bodies/Shopping Mall/Hospital/Railways/Private Bodies/Airports of having executed work satisfactorily by the bidder. Minimum 03 years experience.
- j) List of completed projects/work along with documentary proof in the relevant field (cleaning, sweeping/housekeeping/sanitation/security/electro mechanical services of not less than Rs 15 lakhs each.
- k) Minimum amount turnover of Rs 50 lakhs per year in any 03 years of last 05 years certified by a Chartered Accountant.

Special conditions:-

- 1) The agency should have good experience in the field of Services to be provided.
- 2) The agency will be responsible for providing services of professional service providers like Security Guards, Plumber, Electrician, Sweepers, Lift Operator. The skilled service providers like plumber and electrician need to be qualified/experienced in their line of work.
- 3) The security personnel shall be in proper uniform.
- 4) The rates to be quoted by the agency shall be provided in figures as well as in words and should not be below the minimum wages approved under J&K Labour Act vide notification No 12th of October 2022 issued vide endorsement no LE-Genl/56/2022-11-L&E dated 12/10/2022. The rates to be quoted should be on monthly basis and should include GST, Income Tax, ESIC, EPF, EDLI, Vendor Margin etc as per Minimum Wages Act and bills of the same shall be submitted by the successful bidder on completion of the month.
- 5) The intending bidder is requested to visit the site for actual assessment of services to be provided in the building/premises and quote the rates accordingly.

- 6) The number of persons may increase or decrease as per the requirement which shall be communicated to Senior Estates Officer at least one week in advance. The payment shall be made as per actual deployment at site.
- 7) The services of two security guards shall be utilized for the day hours and two security guards for night hours.
- 8) Electrician/ Plumber shall be stationed at site from 10 am to 5 pm and have to be readily available on call after 5pm if needed. It is the shared responsibility of Plumber and Electrician to provide (24x7) hours water and electric supply to the residents and services of other personnel engaged at the site shall be judiciously utilized during morning and evening hours. A schedule must be submitted to SEO immediately after joining the assignment. Lift operator has to ensure satisfactory working of all the lifts total ten in number and report any untoward incident to the AEO immediately.
- 9) 03 Sweepers have to daily clean all the common areas in 05 blocks. In addition to daily garbage collection from flats, weekly cleaning of lawns is also their responsibility. Their duty hours shall be limited from 8am to 11am and 4pm to 6 pm. It can be managed in shifts as well.
- 10) The successful bidder shall install bio metric machine for daily attendance per shift or mark attendance on an attendance register.
- 11) The hired personnel should be physically fit, mentally sound, disciplined without any criminal or anti-social record.
- 12) All other terms and conditions which are in vogue in SDA and contained in tender shall be binding upon the contractor.
- 13) Vice Chairman SDA or any authorised officer of SDA reserves the right to accept or reject the tender/offer without assigning any reason thereof.
- 14) No substitute to the assigned person shall be made by the contractor without any valid reason and without prior consent of Senior Estates Officer(SEO) SDA.
- 15) If the personnel are not found suitable, the same shall be informed by SEO and shall be replaced within weeks time failing which VC or SEO.SDA shall have power to cancel the contract and forfeit the security deposit /performance guarantee.
- 16) This contract is invited on behalf of "Shehjar Resident's Welfare Society" and the personnel shall be paid for their services from the resident's welfare account which shall be transferred to the society by SDA as and when the society is formed.

Other terms and conditions

1. The contract is for a period of one year.
2. The agency shall fulfill all the requirements under J&K Labour Act in respect of the personnel staff to be engaged by the contractor.
3. The Agency shall pay the wages as per approved rates of J&K Labour Department over and above the insurance and CP fund.
4. The agency shall compensate in full any loss or damages of plumbing or electric equipment in Common Areas of the five Residential Towers if caused due to negligence of the deployed personnel or theft during the currency of the contract and same will be repaired /replaced by the Contractor of his own failing which the

- payment thereof, assessed by Executive Engineer/Purchase officer of SDA, will be deducted from the contract amount.
5. The payment/contract fee shall be paid to the agency as per attendance and satisfactory certificate to be authenticated by the officer in charge.
 6. The agency shall ensure not to provide any chance of complaint during the term of contract, however, the contract shall be cancelled after issuance of due notice of one week in case of receipt of any complaint.
 7. The agency shall have to complete its term of contract, failing which the performance guarantee will be forfeited and shall be barred from future participation.
 8. The engaged personnel can proceed on leave as provided by the agency subject to the alternate arrangement otherwise proportionate amount of the absence period will not be paid and agency will not claim for the same with proper consent of SEO.
 9. The tender should be accompanied by the following requisite documents.
 - I PSARA certificate issued by Home department, J&K Govt.
 - II Certificate of Registration of Companies/Societies) or Form C (Govt. of J&K Shops & Estb. Act.)/ Registration of Factories and Establishments under section 2(12) of the ESI Act as amended.
 - III GST Registration.
 - IV Certificate by Dy. Provident Fund Commissioner.
 - V PAN card or Income Tax Returns of last 02 years if liable to pay Income Tax.
 - VI FORM VI (Asstt. Labour Commissioner)/Registration certificate of Labour Department.
 - VII Identity Proof Owner/Contractor/Manager/Director of Agency/Company.
 - VIII Earnest Money of Rs 40000/- & Cost of tender document, or MSME Registration.
 - IX Proof of Aadhar for correspondence(with documentary evidence) and valid e-mail ID.
 10. All other relevant Acts, Regulations shall be binding on the agency. The violation thereof shall lead to the cancellation of the contract. The breakup of the quoted rates should be mentioned in the tender.
 11. The agency shall be responsible for providing security & other services to entire premises, every entry, and exit points of Shehjar Apartments. The service of plumbing, electro mechanical services, sanitation service shall be provided in Common Areas of 05 blocks.
 12. The Sanitation staff engaged by the agency shall have to arrange for collection of the garbage bins of every resident /apartment on daily basis and to make arrangement for disposal of the same through Srinagar Municipal Corporation Disposal System.
 13. After expiry of contract, the agency will hand over the complex along with all fixtures, furniture, generators etc to the concerned officer in the same manner as it was handed over at the commencement of the contract. If any loss/damage is found, same will be repaired/replaced by the agency, failing which same will be done by

this Authority at the cost/risk of the contractor. The contractor will not agitate in this regard before any Hon'ble Court of law or any other Authority.

14. The Authority, during the term of contract, if feels dissatisfied with the assigned job of contractor/agency, the contractor/agency will be given only one chance for rectification after due notice. However if Contractor/Agency fails to improve assigned services despite the issuance of notice, the allotment/contract will be cancelled without assigning any further reason thereof. The agency will not agitate the issue before any Court of law/Authority.
15. The agency shall execute an agreement with the Authority, the execution/ registration charges will be borne by the contractor/Agency.
16. The agency will provide an order copy of engagement service with photograph and identity proof.
17. The successful contractor/agency has to pay 5% of annual contract amount in addition to the earnest money as performance guarantee, which will be released after expiry of contract subject to condition that there is no breach of agreement executed with this Authority.
18. If some personnel are required to be withdrawn or SDA does not require the services for any reason, the contractor will not agitate the issue before any Court of Law or any Competent Authority.
19. The other terms and conditions as in vogue in SDA/Union Territory or in any other institutions for the private security job/maintenance job will remain applicable and binding upon the contractor/Agency.

The scope of the contract includes the following :

1. Cleaning and brooming and mopping of public area, stair
2. cases, cabins including corners and under furniture, plants areas, dusting of furniture, fittings, all equipment and planters.
3. Scrubbing of all skirting to remove stains, check and removal of blockage in drain pipes and cleaning of door frames and glass portions without causing damage to the surface.
4. Removal and proper disposal of garbage/packing material from the dustbins and removal of cobwebs.
5. House-keeping /sanitation of the complex shall have to be carried out regularly on daily basis. The contractor shall ensure that sanitation personnel remain deployed at the sites for this purpose and complaints of occupants (if any) are attended properly. Any delay in attending to the complaints of occupants shall entail penalty. The successful bidders should keep complaint boxes at visible locations in the complex where the users /occupants can put up their complaints/suggestions thus received and shall be disposed of immediately on merits under intimation to the concerned .
6. The rate and price quoted by the tenderer shall be fixed for the duration of the contract. The rates shall include cost of all tools and other consumable items involved in the job. Nothing extra on this account shall be payable by the organization to the contractor.

7. The timing for cleaning and sanitation work can be changed as per requirement/needs of the department and shall be binding upon agency.
8. The sludge and garbage collections from the open drains, manholes, sewerage, septic tanks etc during cleaning operation should be removed out of the building and disposed in accordance with the "Solid Waste Management Rules". Removal of sewerage from the premises to the nearest municipal point.

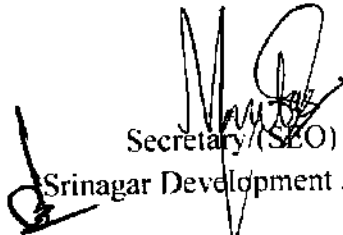
Sanitation work

S.No.	Description of work	Periodicity	Remarks
1	Sweeping, mopping and cleaning of floors, passages, corridors and staircases, lifts, walls, common area, green patches, parkings and premises. Removal of cobwebs	Daily basis	Conventional way of cleaning manually or by mechanical equipment providing the same/vehicle is the contractors responsibility.
2.	Removing choke ups in toilets washroom etc.	Within one hour of reporting choke up.	Conventional way of cleaning.
3.	Cleaning of bulbs, tube lights, doors, glass, panes, common areas of blocks.	Once in a week	Conventional way of cleaning.
4.	Disposal of garbage containers	Minimum once daily and further as per requirement	
5.	Removal of Garbage from Apartments & the premises to Municipal dumping point.	Once daily in the morning	Manual or Mechanical means

Electrical works & Mechanical works

S.No	Description of work	Periodicity	Remarks
01.	Maintenance and regular check of Electric Sub-station of 625 KVA & 400 KVA Transformer. H.T & L.T Network. ACB panels L.T. Panels etc.	As per requirement	Trained Electrician (ITI Trained)
02.	Maintenance of L.T.Panels/ Meter Panels and Common area lighting of each Tower. Operation of common area lighting	As per requirement	By a Trained Electrician
03.	Operation of lifts along with its cleaning.	Regularly as per requirement	By Trained lift operator.
04.	Filling of over head and storage water tanks(in the stilt area/basement)	Regularly/Daily as per requirement	Operator/Plumber
05.	Operation of 2 No. D.G sets 100 KVA & 62.5 KVA along with maintenance of fuel consumption register. regular check up.	Regularly as per requirement.	Trained D. G. Operator/Electrician.

No. SDA/Estates/100-104
Dated: 24-06-2023


Secretary/(SEO)
Srinagar Development Authority.

Copy to the:-

1. Director Land Management SDA for information.
2. Financial Advisor SDA for information.
3. Exen. SDA for information.
4. PA to VC for information to Vice Chairman.