SAMBALPUR UNIVERSITY

Jyoti Vihar, Burla-768019

Request for Proposal (RFP): for Selection of an Agency for providing Comprehensive Facility Management Services (CFMS) at Sambalpur University, Jyoti Vihar, Burla

Date of Issue of RFP	:	**23.07.2026**
Pre-proposal/Pre-Bid meeting	:	**30.07.2026 (11:30 AM)**
Proposal receive Due Date	:	**13.08.2026 (05:00 PM)**
Date of opening of Technical Proposal	:	**14.08.2026 (11:30 AM)**
Date of Technical Presentation	:	**To be intimated later**
Date of opening of Financial Proposal	:	**To be intimated later**

REQUEST FOR PROPOSAL (RFP)

Selection of Agency for
Providing Comprehensive Facility
Management Services (CFMS)
at
Sambalpur University, Jyoti Vihar, Burla-768019,
Sambalpur, Odisha

Disclaimer and Confidentiality

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The information contained in this RFP document (the "RFP") or subsequently provided to Bidder(s)/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

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"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 any way 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.

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Bidder Data Sheet

S.N.	Particulars	Details
1.	**Name of the Client**	Sambalpur University, Jyoti Vihar, Burla-768 019, Sambalpur, Odisha
2.	**Title of the RFP**	Selection of an Agency for providing Comprehensive Facility Management Services at Sambalpur University, Jyoti Vihar, Odisha.
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 Hostels; d) Operation & Maintenance of Electrical, Mechanical Equipment 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
4.	**Method of Selection**	Least Cost Selection Process (LCS)
5.	**Proposal Validity**	90 Days
6.	**Date of Issue of RFP**	**23/07/2026**
7.	**Proposal receive Due Date**	**13/08/2026 (05:00 PM)**
8.	**Date of opening of Technical Proposal**	**14/08/2026 (11:30 AM)**
9.	**Date of Technical Presentation**	To be intimated later
10.	**Date of opening of Financial Proposal**	To be intimated later
11.	**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.
12.	**Pre-bid meeting**	A pre-bid meeting will be held on date.**30/07/2026 (11:30 AM)** at Conference Hall of New Administrative Block of Sambalpur University, Jyoti Vihar, Burla. All queries should be received on or before date.**29/07/2026 (04:00 PM)** at Office of the Registrar, Sambalpur University via email i.e. registrar@suniv.ac.in

13.	**Bid Processing Fee (Non-Refundable)**	Rs.11,800/- (Rupees Eleven Thousand Eight Hundred Only) (including GST) in shape of Demand draft drawn in favour of "**Comptroller of Finance, Sambalpur University**" Payable at Jyoti Vihar, Burla. *Note: The Bid Processing Fee of Rs. 11,800/- is mandatory for all bidders. However, the bidders who are registered under MSME, NSIC or any other law/rules/regulation are exempted from this fee. To claim this exemption, the bidder must submit a valid and active registration certificate (duly signed by the bidder) along with the technical bid document.*
14.	**Earnest Money Deposit (EMD)/ Bid Security Declaration**	**Rs.6,00,000/- (Rupees Six Lakh only)** in shape of Demand draft drawn in favour of "Comptroller of Finance, Sambalpur University" Payable at Jyoti Vihar, Burla. *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 any applicable law/rules/regulation/guidelines from payment of EMD, then in place of an EMD, bidders are required to sign a Bid Security Declaration as enclosed at Form-T11.*
15.	**Performance Bank Guarantee (PBG)**	**5%** of the Overall Contract Value *Note: The successful bidder has to submit the PBG after awarded the work.*
16.	**Contact Person**	Officer-In Charge, Estate and Maintenance Section, Sambalpur University, Jyoti Vihar, Burla, Contact No- 9937059044
17.	**Place of Opening of Proposal/Bid**	Sambalpur University, Jyoti Vihar, Burla, Sambalpur - 768019

[Section-1]

Letter of Invitation

Letter of Invitation

RFP No: 3823 **/Section-16(E&M)** **Date:** 23/07/2026

Name of the Assignment: Selection of Agency for providing Comprehensive Facility Management Services (CFMS) at Sambalpur University, Jyoti Vihar, Burla, Odisha.

Sambalpur University invites sealed proposal from eligible bidders for Selection of Agency for providing Comprehensive Facility Management Services (CFMS) at **Sambalpur University, Jyoti Vihar, Burla, Odisha**". 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.11,800/- (Rupees Eleven Thousand Eight Hundred only) towards Bid Processing Fee in the form of Demand Draft in favor of "Comptroller of Finance, Sambalpur University" drawn on any Nationalized Bank and payable at Jyoti Vihar, Burla and a "Bid Security Declaration" towards Bid Security, failing which the bid will be rejected. 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.

(iii) The proposal must be delivered at the specified address as per the Bidder Data Sheet by ***Speed post / Registered Post*** only. The Sambalpur 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 **13/08/2026 up to 05:00 PM** and the date of opening of the technical bid is **14/08/2026 at 11.30 AM** in the 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 –1]**
- Instruction to the Bidder **[Section –2]**
- Scope of Work & General Conditions of Contract **[Section –3]**
- Technical Proposal Submission Forms **[Section – 4]**
- Financial Proposal Submission Forms **[Section–5]**

(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 Sambalpur University knowledge, the Sambalpur 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 Sambalpur University reserves the right to reject any or all proposals or terminate the entire selection process at any stage without assigning any reason thereof.

Registrar

[Section-2]
INSTRUCTION TO BIDDERS

INSTRUCTION TO BIDDERS

2.1. BACKGROUND, SCOPE AND NATURE OF THE TENDER

Sambalpur University, Jyoti Vihar, Burla (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 Sambalpur University Campus at Jyoti Vihar, Burla, Odisha and Lajpat Rai Law College, Sambalpur 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 Sambalpur University campus and the campus of Lajpat Rai Law College, Sambalpur.

The detailed scope of services, service levels, 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.

Sl. No.	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. **Note:** (a) *Experience in execution of Comprehensive/Integrated Facility Management Services under a single contract/work order shall be considered.* (b) *Experience related to outsourcing services of a bidder shall not be taken into consideration.*	Copies of supporting work order /Work completion certificate **related to CFMS** issued by respective authorities as applicable along with duly filled information sheet as per **Form- T7.**

4	The Registered Office/Branch Office of the FMSP must be located within jurisdictional area of Sambalpur University i.e. Sambalpur, Jharsuguda, Sudargarh, Deogarh, Boudh, Bargarh, Angul (Atha Mallick Sub Division). In case the FMSP does not have an Office/Branch Office within the jurisdictional area of Sambalpur University (i.e., Sambalpur, Jharsuguda, Sundargarh, Deogarh, Boudh, Bargarh, Angul) at the time of bidding, the successful bidder shall be required to **establish a fully functional branch office** in the said jurisdictional area **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 average annual financial turnover of **Rs. 5 Crores** during the last three financial year i.e., **FY: 2024-25, FY: 2023-24 and FY: 2022-23**.	Turnover certificate duly signed by CA must be submitted under **Form-T4.**
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-T8)**
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 3 assessment year i.e. **FY: 2024-25, FY: 2023-24 and FY: 2022-23**	IT Return for the last 3 assessment year
10	Other statutory documents: copy of -	PAN, GSTIN

General Conditions

- All eligibility documents shall be submitted along with the Technical Proposal.
- Mere fulfilment of eligibility criteria shall not automatically entitle a bidder to be selected.
- The Client reserves the right to verify the documents submitted by the bidder from the issuing authorities.
- Any misleading or false information shall result in rejection of the bid and may attract further action as deemed fit by the Client.

2.3. 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/expenses, 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

isolated service, such as only security services or only housekeeping services, etc. shall not be accepted, and such bids shall be outrightly 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 they have a relationship with another bidder, directly or through common third parties, that puts them in a position to have access to information about or influence the bid of another bidder.

iv. **Obligation to Disclose:** 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:

i. Definitions

For the purposes of this RFP:

a) **"Corrupt Practice"** means the offering, giving, receiving or soliciting, directly or indirectly, of anything of 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 its 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;

b) 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 Sambalpur 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, subject to applicable law.

2.4. 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 subject / 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 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. The clarifications to the list of queries along with addendums if any, will be **uploaded on the websites 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".

2.5. PREPARATION OF PROPOSALS

a) 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.

b) Special Instructions:

i. 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.

ii. 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).

iii. It shall be deemed that prior to the submission of the Proposal, the Bidder has:
- Made a complete and careful examination of 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.

iv. 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.

v. No change in or supplementary information to a Proposal shall be accepted after the Proposal Due Date. 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.

vi. Client shall not be liable for any mistake or error or neglect by Bidder in respect of the above.

vii. Client reserves the right to verify any or all information furnished by the Bidder.

viii. 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.

ix. Client reserves the right to reject any or all proposals without assigning any reason whatsoever.

x. 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 will issue an official notification in its official website regarding the termination, and no reasons for the cancellation will be assigned.

xi. 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.

2.6. 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.

2.7. TAXES

1. The financial proposal /bid shall be exclusive of applicable Goods & Services Tax (GST).
2. As a condition, precedent for reimbursement of the GST, the FMS shall provide a valid GSTIN and raise GST compliant Tax Invoice to the Client.
3. The financial liability on account of any other applicable taxes, as may be applicable on the amounts received by the FMS from Client shall be solely borne by the 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.
4. However, towards compliance with 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 made available to the FMS in support of the evidence.

2.8. 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 being 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 out rightly rejected. No correspondence will be entertained in this matter.

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 needs to be submitted along with the technical proposal:

Forms	Format Details
FORM-T1	Covering Letter
FORM-T2	Information about the Bidder
FORM-T3	Undertaking
FORM-T4	Summary of Financial Strength (Duly certified by CA)
FORM-T5	Power of Attorney
FORM-T6	Authorization letter for signing of bid document
FORM-T7	Experience of the Bidder in Comprehensive Facility Management Services (CFMS)
FORM-T8	Undertaking (In shape of affidavit from the Notary regarding Ineligibility of the Bidder and non-blacklisting)
FORM-T9	Undertaking (Regarding non violation of guidelines issued under PSARA)
FORM-T10	Anti-Collusion Certificate
FORM-T11	Format for Bid Security Declaration
FORM-T12	Technical Execution Plan (Technical Approach & Methodology)
FORM-T13	Details of Manpower available with the Bidder

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

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

Form No	Enclosures to financial proposal
Form- F1	Financial proposal submission form
Form- F2	Financial Bid
Form- F3	Detail break up of financial offer

ii. The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

iii. All information provided should be legible, and wherever the information the information is give 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.

iv. 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 firm and fixed and 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.

v. 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 during the currency of the Contract.

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.

2.9. OPENING OF PROPOSAL

i. Client reserves the right to reject any Proposal not submitted on time and which does not contain the information / documents as set out in this RFP.

ii. Opening of Proposals will be done at Sambalpur University, Jyoti Vihar, Burla.

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 will be notified later.

2.10. 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 under the clause 2.8. (a);
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 hereof.

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:

Sl.No.	Evaluation Parameter	Evaluation Criteria	Score Basics	Awarded Score
1	**Relevant Experience in Integrated CFMS/IFMS (Form-T7)**	Experience in execution of Comprehensive/Integrated Facility Management Services under a single contract in Central/State Government Departments/ Universities/ Autonomous Bodies/ PSUs/ corporates/others etc having a minimum built-up area of **40,000 Sq. Ft.**	**Max mark =25**	

		One work order/completion certificate on CFMS	15	
		Two work orders/completion certificate on CFMS	20	
		More Than Two work orders/ completion certificate on CFMS	25	
2	**Average Annual Turnover from Facility Management Services (Form-T4)**	Average Annual Turnover during the last three financial years (FY 2022-23, FY 2023-24 & FY 2024-25)	**Max mark =15**	
		₹5 Crore to less than ₹10 Crore	10	
		₹10 Crore and above	15	
3	**Net Worth (Form-T4)**	Net Worth as on 31.03.2025 (Certified by Chartered Accountant)	**Max mark =10**	
		₹3 Crore to less than ₹5 Crore	5	
		₹5 Crore and above	10	
4	**Manpower with the Bidder for handling comprehensive facility management service (CFMS) (Form-T13)**	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	10	
		100 to 150 employees	15	
		More than 150 employees	20	
5	**Technical Presentation (Form-T12)** 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 Conference Hall Sambalpur University, Jyoti Vihar, Burla-768 019 Sambalpur, 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 Deployment plan	15	
		d) Reporting, Grievance & Complaint Management		
		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	05	
		Technical Score of the proposal (T)	**100**	

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

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 (Seventy) marks** or above in the Technical Evaluation shall be declared technically qualified. The Financial Proposals (Cover-II) 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. Please note that 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 shall be notified/published on the University website i.e, www.suniv.ac.in.

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.

2.11. 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 out of 100.**

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).

2.12. 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.

2.13. 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.

2.14. 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. Overall cost enhancement of 3% per annum shall be applicable on last paid Annual Comprehensive Facility Management Cost. Following example is for clarity :

1st Year	No enhancement
2nd Year	3% enhancement on Annual Comprehensive Facility Management Cost paid in 1st Year

iii. However, if after taking into account the changes/increase in minimum wages/

statutory wages payables to workers, such increase may be considered (even if, with that increased contract value will escalate more than the overall limit of 3% per annum on the initial value of contract).

2.15. 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, Sambalpur University**". 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 get 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.

2.16. BID SECURITY/EMD

a) The bidder must submit **Rs.6,00,000/- (Rupees Six Lakh only)** in shape of Demand draft drawn in favour of "**Comptroller of Finance, Sambalpur University**" Payable at Jyoti Vihar, Burla. 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 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**]

c) In case bidders are exempted under any applicable law/rules/regulation/guidelines from payment of EMD, then in place of a 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 Sambalpur University for such period as may be determined by the Competent Authority.

2.17. POWER OF ATTORNEY

The Bidder should submit a Power of Attorney in the format specified at **Form T5** of Section 4 authorizing the signatory of the Proposal to commit the Bidder.

2.18. 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.

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[Section – 3]

SCOPE OF WORK & GENERAL CONDITIONS OF CONTRACT

PART–A : SCOPE OF WORK

PART–B : GENERAL CONDITIONS OF CONTRACT

PART–A : SCOPE OF WORK

3.1 Introduction

The Sambalpur University intends to engage a professionally competent and experienced **Facility Management Service Provider (FMSP)** for providing **Integrated Comprehensive Facility Management Services (CFMS)** 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 Hostels;

d) Operation & Maintenance of Electrical, Mechanical Equipment 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

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 (24×7) 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 authorised 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. Hostel Security

1. Maintain security arrangements in all University hostels in coordination with the respective Hostel Authorities.
2. Regulate entry and exit of visitors in accordance with hostel rules.
3. Immediately report any incident affecting safety, security or discipline within the hostel premises.

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		
			1ST Instance	2nd Instance	3rd Instance
1	Delay in deployment of security personnel by the service provider	Deployment to start Within one weeks of the placement of service order	In case of deployment is made after one weeks 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 of 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 not made 4 weeks after 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 personnel + ₹500 penalty on FMSP	Immediate replacement + ₹1,000 penalty on FMSP	Immediate replacement + ₹5,000 penalty on FMSP

3	Security personnel not wearing prescribed uniform or photo identity card	Zero tolerance	One day Salary of the security personnel concerned for the day + Rs.500 penalty on FMSP	One day Salary of the security personnel concerned for the day + Rs.1000 penalty on FMSP	One day Salary of the security personnel concerned for the day + Rs.2000 penalty on FMSP
4	Security personnel found sleeping, consuming alcohol, or under influence of intoxicants while on duty	Zero instance	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 + ₹500 penalty on FMSP	Penalty equivalent to two days wages of the absent personnel + ₹500 penalty on FMSP	Penalty equivalent to two days wages of the absent personnel + ₹1000 penalty on FMSP
6	Expiry / non-availability of mandatory licenses (PSARA, labour license, etc.)	Valid licenses 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	₹5,000 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 HOUSEKEEPING & 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 Covered

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

A. Academic & Administrative Areas

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

B. Residential & Hostel Areas

University Hostels (All Boys Hostels & Ladies Hostels), Hostel Common Areas, Hostel Corridors and Staircases, Dining Halls and Common Rooms, Roads & Pathways connecting Residential Quarters, Guest House 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. Hostel Sanitation

1. Cleaning and sanitation of hostel 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 of floors and surroundings of Indoor Stadium.
5. Maintenance of play grounds as and when required by the Client's representatives.
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 agents, 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	₹500 per day
2	Housekeeping during special events/exhibitions in areas where events are organized	3 times per day (on event days)	Same day	₹500 per day
3	Cleaning and sanitization of toilets as per Scope of Work	2 times per day	Same day	₹500 per day
4	Cleaning of dustbins/waste bins and disposal up to main garbage collection point	2 times per day	Same day	₹500 per day
5	Collection, segregation, and disposal of garbage outside premises as per local rules	Once per day	Same day	₹500 per day
6	Dusting/cleaning of furniture, fixtures, fittings, signage, doors, workstations, and office equipment (excluding sensitive electronics)	Once per day	1 day	₹500 per day
7	Cleaning of windows and glass surfaces (inside & outside up to reachable height)	Once per week	2 days	₹500 per instance
8	Sweeping, wet mopping, and cleaning of staircases, driveways, and compound areas	Once per day	Same day	₹500 per day
9	Cleaning and upkeep of parking, service, basement, and maintenance areas including play fields	Once per day	1 day	₹500 per day
10	Cleaning of internal and interconnecting roads within University premises	Once per day	1 day	₹1,000 per day
11	Cutting and maintenance of roadside bushes and vegetation	Once per fortnight	3 days	₹1,000 per instance
12	Cleaning and disinfection of water storage tanks	Once every month	3 days	₹1,000 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 UNIVERSITY HOSTELS

3.4.1 Objective

The objective of this service is to ensure the efficient operation, maintenance and management of the University's hostels by providing necessary operational support services for maintaining cleanliness, safety, functionality and orderly day-to-day functioning of the hostel premises, thereby creating a safe, hygienic and comfortable living environment for resident students.

3.4.2 Scope of Services

The FMSP shall provide comprehensive operational support for the management of all University hostels under the administrative control of Sambalpur University. The services shall include deployment of suitable manpower, supervision and coordination for day-to-day operation of hostel facilities in accordance with the instructions issued by the University and the respective Hostel Authorities.

The services shall be provided in close coordination with the Hostel Warden, Hostel Superintendents and other officers authorized by the University.

(Nothing contained herein shall be construed as transferring the administrative, disciplinary or academic control of the hostels from the University to the FMSP.)

A. Operation & Management of Boys' Hostels

The FMSP shall deploy suitable **male personnel** for day-to-day operational support and management of the Boys' Hostels. The services shall include, but not be limited to, the following:

1. Ensure smooth day-to-day functioning of the Boys' Hostels in coordination with the Hostel Superintendent and the University authorities.
2. Maintain discipline, orderliness and proper functioning of the hostels in accordance with the rules and regulations of the University.
3. Maintain records relating to hostel occupancy, room allotment, check-in/check-out, vacant rooms, visitors and other operational registers as prescribed by the University.
4. Monitor the movement of hostel residents and visitors and immediately report any unauthorized occupancy, suspicious activity or violation of hostel rules to the Hostel Superintendent and the University authorities.
5. Receive, record and coordinate timely redressal of complaints relating to housekeeping, sanitation, water supply, electricity, plumbing, furniture, fixtures and other hostel facilities.
6. Coordinate with Security, Housekeeping, Electrical, Plumbing, Mechanical and other maintenance personnel for prompt rectification of complaints.
7. Ensure proper upkeep and functioning of common rooms, study rooms, dining halls, recreation areas, drinking water facilities and other common amenities.
8. Assist the University during admission, room allotment, room shifting, vacation, inspections and other hostel-related activities.
9. Report immediately any accident, fire, medical emergency, security concern, damage to University property or any other untoward incident affecting hostel operations.
10. Submit daily, weekly and monthly reports relating to hostel operations, occupancy, complaints and maintenance activities, as prescribed by the University.
11. Perform all other hostel management services assigned by the University or the Hostel Warden from time to time.

B. Operation & Management of Girls' Hostels

The FMSP shall deploy suitable **female personnel only** for day-to-day operational support and management of the Girls' Hostels. The services shall include, but not be limited to, the following:

1. Ensure smooth day-to-day functioning of the Girls' Hostels in coordination with the Hostel Superintendent and the University authorities.
2. Maintain discipline, decorum and a safe, secure and supportive environment for the resident students.
3. Maintain records relating to hostel occupancy, room allotment, check-in/check-out, vacant rooms, visitors and other operational registers as prescribed by the University.

4. Monitor the movement of hostel residents and visitors and immediately report any unauthorized occupancy, suspicious activity or violation of hostel rules to the Hostel Superintendent and the University authorities.
5. Receive, record and coordinate timely redressal of complaints relating to housekeeping, sanitation, water supply, electricity, plumbing, furniture, fixtures and other hostel facilities.
6. Coordinate with Security, Housekeeping, Electrical, Plumbing, Mechanical and other maintenance personnel for prompt rectification of complaints.
7. Ensure proper cleanliness, hygiene and upkeep of hostel rooms, common areas, toilets, bathrooms, dining halls, recreation areas and other common facilities.
8. Extend necessary assistance and guidance to resident students in day-to-day hostel matters and facilitate communication with the Hostel Superintendent and the University authorities whenever required.
9. Assist the University during admission, room allotment, room shifting, vacation, inspections and other hostel-related activities.
10. Report immediately any accident, fire, medical emergency, security concern, damage to University property or any other untoward incident affecting hostel operations.
11. Submit daily, weekly and monthly reports relating to hostel operations, occupancy, complaints and maintenance activities, as prescribed by the University.
12. Perform all other hostel management services assigned by the University or the Hostel Warden from time to time.

3.4.3 Services Specifically Excluded

For abundant clarity, the following functions shall **remain exclusively with the University** and **shall not form part of the responsibilities of the FMSP** unless specifically entrusted in writing by the University:

a) Admission or allotment of hostel accommodation.
b) Collection of hostel fees or any other University dues.
c) Disciplinary proceedings against students.
d) Academic supervision of students.
e) Maintenance of official hostel records relating to admissions.
f) Policy decisions regarding hostel administration.
g) Issuance of official certificates or permissions.
h) Any statutory or administrative functions assigned to the Hostel Warden, Hostel Superintendents or other University authorities.

3.4.4 Special Instructions

1. The FMSP shall function under the overall supervision and control of the University and shall strictly comply with the directions issued by the Hostel Warden, Hostel Superintendents or any other authorized officer.
2. The FMSP shall ensure courteous behaviour of all deployed personnel towards students, employees, parents and visitors.
3. The FMSP shall maintain strict confidentiality regarding students and hostel records.
4. The FMSP shall not interfere with the administrative or disciplinary powers of the University.
5. The University may increase or decrease the number of hostels or modify deployment requirements during the Contract Period depending upon operational requirements.

3.5 OPERATION & MAINTENANCE OF ELECTRICAL, MECHANICAL EQUIPMENT & OTHER UTILITIES

3.5.1 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.

3.5.2 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 licences wherever applicable.

3.5.3 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, including but not 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.

3.5.4 Scope of Work

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

A. <u>Electrical Systems</u>

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. <u>Mechanical Systems</u>

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, Borewell Pumps, Water Distribution Systems, Plumbing Installations, Water Storage Tanks, 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. Information Technology (IT) & Office Electronic Equipment

The FMSP shall provide operation, preventive maintenance and first-level technical support for the University's Information Technology (IT) infrastructure and office electronic equipment, including but not limited to the following:

1. Desktop Computers and Workstations.
2. Laser Printers, Inkjet Printers and Multifunction Devices (MFDs).
3. Photocopiers and Scanner Machines.
4. Barcode Printers and Scanners.
5. Biometric Attendance Devices.
6. UPS Systems attached to IT equipment.
7. Projectors and Projection Systems.
8. Interactive Smart Boards and Digital Display Panels.
9. LED Display Boards and Digital Signage.
10. Public Address (PA) Systems and Audio-Visual Equipment.
11. CCTV Monitoring Equipment (excluding security surveillance operations).
12. Local Area Network (LAN) components including network switches, patch panels and structured cabling.
13. Wi-Fi Access Points and associated network hardware (excluding Internet Service Provider responsibilities).
14. Any other office electronic equipment installed by the University.

Responsibilities

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.

3.5.5 Energy Management

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

3.5.6 Complaint Handling

Receive complaints from Departments, Hostels and Offices, Record complaints, Attend complaints

within prescribed response time, Maintain complaint closure records.

3.5.7 Coordination

Coordinate with:

- Estate Section.
- E-Governance Nodal Centre (for IT & Office electronic equipment related issues).
- Electrical Section & Electricity Distribution Company (TPWODL) for electrical emergencies.
- Water Supply Agencies.
- Other agencies engaged by the University.

3.5.8 Records & Reports

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

3.5.9 Safety & Statutory Compliance

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

3.5.10 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.

3.5.11 Special Instructions

1. The FMSP shall coordinate closely with the University's Estate 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.

3.6 HORTICULTURE, GARDENING & PLANTATION ACTIVITIES

3.6.1 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.

3.6.2 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.

3.6.3 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.

3.6.4 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.

3.7 FRONT DESK & RECEPTION MANAGEMENT

3.7.1 Objective

The objective of this service is to provide efficient front desk and reception support for facilitating visitors, students, parents, employees and other stakeholders visiting the University and to ensure courteous, professional and systematic reception management.

3.7.2 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.

3.7.3 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 visitor 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.
7. Perform any other front office or reception-related duties assigned by the University from time to time.

3.7.4 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.

3.8 WASTE MANAGEMENT & SANITATION MONITORING

3.8.1 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.

3.8.2 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.

3.8.3 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.

3.8.4 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.

3.9 PARKING MANAGEMENT

3.9.1 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.

3.9.2 Scope of Services

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

3.9.3 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.

3.9.4 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.

3.10 REPORTING, HELP DESK, GRIEVANCE & COMPLAINT MANAGEMENT

3.10.1 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.

3.10.2 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.

3.10.3 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.

3.10.4 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.

3.10.5 Special Instructions

1. The Help Desk personnel shall maintain courteous and professional behaviour 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 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.

3.12 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.

3.13 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 licences, 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.

3.14 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, licences 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.

3.15 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.

3.16 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 levy 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.

3.17 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.

3.18 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.

3.19 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.

3.20 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.

3.21 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.

3.22 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.

3.23 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.

3.24 Area Of Coverage

The scope of services under this Contract shall cover the buildings, hostels, residential areas, roads, open areas, playgrounds and other facilities like Health Centre, Gymnasium, Indoor Stadium of Sambalpur University as detailed in **Annexure – A (Area Statement & Service Coverage Details)**.

****

ANNEXURE-A

(Area Statement & Service Coverage Details)

Location - Sambalpur University, Jyoti Vihar, Burla & L.R.Law College, Sambalpur

Sl No.	Location/Description	Approx. Area
1	New AB Building	21600 sq ft
2	Old AB Building	60000 sq ft
3	Mini Auditorium	5270 sq ft
4	Main Auditorium	20000 sq ft
5	Guest House	15500 sq ft
6	Health Centre	4500 sq ft
7	Gymnasium	5300 sq ft
8	USIC	3000 sq ft
9	CIF	11000 sq ft
10	Union Office	1200 sq ft
11	Student Home Canteen (1st Floor)	3000 sq ft
12	HRDC Office	4200 sq ft
13	Dept of MPA	7900 sq ft
14	Dept. of BT & BI	24000 sq ft
15	Dept. of Earth Science & e-Governance Nodal Centre	12500 sq ft
16	Department of Law & Dept. of Library Science	9000 sq ft
17	Dept. of Life Science	24000 sq ft
18	Dept. of Mathematics & Dept. of Statistics	18000 sq ft
19	Dept. of MSW	9600 sq ft
20	Dept. of Physics	19000 sq ft
21	Dept. of Anthropology	17100 sq ft
22	Dept. of Sociology & Dept. of Home Science	
23	Dept. of Chemistry	18500 sq ft
24	New Library	24500 sq ft
25	Old Library	20000 sq ft
26	B.Ed & M. Ed (Education)	6000 sq ft
27	Dept. of History	30800 sq ft
28	Dept. of Political Science	
29	Dept. of Economics	
30	Dept. of English	
31	Dept. of Odia	6900 sq ft
32	Dept. of Hindi & Sanskrit	5600 sq ft
33	P.G. Council Office	8200 sq ft
34	Common Toilet	2100 sq ft
35	Dept. of Computer Science	6500 sq ft
36	Dept. of MBA	22000 sq ft
37	Dept. of Environmental Science	12000 sq ft
38	Private Cell/ CDOE	7800 sq ft
39	Dept. of FSTN (Old IIM Building)	5800 sq ft

40	Vice-Chancellor Residence	2250 sq ft
41	Faculty House	2000 sq ft
42	**Ladies Hostels**	
	Subarnarekha Ladies Hostel	66000 sq ft
	Indrabati Ladies Hostel	
	Rushikulya Ladies Hostel	
	Baitarani Ladies Hostel	16000 sq ft
	Bramhani Ladies Hostel	21000 sq ft
	Silver Jubilee Ladies Hostel	12000 sq ft
	Pravabati Devi Ladies Hostel	22500 sq ft
	Narmada Ladies Hostel	36000 sq ft
43	**Boys Hostels**	
	Hostel-1	12200 sq ft
	Hostel-2	12500 sq ft
	Hostel-3	13500 sq ft
	Hostel-4 (GJ Boys Hostel)	32000 sq ft
	Hostel-5 (IB Boys Hostel)	17500 sq ft
44	Jyoti Vihar Higher Secondary School (JVHSS)	8500 sq ft
45	Jyoti Vihar High School (JVHS)	8500 sq ft
46	**Play Fields**	
	Indoor Stadium	4460 sq ft
	Football Field	160000 sq ft
	Basketball Court	33000 sq ft
	Cricket Net Practice Ground	2600 sq ft
	Multipurpose Playfield	62500 sq ft
	Sports facility rooms/store rooms	3500 sq ft
47	Food Court	6000 sq ft
48	L.R. Law College, Sambalpur	18500 sq ft
49	**Cleaning of Roads**	
	MBA to Gangadhar Meher Statue	1312 rft
	Main gate to Biju Patnaik Statue	820 rft
	Biju Patnaik Statue to Central Library	2460 rft
	Central Library to Guest House	3608 rft
	Guest House to gate No.02	700 rft
	Pathways of Residential Area (Staff Quarters)	19680 rft

Note:

(i) **Area variation is ± 10 %.**

(ii) **Bidders are requested for site visit before preparation and submission of their Bid/proposal.**

[SECTION-4]

Technical Proposal Submission Forms

Form T1:

(Covering Letter)
Technical Proposal Submission Form
(On the letterhead of the Bidder)

To

The Registrar,
Sambalpur University
Jyoti Vihar, Burla-768 019
Sambalpur, Odisha

Sub: Selection of Agency for providing Comprehensive Facility Management Services (CFMS) at Sambalpur University, Jyoti Vihar, Burla, Odisha

Dear Sir,

With reference to your Request for Proposal dated, I have examined all relevant documents and understood their contents; hereby submit our Technical and Financial Proposal for the proposed Comprehensive Facility Management Service (CFMS)

1. All information provided in the Proposal and in the Appendices is true and correct and all documents accompanying such Proposal are true copies of their respective originals. This statement is made for the express purpose of appointment as the Contractor for the aforesaid Assignment.
2. I shall make available to the Client any additional information it may deem necessary or require for supplementing or authenticating of the Proposal.
3. I acknowledge the right of the Client to reject our proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
4. I certify that in the last five years, we or any of our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial Client or a judicial pronouncement or arbitration award against the Bidder nor been expelled from any project or contract by any public Client nor have had any contract terminated by any public Client for breach on our part.
5. I declare that:
   a) I have examined and have no reservations to the RFP Documents, including any Addendum issued by the Client;
   b) I do not have any conflict of interest in accordance with the prescriptions in the RFP Document;
   c) I/have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Client or any other public sector enterprise or any government, Central or State; and
   d) I hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

6. I agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall I/we have any claim or right of whatsoever nature if the Assignment is not awarded to me/us or our proposal is not opened or rejected.
7. I agree to keep this offer valid for 90 days from the Proposal Due Date specified in the RFP Document.
8. In the event of my firm being selected as the Service Provider, I agree to enter into an Agreement in accordance with the form which shall be provided by Client. We agree not to seek any changes in the aforesaid form and agree to abide by the same.
9. I agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms and conditions of the RFP Document.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder:_____

FORM-T2:

INFORMATION ABOUT THE BIDDER

(*On the letterhead of the Bidder*)

1. **Title of the Project:** Selection of an Agency for providing Comprehensive Facility Management Services (CFMS) at Sambalpur University, Jyoti Vihar, Burla

2. **State the following:**

   a. Name of Company or Firm: _____

   b. Name of the Director/Owner: _____

   c. Details of Bid Processing Fee **(Non-Refundable)**: **Rs.11,800/-**

   (Demand Draft Details)

   DD No._____ Date: _____

   Amount: _____

   Drawn on Bank: _____

   d. Details of Earnest Money Deposit: **Rs.6,00,000/-**

   (Demand Draft Details)

   DD No._____ Date: _____

   Amount: _____

   Drawn on Bank: _____

   e. Full Address of Registered Office:

   Address: _____

   _____

   _____

   Telephone No: (+91)-_____

   e-Mail Id: _____

f. Name & telephone number of authorized person signing the bid:

Name: _____

Telephone No: (+91)-_____

g. Bank Details of the Company or Firm in any scheduled Nationalized bank in Odisha:

Name of the Bank & Branch: _____

Accounts No.: _____

IFSC Code: _____

h. Certificate of Incorporation (Yes/No):_____

(Attach self-attested copy)

i. PAN No. (Yes/No) :_____

(Attach self-attested copy)

j. GSTIN. (Yes/No) :_____

(Attach self-attested copy)

k. EPF Registration No. (Yes/No) :_____

(Attach self-attested copy)

l. ESI Registration No. (Yes/No) :_____

(Attach self-attested copy)

m. PSARA License (Private Security Agency Regulation Act'2005) (Yes/No): _____

(Attach self-attested copy)

n. Acceptance to all the terms & conditions of the tender (Yes/No): _____

o. Please submit an undertaking that no criminal case is pending with the Police at the time of submission of bid **(In Form-T3)** (Yes/No): _____

p. Financial Turnover of the company or firm **(In Form-T4)** (Yes/No):

q. Power of Attorney **(In Form-T5)** /authorization letter **(In Form-T6)** for signing the bid documents (Yes/No): _____ (please submit either Form-T5 or Form-T6)

r. Past experience of the bidder **(In Form-T7)** (Yes/No): _____

s. Declaration of non-blacklisted by the bidder **(In Form-T8)** (Yes/No): _____

t. Undertaking to follow the guidelines of PSARA **(In Form-T9)** (Yes/No): _____

u. Anti Collusion Certificate **(In Form-T10)** (Yes/No): _____

v. Bid Security Declaration **(In Form-T11)** (Yes/No): _____

w. Technical Execution Plan (Technical Approach & Methodology) **(In Form-T12)** (Yes/No): _____

x. Valid address proof of the Office/Branch office in the Jurisdiction area of Sambalpur University (Yes/No): _____

(Copy of Landline Telephone Bill/ Electricity Bill/GSTIN of the Office/Valid rent agreement)

y. The bidder has to submit the list of employee details working in the firm in its letter head **(In Form-T13)**(Yes/No): _____

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder:_____

FORM-T3

UNDERTAKING

(On the Rs.100/-Stamp Paper in the shape of affidavit from the Notary)

UNDERTAKING WITH REGARD TO NON-CONVICTION OF ANY OFFENCE INVOLVING MORAL TURPITUDE IN LAST 3 YEARS OR NON-FILING OF ANYCHARGE FOR AN OFFENCE INVOLVING MORAL TURPITUDE BEFORE ANYCOURT OR JUDICIARY

I/we M/s....., (name and address of the registered office) hereby certify, confirm and undertake that our company/firm/enterprise/I or any of our promoter(s)/ director(s)/partner(s)/authorized representative have not been convicted for an offence involving moral turpitude in the last 3 years, moreover, no charge have been filed against any of us for an offence involving moral turpitude in respect of which proceedings are pending before any court of law or judiciary.

In addition, we confirm that there is no proceeding pending against any of us as on the date of submission of Bid with regard to any civil, criminal or tax liability. **(Please refer Note below)**

We further confirm that we are aware that our bid for the captioned tender would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this tender at any stage of the bidding process or thereafter during the agreement period.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder:_____

NOTE: Bidders are required to provide details of proceedings against them as on the date of submission of Bid with regard to any civil, criminal or tax liability and this will be taken to account during technical evaluation of the Bids. If the bidders have any proceedings pending against them, in that case they have to declare it along with this FORM-T3.

FORM-T4

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 FY.
1	2022-23		
2	2023-24		
3	2024-25		

Sl.No.	As On	Net worth of firm/company in INR
1	31.03.2025	

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation:_____

Address of the Bidder:_____

FORM-T5

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 Sambalpur University, Jyoti Vihar, Burla.**

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(s) 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-T6

Authorized Letter for signing of Bid Document

[To be provided on the Bidder Letter Head]

[1] I, _____Son/ 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;

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

[3] 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-T7

DETAILS OF QUALIFYING EXPERIENCE IN COMPREHENSIVE/ INTEGRATED FACILITY MANAGEMENT SERVICES (CFMS/IFMS)

[To be provided on the Bidder Letter Head]

The Bidder shall furnish details of the qualifying Integrated Comprehensive Facility Management Services (CFMS/IFMS) contracts executed.

Sl.No.	Particulars	Details to be furnished
1	Name of 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 / Ongoing	
7	Total Contract Value (₹)	
8	Built-up Area Covered (Sq. Ft.)	
9	Average Manpower Deployed	
10	Name & Contact Details of Client Officer for Verification	

Services Covered Under the Same Contract :

Please indicate whether the following services formed part of the same Integrated CFMS/IFMS Contract:

Sl.No.	Service Component	Included in Contract (Yes/No)	Supporting Document Reference/Page No
1	Security Services		
2	Housekeeping & Sanitation Services		
3	Operation & Management of Hostels		
4	Operation & Maintenance of Electrical, Mechanical Equipment and Other Utilities		
5	Horticulture, Gardening & Plantation Activities		
6	Front Office / Reception Management		
7	Waste Management & Sanitation Monitoring		
8	Parking Management		
9	Reporting, Help Desk, Grievance & Complaint Management		

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 satisfactorily.
4. Any other document considered relevant by the bidder.

Note:

1. If the bidder intends to rely on more than 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.

Declaration

I/We hereby certify that the information furnished above is true and correct. I/We understand that furnishing incorrect or misleading information shall render our Proposal liable for rejection.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder:_____

FORM-T8

UNDERTAKING

[On the Rs.100/- Stamp Paper of appropriate value in shape of affidavit from the Notary regarding Ineligibility of the Bidder and non-blacklisting]

I/we, hereby undertake that, our company has not been blacklisted / debarred by any of the Central / State Government Ministry / Department/ Office or by any Public Sector Undertaking (PSUs) and I/we are not blacklisted by any authority during the recent past.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder:_____

FORM-T9

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- T10

ANTI COLLUSION CERTIFICATE

(on letterhead 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 work, 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-T11

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 incase 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-T12

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 Sambalpur 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 mobilisation 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, Labour 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-T13

DETAILS OF MANPOWER AVAILABLE WITH THE BIDDER

(On Bidder's Letter head)

(To establish the bidder's organizational capability for deployment of Comprehensive Facility Management Services)

The bidder shall furnish details of its existing manpower presently employed in Comprehensive/Integrated Facility Management Services.

Sl No.	Name of the employee	Designation	Date of Joining	UAN (EPF) No.	ESI No.	Present place of posting
1						
2						
3						

(Add additional rows as required.)

Summary of Existing Manpower –

Sl No.	Category of employees	No. of employees working
1	Project Managers	
2	Supervisors	
3	Security Personnel	
4	Housekeeping Personnel	
5	Hostel Management Staff	
6	Gardeners / Horticulture Staff	
7	Front Office / Reception Staff	
8	Multi-skilled Technicians	
9	Computer / IT Support Personnel	
10	Other Staff (Specify)	
	Total existing Manpower =	

(Add additional rows as required.)

Documents to be enclosed

1. Employee list on the bidder's letterhead.
2. Self-certified EPF/UAN details.
3. ESI details.
4. Any supporting documentary evidence, if required.

Declaration

I/We hereby certify that the above information represents the manpower presently employed by our organization. We further certify that the information furnished is true and correct.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder: _____

[SECTION-5]

Financial Proposal Submission Forms

Form F1

(Covering Letter)
Financial Proposal Submission Form
(On the letterhead of the Bidder)

To

The Registrar,
Sambalpur University
Jyoti Vihar, Burla-768 019
Sambalpur, Odisha

Sub: Financial Proposal for Selection of Facility Management Service Provider (FMSP) for Providing Comprehensive Facility Management Services (CFMS) at Sambalpur University, Jyoti Vihar, Burla, Odisha.

Dear Sir,

I/We, the undersigned, hereby submit our Financial Proposal in response to the Request for Proposal (RFP) No. _____ dated _____ for selection of a Facility Management Service Provider (FMSP) for providing Comprehensive Facility Management Services (CFMS) at Sambalpur University.

Having carefully examined the RFP document, including all its terms and conditions, Scope of Work, General Conditions of Contract and the clarifications/corrigenda, if any, and having fully understood the requirements of the assignment, I/We are pleased to submit our Financial Proposal.

I/We hereby offer to undertake the entire scope of Comprehensive Facility Management Services for the following lump-sum Contract Price for the **first year** of the Contract:

	Lump Sum Amount (In Rs.)	
Annual Comprehensive Facility Management Charges (inclusive of all applicable taxes, duties, levies and all other charges whatsoever, but excluding Goods and Services Tax (GST))	In Figure	
	In Word	

I/We further declare and undertake that:

1. The above quoted price is inclusive of all costs, expenses, wages, salaries, statutory contributions, insurance, supervision, transportation, tools & tackles, overheads, profit and all other obligations necessary for proper execution of the Contract, except applicable GST, which shall be charged separately.
2. GST shall be payable by the University only at the applicable rate, subject to submission of a valid GST-compliant Tax Invoice and fulfilment of all statutory requirements.
3. The Financial Proposal shall remain valid for the period specified in the RFP.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder:_____

Form F2
Financial Bid

Sl. No.	Description	Unit	Financial Bid (INR) for first year of the contract
1	Annual Comprehensive Facility Management Charges (inclusive of all applicable taxes, duties, levies and all other charges whatsoever, but excluding Goods and Services Tax (GST))	Lump sum	
2	Goods & Services Tax (GST)@ as applicable		
	Grand Total (1+2) =		

Note:

1. The amount quoted at Sl. No. 1 shall be the Annual Comprehensive Facility Management Charges and shall be inclusive of all applicable taxes, duties, levies, cess and all other charges whatsoever, but exclusive of GST.
2. GST shall be quoted separately at the applicable rate and shall be payable by the University only on submission of a valid GST-compliant Tax Invoice and subject to compliance with the applicable provisions of law.
3. The bidder shall carefully examine the Scope of Work, Service Levels, Conditions of Contract and all obligations under the RFP before quoting the Financial Bid. No claim for additional payment on any account whatsoever shall be entertained after submission of the Financial Proposal.
4. The Financial Proposal shall be unconditional. Any conditional Financial Proposal shall be liable to rejection.
5. The bidder shall also submit **Form F-3 (Detailed Break-up of Financial Offer)** along with the Financial Proposal. The break-up furnished therein is intended only for analysis of the quoted amount and shall not be treated as a basis for separate payment of individual service components.
6. Financial evaluation shall be carried out on the basis of the amount quoted at Sl. No. 1 above (exclusive of GST).
7. In the event two or more bidders quote the same Financial Bid, the bidder securing the **higher Technical Score** shall be ranked higher. If the tie still persists, the bidder having the **higher Average Annual Turnover** during the last three financial years shall be ranked higher.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder:_____

Form F3:

Detail Break-up for the Financial Offer

(To be submitted along with Form F-2)

Sl No.	Description	Monthly Amount (In Rs.)	Annual Amount (In Rs.)
1	Security Services		
2	Housekeeping & Sanitation Services		
3	Operation & Management of Hostels		
4	Operation & Maintenance of Electrical, Mechanical Equipment and Other Utilities		
5	Horticulture, Gardening & Plantation Activities		
6	Front Office / Reception Management		
7	Waste Management & Sanitation Monitoring		
8	Parking Management		
9	Reporting, Help Desk, Grievance & Complaint Management		

Note :

1. The total Annual Amount shown above shall exactly match the amount quoted at Sl. No. 1 of **Form F-2 (Financial Bid)**.
2. The above break-up is intended only for analysis of the quoted Annual Comprehensive Facility Management Charges and shall not be construed as a separate rate schedule for payment of individual service components.
3. The University (Client) shall provide major consumables, spare parts and materials wherever specifically provided in the Scope of Work. The bidder shall not separately quote the cost of such items in this Form.
4. The successful bidder shall be responsible for providing all services described in the Scope of Work for the lump-sum Contract Price quoted in Form F-2.

Yours faithfully,

Authorized Signatory with Date and Seal

Name and Designation: _____

Address of the Bidder: _____