

2nd Call

REQUEST FOR PROPOSAL (RFP)

For

**SELECTION OF AGENCY FOR PROVIDING
COMPREHENSIVE FACILITY MANAGEMENT SERVICES**

in

**Deendayal Hastkala Sankul (Trade Centre & Museum),
Varanasi**



April 2018

MINISTRY OF TEXTILES

UDYOG BHAWAN

NEW DELHI – 110 011

**WEBSITES: <https://eprocure.gov.in/eprocure/app> , www.nhdc.org.in, www.handlooms.nic.in and
<https://gem.gov.in/>**

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The issue of this RFP does not imply that NHDC is bound to select Applicant or to appoint the Successful Applicant, as the case may be. NHDC reserves the right to reject all or any of the Applicants or Bids without assigning any reason whatsoever.

The Applicant 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 NHDC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Applicant and NHDC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Applicant in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

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Notice Inviting Tender (NIT)

National Handloom Development Corporation Ltd. (NHDC), an implementing agency for Deendayal Hastkala Sankul (Trade Centre & Museum) at Varanasi, appointed by Ministry of Textiles, Government of India, invites tenders from all interested applicants for **‘SELECTION OF AGENCY FOR PROVIDING COMPREHENSIVE FACILITY MANAGEMENT SERVICES’ at Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi’** on behalf of Ministry of Textiles, Government of India.

Indicative Scope:

The Broad Scope of services required under through this RFP, shall be inter alia as briefed below:

1. Operation and Maintenance of all equipment's and E&M services,
2. Housekeeping and Sanitation services,
3. Security Services,
4. Horticulture and Plantation,
5. Front Desk Management,
6. Hospitality services in guest rooms and dormitories,
7. Waste Management,
8. Parking Management,
9. Pest control,
10. Reporting and Complaint Management, and
11. Coordination with other service providers

Contract Period: 05 years

Bid Security/ Earnest Money Deposit (INR): Rs. 1,00,000/- (Rupees One Lakh only)

Those Applicants who have already submitted EMD (Bid Security) in 1st Call of the said RFP published on 23rd February 2018 do not need to submit fresh EMD under this RFP in case such EMD is not forfeited or returned, however, such Applicants shall submit duly signed copy of submitted EMD (both online and in hard copy at address mentioned in the RFP Term Sheet) clearly indicating the reference number and bidder information as per instructions for EMD.

Eligibility:

The bidders should meet the following minimum eligibility criteria:

A. Technical Eligibility Criteria:

- a. Bidder shall necessarily be a legally valid entity registered under the Companies Act 1956/2013 or Proprietorship, Partnership Firm with minimum 3 years of experience in providing similar services;
- b. Bidder should have undertaken similar work for a period of minimum one year on at least one individual eligible project with minimum built up area of 20,000 sqm in last 5 years upto last day of the month preceding to the one in which applications are invited.
- c. Bidder should be registered with the Income Tax, Goods and Services Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation.
- d. Bidder must not be under any declaration of ineligibility by any authority and should not be blacklisted with any of the government project as on date of proposal.

B. Financial Capability Criteria:

- a. Bidder should have achieved Minimum Annual Average financial turnover of not less than Rs. 3,00,00,000 (Rupees Three crores only) for last three financial years, ending 31st March of the previous financial year (ie 2014-15, 2015-16 & 2016-17).

- b. Bidder, should have a positive net worth during the previous three financial years (ie 2014-15, 2015-16 & 2016-17).
- c. Bidder should be financially solvent for a sum not less than INR 3.0 crore.

Meaning of similar/ eligible projects shall be as defined in clause 1.2.4 of this RFP. Eligibility to be supported by documents as per clause 1.2.4.

Instructions:

- i. The detailed Request for Proposal document can be downloaded from <https://eprocure.gov.in/eprocure/app>, www.nhdc.org.in, www.handlooms.nic.in and <https://gem.gov.in/> from RFP document Download Start Date and Time indicated in the Critical Date Sheet till opening of bids.
- ii. To clarify the queries and take suggestions of the applicants, a pre- bid meeting is scheduled on date and time specified in Critical Date Sheet at office of **Development Commissioner (Handicrafts), Ministry of Textiles, West Block No.: 7, R.K.Puram, Sector 1, New Delhi - 110066.**
- iii. Duly completed proposal along with other prerequisites/ documents in support of eligibility criteria etc. and information as per formats given in RFP **must be submitted online** latest by date and time as specified in the critical date sheet below. For details please refer the RFP documents.
- iv. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Bidders are advised to follow the instructions provided in the “Instructions to the Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app> and in the Clause 1.4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- v. Bidders shall not tamper/modify the tender form including downloaded financial bid format in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with Office of Development Commissioner for Handicrafts and NHDC.
- vi. Intending tenderers are advised to visit CPPP site <https://eprocure.gov.in/eprocure/app>, Authority’s website www.nhdc.org.in and www.handlooms.nic.in regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

Critical Date Sheet:

1	Published Date	20.04.2018
2	RFP document Download Start Date and Time	20.04.2018 at 1800 hrs (06:00 PM)
3	Last date and time of sending queries	25.04.2018 at 1430 hrs (02:30 PM)
4	Pre Bid Meeting Date and Time	26.04.2018 at 1430 hrs (02:30 PM)
5	Authority’s response to queries	27.04.2018 at 1730 hrs (05:30 PM)
6	Proposal Submission Start Date and Time	27.04.2018 at 1800 hrs (06:00 PM)
7	Proposal Submission (Online) End Date and Time	11.05.2018 at 1400 hrs (02:00 PM)
8	Technical Proposal Opening Date and Time	14.05.2018 at 1400 hrs (02:00 PM)

Contact:

Additional Development Commissioner for Handlooms, Ministry of Textiles, Room No – 57, Udyog Bhawan, New Delhi

E-mail: kumarar@gov.in and tender@nhdc.org.in ; Ph: 011-23062402

Critical Date Sheet:

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8	Technical Proposal Opening Date and Time	14.05.2018 at 1400 hrs (02:00 PM)

Term Sheet

S. N.	DESCRIPTION	
1.	Title of Request for Proposal (RFP)	Selection of agency for providing comprehensive facility management services
2.	Broad scope of services	The Broad Scope of services required under through this RFP, shall be inter alia as briefed below: <ol style="list-style-type: none"> 1. Operation & Maintenance of all equipment's and E&M services, 2. Housekeeping and Sanitation services, 3. Security Services, 4. Horticulture and Plantation, 5. Front Desk Management, 6. Hospitality services in guest rooms and dormitories, 7. Waste Management, 8. Parking Management, 9. Pest control, 10. Reporting and Complaint Management, and 11. Coordination with other service providers
3.	Contract Period	Five (05) years.
4.	Name of the Client (Authority)	National Handloom Development Corporation Ltd. (NHDC)
5.	Cost of Proposal document	Not Applicable
6.	Submission of Proposal	Applicants shall be required to submit their Proposal online as per instructions in this RFP before expiry of Proposal Submission (Online) End Date and Time as indicated in the Critical Date Sheet.

		<p>Original Demand Draft/Banker's Cheque /bank's acknowledgement slip for NEFT/RTGS towards payment of EMD online as per instructions in this RFP shall be submitted at below mentioned address before expiry of Proposal Submission (Online) End Date and Time as indicated in the Critical Date Sheet, post submission of scanned copy of the same online as per instructions in this RFP:</p> <p>Managing Director National Handloom Development Corporation Ltd. 4th Floor, Tower 1, Wegmans Business Park, Sector Knowledge Park-3, Surajpur Kasna Main Road, Greater Noida - 201301</p> <p>Telephone: 0120-2329600</p> <p><i>Bidders are requested to refer Section 1 for details and instructions.</i></p>
7.	Publishing of RFP	As per Critical Date Sheet
8.	Downloading of RFP Documents	<p>From RFP document Download Start Date and Time indicated in the Critical Date Sheet till opening of bid</p> <p>Bidders can download the RFP document from https://eprocure.gov.in/eprocure/app, www.nhdc.org.in and www.handlooms.nic.in</p>
9.	Pre Bib Meeting	<p>Date and Time as per Critical Date Sheet</p> <p>Venue: Office of Development Commissioner (Handicrafts), Ministry of Textiles, West Block No.: 7, R.K.Puram, Sector 1, New Delhi – 110066 Contact Person: Shri Anil Raj Kumar, Additional Development Commissioner for Handlooms,</p> <p>Contact Number: 011-23062402</p> <p><i>Bidders may confirm their participation in the pre-bid meeting by sending email to kumarar@gov.in.</i></p>
10.	Last date and time of sending queries	<i>Please note that Authority will not accept any queries raised beyond date and time indicated in the Critical Date Sheet</i>
11.	Authority's response to queries	<p>Date: As per Critical Date Sheet</p> <p>Response to all the queries shall be uploaded on https://eprocure.gov.in/eprocure/app , www.nhdc.org.in and www.handlooms.nic.in</p>
12.	Last date and time of Submission of Online Proposal (Proposal Due Date)	<p>Date and Time: as per Critical Date Sheet</p> <p><i>Bidders are requested to refer Clause 1.4 for details and instructions.</i></p>
13.	Date of opening of Technical Proposal	<p>Date and Time: as per Critical Date Sheet</p> <p>Technical proposal submitted online shall be opened (decrypted)</p>

		<p>at by Tender Opener at the office of National Handloom Development Corporation Ltd., 4th Floor, Tower 1, Wegmans Business Park, Sector Knowledge Park-3, Surajpur Kasna Main Road, Greater Noida - 201301</p> <p>Interested applicants who have submitted their proposal for this RFP may attend the opening (decryption) of Technical proposals.</p> <p><i>Bidders are requested to refer Clause 1.6 for details and instructions.</i></p>
14.	Date of opening of Financial Proposal	<p>Date: to be communicated later</p> <p>Time: to be communicated later</p> <p>Financial Proposal of technically qualified bidders will only be opened and evaluated.</p> <p>Bidders quoting lowest financial bid for the first Year i.e L1 among technically qualified bidders shall be identified as selected bidder.</p> <p><i>Bidders are requested to refer Clause 1.6 and Clause 1.7</i></p>
15.	Letter of Award (LoA) to selected Bidder	Date: to be communicated later
16.	Site Visit	Bidders are advised to submit their respective Proposals only after visiting the site and validating project information.
17.	Scope of work, Obligations of Agency and Authority, for the assignment:	As detailed in Schedule of Requirements (Section 3 and FormT8)
18.	Selection process	As detailed in clause 1.3
19.	Implementation Process	<p>The date on which the Service Agreement will be signed between Authority and Selected Bidder will be identified as the ‘Commencement Date’;</p> <p>The Agency will be granted a 30 calendar days from the date of signing the Service Agreement to mobilize the project team as per the requirements stated in this RFP. The date on which the mobilization period gets completed (i.e. 30th calendar day from commencement date) will be identified as the ‘Effective Date’;</p> <p>The Contract Period shall start from the ‘Effective Date’ as defined above, and shall be valid for a period of 05 years.</p> <p><i>Bidders are requested to refer clause 1.8</i></p>
20.	Security Deposit/ Earnest Money Deposit (EMD) requested:	<p>Bidder must submit a Security Deposit / EMD of Rs. 1,00,000/- (Rupees One lakh only) in Indian Rupees.</p> <p>Proposal should necessarily be accompanied by an Earnest Money Deposit for an amount of Rs. 1,00,000/- (Indian Rupees One Lakh only) through Account Payee Demand Draft/Banker’s Cheque/RTGS/NEFT to the bank account as per following bank details</p> <p>Name of the Account Holder: National Handloom Development Corporation Ltd Name of Bank: HDFC BANK</p>

		<p>Branch: RATHYATRA VARANASI Account Number: 02200350000149 IFSC Code: HDFC0000220</p> <p>EMD shall remain valid for a period of forty-five days beyond the final proposal/bid validity period.</p> <p>Account Payee Demand Draft/Banker's Cheque shall be in the name of National Handloom Development Corporation Ltd payable at all bank branches.</p> <p><i>Bidders are requested to refer clause 1.12</i></p>
21.	Performance Security requested (applicable to Selected Bidder)	<p>Selected Bidder must submit Performance Security of the amount equivalent to 10% of the Contract Value (i.e. sum total of Annual Comprehensive Facility Management Cost payable to FMC for entire Contract Period).</p> <p><i>Bidders are requested to refer Clause 1.11. for details and instructions.</i></p>
22.	Name(s), address(es), and telephone numbers of the official(s):	<p>Mr. Anil Raj Kumar</p> <p>Additional Development Commissioner for Handlooms, Ministry of Textiles, Room No – 57, Udyog Bhawan, New Delhi 110011</p> <p>Contact Number: 011-23062402</p>
23.	Name and Address where queries/correspondence concerning this Request for Proposal is to be sent.	<p>Additional Development Commissioner for Handlooms, Ministry of Textiles, Room No – 57, Udyog Bhawan, New Delhi 110011</p> <p>Contact Number: 011-23062402 E-mail: kumarar@gov.in and tender@nhdc.org.in; <i>Bidders are instructed to send all email communications to the above mentioned addresses only.</i></p>
24.	Submission of Proposal	Proposals shall be submitted online only at CPPP website: https://eprocure.gov.in/eprocure/app
25.	Validity of Proposal	<p>Proposals must remain valid for one hundred eighty (180) days after the submission date,</p> <p><i>Bidders are requested to refer Clause 1.14 for details and instructions.</i></p>
26.	Language(s) of the submitted proposals:	English
27.	Bidder to state financial proposal in the national currency:	Indian Rupees (INR)
28.	Taxes	As per Clause no 1.2.9
29.	Selection Criteria for Pre-Qualification (eligibility)	<i>Bidders are requested to refer Clause 1.2.4 & 1.3.6 for details and instructions.</i>
30.	Evaluation Criteria for Technical Proposal	<i>Bidders are requested to refer Clause 1.7.1</i>

31.	Annual Comprehensive Facility Management Cost	Lowest financial bid for the first Year quoted by the bidder. Payments for the Annual Comprehensive Facility Management Cost shall be made by the Authority on equal monthly instalments basis during contract period. Annual escalation in cost will be applicable as per clause 1.10.3 of this RFP.
32.	Signing of Service Agreement (SA)	Within ten (10) days from issue of LOA
33.	Commencement of Agreement:	30 days from the signing of Service Agreement (SA)
34.	Completion of Mobilization Period:	30 days from the signing of Service Agreement (SA)
35.	Submission of all Statutory documents	Within 90 days from signing of SA
36.	Clauses on fraud and corruption in SA:	<i>Bidders are requested to refer Clause 1.16</i>
37.	Termination of Agreement	<i>Bidders are requested to refer Clause 2.12</i>

Section – 1: Instruction to bidders

1.1 Project Introduction

Deendayal Hastkala Sankul (Trade Centre & Museum) is a modern and integrated facility developed by Ministry of Textiles, Govt. of India to support Handloom and Handicraft sector of Varanasi and nearby areas, by providing platform for trade enhancement, facilitation to both domestic and international buyers and carry forward the rich traditions of Handloom and Handicrafts of Varanasi region.

The complex has been developed over a contiguous land of approx. 7.93 acres, at Bada Lalpur, Varanasi. The project encompasses a constructed area of approx. 43,450 square meter, with sub-components including Shops, Food Kiosks, Restaurants, Marts / Offices, Bank and ATM, Foreign Currency Exchange Office, Guest Rooms, Dormitories, Stalls / Kiosks, parking facility for more than 500 cars, space for cultural and social functions, Handloom and Handicraft exhibitions, Craft Museum along with Amphitheatre and Souvenir Shop.

The state of the art facilities offered at Deendayal Hastkala Sankul (Trade Centre & Museum), are equipped with automated Building Management Systems (BMS), central air conditioning and ventilation systems, power backup, fire protection and public address systems, lifts/escalators for ease of public movement on all levels and centrally monitored CCTV system for safety and security. Supporting infrastructure includes surface and basement parking facilities.



1.2 General

1.2.1 Scope of Tender

1.2.1.1 National Handloom Development Corporation Ltd. (NHDC) (hereinafter referred to as “The Authority”) invites bids on behalf of Ministry of Textiles, Government of India (“MoT”) for providing Comprehensive Facility Management Services at Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi.

1.2.1.2 The successful Bidder will be expected to provide the comprehensive facility management services for the intended period specified in the Term Sheet. Please refer Form T-8 for scope of work and Annexure III for details of various spaces.

1.2.1.3 The successful bidder shall become Facility Management Contractor (FMC) or Facility Management Agency (FMA) upon completion of contract signing formalities.

1.2.1.4 The Bidders are required to familiarize themselves with the local and site conditions and take them into account while preparing their proposals.

1.2.2 Authority

1.2.2.1 For the purpose of this RFP, Authority shall mean National Handlooms Development Corporation Ltd. (NHDC), an implementation agency for Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi, appointed by Ministry of Textiles, Government of India.

1.2.3 Reporting Authority

1.2.3.1 Office of Development Commissioner (Handicrafts) / any other officer Authorized by Development Commissioner (Handicrafts), Ministry of Textiles.

1.2.4 Eligibility Criteria

The bidders shall meet the following minimum eligibility requirements through supporting documentation to qualify for participation in the bidding process:

Criteria	Description	Required Supporting Document
Technical Criteria		
A.	Bidder shall necessarily be a legally valid entity registered under the Companies Act 1956/2013 or Proprietorship, Partnership Firm with minimum 3 years of experience in providing similar services;	Attested copy of Certificates of Incorporation issued by the respective registrar of firms/ companies or applicable registration certificate in case of Proprietorship/ Partnership Firm and also submit a copy of MoA and AoA highlighting business in similar services. All supporting documents must be duly signed by Authorized representative of Applicant.
B.	Bidder should have undertaken similar work for a period of minimum one year on at least one individual eligible project with minimum built up area of 20,000 sqm in last 5 years upto last day of the month preceding to the one in which applications are invited.	Attested copy of supporting work order, completion certificate as applicable, duly signed by Authorized representative of Applicant, along with duly filled Data Sheet as per Form T4 of Section 5 Certified from Statutory Auditor/ Chartered Accountant.
C.	Bidder should be registered with the Income Tax, Goods and Services Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation.	Attested copies of PAN Registration, GST Registration, Labour Registration, EPFO Registration, ESIC Registration to be submitted along with Form T2. All supporting documents must be duly signed by Authorized representative of Applicant.
D.	Bidder must not be under any declaration of ineligibility by any authority and should not be blacklisted with any of the government project as on date of proposal.	Undertaking as per Form T7 Undertaking needs to be provided in organizations letter head of bidder duly signed by Authorized representative of Applicant

Financial Capability Criteria		
E.	Bidder should have achieved Minimum Annual Average financial turnover of not less than Rs. 3,00,00,000 (Rupees Three crores only) for last three financial years, ending 31st March of the previous financial year (ie 2014-15, 2015-16 & 2016-17) from similar works as per this RFP.	Duly attested certificate from the statutory auditor/ chartered accountant has to be provided certifying Organizations turnover during last three financial years (2014-15, 2015-16 and 2016-17) as per Form T2 (part B) of Section 5.
F.	Bidder, should have a positive net worth during the previous three financial years (ie 2014-15, 2015-16 & 2016-17).	Duly attested certificate from the statutory auditor/ chartered accountant has to be provided certifying Organizations profits during last three financial years (2014-15, 2015-16 and 2016-17) as per Form T2 (part B) of Section 5.
G.	Bidder should be financially solvent for a sum not less than INR 3.0 crore.	Certificate from any nationalized/ scheduled bank in India.

i. **Similar works** means successfully providing Comprehensive Facility Management Services including operation and maintenance services, housekeeping of building and open area, security services for the complex, horticulture, waste management etc.

ii. **Eligible Projects** for the purpose of evaluation shall mean following projects:

Similar works executed for Convention Centre/ Commercial Complexes /Multiplexes / Luxury Hotels/ Resorts/ Institutional Campus/ / Hospital/ Museum / Memorial/ Government or PSU offices among other projects of similar nature.

In case of the bidder being a member of the joint venture / Sub Contractor for Eligible Projects, the bidder should have received 26% or more in the total project fees.

1.2.5 Technical Evaluation

The eligible bidders would be further evaluated for shortlisting based on following technical score weightages:

SN	Criteria	Weightage	
	Sub-Criteria	Sub-Criteria	Criterial Total
1	Past experience of the Applicant		75
1a	Experience of applicant (in number of years):		30
		i) 3 years upto 5 years	20
		ii) More than 5 years upto 10 years	25
		iii) More than 10 years	30
1b	Undertaken Operation & Maintenance for minimum one year on an individual project		15

	with minimum built up area of 20,000 sqm		
		i) Upto 1 project	10
		ii) 2 or more projects	15
1c	Undertaken Housekeeping for minimum one year on an individual project with minimum built up area of 20,000 sqm		15
		i) Upto 1 project	10
		ii) 2 or more projects	15
1d	Undertaken Security for minimum one year on an individual project with minimum built up area of 20,000 sqm		15
		i) Upto 1 project	10
		ii) 2 or more projects	15
2	Overall financial strength of the firm: Annual Average financial turnover in last three financial years, ending 31st March of the previous financial year (ie 2014-15, 2015-16 & 2016-17):		25
		i) More than INR 3 Crore upto INR 5 Crore	20
		ii) More than INR 5 Crore	25

Qualifying marks shall be 75 marks. Bidders who score 75 or more marks shall be considered as Technically Qualified Bidder for further evaluation. Financial bids of only Technically Qualified Bidders would be opened.

1.2.6 Proposal Preparation Cost

1.2.6.1 Each interested party shall be responsible for bearing all the costs and expenses associated with the preparation of its proposal and its participation in the bidding process. Authority shall not be responsible, or in any way liable for such costs/expenses, regardless of the conduct or outcome of the bidding process.

1.2.7 Project Inspection and Site Visit

1.2.7.1 The Bidder, at the Bidder's own responsibility and risk can visit, and examine the Project 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. Authority shall not be liable for such costs, regardless of the outcome of the Bidding process.

1.2.8 Only One Proposal

1.2.8.1 Each bidder will submit only one proposal. If a bidder submits or participates in more than one proposal, all such proposals shall be disqualified.

1.2.9 Taxes

1.2.9.1 GST, as applicable on services provided under Annual Comprehensive Facility Management Cost and any reimbursable expenses born by FMC is to be rendered by the FMC and shall be reimbursed by Authority to the FMC.

1.2.9.2 As a condition, precedent for reimbursement of the GST, the FMC shall provide a valid GST registration number issued by the concerned Statutory Authority.

1.2.9.3 The financial liability on account of any other applicable taxes, as may be applicable on the amounts received by the FMC from Authority or any procurement done by the FMC shall be solely borne by the FMC. The FMC 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.

1.2.9.4 However, towards compliance with the applicable Tax laws, Authority shall deduct applicable taxes from the payments to be made by Authority to FMC and FMC shall not object to the same.

1.3 Bidding Instructions

1.3.1 Brief Description of Bidding Process

1.3.1.1 This RFP (2nd Call) is published subsequent to publication of RFP for FMC services (on 23rd February 2018).

1.3.1.2 The bidding under this RFP would be completed through a single stage two envelop system:

A. Request for Proposal (RFP) –

RFP comprises of following two parts as briefed below:

a. Part 1: Technical Proposal

- The Technical Proposal of bidders will be evaluated, by the committee appointed for the purpose, for compliance with the eligibility criteria and further technical evaluation as defined in the RFP. The bidders fulfilling the eligibility criteria and technical evaluation conditions shall be considered as technically qualified. These technically qualified bidders would only be considered for Financial Proposal evaluation.
- Bidders are requested to refer Clause 1.3.6 & 1.7.1

b. Part 2: Financial Proposal

- Financial Proposal of technically qualified bidders (based on technical proposal and technical evaluation as indicated in Part 2) will only be opened and evaluated.
- Bidders quoting Lowest Bid value i.e **L1** for Year 1 among technically qualified bidders shall be selected as successful bidder.
- Bidders are requested to refer Clauses 1.3.7 & 1.7.2

B. Proposal validity shall be as per duration specified in Clause 1.14

1.3.1.3 During the Bidding Process, the applicants (the "Bidders" or "Applicants") will be requested to submit their Proposals pursuant to this RFP in accordance with the terms set forth in this RFP, all the Volumes, Appendices and Addenda thereof issued by NHDC as part of this Bidding Process (collectively the "Bidding Documents"), as modified, altered, amended and clarified from time to time by Authority. All Proposals shall be prepared and submitted in accordance with such terms.

1.3.1.4 Authority reserves the right to reject the Proposal which does not meet this requirement. Any further extension of the Proposal Validity Period shall be with the consent of the Bidders. Further details of the process to be followed during the Bidding Process and the terms thereof are spelt out in this RFP.

1.3.2 Special Instructions for Preparation of Proposal

- i. **Language:** - The proposal and supporting documents shall be in English language unless otherwise specified.
- ii. **Currency:** - Bidders shall express the price of their Financial Proposal in India Rupees (INR) only.
- iii. 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 Authority, the format in which Bidders have to specify the fundamental aspects of their Proposal have been outlined in this RFP under Section 5 and 6.
- iv. The original proposal shall contain no interlineations or overwriting, except as necessary to correct errors made by applicants themselves. Any such corrections, interlineations or

overwriting must be initiated by the person(s) who had signed the proposal. Authority's decision in this regard will be final.

- v. 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 premises 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 he provides all the information as sought by Authority, failing which the proposal shall be considered as non-responsive.
 -
- vi. It shall be deemed that prior to the submission of the Proposal, the Applicant has:
 - a) made a complete and careful examination of terms and conditions / requirements, and other information as set forth in this RFP document;
 - b) received all such relevant information as it has been requested from Authority; and
 - c) made a complete and careful examination of the various aspects of the Project.
- vii. No change in or supplementary information to a Proposal shall be accepted after the Proposal Due Date. However, Authority 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 Authority, the Proposal would be evaluated solely on the basis of available information.
- viii. Authority shall not be liable for any mistake or error or neglect by Applicant in respect of the above.
- ix. Authority reserves the right to reject any or all of the Proposals without assigning any reason whatsoever.
- x. Authority also reserves the right to withdraw the Bidding Process at its discretion under intimation to the Bidders submitting the Proposals, without assigning any reasons for the same.
- xi. Authority reserves the right to vet and verify any or all information submitted by the Bidder.
- xii. 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 Authority, is found to be incorrect or is a material misrepresentation of facts, then the Proposal will be liable for rejection.
- xiii. The Bidder shall be responsible for all costs associated with the preparation of the Proposal. Authority shall not be responsible in any way for such costs, regardless of the conduct or outcome of the Bidding Process.

1.3.3 Submission of queries

Any queries or request for additional information concerning this RFP shall be submitted in writing or by e-mail within the time frame provided, to the officer designated as described below:

Additional Development Commissioner for Handlooms,

Ministry of Textiles, Room – 57, Udyog Bhawan, New Delhi

Contact Person: Mr. Anil Raj Kumar (ADC(HL))

Contact Number: 011-23062402

Email for communication: kumarar@gov.in and tender@nhdc.org.in

The envelopes / email subject / communication shall clearly bear the following identification/ title:

**"Queries / request for additional information: Request for Proposal for
Selection of agency for providing Comprehensive Facility Management Services at
Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi, Uttar Pradesh"**

The applicant shall mention the name of firm and contact details of their representative on the envelop/email while sending queries.

1.3.4 Clarification and 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 Authority may hold at its own discretion; Authority may amend the RFP document. Such amendments shall be intimated in writing by Authority which will qualify as an "Addendum"/ "Corrigendum".

At any time prior to the deadline for submission of Proposals, Authority 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" / "Corrigendum".

The Addendums/ Corrigendum will be uploaded on the websites as mentioned in the Term Sheet of this RFP in the form of corrigendum. Each such Addendum shall become part of the RFP document.

1.3.5 Applicants submission for Eligibility Criteria

Bidder shall submit the signed checklist for eligibility criteria as per Form-T2 along with requisite documents as indicated in the clause 1.2.4

1.3.6 Applicants submission for Technical Proposal

Bidders are required to submit a Technical Proposal (TP) in forms provided in Section-4 of the RFP.

Submission of wrong type of Technical Proposal will result in the Proposal being deemed non-responsive. The Technical Proposal shall provide the information indicated in the following paras using the attached Standard Forms as per Section 5.

Scanned duly signed copies of following documents required for Technical Proposal shall be uploaded as specified in clause 1.4

Forms no.	Enclosures to Technical Proposal
FORM-T1	Letter of Application
FORM-T2	A: Information about the bidder B: Financial capacity certificate
FORM-T3	Power of Attorney
FORM-T4	Eligible Assignments
FORM-T5	Experience of Similar Works
FORM-T6	Existing Commitments
FORM-T7	Undertaking
FORM-T8	Scope of work for the FMC
FORM-T9	Equipment availability/ access commitment & materials / consumables to be used
FORM-T10	Work Plan
FORM T11	Brief on quality control mechanism
FORM T12	Anti-Collusion Certificate

1.3.7 Applicants submission for Financial Proposal

- i. The Financial Proposal shall be prepared using the attached Standard Forms as per (Section 6) and scanned copy of the financial proposal shall be uploaded as per instructions in clause 1.4.

Forms no.	Enclosures to Financial Proposal
FORM F1:	Financial Proposal Submission Form
FORM F2:	Financial Bid
FORM F3:	Cost for Additional Manpower on Temporary basis (Rate Only Items)

- 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 is given in figures, the same should also be mentioned in words. In case of conflict between amounts stated in figures and words, the lower amount will be taken as correct, whether the same has been provided in figures or in words.
- iv. The financial proposal shall be in the form of lump-sum amount (in the form of Annual Comprehensive Facility Management Cost quoted in INR for First Year) exclusive of GST that may be applicable. Payment of GST shall be as per clause 1.2.9.

1.4 Instructions to Bidders for Online Bidding

The Bidder shall submit their proposal only on Central Public Procurement Portal (on-line) at <https://eprocure.gov.in/eprocure/app>. Detailed instructions to bidders for on-line proposal submission are given below.

The Bidders are required to submit soft copies of their proposals electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the Bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

1.4.1 Registration

- a) Bidders are required to enroll on the Central Public Procurement Portal (eProcurement portal URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online Bidder Enrolment”. Such enrolment is free of charge.
- b) As part of the enrolment process, the Bidder will be required to choose a unique username and assign a password to their accounts.
- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d) Upon enrolment, the Bidder will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- e) Only one valid DSC should be registered by a Bidder. Please note that the Bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- f) Bidder then can login to the site through the secured log-in by entering their user ID / password and the password of the DSC/ e-Token.

1.4.2 Searching for Tender Document

- a) There are various search options built in the CPP eProcurement Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- b) Once the bidder selects the tender, they may download the required documents/ tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would

enable the CPP Portal to intimate the bidders through SMS/ e- mail in case there is any corrigendum issued to the tender document.

- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

1.4.3 Preparation of Bids for online submission

- a) Bidders should take into account any corrigendum/addendum to the tender document published before submitting their bids.
- b) Bidders should go through the tender advertisement/NIT, RFP and Bid Document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers/packets in which the bids have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and generally, they can be in PDF/XLS/RAR/ DWF/JPG/ other system supported formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing the size of the scanned document. Bidder shall ensure that the scanned copies are legible. Authority reserves the right to reject the bid in case submitted documents are not legible.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidder can use “My Space/Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

1.4.4 Submission of Bids

The bids shall be submitted online in two covers viz., Technical Proposal / Eligibility Evaluation and Financial Proposal. **All the pages of bid being submitted must be duly signed by Authorized representative of the bidder and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.** The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

1) Cover – I Technical Proposal:

- The documents as specified in clause 1.3.6 of this RFP are to be duly signed by bidder’s Authorized representative and furnished by the Bidder (i.e. checklist and Form T1 to T12).
- Signed copy of RFP.
- Scanned copy of document as a proof for payment of EMD.

2) Cover – II Financial Bid (Check list):

- The documents as specified in clause 1.3.7 of this RFP are to be duly signed by bidder’s Authorized representative and furnished by the Bidder.
- a) Bidder should log into the site well in advance for bid submission so as to ensure that the bid is uploaded in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

- b) The Bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document. **Each page of the bid shall be serially numbered and Table of Content shall indicate page reference for headings & forms.**
- c) Bidder has to select the payment option as “offline” to pay the tender fee/ EMD as applicable and enter details of the instrument.
- d) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- f) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive RFP-For Appointing Survey Agency fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- i) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

1.4.5 Assistance to Bidders

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.

1.5 Modifications/Substitution/Withdrawal of Proposals

No proposal can be modified by the bidder subsequent to the closing date and time of proposal submission due date. In the event of withdrawal of the proposal by bidder, the EMD will be forfeited by the Authority.

1.6 Opening of Proposal

Authority 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.

Stage 1: Opening of Cover 1 (Technical Proposal)

The documents in Cover I submitted online by respective bidders will be opened (decrypted) on the date and time stipulated in the “Critical Date Sheet”, processed & scrutinized to determine Non-Responsive Proposals.

Proposals for which a notice of withdrawal has been submitted shall not be opened.

Prior to evaluation of Proposals, authority will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive only if the Proposal:

- Is received by the Proposal Due Date pursuant to point 12 of the Term Sheet
- Is submitted pursuant to Clause 1.3
- Is accompanied by the Power of Attorney as specified in Form T3, as applicable.
- Accompanied by EMD as per clause 1.12
- Contains all the information as requested in the RFP;
- All pages of the Proposal are signed by Authorized representative of Applicant,
- Contains information in the forms specified in this RFP along with supporting documents; and fulfills the conditions of Pre-Qualification /Eligibility Criteria,
- Proposal validity is as prescribed in the RFP,
- Technical proposal does not contain any material information on financial bid,

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

Authority would subsequently examine and evaluate Proposals in accordance with the Selection Process specified at Clause 1.7.1 and the criteria set out in Clause 1.2.4 and 1.2.5 of this RFP.

Stage 2: Opening of Cover 2 (Financial Proposal)

After the technical evaluation, Authority would prepare a list of qualified Applicants in terms of Clause 1.7.2 for opening of their Financial Proposals.

Authority will not entertain any query or clarification from Applicants who fail to qualify at any stage of Selection Process.

The financial evaluation would be carried out in terms of Clause 1.7.2

If Applicant quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.

1.7 Evaluation of Proposal

1.7.1 Technical Evaluation

The Technical Proposal of bidders will be evaluated for compliance with the eligibility and qualification criteria as defined in clause 1.2.4 and clause 1.2.5 of the RFP. Only those bidders who fulfils the minimum eligibility criteria and qualifying criteria as per clause 1.2.4 and clause 1.2.5 respectively shall be identified as Technically Qualified Bidders and would be considered for Financial Proposal evaluation.

The EMD of bidders who do not qualify the technical evaluation shall be returned to respective unsuccessful bidders.

1.7.2 Financial Evaluation and Selection of Bidder

Financial Proposal of technically qualified bidders (as indicated in clause 1.7.1) will only be opened and evaluated.

Bidders quoting lowest Financial Quote i.e **L1** for Year 1 (as per Form T2), among technically qualified bidders shall be identified as **“Selected Bidder”**.

If bidder quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered. The Authority reserves the right to accept/reject any bid including the lowest bid received and/or annul the bidding process.

1.8 Award of Work

After selection, a Letter of Award (the “LOA”) shall be issued, by the Authority 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 the event the duplicate copy of the LOA duly signed by the Selected Bidder is not received by the stipulated date, the Authority may, unless it consents to extension of time for submission thereof, appropriate the Bid Security/EMD of such Bidder as mutually agreed genuine pre- estimated loss and damage suffered by the Authority on account of failure of the Selected Applicant to acknowledge the LOA, and the next eligible Applicant may be considered.

1.9 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 “Term Sheet” or as amended in LOA. The Selected Bidder shall not be entitled to seek any deviation in the Service Agreement.

The Selected Bidder shall submit Performance Security as per clause 1.11 before signing of Service Agreement.

1.10 Implementation Process and Contract Period

The date on which the Service Agreement will be signed between NHDC and Selected Bidder will be identified as the ‘Commencement Date’;

1.10.1 Mobilisation Period

The Agency will be granted a 30 calendar days from the date of signing the Service Agreement to mobilize the project team as per the requirements stated in this RFP. The date on which the mobilization period gets completed will be identified as the ‘Effective Date’;

The Authority may request to mobilize part team on priority (if need be) during mobilization period, FMC shall extend required assistance to the Authority if such request is raised.

1.10.2 Contract Period

The Contract Period shall start from the ‘Effective Date’ as defined above, and shall be valid for a period of **05 years (i.e 60 Months)**.

The FMC shall provide a consolidated list of equipment’s procured by the FMC and update the Authority on annual basis for records. This list shall not include Park Stock and consumables.

1.10.3 Payment Terms and Escalation

- i. The payment for the entire Annual Comprehensive Facility Management Cost will be done on equal monthly instalments basis during contract period.
- ii. Overall cost escalation of 5% per annum shall be applicable on last paid Annual Comprehensive Facility Management Cost. Following example is for clarity:

Year	from	Annual Escalation factor
	agreement date	

1 st Year	No escalation
2 nd Year	5% escalation on Annual Comprehensive Facility Management Cost paid in 1 st Year
3 rd Year	5% escalation on Annual Comprehensive Facility Management Cost paid in 2 nd Year
4 th Year	5% escalation on Annual Comprehensive Facility Management Cost paid in 3 rd Year
5 th Year	5% escalation on Annual Comprehensive Facility Management Cost paid in 4 th Year

- iii. However, if after taking into account the changes/ increase in minimum wages/ statutory payables to workers, such increase may be considered (even if, with that increased contract value will escalate more than the overall limit of 5% per annum on the initial value of contract), at the sole discretion of the Authority.
- iv. However, such increase will be limited to the manpower or wage component only and without such increasing on the other components of the contract, at the discretion of the Authority, with same/ existing rates/level on all items, except wages.
- v. All reporting requirement and copy of the routine maintenance works to be submitted along with the Bills. Performance of the FMC shall be monitored by the Authority appointed officials.
- vi. Reimbursable costs, where applicable as per the terms of RFP/Service Agreement, would be paid to FMC on production and approval of bills on actual basis.
- vii. Authority would endeavour to make due payment to FMC within 30 days of receipt of invoice/bill from FMC as per the terms of RFP and Service Agreement.
- viii. Payment of GST would be as per clause 1.2.9.

1.11 Performance Security

1.11.1 Within 10 days, or within period as amended Letter of Acceptance (LoA), of receipt of the LoA, the Selected Bidder shall deliver to the Authority 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 10% of the Contract Price as stipulated in the conditions of contract:

Performance Security shall be submitted in the form of Bank Guarantee in the format acceptable to the Authority or in the form of payment through RTGS/NEFT as per bank details provided in the term sheet.

Failure of the successful Bidder to comply with the requirements of Sub- clause 1.11.1 shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid Security.

1.11.2 The performance security shall be submitted for entire Contract Period and shall be valid for six months after the scheduled completion date.

1.11.3 It is expressly understood and agreed that the performance security is intended to secure the performance of entire Service Agreement. It is also expressly understood and agreed that the performance security is not to be construed to cover all the damages detailed / stipulated in various clauses in the Contract document.

1.11.4 Should the contract period, for whatever reason be extended, the Bidder, shall at his own cost, get the validity period of Bank Guarantee in respect of performance security furnished by him extended

and shall furnish the extended / revised Bank Guarantee to the Authority before the expiry date of the Bank Guarantee originally furnished.

1.11.5 Appropriation of Performance Security

Performance Security submitted by the FMC shall be forfeited if the FMC fails to commence operations as per the requirements of this RFP.

In the event the FMC fails to perform any or all its obligations under the Service Agreement and damages are imposed for such failure, the Authority shall have right to appropriate such amount as damages from the Performance Security submitted by the FMC.

Upon occurrence of a FMC Default or failure to meet any condition as per the Service Agreement, the Authority shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to encash and appropriate the relevant amounts from the Performance Security as Damages for such FMC Default or failure to meet any Condition Precedent. Upon such appropriation from the Performance Security, the FMC shall, within 30 (thirty) days thereof, replenish, in case of partial appropriation, to its original value, and in case of appropriation of the entire Performance Security provide a fresh Performance Security, as the case may be, failing which the Authority shall be entitled to terminate this Agreement.

Upon replenishment or furnishing of a fresh Performance Security as aforesaid, the FMC shall be entitled to an additional Cure Period of 30 (thirty) days for remedying the FMC Default or to meet any Condition Precedent, and in the event of the FMC not curing its default or meeting such Condition Precedent within such Cure Period, the Authority shall be entitled to encash and appropriate such Performance Security as Damages, and to terminate this Agreement.

1.11.6 Release of Performance Security

Performance Security submitted, will be returned to the Agency subject to the Authority's right to receive or recover amounts, if any, due without any interest 30 days after completion of Contract.

1.12 Bid Security/EMD

1.12.1 Proposal should necessarily be accompanied by **an Earnest Money Deposit for an amount of Rs. 1,00,000/-** (Indian Rupees One Lakh only) through Account Payee Demand Draft/Banker's Cheque/RTGS/NEFT to the bank account as per bank details provided in the term sheet. EMD shall remain valid for a period of forty-five days beyond the final proposal/bid validity period.

1.12.2 Exemption of EMD will only be given to MSME/NSIC registered bidders. Such bidder shall submit valid supporting certificate as per instructions in this RFP for submission of EMD.

1.12.3 Bidder should prepare and submit the EMD as per the instructions specified in the tender document. **Those Applicants who have already submitted EMD (Bid Security) in 1st Call of the said RFP published on 23rd February 2018 do not need to submit fresh EMD under this RFP in case such EMD is not forfeited or returned, however, such Applicants shall submit duly signed copy of submitted EMD (both online and in hard copy at address mentioned in the RFP Term Sheet) clearly indicating the reference number and bidder information as per instructions for EMD.**

1.12.4 The EMD in the form of Demand Draft / Bankers check / acknowledgement of deposit through RTGS / NEFT transfer, shall be sealed in an envelope super scribed Earnest Money Deposit (EMD) for "Proposal for Comprehensive Facility Management of Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi" and submitted at the address mentioned in the point number 6 of term sheet before the end date and time indicated for the same.

1.12.5 Tenders without EMD are liable to be rejected.

1.12.6 EMD of successful Applicant shall be retained by the Authority till Performance Security Deposit is submitted by the successful Applicant. EMD of unsuccessful Applicants will be returned after expiry of the final proposal/bid validity and latest on or before the 30th day after the award of the contract.

1.12.7 The EMD shall be forfeited by Authority in the following events:

- a) If Proposal is withdrawn during the validity period or any extension agreed by the bidder thereof.
- b) if a Bidder submits a Non-Responsive Proposal or if any information or document furnished by the Applicant turns out to be misleading or untrue in any material respect;
- c) If the Proposal is varied or modified in a manner not acceptable to Authority after opening of Proposal during the validity period or any extension thereof.
- d) If the bidder tries to influence the evaluation process.
- e) in the case of Selected Bidder, if it fails within the specified time limit -
 - to accept the LoA; and / or
 - to sign the Service Agreement; and / or
 - to furnish the Performance Security; and
 - in case the Selected Bidder, having signed the Service Agreement, commits any breach thereof prior to furnishing the Performance Security.

1.13 Power of Attorney

1.13.1 The Applicant should submit a Power of Attorney in the format specified at Form T3 of Section 5 authorizing Applicant's representative as signatory of the Proposal to commit the Applicant.

1.14 Proposal Validity

1.14.1 The Term Sheet point 25 indicates how long Bidders' Proposals must remain valid 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. Authority will make its best effort to complete the selection process within this period. Should the need arise Authority may request the bidders to extend the validity period of their proposals. Bidders who do not agree, have the right to refuse to extend the validity of their Proposals; under such circumstance Authority shall not consider such proposal for further evaluation.

1.14.2 Bidders are requested to refer "Term Sheet" for applicable duration of validity.

1.15 Conflict of Interest

1.15.1 Bidders, and any of their affiliates, shall be considered to have a conflict of interest and shall not be eligible for selection as Facility Management Company (FMC) under any of the circumstances set forth below:

- a. **Conflicting Assignment/job:** A bidder or any of its affiliates shall not be hired for any Assignment/job that, by its nature, may be in conflict with this Assignment/job of the bidder to be executed for the same Employer.
- b. **Conflicting Relationships:** A bidder that has a business or family relationship with a member of the Authority/Ministry's staff who is directly or indirectly involved in any part of
 - i. the preparation of the Terms of Reference of the Assignment/job,
 - ii. the selection process for such Assignment/job, or
 - iii. supervision of the Contract, may not be awarded a Contract, until and unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Authority.

1.15.2 Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of Authority, or that may reasonably be perceived as having this

effect. Failure to disclose said situations may lead to the disqualification of the bidder or the termination of its Contract.

1.16 Corrupt or Fraudulent Practices

1.16.1 Authority desires to observe a high standard of ethics during the procurement and execution of Draft Service Agreement. In pursuance of this Clause, the Authority:

- a) will not accept a proposal for award if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt fraudulent practices on competing for the RFP in question, and will declare a bidder ineligible.
- b) if it, at any time determines that the bidder has engaged in corrupt or fraudulent practices, for this RFP or in the past for the purpose of this provision, the Authority defined the terms set forth as follows:

"Corrupt Practices" means the offering, giving, receiving and soliciting of anything of value to influence the action of an official in the procurement process or in Service Agreement execution; and

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a Service Agreement and includes collusive practices among Bidders (prior to or after Proposal submission designed to establish Proposal prices at artificial, non-competitive levels and to deprive the Authority of the benefits of free and open competition

1.17 Prohibition against collusion amongst bidder(s)

1.17.1 Each Bidder shall warrant by its Proposal that the contents of its Proposal have been arrived at independently. Any Proposal which have been arrived at, through connivance or collusion or pooling amongst two or more interested parties for the purpose of restricting competition shall be deemed to be invalid and the concerned Bidder(s) shall lose its/their Earnest Money, at Authority's sole discretion. The format for Anti- Collusion Certificate has been provided in Form 10 of Section 4 of the RFP document.

1.18 Confidentiality

1.18.1 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.

1.19 Interpretation of Documents:

- i. Authority will have the sole discretion in relation to:
 - a) the interpretation of this RFP document, the Proposals and any documents provided in support of the Proposals; and
 - b) all decisions in relation to the evaluation of Proposals.

Authority will have no obligation to explain or justify its interpretation of this RFP document, the Proposal(s) or their supporting/related documents/information or to justify the evaluation process or selection of the Selected Bidder.

- ii. In the event of conflicts of any sort among the Information and Instructions to Bidder and the Service Agreement, the documents shall be given the following priority:
 - a) Service Agreement,
 - b) Information and Instructions to Bidder.

- iii. Authority reserves the right to use and interpret the Proposal documents, data etc it receives from the Bidder(s) in its absolute discretion.

Section – 2: Key clauses of Service Agreement

2.1 Sub-contracting

- 2.1.1 The FMC may sub-contact any portion of work, however a prior intimation (at least 10 working days in advance of appointment) of the list of sub-contractors and their respective scope of work shall be intimated to the Authority in writing. The Authority reserves the right to disapprove any subcontractor in case any national security issues. FMC shall abide with the decision taken by the Authority. Sub-contracting does not alter the facility management contractor's Obligations and responsibilities under the contract. The FMC shall not engage the services of any Sub-FMC for the purposes of discharging entire obligation under the Contract without approval of the Authority.
- 2.1.2 FMC shall ensure that sub-contractor possesses adequate experience in related services (at least 3-year experience in case of Security Services), has applicable licenses such as PSARA license etc., is registered with GST/EPF/ESI authorities etc. and is not under any declaration of ineligibility by any authority and should not be blacklisted with any of the government projects as on date of appointment.

2.2 Other contractors

- 2.2.1 The facility management contractor (FMC) shall cooperate and share the site with other contractors, Occupants, Operators, Public Authorities, utilities and the engineer between the dates given in the schedule of other contractors.
- 2.2.2 The facility Management contractor shall as referred to in the contract data, also provide facilities and services for them as described in the schedule. The employer's representative / chief general manager may modify the schedule of other contractors and shall notify the FMC of any such modification.

2.3 Materials, Machinery & Equipment

- 2.3.1 The FMC shall arrange and supply at his own cost all material, machinery, equipment, plant, tools, appliances, implements, ladder, cordage, tackle, scaffoldings, and temporary works requisite or proper for effective execution of the work, whether original, altered or substituted and whether included in the specification or other documents forming part of the Contract or referred to these conditions or not all which may be necessary for the purpose of satisfying or complying with the requirements of the Authority as to any matter which under these conditions he is entitled to be satisfied or which he is entitled to require together with the carriage therefore to and from the work.
- 2.3.2 The FMC shall bear all the taxes including transportation, loading, unloading, stacking storage, safe custody against the damage due to sun, rain, dampness, fire, theft etc.
- 2.3.3 All the material brought to the site shall be duly accounted for by the contractor and got insured against loss due to any reason what so ever. Proof regarding this supported by the copies of the requisite document shall be regularly submitted to the Representative appointed by the Authority. The Authority may summon the complete record of the procurement of materials from the contractor at any time if needed. At site, the material shall be accounted in a manner acceptable to the Authority.
- 2.3.4 The material procured by the contractor shall be strictly according to the specification of that material conforming to ISI standard or any other approving authority as applicable.
- 2.3.5 Storage of the material should be as per approved norm. No damaged or inferior material will be kept at site of work for more than seven days from the date of orders of Engineer in Charge to remove the material.

2.4 Labour

- 2.4.1 The FMC shall, make his own arrangements for the engagement of all staff and labour, local or other, and for their payment, housing, feeding and transport.
- 2.4.2 The FMC shall, if required by the Authority, deliver to the Authority a return in detail, in such form and at such intervals as the authorised officer of Authority may prescribe, showing the staff and the number of the several classes of labour from time to time employed by the Contractor on the site and such other information as the Engineer may require.
- 2.4.3 Residential accommodation for Labour and manpower shall not be provided at the Project Facility. FMC shall be solely responsible of such requirement, if any, at it's own cost.

2.5 Compliance with Labour Regulations

- 2.5.1 During continuance of the contract, the Contractor and his sub-contractors shall abide at all times by the all existing labour enactments and rules made there under, regulations, notifications and bye laws of the State or Central Government or local authority and any other labour law (including rules), regulations, bye laws that may be passed or notification that may be issued under any labour law in future either by the State or the Central Government or the local authority.
- 2.5.2 The Contractor shall keep the Employer indemnified in case any action is taken against the Employer by the competent authority on account of contravention of any of the provisions of any act or rules made there under, regulations, or notifications including amendments. If the Employer is caused to pay or reimburse, such amounts as may be necessary to cause or observe or for non-observance of the provisions stipulated in the notifications/bye laws/Acts/Rules/regulations including amendments If any on the part of the contractor, the Engineer/Employer shall have the right to deduct any money due to FMC, the Engineer/Employer shall have the right to deduct any money due to the FMC including his amount of performance security. The Employer/Engineer shall also have right to recover from the Contractor any sum required or estimated to be required for making good the loss or damage suffered by the Employer.
- 2.5.3 The employees of the FMC and the Sub-Contractor in no case shall be treated as the employees of the Employer at any point of time.

2.6 Insurance to be taken out by the FMC

- 2.6.1 2.6.1 The FMC shall be responsible to take out and maintain, and shall cause any subcontractor to take out and maintain, at its (or the FMC's, as the case may be) own cost but on terms and conditions approved by the Authority, insurance against the risks for the complete contract period, and for the coverage's in accordance with good industry practice. The Authority shall not be liable towards any insurance claims by or against the second party and or its sub-Contractors or employees of both of them.
- 2.6.2 Indemnity and Insurance
 - a. The FMC shall take out and maintain adequate indemnity insurance and insurance against claims by third parties resulting from acts performed in carrying out the Services.
 - b. Authority undertakes no responsibility in respect of life, health, accident, travel or any other insurance coverage for the personnel or for the dependents of any such personnel.
 - c. The FMC shall indemnify at all times, the Authority from and against any and all claims, liabilities, obligations, losses, damages, penalties, actions, judgment, suits, proceedings,

demands, costs, expenses and disbursements of whatsoever nature that may be imposed on, incurred by or asserted against the Authority during or in connection with the services by reason of:

- (i) infringement or alleged infringement by the FMC of any patent or other protected right; or
- (ii) plagiarism or alleged plagiarism by the FMC.

d. The FMC shall indemnify, protect and defend, at FMC's own expense, Authority, its agents, employees and advisers from and against any and all actions, claims, losses or damages arising out of FMC's failure to exercise the skill and care required under this agreement, provided, however that FMC is notified of such actions, claims, losses or damages not later than twelve months after conclusion of the contract or services; and provided further that the ceiling on FMC's liability shall be limited to the Contract value approved by the Authority except that such ceiling shall not apply to actions, claims, losses or damages caused by FMC's gross negligence or reckless conduct;

e. In addition to any liability the FMC may have under this agreement the FMC shall, at its own cost and expense, upon request of Authority, re-perform the Services in the event of FMC's failure to exercise the skill and care.

f. The FMC shall have no liability whatsoever for actions, claims, losses or damages occasioned by (i) Authority's overriding a decision or recommendation of FMC or requiring FMC to implement a decision or recommendation with which FMC does not agree; or (ii) the improper execution of FMC's instructions by agents, employees or independent contractors of Authority.

2.7 Safety

2.7.1 The FMC shall be responsible for maintaining the safety of all activities on the site.

2.7.2 In respect of all labour directly or indirectly employed in the work for the performance of the FMC's part of this contract, the FMC shall at his own expense arrange for the safety provisions as per Safety Code framed from time to time and shall at his own expense provide for all facilities in connection therewith.

2.7.3 FMC is responsible for co-ordination and management of delivery of services from AMC vendors/suppliers/contractors, therefore for ensuring safety compliance by them, FMC is required to monitor the delivery of service and report client in case of non-compliance of safety requirements immediately.

2.8 Liquidated Damages

2.8.1 The FMC shall pay liquidated damages to the Authority at the defined rates. The total amount of liquidated damages shall not exceed the amount defined in the Contract Data. The Authority may deduct liquidated damages from payments due to the FMC. Payment of liquidated damages does not affect the FMC's.

2.8.2 In case of continued default or repetitive non-performance at regular intervals, Authority may go on enhancing the levy of liquidated damages, each time limited to 1% of the amount of contract per month of further default subject to maximum limit as defined in the Contract Data.

2.9 Cost of Repairs

2.9.1

2.9.2 Loss of damage to the Works or Materials to be incorporated in the Works between the Start Date and the end of the duration of Contract shall be remedied by the FMC at FMC's cost if the loss or damage arises from the FMC's acts or omissions or damage to main FMC's work.

2.10 Manuals & Registers

2.10.1 The FMC shall provide updated asset register recording the actual condition of the assets at the time of takeover and at the end of the contract period.

2.10.2 If the FMC does not submit the asset register at the end of the contract period or they do not receive the Authority's approval, the Authority reserves the right to withhold the final bill payable to the FMC.

2.11 Force majeure

Force Majeure Event: Force Majeure Event shall mean any event or circumstance or a combination occurring in India set out hereunder, which affect or prevent the Party claiming Force Majeure ("Affected Party") from performing its obligations:

(A) Non-Political Events

- (a) Acts of God or natural disasters beyond the reasonable control of the Affected Party which could not reasonably have been expected to occur, including but not limited to storm, cyclone, typhoon, hurricane, flood, landslide, drought, lightning, earthquakes, volcanic eruption, fire or exceptionally adverse weather conditions affecting the implementation of the Project.
- (b) Radio active contamination, ionizing radiation
- (c) Epidemic, famine.
- (d) An act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, military action, nuclear blast.
- (e) Strikes or boycotts or industrial action or any public agitation of any kind;
- (f) Any event or circumstances of a nature analogous to any of the foregoing.

(B) Political Event

- (a) Change in Law, other than any Tax laws, rules and regulations, to which the provisions of Change in Law as per the Service Agreement cannot be applied;
- (b) Expropriation or compulsory acquisition by any Competent Authority of the Project or part thereof or any material assets or rights of the FMC; provided the same has not resulted from an act or default of the FMC or such person;

Above are only key events of Force majeure and Authority may appropriately add /modify terms in draft Service Agreement.

2.12 Termination

2.12.1 The authorized officer on behalf of the Authority may terminate the Contract if the other party causes a fundamental breach of the Contract. For this purpose, 90 days' notice in writing shall be served by either party on the other party clearly mentioning the particular grounds of Breach of Contract with a copy to the Employer.

2.12.2 Fundamental breaches of Contract include, but shall not be limited to the following:

- a) Breach of contract by FMC

- i. the FMC stops work for 30 days when no stoppage of work is shown on the current programme and the stoppage has not been authorized by the authorized officer of the Authority;
- ii. the FMC is made bankrupt or goes into liquidation other than for a reconstruction or amalgamation.
- iii. the authorized representative of the Authority gives Notice that failure to correct a particular Defect is a fundamental breach of Contract and the FMC fails to correct it within a reasonable period of time determined by the authorized representative of the Authority;
- iv. the FMC does not maintain a Performance Security which is required;
- v. the FMC has delayed the completion of works by the number of days for which the maximum amount of liquidated damages can be paid as defined in the Contract data;
- vi. If the FMC, in the judgment of the Authority has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- vii. In case the FMC is a partnership firm or any other such legal entity having more than one constituents, the FMC shall not change its legal constitution in any manner during the subsistence of contract. The shareholding, percentage/extent of partnership or other interest of the original constituents of the FMC shall not be diluted or varied during the subsistence of Contract.
- viii. The FMC shall not engage the services of any Sub-FMC for the purposes of discharging entire obligation under the Contract without approval of the Authority.
- ix. If the FMC, having been given a notice in writing by the Authority, fails to rectify, reconstruct or replace any defective work or continues the execution of work in an inefficient, improper, un workman like manner or not in accordance with sound Engineering practices or without complying with the directions and requirements within a period of 15 days of the issue of said notice.
- x. If the FMC commits any acts of defaults with respect to conditions of contract.

b) Breach of contract by Authority

- i. the authorized representative of the Authority instructs the FMC to delay the progress of works or to temporarily stop the work and the instruction is not withdrawn within a continuous period of 30 days.
- ii. the Authority is made bankrupt or goes into liquidation other than for a reconstruction or amalgamation.
- iii. A payment certified by the authorized representative of the Authority is not paid by the Authority to the FMC within 60 days of the date of certification by the Authorized representative of the Authority.

2.12.3 If the Contract is terminated the FMC shall stop work immediately, make the Site safe and secure and leave the Site as soon as reasonably possible.

2.12.4 After the termination of the contract under this clause, the Authority shall be at liberty to get the balance work executed through some other contractual agency or through departmental means or to abandon the balance work altogether or to modify the design and scope of the work in any manner. The FMC shall have no claim against the Employer in this regard.

2.13 Payment upon Termination

- 2.13.1 If the Contract is terminated because of a fundamental breach of Contract by the FMC, the authorized representative of the Authority shall issue a certificate for the value of the work done less advance payments received upto the date of the issue of the certificate, less other recoveries due in terms of the contract, less taxes due to be deducted at source as per applicable law and less the percentage to apply to the work not completed as indicated in the Contract Data. Additional Liquidated Damages shall not apply. If the total amount due to the Authority exceeds any payment due to the FMC the difference shall be a debt payable to the Authority.
- 2.13.2 If the Contract is terminated because of a fundamental breach of Contract by the Authority, the Authority shall issue a certificate for the value of the work done. This work value shall take into account the cost of balance material brought by the FMC and available at site, the reasonable cost of removal of Equipment, repatriation of the FMC's personnel employed solely on the Works, and the FMC's costs of protecting and securing the works and less advance payment received upto the date of the certificate, less other recoveries due in terms of the contract and less the taxes due to be deducted at source as per applicable law.
- 2.13.3 No Compensation for Alteration in or Restriction in Works
- 2.13.4 If at any time , after the commencement of the work the Government, for any reason whatsoever, does not require the whole Project/Work or part thereof to be carried out, the authorized representative of the Authority shall give notice in writing of the fact to the FMC , who shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which he might have derived from the execution of the work in full, but which he did not derive in consequence of the full amount of work not having been carried out, neither shall he have any claim for compensation by reasons of any alteration having been made in the original specifications, drawings , designs and instructions , which shall involve any curtailment of the work originally contemplated.

2.14 Deduction for Non Performance

- 2.14.1 Subject to the terms and conditions mentioned in the Contract, any deficiency by the FMC in the performance of its delivery obligations, shall render him liable to any or all of the following penalties

Description	Expected for upkeep	Minimum Obligation	Deduction recovery to be affected in the monthly bill
Power – Substation / DG set	100 (Ability to be online in case of power failure to be not less than 20 secs.)	98%	1% of the monthly bill
UPS	100%	99.95%	0.5% of the monthly bill
HVAC systems for entire complex	100%	99.5%	2% of the monthly bill
Elevators	100%	98%(each lift shall not have more than 4 times BD a year)	0.5% of the monthly bill
ACBs / Panels/ Cables	100%	Critical ACBs: 100% Non critical: 99.5%	1% of the monthly bill

Fire Hydrant system & Sprinkler system	100%	100%	2% of the monthly bill
Control Room / BMS	100%	98%	2% of the monthly bill
CCTV	100%	98%	1% of the monthly bill
Shortfall in deployment of minimum manpower described in the agreement	100%	100%	2% of the monthly bill
Shortfall in deployment of minimum machinery / tools described in the agreement	100%	100%	3% of the monthly bill
Minor Defects as defined in Form T 9, Table 4	100%	98%	1% of the monthly bill
Major defects as defined in Form T 9, Table 4	100%	95%	2% of the monthly bill
Housekeeping works as per Agreement	100%	95%	1% of the monthly bill

2.14.2 In case of repetitive instances of non-performance regularly, the Authority may take necessary action for termination of Contract and forfeiture of Performance Bank Guarantee after issuing a maximum of three months' notice.

2.15 Obligations of Facility Management Contractor

2.15.1 General

A. Standard of Performance

The FMC shall perform the services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The FMC shall at all the times support and safeguard the Authority's legitimate interest in any dealings with the other parties.

B. Law governing Services

The FMC shall perform the Services in accordance with the Applicable Law and shall take all practicable steps to ensure that the personnel of FMC, comply with the Applicable Law.

C. Conflict of Interest

The FMC shall hold the Authority's interests paramount, without any consideration for future works, and strictly avoid conflict with other assignments or their own corporate interests.

a. FMC not to benefit from commissions, discounts, etc.

- i. The payment of the FMC pursuant to clause 1.10.3, hereof shall constitute the FMC's only payment in connection with this Contract and, the FMC shall not accept for its own benefit any trade commission, discount or similar payment in connection with

activities pursuant to this Contract or in the discharge of its obligations hereunder, and the FMC shall use its best efforts to ensure that Personnel involved shall not receive any such additional payment.

- ii. Furthermore, the FMC shall comply with the AUTHORITY's applicable procurement guidelines for procurement of goods, works or services.

b. FMC and affiliates not to be otherwise interested in Project

The FMC agrees that, during the term of this Contract and after its termination, the FMC and any entity affiliated with FMC, shall be disqualified from providing goods, works or services resulting from or directly related to the FMC for the implementation of the project.

c. Prohibition of conflicting activities

The FMC shall not engage, and shall cause their Personnel not to engage, either directly or indirectly, in any business or and their professional activities which would conflict with the activities assigned to them under this Contract.

D. Confidentiality

Except with the prior written consent of the Authority, the FMC and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the FMC and the Personnel make public the recommendations formulated in the course of or as a result of the Services.

E. Liability of the FMC

Subject to additional provisions, if any, set forth in the Contract, the entire and collective liability of the selected FMC arising out of or relating to this agreement will be to the extent of the agreed final total fee as quoted by the FMC.

The liability of the FMC shall be as per the scope of work defined in Form – T8.

F. FMC's actions requiring Authority's prior approval

The FMC shall obtain Authority's prior approval in writing before taking any of the following actions

- a. Any change to the minimum manpower under the Scope of Work, Form – T8
- b. Any change in equipment / material /consumable in respect of make, quality or other criteria, which the FMC furnished in Annexure I, Annexure II and Form – T9.

2.15.2 Handover of Project Facility back to the Authority

- A. On completion of contract period or termination, the FMC shall peacefully handover the Project Facility to the Authority in same condition as it was handed over to FMC by the Authority
- B. FMC shall provide one time basic training to the subsequent facility management team appointed by the Authority
- C. FMC shall prepare and submit all documents required for hand-over mainly consisting of updated asset register, health check report of all equipment's, no claim certificate, warranty certificates, AMCs, DLP details among other key deliverables and reports for Authority's approval

- D. The FMC shall provide updated asset register recording the actual condition of the assets at the end of the contract period or upon termination, duly tallied with original 'Asset List' provided at the time of handover of Project Facility to the FMC.
- E. Final payment will only be released to FMC post Authority's approval on all the documents submitted for hand-over by the FMC to the Authority taking into account the above points.

2.16 Obligation of The Authority

2.16.1 Assistance and exemptions

Authority shall assist the FMC and his staff for getting necessary statutory permissions, approvals (if any) as may be required under the law for their stay at project site and for providing Services as per Scope of Work defined in Form- T8. Such assistance shall not be considered as Authority's obligation.

2.16.2 Access to Land

Authority warrants that FMC shall have, free of charge unimpeded access to all land at Project Facility in respect of which access is required for the performance of the Services. The Authority will be responsible for any damage to such land or property thereon resulting from such access and will indemnify FMC and each Personnel in respect of liability for any such damage, unless such damage is caused by default or negligence of FMC or Personnel or any affiliate of them.

2.16.3 Change in Applicable Law related to taxes and duties

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost incurred by FMC in performing the Services, then the remuneration and reimbursable expenses as otherwise payable to the FMC under this Contract shall be increased or decreased accordingly by agreement between the parties hereto.

2.16.4 Services, facilities and property of AUTHORITY

Authority shall make available to the FMC and the Personnel, for the purpose of the Services and free of any charge, the services, facilities and property described in the Scope of Work, Form – T8.

2.16.5 Payment

In consideration of the Services performed by the FMC under this Contract, the Authority shall make to the FMC such payments and in such a manner as is provided in the Agreement.

2.16.6 Office Space

Authority will provide office space equivalent to approx. 320 sq.ft in the Project Facility. However, furniture, hardware and software infrastructure and any other infrastructure required shall be arranged by FMC. In case FMC requires additional space within the Project Facility, they may propose and seek approval of the Authority for the same. FMC shall bear all costs associated with the setting-up of their office space.

2.16.7 Miscellaneous Cost

Miscellaneous Cost like AMC only of equipment's listed in Form-T8 point A4Ii(c) of the RFP, Insurance (Project related), Utility Bills, Liaising Fee etc. will be paid by the Authority. FMC shall assist and facilitate in selection of vendors/suppliers for the rendering the services.

2.16.8 Basic Utilities

Basic Utilities like Water and Power Supply will be provided by the Authority to FMC, however the infrastructure required for use of water and power supply shall be the responsibility of FMC.

2.16.9 Statutory and regulatory compliances

Procurement or renewal of statutory and regulatory compliances related to Authority's assets shall be done by the Authority. Authority may seek advice from FMC for such procurement or renewals.

2.16.10 Handing over to FMC and basic training

Once on-board, the Authority shall initiate the handing over process with support from existing PMSP. The Authority, PMSP and FMC shall jointly sign the final asset list for the Project Facility. The signed asset list shall be documented for all future references. Existing PMSP shall be providing one-time basic training to the Facility Management team once FMC team is on board.

2.17 Extension/Renewal of Contract

2.17.1 The extension or renewal of the contract in terms of increase in duration of contract or addition in scope of work, if required by the Authority may be considered taking into account the performance of the FMC. However, Authority is not bound to consider any such extensions.

2.17.2 The extension or renewal of the contract shall be as per the terms as approved by the Authority.

2.18 Definitions

Terms which are defined herein may not necessarily have been defined in the conditions of Contract but keep their defined meanings. Capital initials are used to identify defined terms:

- i. **“Authority”** means the National Handloom Development Corporation Ltd. (NHDC) with whom the Selected Bidder signs the Agreement for the Services as per Terms of Reference.
- ii. **“Annual Comprehensive Facility Management Cost”** shall mean all-inclusive annual cost for providing scope of services as per this RFP
- iii. **“Affiliate”** means any corporation, firm, or other entity that directly or indirectly is controlled by or is under common control of another firm.
- iv. **“Assignment”** means the work that the FMC shall perform pursuant to the Service Agreement.
- v. **“Asset List”** list of all equipment's, installations, furniture, fixtures, movable and immovable property belonging to the 'Project Facility' jointly signed by Authority, PMSP and FMC.
- vi. **“AMC”** means Annual Maintenance Contract.
- vii. **“CAM”** Common Area Maintenance
- viii. **“Capital Asset”** are core assets installed by the Authority limited to Air Conditioning Chillers, Cooling Tower, AHUs, FCUs, HVAC Main Panels and Starter Panels, Generators, Transformers, HT< Panels, UPS, Fire Alarm Panel, BMS Controller, CCTV system, Lifts, Escalators, Pumps (Fire, Water, Sewage and Air Conditioning), Solar Panel System, STP, RWH system and Retractable Seating.
- ix. **“Commencement Date”** means the date on which the Service Agreement will be signed between Authority and Selected Bidder;
- x. **“Contract Period”** is the period granted for undertaking Facility Management Services in the Project Facility, commencing from the Effective Date for the duration as defined in Clause 1.10.2 of RFP.
- xi. **“Contract Price”** means sum total of Annual Comprehensive Facility Management Cost for entire Contract Period.
- xii. **“Effective Date”** means date as defined in clause granted a 1.10.1 of RFP.
- xiii. **“Facility Management Contractor”/ “FMC”/ “Facility Management Agency” / “FMA” / “Agency”** means the selected entity who has completed the agreement signing formalities with the Authority for Comprehensive Facility Management Services in Deendayal Hastkala Sankul (Trade

Centre & Museum), Varanasi, Uttar Pradesh in accordance with the terms & conditions of the Service Agreement.

- xiv. **“Facility Management Services”** means the providing comprehensive facility management services as per scope of work defined in Form T8.
- xv. **“Mobilisation Period”** means period as defined in clause 1.10.1 of RFP.
- xvi. **“Project Facility”** or **“Project Facility Area”** or **“Facility Area”** means the premises as defined in Form T8 of RFP.
- xvii. **“Request for Proposal” / “RFP”** means Request for Proposal for selection of agency for providing ‘Comprehensive Facility Management Services in Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi’ including all related attachment(s), amendment(s) and corrigendum(s).
- xviii. **“Service Agreement”** or **“Contract”** or **“SA”** means agreement signed between Authority and Selected Bidder. (key clauses of Draft Service Agreement are mentioned in Section 2 of RFP)
- xix. **“Selected Bidder”** shall be as defined in clause 1.7.2 of RFP.

Section – 3: Schedule of Requirements.

3.1 About the facility

- 3.1.1** Deendayal Hastkala Sankul (Trade Centre & Museum) is a modern and integrated facility developed by Ministry of Textiles, Govt. of India to support Handloom and Handicraft sector of Varanasi and nearby areas, by providing platform for trade enhancement, facilitation to both domestic and international buyers and carry forward the rich traditions of Handloom and Handicrafts of Varanasi region.
- 3.1.2** The complex has been developed over a contiguous land of approx. 7.93 acres, at Bada Lalpur, Varanasi. The project encompasses a constructed area of approx. 43,450 square meter, with sub-components including Shops, Food Kiosks, Restaurants, Marts / Offices, Bank and ATM, Foreign Currency Exchange Office, Guest Rooms, Dormitories, Stalls / Kiosks, parking facility for more than 500 cars, space for cultural and social functions, Handloom and Handicraft exhibitions, Craft Museum along with Amphitheatre and Souvenir Shop.
- 3.1.3** The state of the art facilities offered at Deendayal Hastkala Sankul (Trade Centre & Museum), are equipped with Building Management Systems (BMS), central air conditioning and ventilation systems, power backup, fire protection and public address systems, lifts/escalators for ease of public movement on all levels and centrally monitored CCTV system for safety and security. Supporting infrastructure includes HT Panels, AC Plant, Pump room, AHU, Water Treatment Plant, Sewage Treatment Plant, surface and basement parking facilities.



3.2 Facility Area

3.2.1 The Facility Area where services of FMC are required shall include all areas within boundary of Deendayal Hastkala Sankul (Trade Centre & Museum) including but not limited to all built-up areas, basements, landscape and open spaces. Refer Annexure III for details of various spaces. This document does not intend to limit or exclude any item in the scope of work that is to be covered for delivering the Facility Management Services timely and successfully. Bidders shall refer Form T8 for further details on Project Facility Area.

3.3 Purpose

3.3.1 National Handloom Development Corporation Ltd. (NHDC) (“the Authority”), an implementing agency for Deendayal Hastkala Sankul (Trade Centre & Museum) at Varanasi, appointed by Ministry of Textiles, Government of India (“Ministry”), invites online proposals from all interested Bidders/Agencies for providing comprehensive facility management services within the Project Facility at Varanasi, Uttar Pradesh. The Broad Scope of services required as below;

- a. Operation and Maintenance of all equipment’s and E&M services,
- b. Housekeeping and Sanitation services,
- c. Security Services,
- d. Horticulture and Plantation,
- e. Front Desk Management,
- f. Hospitality services in guest rooms and dormitories,
- g. Waste Management,
- h. Parking Management,
- i. Pest control,
- j. Reporting and Complaint Management, and
- k. Coordination with other service providers

Please refer **Form T8** for detailed scope of work and **Annexure III** for asset details.

Section – 4: Specifications and allied Technical Details.

Please refer Annexure III for details.

Section 5: Technical Proposal

- i. Bidders need to submit all required information with supporting documents as per Form T1 to T12 and as per instructions provided in this RFP.
- ii. If necessary, additional sheets can be added to the schedules. Such attachments should be clearly marked as follows: `Attachment 1 to Form T (1-2), Attachment 2 to Form T (2-5) etc.
- iii. Each page of technical and qualification information shall be duly signed by the Bidder or his authorized representative. All pages shall be serially numbered with referencing the Table of Content. All pages of the proposal document including any scanned copies of original documents shall be legible.
- iv. Costs incurred by Bidder(s) in making this offer, in providing clarifications or attending discussions, conferences, or site visits shall not be reimbursed by the Authority.
- v. Incomplete bids shall be summarily rejected.
- vi. The language for submission of application shall be English.
- vii. The enclosed Forms should be filled in completely and all questions should be answered. If any particular query is not relevant, it should be replied as 'not applicable'.
- viii. Financial data, Project/Work costs, value of works, etc. should be given in Indian Rupee only. For Works carried out abroad for which figures may be in other international currency following guidelines to be followed:-
 - *For the purposes of technical evaluation of Bidders, 1 US\$ = INR. 65 shall be considered as the applicable currency conversion rate. In case of any other currency, the same shall first be converted to US\$ as on the date 60 (sixty) days prior to the Proposal Due Date, and the amount so derived in US\$ shall be converted into INR at the aforesaid rate. The conversion rate of such currencies shall be the daily representative exchange rates published by the International Monetary Fund for the relevant date.*
- ix. If the bid is made by a firm in partnership, it shall be signed by all the partners of the firm along with their full names and current addresses, or by a partner holding the power of attorney for the firm for signing the application. In such a case a certified copy of the power of attorney should accompany the application. A certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany the application.
- x. If the bid is made by a limited company or a limited corporation, it shall be signed by a duly authorized person holding the power of attorney for signing the application, in which case a certified copy of the power of attorney should accompany the application. Such limited company or corporation will be required to furnish satisfactory evidence of its existence before the contract is awarded. The information furnished must be sufficient to show that the bidder is capable in all respects to successfully complete the envisaged work.

FORM-T1: LETTER OF APPLICATION

(Note: On the letterhead paper of the Bidder including full postal address, telephone no., fax no., telex no. and cable address.)

[Location, Date]

To,

Managing Director, NHDC Ltd.

Sub: Selection of Agency for Providing Comprehensive Facility Management Services in Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi.

Dear Sir,

With reference to your Request for Proposal dated _____, I/we [*Name of Individual Bidder*], having examined all relevant documents and understood their contents, hereby submits our Technical and Financial Proposal for **Selection of Agency for Providing Comprehensive Facility Management Services in Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi.**

1. We state that our proposal is unconditional and unqualified.
2. 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.
3. I/We shall make available to the Authority any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
4. I/We acknowledge the right of the Authority to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. I/We certify that in the last three 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 authority or a judicial pronouncement or arbitration award against the Bidder nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
6. I/We declare that:
 - a. I/We have examined and have no reservations to the RFP Documents, including any Addendum issued by the Authority;
 - b. I/We do not have any conflict of interest in accordance with the prescriptions in the RFP Document;
 - c. I/We 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 Authority or any other public sector enterprise or any government, Central or State; and

- d. I/We 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.
7. I/We understand that you may cancel the Public Procurement Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the Contractor, without incurring any liability to the Bidder in accordance with the RFP document.
8. I/We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority, which would cast a doubt on our ability to undertake the Assignment or which relates to a grave offence that outrages the moral sense of the community.
9. I/We declare that we are/we are not a Member of any Consortium/JV applying for Selection as Contractor.
10. I/We declare that, we shall not engage the services of any Sub-FMC for the purposes of discharging entire obligation under the Contract without approval of the Authority.
11. I/We declare that no part of work is sub contracted to any other agency/firm/company etc.[In case of Sub-contracting, we will share following details with roles and responsibilities of Sub-contractors in brief].

Details of Sub-Contractors:

Sub-Contractor 1 :

Sub-Contractor 2 :

12. I/We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.
13. I/We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our Employer or any of our Directors/Managers/ employees.
14. I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority [and/ or the Ministry of Textiles] in connection with the selection of Contractor or in connection with the Public Procurement Process itself in respect of the above mentioned Project.
15. I/We 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.
16. I/We agree to keep this offer valid for 180 (One hundred and Eighty Days) days from the Proposal Due Date specified in the RFP.
17. A Power of Attorney in favour of the authorized representative to sign and submit this Proposal and

documents is attached herewith.

18. In the event of my/our firm/ consortium being selected as the Contractor, I/we 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.
19. I/We have studied this RFP and all other documents associated with this RFP carefully and also surveyed the Project site. We understand that except to the extent as expressly set forth in the RFP, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or concerning or relating to the Public Procurement Process including the award of works.
20. The Financial Proposal is being submitted in a separate cover. This Technical Proposal read with the Financial Proposal shall constitute the Application which shall be binding on us.
21. I/We 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 of the RFP Document.
22. I/We are furnishing following copies of original documents as attachment to this letter:
 - a. the principal place of business
 - b. The place of incorporation (for Bidders who are corporations) or the place of registration and the nationality of the owners (for Bidders who are partnerships or Sole Proprietorship firms).

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Authorized Representative:

Name of Firm:

Address:

FORM-T2: INFORMATION ABOUT THE BIDDER

A. BIDDER'S ORGANISATION

1. Title of Project:

Selection of Agency for Providing Comprehensive Facility Management Services in Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi.

2. State the Status of the Bidder's Organization namely Public Limited Company/ Private Limited Company/ Partnership Firm/ Proprietary Firm, etc.

3. State the following:

- a) Name of Company or Firm:
- b) Country of incorporation:
- c) Registered address:
- d) Year of Incorporation:
- e) Year of commencement of business:
- f) Principal place of business:
- g) GST Registration Number:
- h) PAN Number:
- i) Brief description of the Company including details of its main lines of business:

4. Details of authorized representative of the Bidder:

- a) Name:
- b) Designation:
- c) Company:
- d) Address:
- e) Phone No.:
- f) Fax No. :
- g) E-mail address:

5. Details of individual (s) who will serve as the point of contact / communication for AUTHORITY within the Company

- a) Name:
- b) Designation:
- c) Address:
- d) Telephone No.
- e) E-mail address:
- f) Fax No.

6. Bidders shall enclose copy of EPF, ESI and Labor License;
7. Does the Bidder's firm / company (or any sub-contractor) combine functions as an Engineer or advisor along with the functions as a contractor and / or manufacturer? **Yes/No**

If Yes, does the bidder agree to limit the Bidder's role only to that of a Facility Management Contractor to the Authority and to disqualify themselves, their associates / affiliates, subsidiaries and / or parent organization subsequently from the work on this project in any other capacity? **Yes / No**

8. Checklist of Eligibility

Criteria	Description	Required Supporting Document	Submitted (Yes/No)
Technical Criteria			
A.	Bidder shall necessarily be a legally valid entity registered under the Companies Act 1956/2013 or Proprietorship, Partnership Firm with minimum 3 years of experience in providing similar services;	Attested copy of Certificates of Incorporation issued by the respective registrar of firms/ companies or applicable registration certificate in case of Proprietorship/ Partnership Firm and also submit a copy of MoA and AoA highlighting business in similar services. All supporting documents must be duly signed by Authorized representative of Applicant.	
B.	Bidder should have undertaken similar work for minimum one year on at least one eligible project with minimum built up area of 20,000 sqm in last 5 years upto last day of the month preceding to the one in which applications are invited.	Attested copy of supporting work order, completion certificate as applicable, duly signed by Authorized representative of Applicant, along with duly filled Data Sheet as per Form T4 of Section 5 Certified from Statutory Auditor/ Chartered Accountant.	
C.	Bidder should be registered with the Income Tax, Goods and Services Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation.	Attested copies of PAN Registration, GST Registration, Labour Registration, EPFO Registration, ESIC Registration to be submitted along with Form T2. All supporting documents must be duly signed by Authorized representative of Applicant.	
D.	Bidder must not be under any declaration of ineligibility by any authority and should not be blacklisted with any of the government project as on date of proposal.	Undertaking as per Form T7 Undertaking needs to be provided in organizations letter head of bidder duly signed by Authorized representative of Applicant	
Financial Capability Criteria			

E.	Bidder should have achieved Minimum Annual Average financial turnover of not less than Rs. 3,00,00,000 (Rupees Three crores only) for last three financial years, ending 31st March of the previous financial year (ie 2014-15, 2015-16 & 2016-17).	Duly attested certificate from the statutory auditor/ chartered accountant has to be provided certifying Organizations turnover during last three financial years (2014-15, 2015-16 and 2016-17) as per Form T2 (part B) of Section 5.	
F.	Bidder, should have a positive net worth during the previous three financial years (ie 2014-15, 2015-16 & 2016-17).	Duly attested certificate from the statutory auditor/ chartered accountant has to be provided certifying Organizations profits during last three financial years (2014-15, 2015-16 and 2016-17) as per Form T2 (part B) of Section 5.	
G.	Bidder should be financially solvent for a sum not less than INR 3.0 crore.	Certificate from any nationalized/ scheduled bank in India.	

9. Checklist of Technical forms

Forms no.	Title	Submitted (Yes/No)
FORM-T1	LETTER OF APPLICATION	
FORM-T2	INFORMATION ABOUT THE BIDDER	
	FINANCIAL CAPACITY CERTIFICATE (Duly Certified by Auditor/CA)	
FORM-T3	POWER OF ATTORNEY	
FORM-T4	ELIGIBLE ASSIGNMENTS	
FORM-T5	EXPERIENCE OF SIMILAR WORKS	
FORM-T6	EXISTING COMMITMENTS	
FORM-T7	UNDERTAKING	
FORM-T8	SCOPE OF WORK FOR THE FACILITY	
FORM-T9	EQUIPMENT AVAILABILITY/ ACCESS COMMITMENT & MATERIALS / CONSUMABLES TO BE USED	
FORM-T10	WORK PLAN	
FORM T11	BRIEF ON QUALITY CONTROL MECHANISM	
FORM T12	ANTI COLLUSION CERTIFICATE	

We understand that in case we do not submit required information in given formats along with supporting documents, Authority may treat our proposal as non-responsive.

Authorized Signature [In full and initials]: _____

Name and Title of Authorized Representative:

Name of Applicant Firm:

B. FINANCIAL CAPABILITIES OF APPLICANT

Applicant is required to get the information required in this form, duly certified by Statutory Auditor or Chartered Accountant. The information supplied shall be the annual turnover of the Applicant, in terms of the amounts billed to clients for each year for work in progress or completed along with net worth of Applicant in respective financial year.

Name of Applicant

FINANCIAL CAPACITY OF APPLICANT

S. No.	Financial Year	Turnover	Net Worth
(1)	(2)	(3)	(4)
1.	2014-2015		
2.	2015-2016		
3.	2016 - 2017		

Certificate from the Statutory Auditor / Chartered Accountant

- This is to certify that (name of the Applicant) has received the payments shown in column 3 above against the respective years on account of providing Facility Management Services including operation and maintenance services, housekeeping of building and open area, security services for the complex, horticulture, waste management etc. and has net worth as shown in column 4 above.

Note: *In case of any other currency, the same shall first be converted to US\$ as on the date 60 (sixty) days prior to the Proposal Due Date, and the amount so derived in US\$ shall be converted into INR considering 1 US\$ = INR. 65.*

In case the Applicant does not have a statutory auditor, it shall provide the certificate from its Chartered Accountant that ordinarily audits the annual accounts of the Applicant.

FORM-T3: POWER OF ATTORNEY

(On a Stamp Paper of relevant value)

POWER OF ATTORNEY FOR AUTHORISED REPRESENTATIVE

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 **Selection of Agency for Providing Comprehensive Facility Management Services in Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi.**

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 authorised Director of the Bidder, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

FORM-T4: ELIGIBLE ASSIGNMENTS OF BIDDER

Name of Bidder

S. No	Name of Project	Name of Client with address and contact numbers	Date of Award of eligible assignment as per clause 1.2.4	Date of completion of assignment (for both completed and ongoing projects)	Period of O&M provided for the Project	Total area of the Project		Total cost of work (in INR Crores)	Description of services provided
						Built Up area (Super area) in sq. ft.	Area of site (acres)		
(1)	(2)	(3)	(4)	(5)	(6)	(7)		(8)	(9)

#The Bidder should provide details of only those projects undertaken by the Bidder directly or where the Bidder has more than 26% stake in the total fee received incase executed in partnership/ joint venture/ consortium.

Certificate from the Statutory Auditor/ Chartered Accountant

This is to certify that the information contained in Column 7 and 8 above is correct as per the accounts of the Bidder and/ or the clients.

Name of the audit firm:

Seal of the audit firm Date:

(Signature, name and designation of the authorized signatory)

In case the Bidder does not have a statutory auditor, it shall provide the certificate from its Chartered Accountant that ordinarily audits the annual accounts of the Bidder.

Note: The Bidder may attach separate sheets to provide brief particulars of other relevant experience of the Bidder.

FORM-T5: EXPERIENCE OF SIMILAR WORKS

Name of Bidder

A. Details of Projects Undertaken for Operation & Maintenance with minimum built up area of 20,000 sqm in an individual project

S. No	Name of Project	Name of Client with address and contact numbers	Date of Award of assignment	Date of completion of assignment (for both completed and ongoing projects)	Period of Service	Total area of the Project		Total cost of work (in INR Crores)	Description of services provided
						Built Up area (Super area) in sq. ft.	Area of site (acres)		
(1)	(2)	(3)	(4)	(5)	(6)	(7)		(8)	(9)

B. Details of Projects Undertaken for Housekeeping with minimum built up area of 20,000 sqm in an individual project

S. No	Name of Project	Name of Client with address and contact numbers	Date of Award of assignment	Date of completion of assignment (for both completed and ongoing projects)	Period of Service	Total area of the Project		Total cost of work (in INR Crores)	Description of services provided
						Built Up area (Super area) in sq. ft.	Area of site (acres)		
(1)	(2)	(3)	(4)	(5)	(6)	(7)		(8)	(9)

C. Details of Projects Undertaken for providing Security Services with minimum built up area of 20,000 sqm in an individual project

S. No	Name of Project	Name of Client with address and contact numbers	Date of Award of assignment	Date of completion of assignment (for both completed and ongoing projects)	Period of Service	Total area of the Project		Total cost of work (in INR Crores)	Description of services provided
						Built Up area (Super area) in sq. ft.	Area of site (acres)		
(1)	(2)	(3)	(4)	(5)	(6)	(7)		(8)	(9)

FORM-T6: EXISTING COMMITMENTS

Current Contract commitments / works in progress

Name of the Bidder:

Bidders should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

S. No.	Name of the contract, Location and Nature of the work	Percentage and amount of participation of firm in the Project/Work	Percentage and amount sub-contracted by the firm	Name and Address of Client (including Tel./ Fax, Email no.)	Contract value	Length of the Project/ Work	Stipulated date of completion	Value of outstanding work	Estimated completion date
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
1									
2									
3etc									

FORM-T7: UNDERTAKING

Undertaking

We hereby undertake that:

We are not blacklisted with any of the government project,

We are not under any declaration of ineligibility by any authority,

We will comply with and assist during the disaster management protocol,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Authorized Representative: Name of Firm: Address:

FORM-T8: SCOPE OF WORK FOR THE FACILITY

About the facility

Deendayal Hastkala Sankul (Trade Centre & Museum) is a modern and integrated facility developed by Ministry of Textiles, Govt. of India to support Handloom and Handicraft sector of Varanasi and nearby areas, by providing platform for trade enhancement, facilitation to both domestic and international buyers and carry forward the rich traditions of Handloom and Handicrafts of Varanasi region.

The complex has been developed over a contiguous land of approx. 7.93 acres, at Bada Lalpur, Varanasi. The project encompasses a constructed area of approx. 43,450 square meter, with sub-components including Shops, Food Kiosks, Restaurants, Marts / Offices, Bank and ATM, Foreign Currency Exchange Office, Guest Rooms, Dormitories, Stalls / Kiosks, parking facility for more than 500 cars, space for cultural and social functions, Handloom and Handicraft exhibitions, Craft Museum along with Amphitheatre and Souvenir Shop.

The state of the art facilities offered at Deendayal Hastkala Sankul (Trade Centre & Museum), are equipped with Building Management Systems (BMS), central air conditioning and ventilation systems, power backup, fire protection and public address systems, lifts/escalators for ease of public movement on all levels and centrally monitored CCTV system for safety and security. Supporting infrastructure includes HT Panels, AC Plant, Pump room, AHU, Water Treatment Plant, Sewage Treatment Plant, surface and basement parking facilities.



Please refer Annexure III for details of various spaces.

A1 Facility Area

A1.1. The Facility Area where services of FMC are required shall include all areas with-in boundary of Deendayal Hastkala Sankul (Trade Centre & Museum) includes buildings, equipments, exhibits, artifacts etc. owned by the Authority / Ministry of Textiles, Govt. of India, including but not limited to

all built-up areas, basements, landscape and open spaces. Refer Annexure III for details of various spaces.

A1.2. This document does not intend to limit or exclude any item in the scope of work that is to be covered for delivering the Facility Management Services timely and successfully. However, there are certain functions including operation and maintenance which are already covered in the existing contracts of Main Contractor/Project Management Service Provider (PMSP) including Interior Contractor/Operator for Museum. FMC shall coordinate with existing contractors for works related to all services under scope of work of this RFP. Following tables broadly identifies respective scope of services under FMC and existing service providers for respective areas as indicated below:

a) Inside Museum

Existing Service Provider (O&M Agency for Museum)	FMC
<ul style="list-style-type: none"> a. Operation and Maintenance of equipment installed by O&M Agency for Museum such as diorama, projectors, AV equipment, as indicated in Annexure VI b. Ticketing and Front Desk Management, c. Master planning, designing, Execution, content development, d. Preservation of artefacts & exhibits, maintenance, operation and management of the Craft Museum (Museum) e. Management of all shows/ events inside Museum f. Horticulture and Plantation, 	<ul style="list-style-type: none"> a. Operation and Maintenance of core service equipment's (excluding equipment installed by O&M Agency for Museum as indicated in Annexure VI) b. Housekeeping and Sanitation services of the entire premises, c. Security Services, d. Waste Management, e. Pest control, f. Reporting and Complaint Management pertaining to scope of service under FMC, and g. Coordination with other service providers
<p>Note: the Contract Period with existing service provider is for 3 years</p>	

The FMC team shall not enter the Museum without prior approval from the Authority or Museum Operator.

A1.3. Licensed spaces

Spaces like Marts, Shops, Food Court, Restaurant and Bank (with ATM) are being Licensed to various entities. Upkeep, housekeeping, waste management, internal safety of goods and materials, minor repairs and replacement of fixtures of internal areas of these Licensed spaces shall be the responsibility of individual Licensees. FMC shall also coordinate with these Licensees for any assistance required.

Inside Licensed spaces, only repair and maintenance of common services of Project Facility like HVAC, fire-fighting, etc. shall be in the scope of FMC.

A1.4. FMC shall also do housekeeping and routine cleaning of internal areas of Govt. offices inside Project Facility.

A1.5. Events in the project facility

As per rough estimate of the Authority, around 200 days per year has been anticipated for organising various promotional and private events at the Project Facility including events organised by the Authority, its representative organisation and VIP visits.

The FMC shall ensure proper upkeep of the project facility including toilets etc. during such events and coordinate with event organiser for any assistance required within the scope of FMC.

A1.6. Spaces including Exhibition spaces, Convention Centre with Green Rooms, VIP Lounge, Guest Rooms and Dormitories, Meeting rooms, Open Air Theatre/Amphitheatre and all common areas with public utilities inside Project Facility are under scope of work of FMC.

A2 Broad Description of Facility Management

A2.1. This scope of work essentially indicates Operations & Maintenance services pertaining to upkeep & smooth working of the entire premises including equipment's, building services, infrastructure, fixtures, accessories, utilities, services, and furniture in the Facility as per the satisfaction of client / end user.

A2.2. Operation & Maintenance for the equipment / artefacts etc. will be carried out as per benchmarked maintenance practices / OEM (Original Equipment Manufacturer) manuals / O&M Manuals provided by the Contractor/Project Management Service Provider (PMSP).

A2.3. The scope of work broadly includes the operation, maintenance and management of general building operations as described in this contract for the Project Facility. The FMC will be directly responsible for ensuring operational service levels and that the performance is met as per terms and conditions defined in this document. Facility Management Contractor (FMC) will be directly reporting to the officer authorised by the Authority. The FMC shall deploy the adequate manpower, tools and equipment's, consumables etc. over and above the minimum requirements mentioned in this RFP.

A2.4. This document describes the work to be carried out under the Facility Management Services for Deendayal Hastkala Sankul (Trade Centre & Crafts Museum), and draws attention to certain associated items that are to be completed. This document does not intend to limit or exclude any item in the scope of work that is to be covered for delivering the Facility Management Services timely and successfully.

A2.5. The Broad Scope of services required as below;

- h. Operation and Maintenance of all equipment's and E&M services,
- i. Housekeeping and Sanitation services of the entire premises,
- j. Security Services,
- k. Horticulture and Plantation,
- l. Front Desk Management,
- m. Hospitality services in guest rooms and dormitories,
- n. Waste Management,
- o. Parking Management,
- p. Pest control,
- q. Reporting and Complaint Management, and
- r. Coordination with other service providers

Please refer Annexure III for details of various spaces.

A3 Brief About Facility Management Services

A3.1. The scope of work for facility management services is broadly divided into following categories:

a. Operation:

Operation includes:

- i. Day to day unhindered running of the entire facility as per the satisfaction of the client / end user.

- ii. Preservation of machinery, building and services in good operating condition.
- iii. Daily / periodic maintenance (inspection, oiling and re-tightening, replenishments) to retain the healthy condition of equipment and prevent failure through the prevention of deterioration, periodic inspection or equipment condition diagnosis etc. as deemed fit by FMC.
- iv. Procure and store adequate stock of fuel, consumables, material, machinery and equipment's etc. for unhindered daily operations of the facility at its own cost.
- v. Day to day repairs required in the entire complex under the maintenance of FMC.

b. Maintenance

i. Breakdown Maintenance is defined as

The maintenance performed on equipment that has broken down and is unusable. It is based on a breakdown maintenance trigger. If breakdown occurs due to defects including manufacturing defects or defect due to faulty erection or any defective work or material, it would be covered under defect liability period or equipment warranty period as may be applicable.

ii. Preventive Maintenance is defined as

The planned maintenance which is performed while the equipment is still working so as to reduce unexpected breakdown. This maintenance is scheduled based on time (monthly, quarterly, annually) or usage triggers. Activities in Preventive Maintenance are usually performed based on guidelines from equipment suppliers / manufactures and as per the O& M manuals provided by the Contractor/PMSP or as deemed fit by FMC.

However, FMC scope of work includes Breakdown Maintenance, co-ordination and managing Vendors / Suppliers / Manufactures for performing preventive maintenance as per the O&M Manuals provided by the Contractor /PMSP / Supplier / Vendor / Manufacturers.

c. Management

Management includes

- i. Co-ordination with Contractors/PMSP for rectification of defects falling under DLP.
- ii. Co-ordination with Vendors / Suppliers / Manufacturers for preventive maintenance.
- iii. Supervise, administer and certify works of Main Contractors/PMSP/ Vendors / Suppliers / Manufacturers / AMC agencies for rectification of breakdowns (covered under breakdown maintenance/AMC) and for operations.
- iv. Printed comprehensive logbook as per certified standards and procedures, containing tables for daily record of all critical schedules, temperatures, pressures, humidity, power consumption, starting, stopping times of various equipment's, daily record of unusual observations.
- v. MIS Reporting for overall management of services.
- vi. Co-ordination for conducting drills (earthquake, fire etc.) as per the statutory requirements or as per law of the land.

However, the services as defined above is not limited to or exclude any item in the scope of work that is to be covered for preserving the project and delivering the services as per the satisfaction of the client / end user.

The FMC shall maintain the service levels as defined in this RFP and also provide adequate manpower, tools & equipment's, consumables etc. over and above the minimum requirements indicated in this

RFP. As the guidelines provided in the RFP are non-exhaustive, FMC shall also adhere to the guidelines available in CPWD manuals.

A4 Scope of Work

Unless it is explicitly restricted, the scope of work under the Contract for Facility Management Contractor for providing facility management services including operation and maintenance of facilities constructed by the Authority as implementation agency on behalf of Ministry of Textiles, Govt. of India is as below:

I. Maintenance Services.

The FMC shall be responsible for breakdown and preventive maintenance as defined in Clause A3.1 b. The FMC for preventive maintenance shall coordinate, administer and certify works of Main Contractor/PMSP, Interiors Contractor, Vendors, Suppliers and Manufacturers, AMC service providers for rendering the services as per the terms and conditions stipulated in this document.

- i. The FMC shall be liable to perform / undertake following services:
 - a. Preserving the project, its equipment's and assets as per the satisfaction of the client
 - b. Day to day repairs/service of the facilities
 - c. AMC of below equipment's shall be procured by the Authority directly
 - i. D.G Set
 - ii. Lifts & Escalators
 - iii. Chillers
 - iv. Fire Alarm
 - v. Fire Fighting
 - vi. LV / CCTV / Networking
 - vii. AHU & Split Units (Lower and equipments)

Outline of AMC scope for each of the above listed equipment is attached as part of "Annexure V"

For all other equipment's in the project facility for which AMC shall be required, as deemed necessary by the FMC, the same shall be procured by the FMC at their own cost for preservation of all project equipment's. FMC shall be responsible for all remaining scope required for operation and maintenance of equipment's installed in project facility on its own cost.

Responsibility of operations of equipment installed in Project Facility rests solely with FMC. Authority is only facilitating the remuneration of AMC charges of equipment's listed under point 'c' above. FMC shall also adhere to the responsibilities as specified in clause A3.1.c.iii above.

- d. Keep the Inventory of all spares and consumables required for the unhindered operation and maintenance of the facility and update on weekly basis.
- e. Prepare list of probable spare parts, Electrical and Mechanical items, plumbing, AC spares including Chillers, split units etc. and DG spares and will coordinate and supervise for availability of these spares for items under AMC.
- f. Annual Building Survey and prepare program for Repairs and submit action plan.
- g. In project facility area, replacement of required plumbing and sanitary works (including

fixtures), light fixtures, chokes, starters, ballasts for common area and service, service rooms, sub-station and external lights including the landscaping, amphitheaters/OAT,

- h. Operation of all equipments in the project facility, including their minor repairs and replenishment.
- i. Providing and replacing Connectors, contactors, lugs, Belts, Bearings, Grease, Cotton Waste, Silica Gel, CTC and other similar minor items, PVC / GI couplings, bends, fuse and other similar minor items,
- j. Repair & rewinding of AHU, Ventilation Fans, Pumps, Motors etc., (in case not covered by Defect Liability Period / Warranty Period).
- k. Computer stationary, CD's floppies, audio cassettes as required for BMS / LV Systems, Front desk, Reception desk,
- l. Ensure availability of Specialized Tools / Tackles such as Chain Pulleys, Telescopic Ladder, portable Hoists (Tractel Machine), Sludge Pumps, OTDR, Welding Generators etc., required for operation and maintenance of the entire project facility as per the scope of work defined in this RFP.
- m. Extended Warranty: Extended warranty beyond the DLP period is as provided below,
 - i. Solar collector Warranty-10years.
 - ii. Solar power system warranty-25 years.
 - iii. UTP cable-25 years.
 - iv. CAT-6 cable -25 years
 - v. Water proofing-10 years
 - vi. BMS Software: Life-long warranty

FMC shall refer to individual warranty documents for details. As per clause A4 III. (1) To the extent possible, FMC shall ensure that Vendor / Manufacturer performs their obligations as per Contract. Even after FMC making all the efforts, Vendor / manufacturer fails to perform its obligations, the FMC shall notify the Authority and ask for necessary action..

II. Operation Services

The operation services under the scope of work are subdivided into two categories namely

- i. Operation of Equipment and Fixtures.
- ii. Housekeeping and Front Desk Management.

II (1). Operation of Equipment and Fixtures

- i. The FMC shall ensure day to day unhindered running of the entire facility as per the satisfaction of the client / end user.
- ii. FMC shall ensure that all complains are attended and rectified within the time specified as per the service level as required in this RFP.
- iii. The FMC shall ensure operation and upkeep of all equipment's (Electrical, Mechanical, HVAC, AV, IT etc.) in accordance with Operation and maintenance manuals provided by Contractor/PMSP / Supplier / Vendor / Manufacturers / CPWD guidelines and ensuring safety of equipment and personal using it.
- iv. The FMC shall ensure that day to day basis works such as removing chokage of drainage pipes, manholes, restoration of water supply, repairs to faulty switches, watering of plants, lawn mowing, hedge cutting, sweeping of leaf falls etc. are attended under day to day service

facilities.

- v. The FMC will ensure that all filters, belts, fasteners, fixtures, lubricants, and other routine items are installed and are working properly.
- vi. The FMC shall operate all equipment's, fittings and fixtures (electrical / mechanical / plumbing etc.) on regular basis and ensure the smooth functioning of the entire project facility.
- vii. The FMC shall carry out daily, weekly, quarterly, half-yearly and yearly checks as per the guidelines provided in O&M Manual / Authority /CPWD guidelines for smooth operation and functioning of the project facility.
- viii. The FMC shall be responsible for operating and maintaining the Building Management System (BMS) in a fully functional, fully enabled manner. The FMC shall ensure the BMS is operating the building components in the most efficient, cost effective manner. Servers and PCs running the BMS software shall be kept up-to-date with regard to security patches and anti-virus software.
- ix. The FMC shall operate and maintain the complete Access Control system, CCTV System, PA system and any other system as installed in the entire project facility.
- x. The FMC shall monitor and maintain the ambient room parameters (temperature, humidity, noise level, required light levels etc.) for different components/areas/exhibits/artifacts as specified in the O&M manual / Authority /CPWD guidelines carefully, at all times throughout the Contract period. Any damage done to the exhibits/ artifacts / equipment's due to non-maintenance of required ambient room parameters will be the responsibility of FMC and shall make good the damaged exhibit / artifacts / equipment's at his own cost.

II. (2). Housekeeping and Front Desk Management

II.(2.1) Cleaning Services

The FMC shall

- i. Perform routine cleaning as per the required service levels of the internal and external areas to meet the satisfaction level of the Authority/ end-user of the project facility.
- ii. Maintain cleanliness as per the required service levels of all common spaces and space inside Convention Hall, Green Rooms, VIP Room, Exhibition spaces, Guest rooms and Dormitories, Kiosk spaces for artisans at Crafts Bazaar, Govt. offices, Museum and meeting rooms within Project Facility to meet the satisfaction level of the Authority/ end-user of the project facility.
- iii. Perform cleaning and upkeep of exhibits and artifacts, IT & AV equipment's in the project facility (other than those inside Museum) as per the directions in Manuals / Authority /CPWD guidelines as per directions of representative of Authority.
- iv. Perform periodic cleaning of glass facades, structure at entrance plaza, external claddings etc. at all heights (internally and externally)
- v. Additional housekeeping services as and when required by Authority.
- vi. Deploy equipment's for cleaning and shall be responsible for maintaining these at all time. All costs for purchase/repair/spares/maintenance etc. for these equipment's will be borne by FMC.
- vii. Responsible for the safekeeping of these equipment's at the project facility and shall not take out these equipment's any time during the term of contract other than for repairs. In case such repairs take more than a week, FMC shall arrange to provide alternate equipment for the Project Facility.

- viii. Adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to the property at Project Facility as soon as they become aware of such defects in the course of their duties under this Contract.
- ix. Dusting / cleaning of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, fittings and glass pans etc. to remove debris, stains, cobwebs and marks.
- x. Stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust, debris, stains and marks.
- xi. Polishing / vacuum cleaning / cleaning of floors, carpets, carpet tiles, furniture, mats and mat wells and ensure the same must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas and furniture are to be cleaned by the manufacturer's recommended methods at recommended intervals.
- xii. Clean all water tanks and disinfect specially before start of rainy season and as instructed by Authority.
- xiii. Regular cleaning of storm water drain, manholes, sewage lines etc. for removal of any blockages.
- xiv. Entrances, service areas, parking areas, paving, paths, roads, grounds, amphitheaters, courtyard sand, lawns at the entrance, outside premises must be maintained so that no graffiti, debris, litter, cigarette ends, dirt or spillages are apparent after cleaning.
- xv. All service areas such as Server Room, Control Room etc. must be free from dust, static electricity and be left clinically clean.
- xvi. Sticky substances like chewing gum shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover.
- xvii. Care is to be exercised when staff/visitors are still on the premises. Wet floors should be sign-posted. Trailing cables and open sockets should be made safe.
- xviii. All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering.
- xix. Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent.
- xx. Refer Annexure I and Annexure II for approved list of equipment and consumables.

II.(2.2) Cleaning of Toilets

- i. Perform routine cleaning as per the required service levels of toilet to meet the satisfaction level of the Authority/ end-user of the project facility.
- ii. All sanitary ware including sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected.
- iii. Floors should be cleaned to the same standard as other building floors. In addition there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.
- iv. Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean, dry and free from smears.
- v. All toilets should be kept fully stocked with supplies and should be made available at all times.
- vi. Dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted.

Hot air dryers must be clean, dry and free from dust, marks and smears.

- vii. Refer Annexure I and Annexure II for approved list of equipment and consumables.

II.(2.3) Waste Management

- i. Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times.
- ii. FMC shall procure the adequate dust bins and place them at adequate intervals and locations to meet the service level requirements.
- iii. FMC shall Collect the garbage from the garbage collection point and segregate the waste in recyclable and non-recyclable type and shall ensure proper disposal of waste outside the premises as per the standards and directions provided by Competent Authority
- iv. FMC shall ensure that 100% of recyclable waste is being recycled.
- v. FMC shall be responsible for arranging the transport and in consultation with Authority, shall identify the area / frequency for garbage disposal. Proper waste disposal system shall be adopted and collection points shall be defined. FMC shall also coordinate with competent Urban Local Body / Local Authority / Municipal body for ensuring proper disposal of waste.
- vi. Waste management methodology shall comply with the guidelines laid down in applicable Waste Management Rules of Central Government and Local Authorities,
- vii. Renovation Debris is to be stored at designated space at designated area
- viii. The FMC undertaking the renovation work would remove the debris when it amasses to a volume equivalent to a tempo load

II.(2.4) Pest Control

The FMC shall be responsible for ensuring the disinfectants, insecticides and pesticides used for rendering the services shall be safe, having low toxic levels, duly approved by WHO and Central Insecticide Board.

i. Disinfestations Treatment

Pest Covered: Ants, cockroaches, silverfish, spiders, ticks, bugs, crickets, termites etc. The FMC shall take the following control measures:

- a. Intensive / extensive spray with oil / water based chemicals.
- b. Frequency: Fortnightly as per client schedule and need base

ii. Rodent Control

Pest Covered: Domestic / Field Rodents. The FMC shall take the following control measures:

- a. Baiting with anti – coagulant rodenticide / asphyxiates type chemicals
- b. Trapping with lures
- c. Eliminating rats / mice with appropriate measures
- d. Frequency: Monthly as per client schedule and need base.

iii. Fly Control

The FMC shall take the following control measures:

- a. Sanitation
- b. Chemical control
- c. Frequency: Monthly as per client schedule and need base
- d. Sanitation
- e. Chemical control

- f. Frequency: Monthly as per client schedule and need base

iv. Mosquito Control

The treatment will be carried out all over the premises and surrounding areas inside and outside. The FMC shall take the following control measures:

- a. Residual Spot Spraying
- b. Fogging Operations
- c. Mist Blowing
- d. Frequency: Fortnightly as per client schedule and need base

II.(2.5) Hospitality Services

The FMC shall operate guest rooms and dormitories as per the guidelines provided by Authority. These Services shall include managing bookings, rent collection and its reporting, housekeeping, washing/ changing of bed covers and linen, operation of air conditioners, cleaning of rooms including toilets, keeping toilets well equipped with supplies, keeping furniture and furnishings arrangements in order, guiding visitors to their destinations in the premises, attending problems on Help-Desk and resolving the problems to closure, which occur on day-to-day basis.

The helpdesk / front desk operations shall include responding and resolving the problems which may related to guests which may or may not be logged.

Dormitories and Guest rooms are envisaged to only provide accommodation facilities to the guests and shall not cover door-step service of food and beverages and any laundry of guest's personal belongings etc. by FMC.

Dry-cleaning/ Washing/ changing of bed covers and linen etc. are covered in the scope of services of FMC and shall be undertaken by FMC on its own cost. FMC shall also fulfil of Service level requirement of Hospitality Services for Guest Rooms and Dormitories covered under Form T8 A4. III.(1) B.

II.(2.6) Help Desk, Front Desk Services

The FMC shall operate front desk/ help desk as per the guidelines provided by Authority. These Services pertain to the assisting / guiding the visitors, Authority's staff, attending problems on Help-Desk and resolving the problems to closure, which occur on day-to-day basis.

The helpdesk / front desk operations shall include responding and resolving the problems which may related to visitors / premises which may or may not be logged (problems such as failure of UPS, fire alarm etc.).

Primarily, Front Desk is required, one each, at Crafts Bazaar /Entrance Plaza during business hours and 24/7 at Guest Rooms and Dormitories.

II.(2.7) Horticulture

The FMC shall be responsible for ensuring proper maintenance and upkeep of all horticulture works including indoor and outdoor plants as per the service level requirement and to the satisfaction of the Authority/end user of the project facility. Adequate equipments shall be procured by FMC including grass cutting machine and other tools required for maintenance of horticulture areas.

FMC shall provide seasonal plants and seasonal flowers as deemed fit by the FMC to maintain the horticulture / landscape as per the satisfaction of client/ end user.

FMC shall make required arrangements and proper use of required insecticides, Pesticides,

Fertilizers, Manure etc. as deemed fit by the FMC to ensure healthy condition of the horticulture within the project facility.

Guidelines for maintenance of buildings and services as contained in CPWD Manual shall be applicable in general for horticultural maintenance also.

List of Plants both indoor and outdoor in DHS is provided as “Annexure IV”.

III. Management Services

The FMC shall be responsible for integrated facility management of the Facility Area and managing the following aspects for ensuring proper operation and maintenance of the facilities in the premises:

- i. Provide required assistance to the Authority during transition period of handover – takeover of the Project Facility from the Main Contractor / PMSP including but not limited to providing assistance in snagging, de-snagging, testing and commissioning of equipment’s etc.
- ii. Take ownership of all the services as described in scope of work and will work as an independent Unit.
- iii. Co-ordination with all the stakeholders of the Project including Authority, PMSP, Project Architect, Contractors, Consultants and other agencies.
- iv. Maintain a record of all the Equipments/ assets at facility, keep record of the Vendors details, keep track of the dates of AMC/Warranty validity and inform the Authority when the validity is within 2 months of completion and also co-ordinate with vendors for extension of services on behalf of Authority.
- v. Submission of Daily Position Reports, Failure Investigation Reports, Operation & Maintenance Reports,
- vi. Maintenance of Reports, Log Books etc. for Operation & Maintenance of various Systems & Equipment’s, Maintenance of Equipment History,
- vii. Co-ordinate with Main Contractor/PMSP/ Interior Contractor for rectifying of defects under the DLP period.
- viii. Assist the Authority in payment of all utility bills,
- ix. Collection of License Fee, Rentals, Charges and Common Area Maintenance charges on behalf of the Authority and deposit the same with the Authority.
- x. Coordinate with all licensees / end-users of the project facility and attend queries and ensure proper and timely rectifications.
- xi. Calculation of common area maintenance charges.
- xii. Preparation, submission and obtaining approval on detailed O&M plan including maintenance and security, staffing requirement and schedule; equipment, tool and machineries to be maintained; maintenance schedule; manpower and incident reporting structure; etc.
- xiii. Prepare a preventive maintenance plan for all equipments / fittings & fixtures, ensuring 100% compliance. FMC shall co-ordinate for:
 - Repair technician for doors, blinds and floor springs etc.
 - Original Equipment Manufacturer (OEM) of Building Management System, CCTV, Access Controls, Lifts, Escalators, HVAC and other E&M systems, Plumbing Works (auto flush system, other sanitary fixtures), IT Installations (Computers, monitors, CPU’s), AV Installations and related items covered under the scope of Main Contractor / Interior Contractor etc..
 - Works like painting, polishing, tiling, ceiling works etc.

- xiv. Co-ordinate administer and certify works of Vendors / Manufacturers / Suppliers for the purpose of preventive maintenance and upkeep of the equipment during AMC / Warranty period.
- xv. Prepare and maintain the records of routine services, visits provided by AMC providers and tracking to be done against actual visits.
- xvi. Keep the Inventory status of all spares and consumables required for the maintenance of the facility and update on weekly basis and maintain the records of consumption.
- xvii. Conduct quarterly systems & equipment health audits with and through the AMC Service provider and submit a health status report to the Officer authorized by Authority.
- xviii. Coordinate with third party for conducting equipment audit, fire audit as and when required by Authority/ and its Authorized representative.
- xix. It is the responsibility of the FMC to ensure highest level of uptime and reliability of all equipment is maintained at site.
- xx. Prepare and undertake Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of commencement of agreement.
- xxi. Brief the representative on maintenance and operational proceedings on day to day basis.
- xxii. Liaison with local, state authorities, and/or private agencies related to the Facility.
- xxiii. Control and report any violation in sound emanating from the Facility is within the noise pollution norms prescribed by the Central Pollution Control Board and any notification issued by the Ministry of Environment and Forests, Government of India.
- xxiv. Provide support and guidance to the Authority in all matters as requested
- xxv. The FMC, within its staff shall provide persons who are trained in first-aid/ paramedics to coordinate with Wellness Centre/ First Aid Room in case of emergency.

The FMC shall report to a Authorized representative appointed by Authority for the management services as and when required.

III.(1). Complaint management

FMC shall create complaint kiosk with designated senior official of FMC managing the same with adequate infrastructure for time bound complaint management. FMC shall develop an online software based application for facilitating complaint raising by end-users where an acknowledgement number shall be issued automatically to the complainant and enabling easy monitoring by the Authority. Such facility shall be easily approachable and adequate signage should be provided to guide end-users to the complaint kiosk.

The following are defined SLA times for responding and closure of complaints by FMC and based on standards these present guidelines and may be changed by Authority from time to time.

Table: Service Level Agreement (Defects)

Description of Complaints	Service required	Report	Complaint closure time
For minor defects	Rectification without any replacement by FMC personnel	Immediately	2hrs
For Major Defects			
Item available locally	Rectification / Replacement by	Immediately	1 week

Item available domestically	external agencies (Main Contractor PMSP/ Interior Contractor / Vendors / Manufacturer / Supplier	24hrs	2 weeks
Item to be procured internationally		48hrs	1 month

To the extent possible, FMC shall make ensure that Vendor / Manufacturer performs their obligations as per Contract. Even after FMC making all the efforts, Vendor / manufacturer fails to perform its obligations, the FMC shall notify the Authority and ask for necessary action.

Table: Service Level Agreement (Operations)

A. Daily services: (First shift should be completed before 8:30 Am every day)

S. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Routine housekeeping (inc. cleaning services as per the scope of work) of all the premises in the project facility (excluding licensed spaces). Please refer point 7 below separately.	2 Times / Day	1 Day	500 / Day
2	During events/exhibitions/VIP visits in the project facility the housekeeping (inc. sweeping, wet mopping, dusting etc.) of all the premises in connected amenities were the event/exhibition is organized.	4 Times / Day	1 Day	500 / Day
3	Cleaning of Toilets as per defined scope of work	4 Times / Day	1 Day	500 / Day
4	Cleaning of dustbins / waste bins and disposing the same up to the main container or garbage collection point.	2 Times / Day	Compulsory	1000 / Day
5	Collecting of garbage from the garbage collection point. Thereafter, segregation of waste & disposing off the same outside the premises as per applicable guidelines/rules of the central government or local authority. Should be completed before 8:30 Am every day.	Once / Day	Compulsory	10,000 / Day
6	Dusting / cleaning in the project facility (excluding licensed spaces) of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, fittings and glass pans, AV equipment, workstations along with computers and their accessories like printers, monitors, keyboards, fax machine and photocopiers etc, telephone instrument, pedestal fans.	2 Times / Day	1 Day	1,000 / Day
7	Cleaning of windows from inside & outside in office, passages and corridors and all glass facade outside all around the building on ground floor.	Once / Day	1 Day	1,000 / Day
8	Sweeping, wet mopping, dusting of stairs (including terrace & ground to basements), External Stairs, Exhibits & Artifacts, Drive way and compound area.	Once / Day	1 Day	1,000 / Day
9	Cleaning and Upkeep of all parking, service and maintenance areas and basements	Once / Day	1 Day	1,000 / Day

B. Hospitality Services for Guest Rooms and Dormitories:

S. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Cleaning	As per request raised by guest	Per Incident	1,000 / incident
2	Washing and cleaning of bed covers, pillow covers and all other bed and toilet linens.	Once / Day	Per Incident	1,000 / incident
3	Housekeeping of rooms and cleaning of toilets (as per scope of work)	Once / Day	Per Incident	1,000 / incident
4	Help Desk, Front Desk Services	24 Hrs	Per Incident	1,000 / incident

C. Regular Maintenance services

S. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Cleaning of External surface including glass façade, external building surface, structure at entrance plaza at all heights.	Once a Month	1 Day	500 / Day
2	Shampoo Cleaning of all Carpets, Sofas, Chairs/ fabric and upholstered surfaces	As per Manufacturer recommended methods and intervals.	Compulsory	500 / Day
3	Cleaning and disinfection of all water tanks	Once a Month	1 Day	10,000 / Day

UG TANK & WATER SUPPLY (as per scope of work)

S. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Cleaning of walls, slab, raft from inside and removal of algae, waste particles.	Once a Month	2 Day	1000 / Day
2	Maintenance of submersible pumps.	Once / 15 Days	3 Days	20000 / 15 Days
3	Painting and erection of MS Ladder or replacement if required and if found theft or damaged	Once a Month	Compulsory	As Per twice the Market Rate of Damaged / Theft Fixture Or 2000 / Day whichever is higher

4	Chemical treatment of water for purification.	In Alternate Days	4 Days	500 / Day
5	Maintenance of manhole covers including replacement if found damaged or theft.	Once / 15 Days	Compulsory	As Per twice the Market Rate of Damaged / Theft Fixture Or 2000 / Day whichever is higher

SW DRAIN AND SEWAGE SYSTEM

S. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Cleaning of bed properly including removing of mud, soil etc	1 Time / Week	1 Day	10,000 / Day
2	Regular maintenance of drain covers including replacement if found damaged.	1 Time / Week	1 Day	10,000 / Day

PEST CONTROL

S. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Disinfestations Treatment	1 Time / Fortnightly	1 Day	10,000 / Day
2	Rodent Control	1 Time / Fortnightly	1 Day	10,000 / On repeated non-compliance.
3	Fly Control	1 Time / Fortnightly	1 Day	10,000 / On repeated non-compliance.
4	Mosquito Control	1 Time / Fortnightly	1 Day	10,000 / On repeated non-compliance.

D. Others

S. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit	Penalty Rate (INR)
1	Repair and maintenance of sanitary fixtures, lavatories etc.	On Alternate Days	Compulsory	300 / Day
2				As Per twice the Market

	Removal and replacement of damaged sanitary fixtures and lavatories if required.	Immediate	Compulsory	Rate of Damaged / Theft Fixture Or 2000 / Day whichever is higher
3	Electric fixtures maintenance or replacement if found theft or damaged by non-social elements all complete as per direction of engineer in charge.	Immediate	Compulsory	As Per twice the Market Rate of Damaged / Theft Fixture Or 2000 / Day whichever is higher
4	Cleaning of all lamps, street light poles, railing lamps, foot lights, bollards lamps, fans, tube lights, CFL's, Mexican hanger lamps etc.	On Alternate Days	4 Days	300 / Day
5	Removal of damaged lights and fixtures if required.	Immediate	Compulsory	As Per twice the Market Rate of Damaged / Theft Fixture Or 2000 / Day whichever is
6	Regular maintenance of switch boards, sockets, plug points, MCCB's, MCB's, and all main and sub panels including replacement of all fixtures if found theft or damaged.	On Alternate Days	1 Week	300 / Day
7	Regular maintenance of plumbing fixtures	On Alternate Days	1 Week	700 / Day

Specific

S. No.	Service Level Requirement	Schedule / Timing	Non Compliance Limit	Penalty Rate (INR)
PUMP ROOM				
1	Regular maintenance of VFD pump for irrigation with all connections and attachments, damaged part should be repaired or replace at that time immediately.	In Alternate Days	1 Day	As Per twice the Market Rate of Damaged / Theft Fixture Or 15000 / Day whichever is higher
DRINKING WATER FOUNTAIN				

1	Regular cleaning, maintenance of water cooler and purifier. Repairing work if not in working condition.	1 Time / Day	1 Day	40000 / Day
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S. No.	Service Level Requirement	Schedule / Timing	Non Compliance Limit	Penalty Rate (INR)
2	Painting inside outside as per approved paint on railings and outer concrete face	1 Time / 6 Months	1 Month	10000 / 15 Days

FOUNTAIN

1	Cleaning of raft, walls inner face of paper tiles and outer face of granite work	1 Times / Week	1 Day	15000 / Day
2	Repairing work of paper tiles and replacement if damaged of required shades and pattern.	1 Time / Month	1 Day	11000 / Day
3	Regular maintenance of all jets sprays, nozzles, lights fixtures, supply pipes, main supply, sub main water supplies, electrical cables, motors and other fixtures.	On Alternate Days	3 Days	30000 / Day

HORTICULTURE WORK

1	De-weeding work for lawn areas with required equipment including all cutting, trimming, making good in levels.	Daily	Compulsory	20000 / Day
2	Making kyaries, mulching for trees, shrubs & ground covers at kyaries, mixing of manure for trees and grassing if required.	Daily or Twice Daily	Compulsory	50000 / Day
3	Manual watering.	Whenever Required	Compulsory	1000 / Day
4	Replacement of damaged grass, trees and shrubs.	Whenever Required (to be done immediately)	Compulsory	1000 / Day
5	Anti-termite treatment	Whenever Required (to be done immediately)	Compulsory	1000 / Day

GARDEN UTILITY

S. No.	Service Level Requirement	Schedule / Timing	Non Compliance Limit	Penalty Rate (INR)
1	Dusting of each and every benches and dust bin	3 Times / Day	1 Day	1000 / Day
2	Wiping the chairs	1 Time / Day	1 Day	500 / Day
3	Cleaning, Repairing work for benches & dust bin	On Alternate Days	1 Week	22000 / Day

IRRIGATION / AUTOMATION UNIT

1	Regular maintenance & cleaning of all valves.	1 Time / Week	1 Day	15000 / Day
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2	Regular maintenance for all main line, sub lines water supplies.	1 Time / Week	1 Day	10000 / Day
3	Regular maintenance for all automation system including all decoders, sensors, cables, solenoids valves.	On Alternate Days	1 Days	25000 / Day
4	Replacement of damaged pipes, valves, cables, decoders if found damaged or theft.	Immediate	Compulsory	30000 / Day
5	Regular maintenance for VFD pumps and electrical supplies.	1 Time / Week	1 Day	10000 / Day

BARBED WIRE FENCING FOR UNAQUIRED LAND

1	Regular maintenance for barbed wire fencing including all hooks tightening, re-fixing and making vertical MS angle in plumb.	1 Time / Week	1 Day	1500 / Day
2	Re-fixing of MS angle including all excavation, concreting and curing if required	Whenever needed	Compulsory	10000 / Day
3	Painting work for MS angle	1 Time / 3 Months	15 Days	3000 / Day
<i>S. No.</i>	<i>Service Level Requirement</i>	<i>Schedule / Timing</i>	<i>Non Compliance Limit</i>	<i>Penalty Rate (INR)</i>

WATER BODY POND

1	Cleaning of pond, cleaning of waste, algae and garbage from pond.	2 Time / Months	15 Days	10000 / Day
2	Removal of weeds	1 Time / Year	15 Days	15000 / Day
3	Leveling of bottom soil surface disturbed by the flow of water.	1 Time / 6 Months	15 Days	17000 / Week
4	Dry pitching with random rubble masonry work if required or found settlement including gaps filling with mureom or sand.	Whenever Required	Compulsory	20000 / Week
5	Supply of water to maintain required water level.	1 Time / Week	Compulsory	20000 / Week

AMPHITHEATER

1	Dusting of each and every steps, stairs, slopes, railings.	3 Times / Day	1 Day	1000 / Day
2	Cleaning of steps, stairs, slopes, railings by wet mopping, dry mopping and dusting.	1 Time / Day	1 Day	500 / Day
3	Painting inside outside as per approved paint on CC copings, retaining walls.	1 Time / 3 Month	1 Month	17000 / 15 Days
4	De-weeding work for grass area	On Alternate Days	1 Week	700 / Day
5	Regular maintenance of shrubs, grass including replacement of damaged part.	On Alternate Days	1 Week	700 / Day

PATHWAY

1	De-weeding work for pathways including all anti-termite treatment, cutting, removing and gap filling with sand if required.	2 Times / Month	15 Days	150000 / Day
2	Removal of water by manually- stacked rain water	Every day before Park opening time	1 Day	5000 / Day
3	Uplifting levels of Interlocking paver blocks by providing sand below Interlocking paver block including all removing blocks filling of sand and re-fixing in proper pattern and sand filling for joints also.	1 Times / 6 Months	15 Days	20000 / Week
4	Cleaning of pathway areas - removing of all wastage, polythene, garbage, weeds, dust, debris, Leaf, polythene, porch etc. collection removal & transportation up to desired Point	On Alternate Days	2 Days	20000 / Week
5	Removal and making of damaged kerb stone including plaster to provide wheel holes for water drainage to lawn areas.	On Alternate Days	2 Days	10000 / Week
6	Painting work of Kerb stone of approved shades	1 Time / 6 Months	1 Month	10000 / Week
BOUNDARY WALL				
1	Painting inside outside as per approved paint on grills, fencing & all service / entry gates & gate columns.	1 Time / 6 Month	1 Month	20000 / 15 Days
2	Electric fixtures maintenance or replacement if found theft or damaged by non-social elements all complete as per direction of engineer in charge.	Immediate	Compulsory	As Per twice the Market Rate of Damaged / Theft Fixture Or 2000 / Day whichever is higher
3	Cleaning of all lamps, street light poles, railing lamps, foot lights.	On Alternate Days	4 Days	300 / Day

III.(2.) Reporting

The FMC shall establish an MIS system for reporting. MIS shall be reported on monthly basis. The FMC shall submit the following reports within the stipulated time to the Authorized Officer of the Authority:

- a. Initial Review Report;
- b. Monthly Reports;
- c. Deployment Report; and
- d. Attendance Reports
- e. Statutory compliance intimation report

The MIS report shall cover the following aspects:

- a. Consumption and stock of consumables

- b. Compliance of preventive maintenance plan
- c. Resource deployment report (manpower, equipment)
- d. Expense report (committed and invoiced amounts)
- e. Energy consumption – by utility, by premise
- f. Status of periodic activities as described under scope of work for Operation, Maintenance.
- g. Facility Inspection: The FMC shall conduct regular comprehensive facility inspection and perform any additional ones that will maintain / enhance the appearance, operation, and safety aspects of all the facility as approved by Authority. The FMC shall indicate frequency of inspection covering all premises.
- h. Highlight Critical Issues / Problems with recommended solutions which should contain the technical recommendations / alternatives, cost, time schedules, etc.
- i. Prepare a foot fall report for the visitors.
- j. Customer Feedback Analysis
- k. Report on Audits/ drills etc.
- l. Complaint Management reporting.
- m. MIS on procurement, statutory payments & on any other invoices processed by Authority.
- n. Any other reports as needed from time to time.
- o. IT assets, stationaries and operating cost required to prepare report is in the scope of FMC
- p. FMC has the option to use / implement any software for managing the Facility.
- q. FMC shall submit the Performa and format and the same shall be approved by Authorized Officer.
- r. **Statutory compliance intimation report:** FMC shall maintain a log/ tracking sheet of all statutory or regulatory compliances such as environment clearances, all NOC's, etc including their renewal dates. FMC shall monitor and intimate the Authority minimum 30 days in advance before expiry of any such statutory or regulatory compliances.
- s. Any other reports / compliance certificates as needed from time to time

IV. Parking Management

Parking and Vehicle Management is in FMC scope. FMC can use the revenue generated from ticketing of parking as its own income, under below mandatory conditions for FMC:

- a. Government vehicles and one car parking space per Licensee of Project Facility shall be exempted from parking charges
- b. Parking charges shall not be more than the rates prescribed by the district administration/ local authorities
- c. FMC shall be responsible for operation and management of entire parking within Project Facility through-out contract period
- d. Vehicle and traffic management in Project Facility,
- e. Manage way - finding / space monitoring & guiding for parking,
- f. Coordination with local authority where required,
- g. Procure any equipment's or infrastructure and deploy manpower required for parking management on its own cost

V. Security Services

Security of Project Facility is in FMC scope. The activities and responsibilities of FMC are:

- a. To provide security services for the protection of life and property against theft, pilferage, fire etc.,
- b. Ensure safety and security of men and material,
- c. Guiding visitors to desired locations/ concerned officials/ occupants,
- d. Regulating entry of unwanted visitors/salesmen and maintenance of visitor's register,
- e. Checking of gate passes and to regulate the entry and exit of vehicles/materials,
- f. Prevent entry of stray animals like cow, dogs etc.,

- g. Round the clock patrolling of the Project Facility,
- h. Frisking shall be limited to the entrance and exit of Museum
- i. Hand held metal detectors should be provided by the Security Agency to Security Guards for checking and frisking of visitors as well as their carry bags, only at Frisking points
- j. Agency shall maintain records of inwards and outwards movement of men, materials and vehicles, etc. with proper check as per instructions given from time to time by Authority,
- k. Effective involvement during the crisis management like fire accidents and bomb threats and during periodical drills. Liaison with appropriate agencies in case of emergencies/Disaster & be well equipped with their update contact numbers,
- l. Visitor's management in common areas, during events & exhibitions, and during other special occasions,
- m. Having effective control on movement of materials in / out,
- n. Physical guarding of entry / exit points,
- o. Patrolling and guarding various common areas and surroundings to ensure adequate safety and security,
- p. Assisting the occupants during the emergency evacuation of the building,
- q. Rescue operation of passengers stranded in the lifts,
- r. Complete disaster management in case of emergencies/ disasters,
- s. Providing of adequate security as per the requirement,
- t. Lodging of complaints/FIRs in case of emergency/disaster on intimation,
- u. FMC shall provide and adopt a Biometric Attendance System for all the manpower provided by the FMC or its Sub-Contractors on FMC's own cost, for attendance management and reporting. Provision of daily monitoring rights shall be provided to the Authority.
- v. FMC shall provide at his own cost (i) proper clean uniform and badges and (ii) photo identity cards as per laid down rules for Private Security Agencies.
- w. FMC shall have his own Establishment/Setup/Mechanism, etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
- x. FMC shall get guards and supervisors screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each personnel deployed. Authority will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty.
- y. FMC shall bear all the expenses incurred on the following items i.e. required security devices, metal detectors, searching mirror, Walky-Talky, provision of torches and cells, lathis/ballams and other equipment to security staff, stationary for writing duty charts and registers at security check points and records keeping as per requirements.

A5 MANPOWER

A5.1 The FMC shall have the following minimum manpower to efficiently and effectively manage the facility constructed at Deendayal Hastkala Sankul (Trade Centre & Museum) project:

A) OPERATION AND MAINTENANCE		
<u>Civil Maintenance</u>		
SN	Description	Qty
1	Mason	1
2	Carpenter/ Fitter	1
3	Sewer-man	1
4	Plumber	1
5	Multi-purpose / Beldar	2
<u>Electrical Maintenance</u>		
SN	Description	Qty
1	Supervisor	1
2	Electrician /Wireman	2
3	Helper / Khallasi	2
<u>Operation & Maintenance of Specialised E&M Equipments</u>		
SN	Description	Qty
	<i>In-charge</i>	
1	Station Manager (at-least Graduate, Computer literate and having 10 years experience in Maintenance & Operation of a Govt. Office Complex) common for all services	1
	<i>Operation of Fire Fighting, Fire Alarm, Public Address Systems (24 x 7 Hour basis)</i>	
2	Fire Supervisor (Passed out from any National Fire Training Institute)	1
3	Fire Alarm Technician	3
4	Fire Pump Operator	3
	<i>Operation of Electric Substation (3x1600 KVA) and DG Sets (2*1500 KVA + 1*500 KVA) for 24 X 7 hour basis</i>	
5	Operator	3
	<i>Operation of BMS system and CCTV on 24 x 7 hour basis</i>	
6	Operator	3
	<i>Operation of Lifts (8+2 = 10 NOS. Lifts)</i>	
7	Lift Operator	3
8	Graduate Lift Operator (specially for VIPs)	1
	<i>Operation of Escalator (2 NOS.)</i>	
9	Operator	1
	<i>Operation of 2 X 400 TR HVAC plant</i>	
10	AC Plant Operator	2
	Helper / Khallasi	2
	<i>Operation of Sewage Treatment Plant (STP)</i>	
11	STP Operator	2
	<i>Operation of Bore-well / WTP and water pumps / RO Plant (500 LPH)</i>	
12	Pump Operator	1
	<i>IT & EPABX Services</i>	
13	IT Engineer (Minimum Btech with 3 year relevant experience)	1
14	EPABX Technician	1
B) HOUSEKEEPING		

1	Supervisor (General & Housekeeping work)	3
2	Housekeepers	40
C) <u>HORTICULTURE WORKS</u>		
SN	Description	Qty
1	Head Gardner / Choudhary	1
2	Gardner / Mali	3
3	Helper for Mali	2
D) <u>AUDIO VIDEO OPERATION</u>		
SN	Description	Qty
	Operation of Audio-Video equipment at Convention/Projector Room/OATs/meeting rooms	
1	Audio-Video Operator (Minimum Btech with 3 year relevant experience)	1
E) <u>SECURITY SERVICES</u>		
SN	Description	Qty
	Providing Security Services (24 x 7 Hour basis)	
1	Security Officer (Retired from CISF of at-least SI Rank or equal)	1
2	Security Supervisor (Skilled)	3
3	Gunman (Skilled)	3
4	Security Guard (Semiskilled)	24

A5.2 Above mentioned manpower in clause A5.1 is the minimum manpower requirement by the Authority, and is the cumulative minimum manpower of the entire 24hrs per day:

- i. FMC shall provide the above minimum manpower to efficiently and effectively manage the facility constructed at Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi. However, FMC shall be responsible to maintain the service levels as required and shall be liable to deploy additional manpower as per the requirement to fulfil the scope of work for the FMC services at it's own cost.
- ii. Manpower related to following services are also required to be deployed for 24X7 shift.
 - a. Technical Services requiring following technician: Electrician, Plumber, Control room supervisor, BMS supervisor, Fire mechanic, Security personnel and any other personnel required for smooth functioning of the project.
 - b. Housekeeping and front desk required at Dormitories and Guest House
- iii. The impact of additional requirement of manpower for reliever, night shift, leaves and off days shall be taken into account by the bidder in financial bid. For any other manpower including FMC's administrative works or support staff, FMC shall arrange the same on its own cost.
- iv. . Distribution of manpower in designated shifts is to be decided by FMC.
- v. The tentative duration of working hours/operational hours of museum will be 8 hours, subject to finalization of timings by the client to be conveyed at the time of signing of agreement.
- vi. Police verification of the manpower deployed by the FMC contractor should be complete and client can ask to share the information with them any time, if required.
- vii. The project facility is developed by Ministry of Textiles, Govt. of India (which is Central Govt.), hence minimum wages applicable under works related to such project under all appropriate labour related laws of India, as amended from time to time, shall be applicable.

A.5.3 For additional manpower requirement on temporary basis, shall be as per Form F4. FMC would provide such temporary manpower on receiving separate work order from Authority for the same.

A6 Other Inclusions & Exclusions of the Services

A6.1 Other Inclusions

- i. Reimbursable costs
 - a. FMC shall procure Diesel required for the project. A log book shall be maintained by the FMC. The entries shall be verified from the Authorized representative on daily basis. FMC shall submit invoices as per actual for reimbursement on monthly basis along with submission of supporting documents.
- ii. FMC shall maintain adequate stock of all consumables required for unhindered operations of the facility as per the satisfaction of the client, at their own cost
- iii. Administrative support will be provided by FMC for all insurance claims,
- iv. Annual Testing Fee / Rectification charges etc.. Annual testing for all years of contract period (including first year) shall be in the scope of FMC. (except where the same is already covered under scope of other service providers like PMSP, Museum Operator etc. for Project Facility)
- v. Advance intimation and advise in renewal of all statutory licenses/ NOC's/approvals/clearances. For this, statutory fee required if any shall be paid by Authority.

A6.2 Exclusions

- i. PMSP (NBCC Ltd.), shall deploy skilled workers from contractors for regular inspection and rectification of defects which may be developed during one year from date of handing over i.e. 7th February 2018,
- ii. Annual Maintenance Contract (AMC) of equipment's installed by the Authority, as per list provided in clause A4.I.
- iii. Capital Equipment's Replacement / Major Repair (Beyond Rs. 30,000/-each item of work) only for items not covered in AMC procured by the Authority.
- iv. Spares procurement of Capital Equipment. FMC team will recommend the list, once the FM contract finalized,
"Capital Asset / Equipment's" are core assets installed by the Authority limited to Air Conditioning Chillers, Cooling Tower, AHUs, FCUs, HVAC Main Panels and Starter Panels, Generators, Transformers, HT< Panels, UPS, Fire Alarm Panel, BMS Controller, CCTV system, Lifts, Escalators, Pumps (Fire, Water, Sewage and Air Conditioning), Solar Panel System, STP, RWH system and Retractable Seating.
- v. Improvement of Refurbishments like Periodical Painting etc.,
- vi. Statutory Payment to Govt. Bodies,
- vii. Goods & Services Tax as applicable.
- viii. Insurance for Building, Fire, Equipment's (other than Preventive & Breakdown Maintenance) & Third party Insurance excluding FMC Personnel, their Equipment's & their Deployed Manpower and due to negligence attributed to FMC during Operation & Maintenance or otherwise processing. Necessary guidance and documentation will be carried out by FMC.

**FORM-T9: EQUIPMENT AVAILABILITY/ACCESS COMMITMENT & MATERIALS /
CONSUMABLES TO BE USED**

1. List of equipment:

Sr. No.	Item of equipment	Requirement	Availability Proposals				Remarks (From whom to be purchased)
		No.	Capacity	Owned /leased/to be procured	Nos./ capacity	Age / condition	
	(1)	(2)	(3)	(4)	(5)	(6)	(7)

2. List of Materials / Consumables to be used

Sr. No.	Name of consumable proposed (with details and make)	Consumable to be used				
		Consumable	Make / Brand	Per day	Per week	Per month

Note:

- All the equipment considered in costing for financial bid needs to be reported here.*
- The Bidder shall procure Diesel / CNG / LPG / Lubricants / Oils to be used in / for any kind of machinery installed at the facility like in substation, DG set and other equipment and the same shall be paid as per actuals on production of bills / consumption details etc. by AUTHORITY.*
- The Bidder shall procure all related consumables like toiletries, spares, fasteners / fixtures required (if any), housekeeping consumables etc. and the cost of the same shall be borne by the Bidder.*

FORM-T10: WORK PLAN

Applicant shall submit their work plan and standard operating systems for the required services

FORM-T11: BRIEF ON QUALITY CONTROL MECHANISM

Applicant shall give brief on quality control mechanism for the required services

FORM-T12: ANTI COLLUSION CERTIFICATE

Anti-Collusion Certificate

(on letterhead of Applicant)

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, except where the disclosure, in confidence, of the approximate amount of the Proposal was necessary to obtain premium quotations required for the preparation of the Proposal

(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 further certify that the principles described in paragraphs 1 (i) and (ii) above have been or will be, brought to the attention of all sub-contractors, suppliers and associated companies providing services or material connected with the Proposal and any contract entered into with such sub-contractors, suppliers, or associated companies will be made on the basis of compliance with the above principles by all parties.

3. 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 Procuring Entity (Authority), that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels,

4. In this certificate, the word "person" includes any persons or any body or association, corporate or unincorporated; "any agreement or arrangement" includes any transaction, formal or informal and whether legally binding or not; and "the work" means the work in relation to which this Proposal is made.

Dated this.....Days of.....2017.

Name of the Bidder.

Bidder.....

Signature of the designated person.....

Name of the designated person.....

Date of receipt of RFP documents.....

Annexure I: Tentative List of Key Plant & Equipment to be Deployed by FMC

The tentative list of tools to be deployed is given below and cost towards this shall be deemed to be included in the quoted rate. This list is indicative and not exhaustive, contractor shall deploy all kind of tools and machinery required for satisfactory execution of contract, even if the tools and machinery is not listed in the below mentioned list.

1. Engineering Tools

Sr. No.	Name of Tools	Sr. No.	Name of Tools
1	Megger (0-500volts)	2	Gloves (Electrical) (HT/ LT.)
3	Multi-Meter (digital) – Texas Instruments/Fluke	4	Grease gun (heavy Duty)
5	Tong tester/Clamp Meter (Digital)	6	Chisel Small & Big (heavy duty)
7	Thermometer Digital	8	Safety Goggles
9	Air Blower (Hot)	10	Nose Pliers 9"
11	Punching Tools (set 3mm to 24 mm)	12	Tool Box metallic
13	Crimping Tools	14	Parrot Wrench 10"
15	Crimping Tool for Electrical	16	Safety helmet
17	Electric Drill M/C	18	Safety belt (with complete specifications)
19	Rechargeable Torch Light	20	Cartridge fuses puller (HT / LT.)
21	Pliers	22	Measuring tape - 5 mtrs
23	Screw Spanner	24	Pipe wrench 18"
25	Screw Driver Set	26	Bearing Puller
27	Screw Driver 8"/12"	28	Digital Anemometer
29	Pipe Wrench 12"/10"/8" (set 1 of each)	30	Water Testing Kit
31	Line Tester	32	Digital LUX Meter
33	D-Spanner Set	34	Db meter for noise level monitoring
35	Ring Spanner Set	36	IR GUN
37	Screw wrench	38	Torque spanner
39	Box Spanner Set	40	Ear Muffler
41	Bench Wise 6"	42	Pipe cutter, Tube cutter, Tube press plier
43	Hacksaw Frame	44	All major types of Electrical/HVAC/Carpentry / Plumbing works related Tools
45	First aid box	46	Hammer 1/2 lbs., 1 lbs, 11/2 lbs
47	Shim Cutter	48	Bosch drilling machine–1/2inch
49	All required PPE's	50	Brazing and Flaring tool
51	Gardening tools such as Cultivator, Draw Hoe, Dutch Hoe, Garden Fork, Rake, Spade, Sprayers (Pressure) etc.	52	All major masonry tools such as trowel, hammer, blocking chisel, power saw, levels, nylon or dacrolone, steel square, chalk line, mixing tools etc.

53	All major types of carpentry tools such as measuring tapes, folding ruler, pocket tapes, different types of squares, cutting tools, fastening tools, drilling tools etc.	54	Any other items not prescribed
----	--	----	--------------------------------

2. House Keeping Tools / Equipments

Sr. No.	Name of Tools
1	Commercial vacuum cleaner (Wet and Dry)
2	Wet & Dry Vacuum Cleaner with Carpet/ Upholstery Shampooing Machine
3	High pressure jet cleaning machine
4	Puzzy machine to clean chairs and sofas
5	Single Disc Floor scrubber / polishing machine
6	Walk Behind Sweeper / Ride'On Sweeper
7	Wringer Mop Trolley
8	Motorized Grass cutter
9	Road sweeping machine
10	Telescoping ladder
11	Fork Lift
12	Equipment for cleaning facades of building higher than 15 m (non-accessible in nature)
13	Escalator Cleaning Machine
14	Auto Scrubber
15	Dustbins (of all sizes as per requirement), Plastic bins for basements/PARKING 120 ltrs, Dust Pan with Brooms, Dust Control Mop, Cobweb Brush, Kentucky Mop
16	Service Trolley and Platform Trolley
17	Q-Managers
18	Multi Purpose Trolley (for transferring the garbage)
19	SIGNAGES cleaning in progress/wet floor
20	Any other items not prescribed

Note:

The lists shown are not exhaustive lists and the bidder if required may add based on their assessment of work in FORM T9.

Annexure II: List of Consumables to be used

1. List of Consumables

The tentative list of the consumables to be used at facility is as below. However, the exhaustive list of consumables is to be provided by the FMC in his submission in the format provided in Form T9.

The FMC shall use the Godrej / Johnson / Taski / Hindustan Unilever / Manufacturing Brand approved by Authority, for the listed consumables. The FMC can also suggest the other brand with equivalent or higher quality and shall get it approved from Authority. The successful Bidder shall ensure that all products are biodegradable and eco-friendly in accordance with Environmental Protection Act.

Consumables for Housekeeping and Sanitation

- i. All purpose and hard surface cleaner (to be used for housekeeping / cleaning)
- ii. Bathroom cleaner & sanitizer
- iii. Toilet / urinal bowl cleaner
- iv. Dettol Antiseptic
- v. R1 (Bathroom Cleaner)
- vi. R2 (Glass Cleaner/Colin)
- vii. R4 (Furniture Cleaner)
- viii. R6 (Toilet Cleaner)
- ix. D-7 (Stainless Steel Polish)
- x. Fabric detergent for industry purpose (for fabrics)
- xi. Spray Bottles
- xii. Furniture wood polish
- xiii. Naphthalene Balls
- xiv. Sodium Hypochlorite
- xv. Brasso
- xvi. Furniture, wood and metal Polish
- xvii. Bleaching Powder
- xviii. Hit/ Baygon/ Mortein Spray

The minimum quantity of consumables for housekeeping and sanitation shall be calculated as per below table:

Parameters	Kind of Flooring	Purpose	Minimum Dosage	Area covered by 1 liter of conc solution (in sq.ft)
Toilets	Vitrified Tiles	Bathroom sanitizer	20 ml/ liter	20,000
Outer Corridor, Atirums, Lobby Area & Lift lobby, Escalator Lobby	Vitrified Tiles, Marble, Granite	Hard surface clnr	20 ml/ liter	20,000
Glass front railing and display windows	Glass	Glass clnr	20 ml/ liter	1,00,000
Toilets	No. of WC's, commode(ceramic) / Deep cleaning	Deep Cleaning	Ready to use	40 No's

Consumables to be available all times at all respective locations:

- i. Room Spray (Premium)
- ii. Auto Spray- Air Refresher
- iii. Urinal Cubes
- iv. Hand Wash Liquid (Ph 7 ± 0.5)
- v. Toilet Roll Paper
- vi. Tissue Box – premier for cabin use
- vii. Hand Towel-Tissue Paper (With dispenser)
- viii. Garbage Bags (≥ 40 microns)
- ix. Binliners
- x. Odonil

Section 6: Financial Proposal

Form F1: Financial Proposal Submission Form

(On the letterhead of the Bidder)

[Location, Date]

Office of Development Commissioner (Handicrafts),

Ministry of Textiles, West Block No: 7,

R K Puram, Sector 1, New Delhi – 110066.

Sub: Providing Comprehensive Facility Management Services for Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi

Dear Sir,

We, the undersigned, are pleased to provide our offer for **Providing Comprehensive Facility Management Services for Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi**, in accordance with your Request for Proposal dated _____ and our Technical Proposal.

Our Financial Proposal is Rs. _____ (In words _____) for Annual Comprehensive Facility Management Cost for first year of contract and is exclusive of Goods & Services Tax (GST) as payable under the law.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from negotiations, up to expiration of the validity period of the Proposal, i.e. 180 days from the date of submission of the Proposal.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Authorized representative:

Name of Firm:

Address:

Form F2: Financial Bid

(On the letterhead of the Bidder)

Sl. No.	Item Description	Rate per Month	Number of Months in 1st Year of Contract	Financial Bid	
		Lump sum rate for providing comprehensive facility management service per month <i>(Amount to be filled excluding GST)</i>		Lump sum Cost for providing comprehensive facility management service <u>for 1st Year of Contract</u> <i>(Amount to be filled excluding GST)</i>	
		In INR per month (in Figures)	In Months	= (A) x (B) In INR per year (in Figures)	= (A) x (B) In INR per year (in Words)
1	2	3	4	5	6
1	Providing Comprehensive Facility Management Services for Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi as per the scope of services defined in the RFP.		12		
2	Applicable Goods & Services Tax (GST) for Providing Comprehensive Facility Management Services				
	TOTAL (1 + 2)				

Note:

1. Financial bid would mean Annual Comprehensive Facility Management Cost for 1st year (as provided by the bidder in row 1, column 5 & 6 in the above table) which is exclusive of applicable Goods & Services Tax (GST).
2. All information provided above should be legible. In case of conflict between amounts stated in figures and words, the lower amount will be taken as correct, whether the same has been provided in figures or in words.
3. Reimbursable expenses would only be limited to the point A6.1i (1) of Form T8 of this RFP.
4. This RFP is for providing comprehensive facility management services as per the Service Level Requirements. The manpower indicated by the Authority in this RFP is minimum required manpower, however the bidder is expected to evaluate cost of all services, manpower, overheads, equipment and consumables (except fuel) etc. required for providing all services as per the scope of work defined in the RFP and provide a lump-sum quote in the financial bid.
5. The Contract Period shall start from the 'Effective Date' as defined in the RFP clause 1.10.1, and shall be valid for a period as defined in clause 1.10.2 of the RFP.
6. Escalation on Annual Comprehensive Facility Management Cost would be applicable as per clause 1.10.3 of RFP.

7. Applicable Goods & Services Tax (GST) as per actuals shall be reimbursed on production of proof.
8. FMC would not be paid any other costs apart from above items.
9. Bidder will be shortlisted as per criteria mentioned in Clause 1.7.1. For L-1, the Bidder shall read the conditions very carefully. The financial bids would be ranked/ compared as per the quoted amount exclusive of GST.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Authorized representative:

Name of Firm:

Address:

Form F3: Financial Bid Breakup

(On the letterhead of the Bidder)

Bidders are requested to provide detailed breakup of their financial bids submitted in Form F2 as per the table below:

S. No	Particulars	Rate per Month	Number of Months in 1st Year of Contract	Amount for 1st Year of Contract
		INR per Month	Months	INR per Month
1	Manpower		12	
2	Tools & Equipment's		12	
3	Consumables		12	
4	Profits / Overheads		12	
5	Any Other Charges		12	
Total Amount			12	
<i>(This value should tally with Financial Bid quoted in Form F2)</i>				

Note: The bidders may add more rows in the above table for indicating any further breakup, however no rows shall be deleted.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Authorized representative:

Name of Firm:

Address:

Form F4: Cost for Additional Manpower on Temporary basis (Rate Only Items)

For additional manpower requirement on temporary basis, following daily cost shall be applicable:

SN	Description	Rate in INR per day (8 hrs)
1	Mason	
2	Carpenter/ Fitter	
3	Sewer-man	
4	Plumber	
5	Multi-purpose / Beldar	
6	Electrician /Wireman	
7	Helper / Khallasi	
8	Lift Operator	
9	Escalator Operator	
10	Housekeepers	
11	Gardner / Mali	
12	Helper for Mali	
13	Security Guard	

Note:

- 1. Cost for temporary manpower shall not be added to financial bid or used for financial ranking of bidders*
- 2. Above temporary manpower is indicative, Authority may request any other manpower on requirement basis.*
- 3. Such temporary manpower would be provided by FMC on receiving separate work order from Authority for the same.*

Annexure III: Details of Project Assets

Annexure III

**DRAFT PROJECT INFORMATION MEMORANDUM
FOR
SELECTION OF AGENCY FOR PROVIDING
COMPREHENSIVE FACILITY MANAGEMENT SERVICES
AT
DEENDAYAL HASTKALA SANKUL (TRADE CENTRE & MUSEUM)
VARANASI**

MINISTRY OF TEXTILES

UDYOG BHAWAN, NEW DELHI – 110 011



DEENDAYAL HASTKALA SANKUL (TRADE CENTRE & MUSEUM), VARANASI

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The Project: Deendayal Hastkala Sankul (Trade Centre and Museum), Varanasi

i. About the Facility:

Deendayal Hastkala Sankul (Trade Centre & Museum) earlier names as Trade Facilitation Centre and Crafts Museum, is a modern and integrated facility developed by Ministry of Textiles, Govt. of India to support Handloom and Handicraft sector of Varanasi and nearby areas, by providing platform for trade enhancement, facilitation to both domestic and international buyers and carry forward the rich traditions of Handloom and Handicrafts of Varanasi region.

The complex has been developed over a contiguous land of approx. 7.93 acres, at Bada Lalpur, Varanasi. The project encompasses a constructed area of approx. 43,450 square meter, with sub-components including Shops, Food Kiosks, Restaurants, Marts / Offices, Bank and ATM, Foreign Currency Exchange Office, Guest Rooms, Dormitories, Stalls / Kiosks, parking facility for more than 500 cars, space for cultural and social functions, Handloom and Handicraft exhibitions, Craft Museum along with Amphitheatre and Souvenir Shop.

The state of the art facilities offered at Deendayal Hastkala Sankul (Trade Centre & Museum), are equipped with Building Management Systems (BMS), central air conditioning and ventilation systems, power backup, fire protection and public address systems, lifts/escalators for ease of public movement on all levels and centrally monitored CCTV system for safety and security. Supporting infrastructure includes HT Panels, AC Plant, Pump room, AHU, Water Treatment Plant, Sewage Treatment Plant, surface and basement parking facilities.



Figure 1: Birds eye view of Deendayal Hastkala Sankul (Trade center & Museum), Varanasi

ii. Facility Chart

Floors	BLOCK 1 Marts cum Office	BLOCK 2 Convention Centre cum Exhibition	BLOCK 3 Food Court cum Guest House	BLOCK 4 Shopping Arcade	Entrance Plaza	BLOCK 5 Museum
Basement (2 levels)	Parking capacity (369 no's of cars 434 no's of 2 wheelers approx.)			-	-	Currently operated and managed by separate operator.
Ground Floor	<ul style="list-style-type: none"> • Bank • Marts (08 no's) • Exhibition Space (open courtyard) • Public Amenities 	<ul style="list-style-type: none"> • Convention Centre with VIP Lounge and green rooms. • Atrium (Triple height) • Exhibition Gallery • Atrium and convention center can be converted to exhibition space. • Public Amenities 	<ul style="list-style-type: none"> • Food Kiosks (9 no's) • Kitchen Area/ Store • Indoor Seating Area • Courtyard Seating Area • Public Amenities • Courtyard can be converted to multi-purpose exhibition space. 	<ul style="list-style-type: none"> • Enquiry Counter • Shops (14 no's), • Space for Kiosks. 	Entrance Plaza with courtyard surrounded with 18 M high petals	
1st Floor	<ul style="list-style-type: none"> • Marts (13 no's) • ATMs (2nos) • Gallery (1no) • Public Amenities 	<ul style="list-style-type: none"> • Marts (04 Nos) • Offices (04 Nos) • Exhibition Gallery all around atrium • Public Amenities 	<ul style="list-style-type: none"> • Restaurants (2nos) with Kitchen Areas • Public Amenities 	<ul style="list-style-type: none"> • Shops (14 no's) • Lounge 		
2nd Floor	<ul style="list-style-type: none"> • Marts (15 Nos) • Business Centre • Public Amenities 	<ul style="list-style-type: none"> • Offices (4 Nos) • Exhibition Gallery all around atrium. 	<ul style="list-style-type: none"> • 15 Nos Dormitory Rooms (Total 81 Beds) • Office Space • Lounge Seating • Public Amenities 	NA		
3rd Floor	<ul style="list-style-type: none"> • Marts (10nos) • Govt. Office (3nos) • National Centre for Trade Information 	NA	<ul style="list-style-type: none"> • Double Occupancy Guest Rooms with attached toilets (18 no's), • Common Hall and Pantry Office Space • Public Amenities 	NA		

Note: Refer Annexure for details

Other Supporting Facilities provided are briefed below

- Surface Parking with Parking capacity (82 no's of cars approx.)
- Stand-by generator Supply and Uninterruptible Power Supply
- Central Air-conditioning and Ventilation System
- Kitchen and Food Kiosks provided with Exhaust System
- Lifts and Escalators
- Fire Detection, Firefighting and Public Address System
- EPBX, Server Room and BMSⁱ System
- Rain Water Harvesting System
- Sewage Treatment Plant (STP)
- Fresh Water and Treated Water Supply
- Internal Electric Substation
- HVACⁱⁱ Plant Room
- Pump Room and Under Ground / Over Head Tanks
- Emergency exits for easy evacuation
- Interestingly landscaped and shaded courtyards with water bodies of international standard

ⁱ BMS (Building Management System)

ⁱⁱ HVAC (Heating, Ventilation and Air Conditioning)

iii. Site Location and Connectivity:

The project is strategically located near the upcoming bypass (expected to be completed in 2017) between NH-29 (Varanasi-Gorakhpur Road) and NH-56 (Varanasi-Sultanpur Road) which shall reduce travel time to Deendayal Hastkala Sankul (Trade center & Museum) from Varanasi Airport to 30 mins and from Sarnath to 20 mins. The location of the site also allows its connectivity to all prominent locations within Varanasi and Sarnath with a travel time of less than 1 (one) hour. The location is away from the congestions of the old Varanasi and also is expected to be the new growth corridor of development.



Figure 1: Deendayal Hastkala Sankul (Trade center & Museum) Location Map

Annexure 1: Detailed Project Description ⁱⁱⁱ:

The Trade facilitation and Crafts Museum is mainly comprised of five blocks as detailed below:

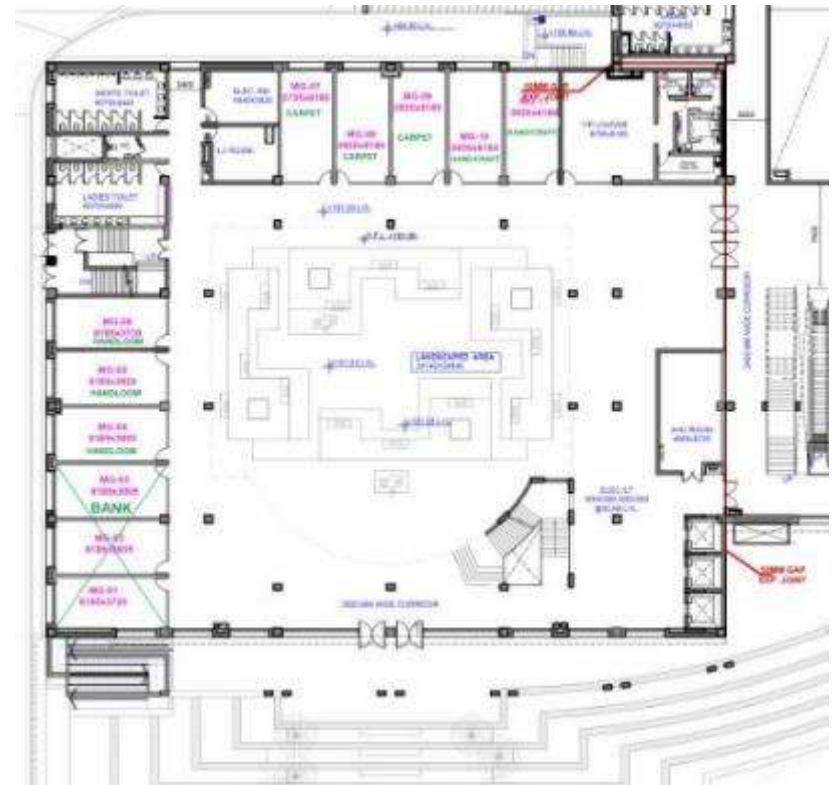
i. *BLOCK 1: MARTS CUM OFFICE BLOCK:*

G+3 structure, having total built-up area of 6,050 sq. mt (excluding basements).

Ground Floor

The ground floor of the block consists of Marts (08 Nos), Bank space (comprising of 03 mart spaces), VIP lounge and a large central courtyard capable of hosting events and exhibitions.

GROUND FLOOR			
NAME	LENGTH	BREADTH	AREA
	MM	MM	SQ. M
MG-1) BANK	8185	3735	30.57
MG-2) BANK	8185	3935	32.21
MG-3) BANK	8185	3905	31.96
MG-4 MART	8185	3920	32.09
MG-5 MART	8185	3920	32.09
MG-6 MART	8185	3735	30.57
MG-7 MART	3735	8185	30.57
MG-8 MART	3920	8185	32.09
MG-9 MART	3920	8185	32.09
MG-10 MART	3920	8185	32.09
MG-11 MART	3920	8185	32.09
VIP LOUNGE	11,755	8070	94.86



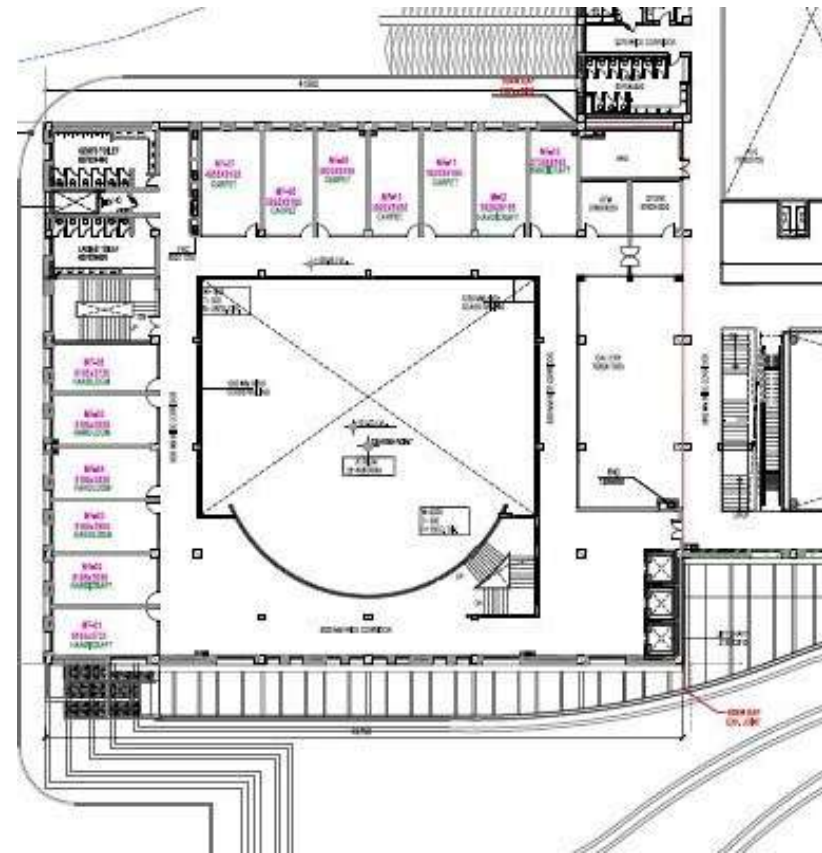
Ground Floor Plan

ⁱⁱⁱ **Source:** Data provided by project Architect SIKKA Associates Architects and Project Management Service Provider NBCC Ltd.

First Floor

The first floor of the block consists of Marts (13 Nos), Stor,1 (01 No), ATM (01 No) blocks and exhibition gallery capable of hosting events and exhibitions.

FIRST FLOOR			
NAME	LENGTH	BREADTH	AREA
	MM	MM	SQ. M
MF-1 MART	8185	3735	30.57
MF-2 MART	8185	3935	32.21
MF-3 MART	8185	3905	31.96
MF-4 MART	8185	3920	32.09
MF-5 MART	8185	3920	32.09
MF-6 MART	8185	3735	30.57
MF-7 MART	4655	8185	38.10
MF-8 MART	3920	8185	32.09
MF-9 MART	3920	8185	32.09
MF-10 MART	3920	8185	32.09
MF-11 MART	3920	8185	32.09
MF-12 MART	3920	8185	32.09
MF-13 MART	3735	8185	30.57
ATM-1	3780	4220	15.95
STORE	3780	4220	15.95
GALLERY	7535	17955	135.29

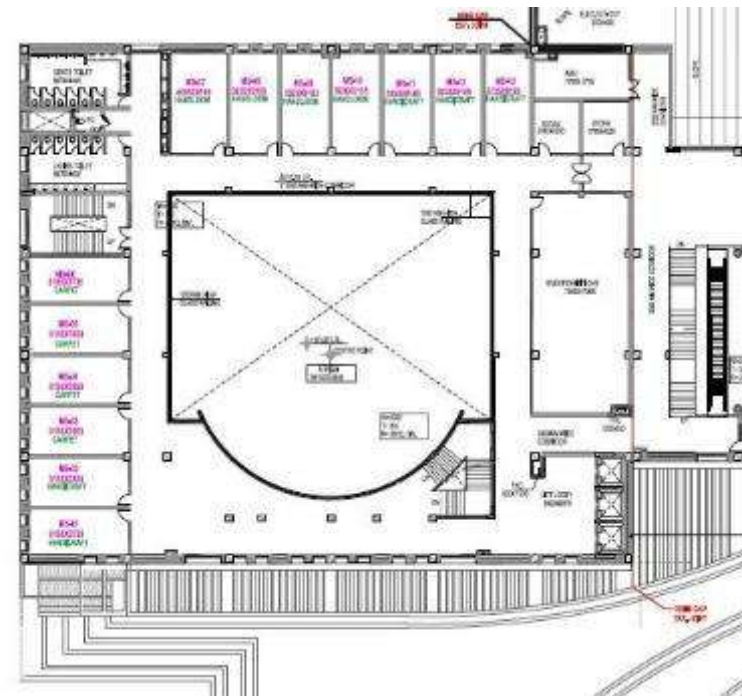


First Floor Plan

Second Floor

The second floor of the block consists of Marts (13 Nos), Store (02 Nos), and Gallery capable of hosting events and exhibitions.

SECOND FLOOR				
NAME	LENGTH	BREADTH	AREA	
	MM	MM	SQ. M	
MS-1 MART	8185	3735	30.57	
MS-2 MART	8185	3935	32.21	
MS-3 MART	8185	3905	31.96	
MS-4 MART	8185	3920	32.09	
MS-5 MART	8185	3920	32.09	
MS-6 MART	8185	3735	30.57	
MS-7 MART	4655	8185	38.10	
MS-8 MART	3920	8185	32.09	
MS-9 MART	3920	8185	32.09	
MS-10 MART	3920	8185	32.09	
MS-11 MART	3920	8185	32.09	
MS-12 MART	3920	8185	32.09	
MS-13 MART	3735	8185	30.57	
STORE-1	3780	4220	15.95	
STORE-2	3780	4220	15.95	
GALLERY	7905	17955	141.93	

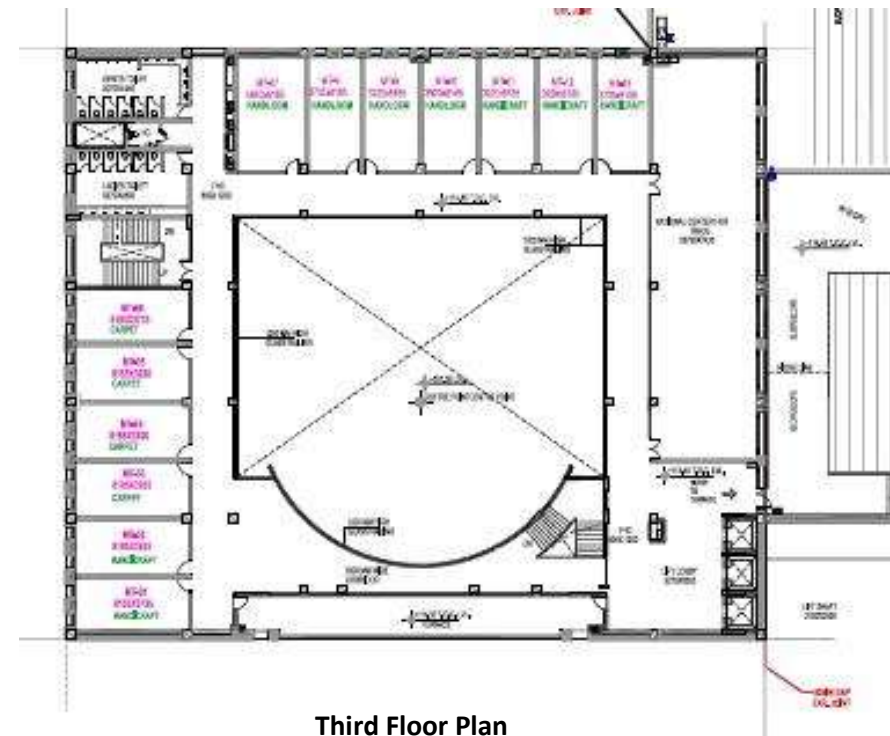


Second Floor Plan

Third Floor

The third floor of the block consists of Marts (13 Nos), Govt. Office (03 Nos) and Gallery capable of hosting events and exhibitions.

THIRD FLOOR			
NAME	LENGTH	BREADTH	AREA
	MM	MM	SQ. M
MG-1 MART	8185	3735	30.57
MG-2 MART	8185	3935	32.21
MG-3 MART	8185	3905	31.96
MG-4 MART	8185	3920	32.09
MG-5 MART	8185	3920	32.09
MG-6 MART	8185	3735	30.57
MT-7 MART	4840	8185	39.62
MT-8 MART	3735	8185	30.57
MT-9 MART	3920	8185	32.09
MT-10 MART	3920	8185	32.09
MT-11 MART	3920	8185	32.09
MT-12 MART	3920	8185	32.09
MT-13 MART	3735	8185	30.57
GALLERY	7420	28720	213.10



Facilities Available

- Marts are licensed spaces, exhibition spaces and galleries will be utilized of hosting events and exhibitions by Authority / its representatives / private entities.
- Marts are provided as warm shell facility with all basic amenities installed such as flooring, false ceiling, partitions, ambient lighting, central air-conditioning etc. as per the design guidelines for the facility.
- All core services such as electrical, fire alarm, fire-fighting, air-conditioning, plumbing, power backup etc.
- Business center and National Centre for Trade Information Office is provided as warm shell facility with all basic amenities installed along with office furniture.
- Lift lobby with 3 passenger elevators.
- Public amenities for gents, ladies and physically handicapped.

- Common areas are non-air conditioned and finished with flooring, false ceiling, ambient lighting, firefighting, systems, PA system etc.

LOCATION	DETAILS OF FINISHES AND INSTALLATIONS			
	FLOOR	CEILING	WALLS	FURNITURE
Marts	Vitrified Tiles	Metal Clip in ceiling	Emulsion Painting	-
Business center	Vitrified Tiles	Acoustical Tile Flooring	Emulsion Painting	Including furniture
National Centre for Trade Information	Vitrified Tiles	Acoustical Tile Flooring	Emulsion Painting	Including furniture
ATM	Vitrified Tiles	Clip in Tile	Emulsion Painting	-
Common Area	Sand Stone Flooring	Gypsum Board False ceiling	Emulsion Painting	-
Open Courtyard	Stone Flooring	-	-	Planters and inbuilt seating's

ii. **BLOCK 2: CONVENTION CUM EXHIBITION HALL:**

G+2 structure, having total built-up area of 7560sq. mt (excluding basements).

Ground Floor

The ground floor of the block consists of triple height state of the art **convention center sizing 52 M x 33 M** and is one of the largest capacity convention center presently available in the region. The convention hall is accompanied with VIP lounge, green room for both male and female participants along with adequate public amenities.

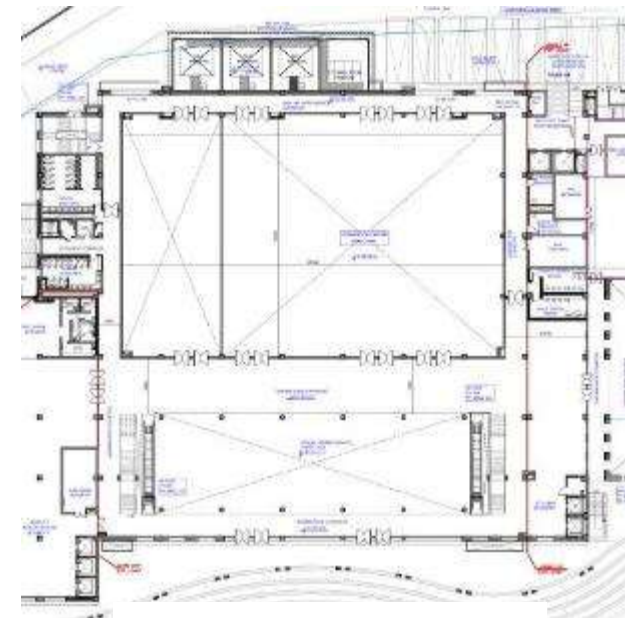
The triple height atrium provides a grand entrance to the block and capable of hosting events and exhibitions.

First Floor consists of Marts (04 Nos), Offices (04 Nos) along with Exhibition Gallery.

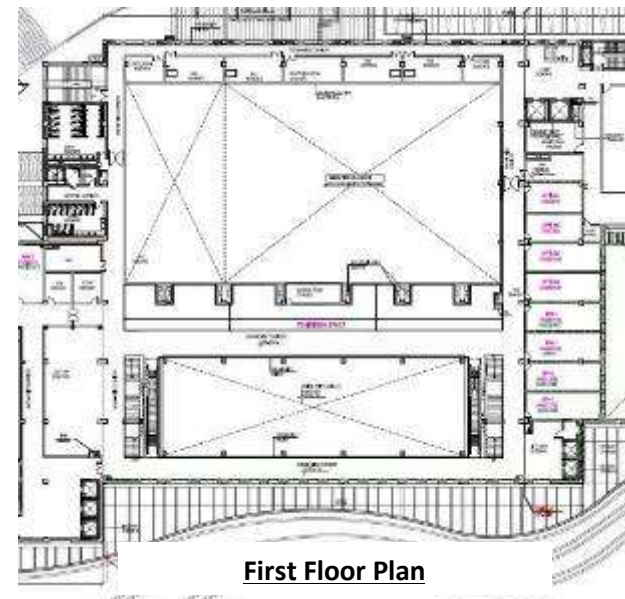
FIRST FLOOR				
NAME		LENGTH	BREADTH	AREA
		MM	MM	SQ. M
MF-14	MART	10420	3920	40.85
MF-15	MART	10420	3920	40.85
MF-16	MART	10420	3920	40.85
MF-17	MART	10420	3735	38.92
OFFICE-01		7790	4105	31.98
OFFICE-02		7790	3920	30.54
OFFICE-03		10420	3920	40.85
OFFICE-04		10420	3920	40.85
EXHIBITION SPACE				278.8

Second Floor consists of Marts (04 Nos) along with Exhibition Gallery.

SECOND FLOOR				
NAME		LENGTH	BREADTH	AREA
		MM	MM	SQ. M
OFFICE-01		10420	4105	42.77
OFFICE-02		10420	3920	40.85
OFFICE-03		10420	3920	40.85
OFFICE-04		10420	3735	38.92



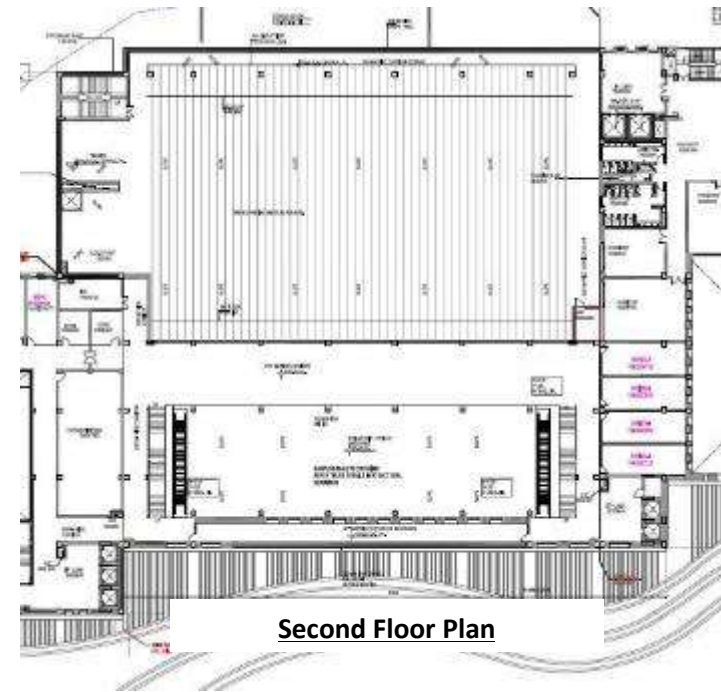
Ground Floor Plan



First Floor Plan

Facilities Available

- Convention Hall is provided as warm shell facility with flooring, false ceiling, acoustical door, electrical fixtures, central air-conditioning, speakers etc. as per the design guidelines for the facility. (Details of installed sound and light system are attached as Annexure).
- Details of Audio Visual are attached as Annexure
- Convention hall is provided with approx. 600 collapsible/retractable theater style seating (details are attached as Annexure).
- VIP lounge is provided with toilet, pantry and restroom with flooring, false ceiling, partitions, ambient lighting, central air-conditioning, sanitary fittings etc.
- Marts and offices are licensed spaces and are provided as warm shell facility with flooring, false ceiling, aluminum glazed door, electrical fixtures, central air-conditioning, power points, telephone and data points etc. as per the design guidelines for the facility.
- Common areas are air conditioned and finished with flooring, false ceiling, ambient lighting, firefighting, systems, PA system etc.
- Public amenities are provided for gents, ladies and physically handicapped.
- Lift lobby with 2 passenger elevators.
- All core services such as electrical, fire detection and fire-fighting, PA system, air-conditioning, plumbing, power backup etc.
- 2 sets of escalators between ground and first floor.



LOCATION	DETAILS OF FINISHES AND INSTALLATIONS			
	FLOOR	CEILING	WALLS	FURNITURE
Convention Hall	Granite Flooring	Gypsum False Ceiling	Acoustic Wall Paneling	Retractable Seating
VIP Lounge/ Pantry/ Toilet	Vitrified Tile	Gypsum Board	Wall paper / Tiles	Including furniture, TV etc.
Green Rooms	Vitrified tile	Not Available	Emulsion Painting	-
Atrium Space	Sand Stone Flooring	No False ceiling	Stone Cladding	-
Exhibition Areas	Vitrified Tiles	Gypsum	Painting	-
Marts	Vitrified Tiles	Clip in metal	Painting	-
Offices	Vitrified Tiles	Clip in metal	Painting	-

iii. BLOCK 3: FOOD COURT CUM GUEST HOUSE:

G+3 structure, having total built-up area of 7470sq. mt (excluding basements).

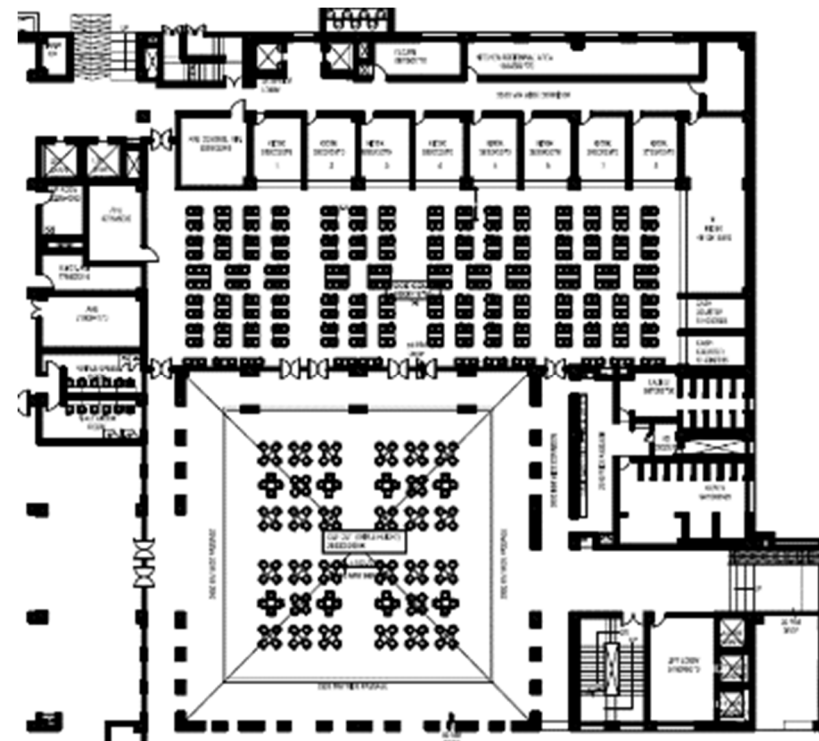
Ground Floor

The ground floor of the block consists of food court with both indoor and outdoor seating spaces.

The food court has been planned to be licensed to a single operator.

The courtyard space has been envisaged to be converted to form exhibition space or area for other activities as per requirement. The floor comprises of the following components

Description	Total Units	Unit Size (mm)
Kiosk1	7	3920 x 5570
Kiosk2	1	3735 x 5570
Kiosk3	1	4910 x 13640
Cash Counter	2	5140 x 2585
Kitchen Addition Area	1	18045 x 2770
Indoor AC seating area	1	40900 x 13700
Outdoor Seating area	1	26600 x 26970



Ground Floor Plan

Facilities Available

- Food Kiosks are provided as warm shell facility only with flooring, false ceiling, partitions, ambient lighting, central air-conditioning, exhaust system etc.
- Indoor seating space is air conditioned and complete with all basic amenities installed. Courtyard seating is non air-conditioned.
- Seating furniture for indoor and outdoor courtyard seating space.
- Interesting lighting fixtures to adequately illuminate the courtyard.
- All core services such as electrical, fire alarm, fire-fighting, air-conditioning, plumbing, power backup etc.
- Two service lifts are provided at the service core along with staircase.
- Public amenities for gents, ladies and physically handicapped.
- Lift lobby with 2 passenger elevators and staircase.

LOCATION	DETAILS OF FINISHES AND INSTALLATIONS			
	FLOOR	CEILING	WALLS	FURNITURE
Food Kiosks	Tile Flooring	Clip in Metal Tile	Emulsion Painting	Counter with Corian Finish
Cash Counter	Tile Flooring	Clip in Metal Tiles	Emulsion Painting	Counter with Corian Finish

Kitchen Addition Area	Tile Flooring	Clip in Metal Tile	Emulsion Painting	Services points only
Indoor AC seating area	Tile Flooring	Baffle Ceiling	Emulsion Painting	Including chairs and tables
Out Door/ Courtyard seating area	Stone Flooring	-	-	Including chairs and tables
Common Area	Tile / Stone Flooring	Gypsum Ceiling	Emulsion Painting	-

First Floor

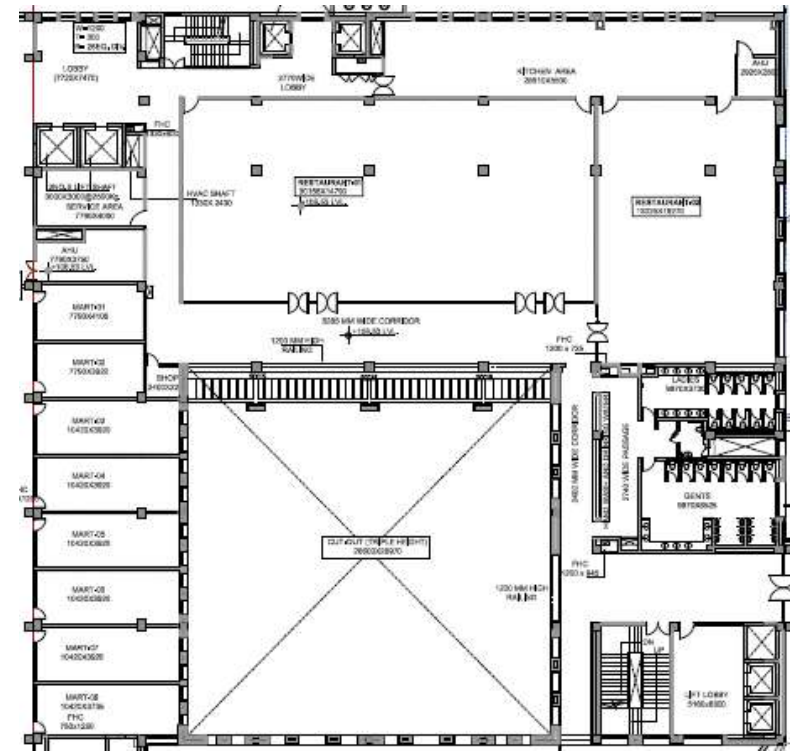
First floor consists of restaurants

Both restaurants have been planned to be licensed to operators.

Description	Total Units	Unit Size (mm)
Restaurant 1	1	30155 x 14790
Restaurant 2	1	13025 x 19270
Kitchen Space	1	28610 X 5500
Shop	1	2400 x 2255

Facilities Available

- Restaurants and kitchen space is provided as bare shell facility only.
- No furniture, false ceiling or floor finishing are provided for the restaurants.
- Common areas are non-air conditioned and finished with flooring, false ceiling, ambient lighting, firefighting, systems, PA system etc.
- Only main tap off points for all core services such as electrical, fire alarm, fire-fighting, air-conditioning, water supply and drainage, power backup etc. provided.
- Two service lifts are provided at the service core along with staircase.
- Public amenities for gents, ladies and physically handicapped.
- Lift lobby with 2 passenger elevators and fire staircase.
- All core services such as electrical, fire alarm, fire-fighting, air-conditioning, plumbing, power backup etc.



LOCATION	DETAILS OF FINISHES AND INSTALLATIONS			
	FLOOR	CEILING	WALLS	FURNITURE
Restaurants	CC Flooring	No False Ceiling	Emulsion Painting	-
Kitchen	Tile Flooring	Gypsum Board Ceiling	Emulsion Painting	Services points only
Shop	Tile Flooring	Gypsum Board False Ceiling	Emulsion Painting	-
Common Area	Stone / Tile Flooring	Gypsum Board False ceiling	Emulsion Painting	-

Second Floor

Second Floor consists of dormitories and an office space as detailed below:

Description	Total Units	Unit Size (mm)	Beds
Dormitory (Type 1)	1	10420 x 7700	10 Nos
Dormitory (Type 2)	1	7790 x 5875	6 Nos
Dormitory (Type 3)	2	5255 x 8785	5 Nos Each
Dormitory (Type 4)	4	3920 x 8785	5 Nos Each
Dormitory (Type 5)	2	8220 x 3920	4 Nos Each
Dormitory (Type 6)	1	8220 x 4970	4 Nos
Dormitory (Type 7)	1	10485 x 5685	6 Nos
Dormitory (Type 8)	1	5560 x 11070	6 Nos
Dormitory (Type 9)	1	3905 x 11070	6 Nos
Dormitory (Type 10)	1	4105 x 11070	5 Nos
Office	1	6340 x 11770	-



Second Floor Plan

Facilities Available

Dormitories is provided as warm shell facility with all basic amenities installed such as flooring, false ceiling, partitions, ambient lighting, central air-conditioning, power points etc. as per the design guidelines for the facility.

- 81 single occupancy beds and lockers is provided for dormitories.
- All other requirements such as beddings, drapes, television unit etc. in rooms shall not be provided by the Authority.
- Waiting lounge is provided with furniture and television unit.
- Offices is provided as warm shell only.
- Common areas are non-air conditioned and finished with flooring, false ceiling, ambient lighting, firefighting, systems, PA system etc.
- Two service lifts and staircase are provided at the service core.
- 2 sets of public utility facility for gents, ladies and physically handicapped for convenient approach from dormitories.
- 2 Lift lobbies with 2 passenger elevators each and one staircase.
- All core services such as electrical, fire alarm, fire-fighting, air-conditioning, plumbing, power backup etc.

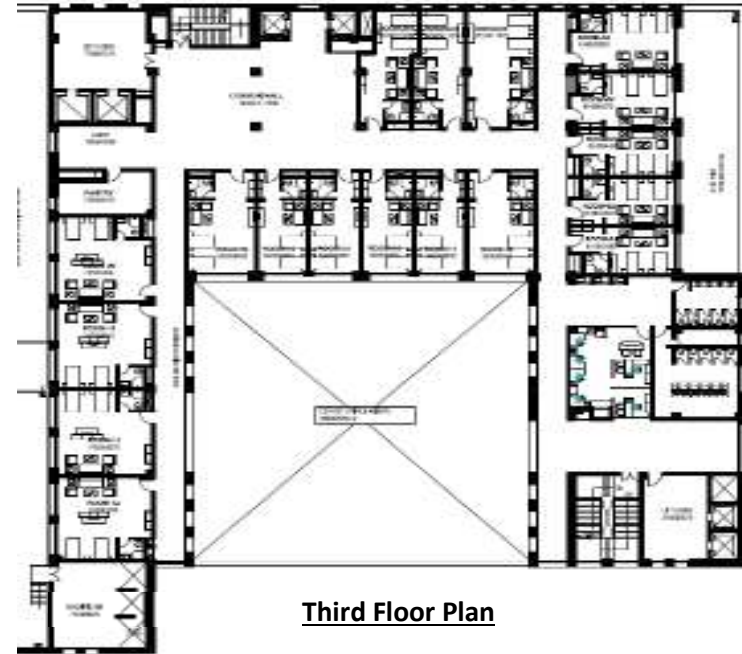
LOCATION	DETAILS OF FINISHES AND INSTALLATIONS			
	FLOOR	CEILING	WALLS	FURNITURE
Dormitories	Vitrified Tile Flooring	Gypsum False Ceiling	Emulsion Painting	Beds, Storage
Office	Vitrified Tile Flooring	Gypsum False Ceiling	Emulsion Painting	-
Common Area	Stone Flooring	Gypsum False Ceiling	Emulsion Painting	Furniture, TV etc.

Third Floor

Third Floor consists of total 18 double occupancy guest rooms with attached toilets and an office space.

Facilities Available

- Guest Rooms is provided as warm shell facility with all basic amenities installed such as flooring, false ceiling, partitions, ambient lighting, central air-conditioning, sanitary fittings, power points, telephone and data points etc. as per the design guidelines for the facility.
- Double occupancy beds and lockers is provided for each guest rooms.
- All other requirements such as beddings, drapes, television unit etc. shall not be provided by the Authority.
- Common Hall is finished with furniture and point for television unit.
- Offices is provided as warm shell facility.
- Common areas are non-air conditioned and finished with flooring, false ceiling, ambient lighting, firefighting, systems, PA system etc.
- Two service lifts are provided at the service corridor along with fire staircase.
- 2 sets of public utility facility for gents, ladies and physically handicapped.
- 2 Lift lobbies with 2 passenger elevators each and one fire staircase.
- All core services such as electrical, fire alarm, fire-fighting, air-conditioning, plumbing, power backup etc.



Third Floor Plan

LOCATION	DETAILS OF FINISHES AND INSTALLATIONS			
	FLOOR	CEILING	WALLS	FURNITURE
Guest Rooms	Vitrified Tile Flooring	Gypsum False Ceiling	Emulsion Painting	Beds, Storage
Office	Vitrified Tile Flooring	Gypsum False Ceiling	Emulsion Painting	-
Common Area	Sand Stone Flooring	Gypsum False Ceiling / Acoustic Tile	Emulsion Painting	-

iv. BLOCK 4: SHOPPING ARCADE

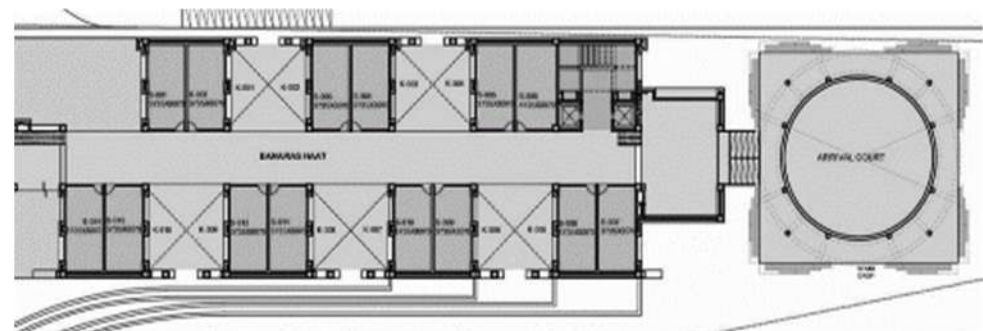
G+1 structure having total built-up area of 2,300 sq. mt.

Shopping Arcade has a total of **28 Shops**, located on Ground and First floor levels, having an area of about 320 Sq. ft.

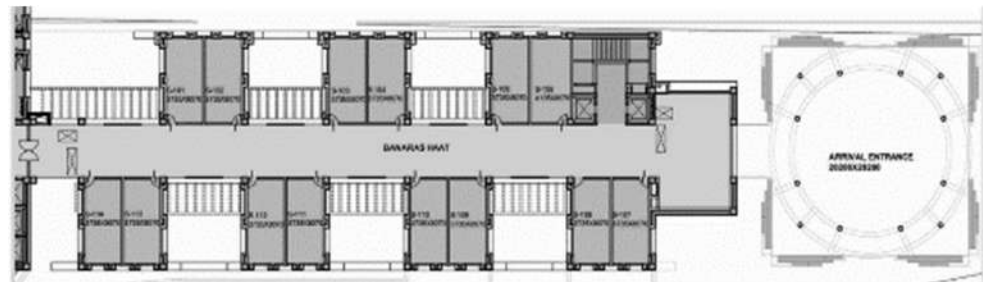
Facilities Available

- Shops have been planned to be licensed to various entities.
- Shops are provided as warm shell facility with flooring, false ceiling, aluminum glazed door and windows, electrical fixtures, central air-conditioning, power points, telephone and data points, power backup etc.
- Common areas are non-air conditioned and finished with flooring, false ceiling, ambient lighting, firefighting, systems, PA system etc.
- 2 passenger lifts are installed along with fire staircase.
- Arrival court is completed with required installations.
- Space for installation of tensile structures for Kiosks, lighting, paved area along with landscape is provided on the ground floor between shop units.

The leasing/allotment of Kiosks is done directly by the Authority.



Ground Floor Plan



First Floor Plan

Figure 2: Floor Plan for Shopping Arcade

LOCATION	DETAILS OF FINISHES AND INSTALLATIONS			
	FLOOR	CEILING	WALLS	FURNITURE
Shops (G.F and F.F)	Vitrified Tiles	Clip in metal Ceiling	Emulsion painting	-
Enquiry Counter (GF)	Stone Flooring	Loop Ceiling	Emulsion painting	Enquiry counter
Waiting Lounge (FF)	Stone Flooring	Loop Ceiling	Emulsion painting	Furniture, TV etc.
Common Area	Stone Flooring	Gypsum False Ceiling	Emulsion painting	-

v. *BLOCK 5: CRAFTS MUSEUM*

The Museum block, a G+2 structure having total built-up area of 3950 sq. mt. Presently a separate agency is being selected for design, build, maintain and operate the Crafts Museum.

It is envisaged to create a story-driven and engaging experience for visitors, the museum and the exhibition gallery includes provision for display of textiles, carpets and handicrafts in an engaging environment.

Amphitheater: The open air theatre surrounded by the arms of the Museum Block has been designed to accommodate 250 to 300 guests and shall host multiple cultural events and light and sound shows.



vi. BUILDING INFRASTRUCTURE AVAILABLE ^{iv}

Area Details	
Area of Plot	32095.57 Sqm
Total Built up Area (BUA)	43450 Sqm
No of entry / exit (Site)	3
No of entry / exit (Building)	17 (Blocks A,B, C1 and C2)
Total No. of Floors	Blocks---A- G+3, B-G+2, C1-G+3, C2-G+1
No of Staircases - (all staircases at all floors)	6
No. of Staircases from basements	6
No. of Ramps	2 (each basement)
Copy of Site Plan	
Façade Area (Length x Width)	11200 Sqm
External Area	External Corridors-875 Sqm
Pavement area:	Road- 4000 Sqm
Pedestrian Area:	1500 Sqm
Landscape Area	8500 Sqm
Height of Atrium	In Block B- 14m
No. of Shops (Floor wise)	Gr Fl- Marts-(8+ Bank), Shops-14, Kiosks in Food Court-9, Kiosks in Banaras Haat-10, First Fl- Marts- 17, Shops -14, Second Fl- Marts 13, Third Fl- Marts- 13
Floor / Area	BUA(Sq.ft)
Ground Floor	13,266
First Floor	10,808
Second Floor	9,559
Third Floor	3,973
Basement -1	9,591
parking areas	4,237
Basement -2	9,591
parking areas	3,187
Kind of Flooring	Rajasthan rosewood dark & Light, vitrified tiles, Steel grey granite, K-Pink granite, coffee brown leather finish granite, Kandala Stone, Mandana Stone, VDF Flooring, IPS flooring, Dholpur Sandstone, Red Sandstone.

^{iv} Source: Data provided by project Architect SIKKA Associates Architects and Project Management Service Provider NBCC Ltd.

1. DETAILS OF WATER TANKS

OVERHEAD TANKS					
Fire	Office	Convention	Food	Shop	Museum
	10,000 L	10,000 L	10,000 L	10,000 L	10,000 L
Domestic	9,000 L	14,000 L	32,000 L	-	9,500 L
Flushing	6,000 L	9,000 L	3,000 L	-	6,500 L
HVAC (Water tank)	35,000 L	-	-	-	-
UNDER GROUND TANKS					
Number of tanks (Raw / Domestic / Fire)	1,10,000 L (Raw Water Tank)				
Capacity	1,10,000 L (Treated Water Tank)				
	1,00,000 L X 2 (Fire Tank) = 2,00,000 L				

2. DETAILS OF LIFTS AND STAIRCASES

DESCRIPTION	QUANTITY	FINISHING / SPECIFICATIONS
Staircases in the building	11	Chunar sand stone
Lifts	11 LIFTS (16 PAX EACH)	Supplier: Mitsubishi
Good lift	02 Lift (1600 Kg Each)	Supplier: Mitsubishi
Escalators	2 Nos	Supplier: Mitsubishi

3. AIRCONDITIONING SYSTEM

DESCRIPTION	QUANTITY	FINISHING / SPECIFICATIONS
Air Conditioning	3 X 400 TR	Carrier

4. ELECTRICAL INSTALLATION

DESCRIPTION	DETAILS
Number of DG sets:	3 + 1
KVA Rating:	3 x 1500 KVA + 1 x 500 KVA
Installed Load:	5000 KVA
Number of Transformers:	3 Nos.
Capacity and Rating:	1600 KVA, 33KV / 433 volt Dry type
Number of HT Panels:	2
Capacity and Rating:	33 KV, 1500 MVA, 1 No. i/c + O/G, 1 No. i/c + 3 O/G

Number of LT Panels:	70
Capacity and Rating:	As per schematic
Number of UPS	1 x 160 KVA

5. EPBAX SYSTEM

DESCRIPTION	DETAILS
Suppliers Name:	UNIFY
Give brief description	IP Based

6. FIRE PROTECTION SYSTEM

DESCRIPTION	DETAILS
Wet Risers (Yes / No)	Yes
Sprinklers (Yes / No)	Yes
Gas Suppression System (Yes/No)	No
Portable Extinguishers Yes / No.	Yes

7. FIRE ALARM SYSTEM

DESCRIPTION	DETAILS
Suppliers Name:	Edward (Addressable System)
No of Smoke detectors	2076 Nos.

8. BUILDING AUTOMATION SYSTEM

DESCRIPTION	DETAILS
Suppliers Name:	Schneider
Give brief description:	Covers HVAC, DG Set, Monitoring & Power Supply

9. ACCESS CONTROL SYSTEM: NA

10. CCTV SYSTEM

DESCRIPTION	DETAILS
Suppliers Name:	Pelco
No of Dome camera	120
No. of IR Bullet Camera	54
Nos. of PTZ Camera	40
No of Monitors / Multiplexers	12
Recording Mechanism	DVR

11. LANDSCAPING AND GARDENING

DESCRIPTION	DETAILS
Area of the Lawn/Garden:	16000 Sq. m
Any Fountains /Water Bodies present? If so mention the number	2 Nos – (35 Sq. m and 60 Sq. m)
Potted Plants Required for interiors and outside?	Yes

vii. DESCRIPTION OF AVAILABLE FURNITURE ^v

S No	Description	Size	Qty
Food Court & Dinning			
1	Café Table-1	750mm x 750mm x 750mm	11
2	Café Table-2	1200mm x 750mm x 750mm	68
3	Café Table-3	1800mm x 750mm x 750mm	15
4	Café Chair Indoor	-	328
Office Furniture			
1	Workstation-1	1200mm x 1650mm x 1200mm	17
2	Workstation-2	1200mm x 1500mm x 1200mm	27
3	Workstation-3	3200mm x 2700mm x 1200mm	5
4	Workstation-4	3200mm x 2700mm x 1200mm	3
5	Workstation Chair	-	39
6	Manager Chair	-	8
7	Office Visitor Chair	-	16
8	Executive Table with Side Unit	MD-2200mm x 1190mm x 750mm ERU-1380mm x 480mm x 700mm Pedestal- 406mm x 550mm x 640mm	2
9	Executive Back Unit	2410mm x 425mm x 1215mm	2
10	Executive Main Chair	-	2
11	Executive Visitor Chair	-	6
12	Discussion Table -1	1500mm X 600mm X 750mm	3
13	Discussion Table -2	1350mm X 600mm X 750mm	2
14	Discussion Chair	-	24
15	Sofa 3 Seater	-	2
16	Sofa 2 Seater (For VIP Lounge)	-	6
17	Sofa 1 Seater	-	13
18	Side Table	500mm x 500mm x 428mm	14

^v Source: Data provided by project Architect SIKKA Associates Architects and Project Management Service Provider NBCC Ltd.

19	Center Table	1000mm x 600mm x 428mm	7
20	Reception Table-1	2100mm x 900mm x1050mm	2
21	Reception Table-2	4500mm x 900mm x 1050mm	3
22	Green Room Counter	6000mm X 600mm X 750mm	2
23	Green Room Drawer	Metal Pedestal: 450mm X 435mm X 646mm	8
24	Green Room Chair	Bar Stool	12
25	Office Storages	2100mm x 450mm x 1219mm	7
Dormitory & Guest Houses			
1	Double Bed (Ante Room)	2180mm x 1880mm x 940mm	1
2	Single Bed	2080mm x 960mm x 870mm	117
3	Bed Side Table -1	420mm x 450mm x 450mm	236
4	Sofa 3 Seater	-	12
5	Sofa 2 Seater	-	6
6	Sofa 1 Seater	-	30
7	Side Table	500mm x 500mm x 428mm	36
8	Center Table	1000mm x 600mm x 428mm	18
9	Console Storages	800mm x 500mm x 1295mm	12
10	Wardrobe	900mm x 500mm x 2013mm	135
11	Luggage Rack	946mm x 598mm x 1941mm	18
12	Console for TV	1800mm x 400mm x 400mm	4
13	Easy Chair for Ante Room	-	1

Comprehensive detail of infrastructure available at DHS: ^{vi}

Below table provides only an indicative understanding of the infrastructure available at Deendayal Hastkala Sankul (Trade Centre and Museum), Varanasi and is non-exhaustive:

S.No.	Description	QTY	Unit	Make
	Lighting details			
	Landscaping			
	Drive over light	74	Nos.	Philips
	Bollard	17	Nos.	Philips
	step light	84	Nos.	philips+ k lite
	tree uplighter	311	Nos.	philips
	pole light	47	Nos.	philips
	Studio mini-2745 6W LED- Wall recessed	226	Nos.	k lite
	Wall uplighter	82	Nos.	k lite
	Peragonalight	104	Nos.	k lite
	Façade lighting	1	Lot	philips
	Ceiling fan	450	Nos.	usha
	LIFT			
	16 passenger Lift			Mitsuibishi
	Location:- office Block			
	i) Speed- 1.5 m/sec			
	vi) Stops & Openings opposite side- 4	3.0	Set	
	Location:- Food Court Block (Grid BC/12-13)			
	i) Speed- 1.5 m/sec			
	ii) Floors- 6 No			
	vii) Control - Duplex	2.0	Set	Mitsuibishi

^{vi} **Source:** Data provided by project Architect SIKKA Associates Architects and Project Management Service Provider NBCC Ltd.

Location:- Food Court Block (Grid HI/17-18)			
i) Speed- 1.5 m/sec			
ii) Floors- 6 No			
vii) Control - Duplex	4.0	Set	Mitsubishi
Location:- Craft Court Block			
i) Speed- 1.0m/sec			
ii) Floors- 2 No			
vii) Control - Duplex	2.0	Set	Mitsubishi
Location:- Museum Block			
i) Speed- 1.0m/sec			
ii) Floors- 3 No			
vii) Control - Duplex	2.0	Set	Mitsubishi
GOODS ELEVATOR			
1600 KG Goods Lift			
i) Speed- 1.0 m/sec			
ii) Floors- 6 No			
vii) Control - Simplex	2.0	Set	Mitsubishi
ESCALATORS			
Esclators - Up & Down Rise 5.0 m	2.0	Set	Mitsubishi
160 KVA UPS			
	1.0	Set	emerson
SOLAR SYSTEM of 10 KWp each			
	10.0	Nos.	Tata solar
Solar Water heater 125 ltr/day	2	Set	bipsun etc.
Transformer 1600 kVA			
	3	Set	voltamp
33 kV single panel HT VCB			
	1	set	scheinder

33 kV three Panel HT VCB	1	set	scheinder
MV Panel	1	lot	advance panels+ adlec
Bus Trunking 2500 Amp	400	Mtr.	c&s
DG Set 1500 kVA Silent type DG set	3.0	Set	jackson
500 KVA Silent type DG set	1	set	jackson
CCTV			
indoor dome cameras 2 megapixel CMOS 2 Megapixel Camera	145.0	Set	pelco
2 Megapixel WDR HD Network IR-Bullet Network Camera,	59.0	Set	pelco
PTZ Camera Camera,	40	Set	pelco
Network Attached storage system for cctv system	12	Set	pelco
Computer	8	Set	dell
40" LCD panel	12	Set	samsung
UTP-Racks, Rack accessories & Local Components and active device	1	Lot	rittal
BMS			scheinder
Fire fighting pumps			kiroskar
Electric driven Hydrant Pump & Sprinkler pump			
Discharge - 2850 lpm			
Head - 70 m			
Type of pump - End suction	2.0	Set	
Electric driven water curtain pump			
Discharge - 2850 lpm			
Head - 40 m			

Type of pump	- End suction	1.0	set
Jockey Pump			
Discharge	- 300 lpm		
Head	- 70 m		
Type of pump	- End suction	2.0	set
Hydrant Pump s			
The pump shall be of the following specifications:			
Discharge	- 2850 lpm		
Head	- 70 m		
Type of pump	- End Suction	1.0	set
diesel engine water curtain Pump			
The pump shall be of the following specifications:			
Discharge	- 2850 lpm		
Head	- 40 m		
Type of pump	- End Suction	1.0	set
Electrical Panel		1.0	Set
Pumps			
Vertical in line type pump			
Filter Feed pumps			
Pump capacity - 250 lpm			
Head	- 30 m	3.0	Nos.
Domestic water transfer pumps			
Pump capacity - 500 lpm			
Head	- 40 m		
RPM	- 2900	3.0	Nos.
Flushing water transfer pumps			
Pump capacity - 400 lpm			
Head	- 40 m		

RPM	- 2900	2.0	Nos.	
Softner Feed pumps				
Pump capacity - 350 lpm				
Head	- 30 m			
RPM	- 2900	2.0	Nos.	
HVAC makeup water transfer pumps				
Pump capacity - 650 lpm				
Head	- 40 m			
RPM	- 2900	2.0	Nos.	
mono block submersible drainage pumps				
Capacity 300 lpm & Head 10 m (in basement)		14.0	Nos.	
Capacity 500 lpm & Head 10 m (in pump room)		2.0	Nos.	
STP- 200 KLD				Brisanzia
A	EQUIPMENT:			
1.0	CHILLERS :			
1.1	WATER COOLED CENTRIFUGAL / SCREW CHILLERS WITH VFD :			
400TR		3	Nos	carrier
2	PRIMARY PUMPS:			
2.1	Chilled Water Primary Pumps ,(25HP)			Xylum
Water Flow Rate – 960 USGPM				
Head – 15 M		3	Nos	

2.2	Hot Water Primary Pumps (5HP)		Xylum
	Water Flow Rate – 190 USGPM		
	RPM – 1450		
	Suggested Motor HP – 5 HP		
		3	Nos
	(2 Working & 1 Standby)		
3	SECONDARY CHILLED WATER PUMPS WITH VFDS :		Xylum
3.1	<u>For Office Block</u>		
	Water Flow Rate – 590 USGPM		
	Head – 36 M		
	RPM – 1450		
	Suggested Motor HP – 30 HP		
	Rating - 30HP		
	Efficiency – 75% or more	2	Nos
	(1 Working & 1 Standby)		
3.2	<u>For Convention Block</u>		Xylum
	Water Flow Rate – 1017 USGPM		
	Head – 32 M		
	RPM – 1450		
	Suggested Motor HP – 40 HP		
	Rating - 40HP		
	Efficiency – 75% or more	2	Nos
	(1 Working & 1 Standby)		
3.3	<u>For Food Court & Craft Bazar Block</u>		Xylum

	RPM – 1450		
	Suggested Motor HP – 30 HP		
	Efficiency – 75% or more	2	Nos
	(1 Working & 1 Standby)		
3.4	<u>For Museum Block</u>		Xylum
	RPM – 1450		
	Suggested Motor HP – 30 HP		
	Efficiency – 75% or more	2	Nos
	(1 Working & 1 Standby)		
4	CONDENSER WATER PUMPS:		Xylum
	Water Flow Rate – 1600 USGPM		
	Head – 28 M		
	RPM – 1450		
	Suggested Motor HP – 50 HP		
	Rating - 50HP		
	Efficiency – 75% or more	3	Nos
	(1 Working & 1 Standby)		
5	COOLING TOWER :		Paharpur
	Water Flow rate – 1600 USGPM		
	Condenser Water In – 97.5oF		
	Condenser Water Out – 90oF		
	Recommended Motor HP – 2 No.10 HP	3	Nos
	(2 Working & 1 Standby)		
6	ELECTRIC HOT WATER GENERATOR :		Rapid cool
	Capacity – 250 KW		

Water 'IN' temperature – 50 deg C						
Capacity - 250 KW						
Water 'OUT' temperature – 55 deg C					2	Nos
II Non Schedule Items						
7 AIR HANDLING UNITS :						
<u>Floor Mounted AHU:</u>						
	Air Quantity (CFM)	S.P. (mmWG)				
i	16000	50	6	Nos	Waves	
ii	15000	50	2	Nos	Waves	
iv	13500	50	4	Nos	Waves	
v	13000	50	1	Nos	Waves	
vi	12500	50	2	Nos	Waves	
x	10000	50	2	Nos	Waves	
xi	9000	50	1	Nos	Waves	
xviii	5000	50	1	Nos	Waves	
<u>Ceiling Suspended AHU:</u>						
	Air Quantity (CFM)	S.P. (mmWG)				
vi	4000	40	2	Nos	Waves	
vii	3500	40	3	Nos	Waves	

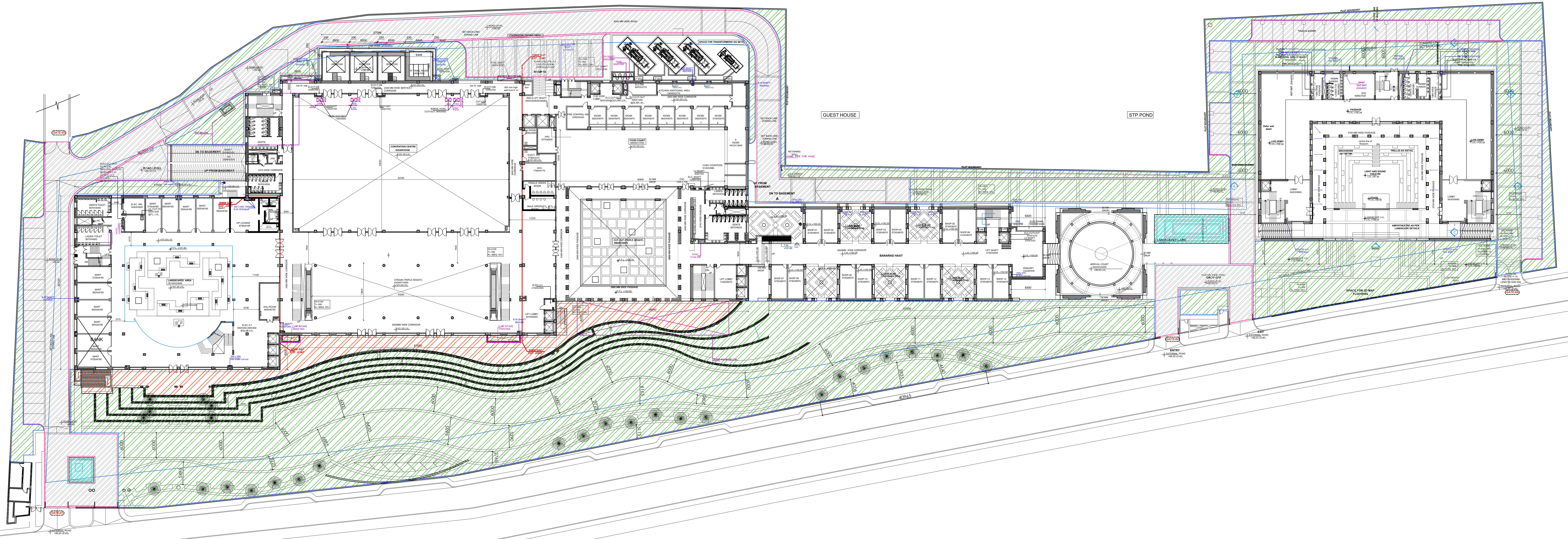
xi	2250	32	16	Nos	Waves
xii	2000	32	5	Nos	Waves
xiii	1750	32	19	Nos	Waves
xiv	1500	32	7	Nos	Waves
xv	1250	32	25	Nos	Waves
xvi	1000	32	7	Nos	Waves
xvii	800	32	3	Nos	Waves
10.0 FAN COIL UNITS :					
Supply, Installation, testing & commissioning of horizontal FAN COIL UNITS,					
i	1.0 TR nominal capacity - 400 CFM		1	Nos	
ii	1.5 TR nominal capacity - 600 CFM		4	Nos	
iii	2.0 TR nominal capacity - 800 CFM		1	Nos	
11.0 AIR COOLED SPLIT AIR CONDITIONING UNITS :					
ii	1.5 TR		14	Nos	Hitachi
iii	2.0 TR		35	Nos	Hitachi
12.0 AIR COOLED DUCTABLE TYPE SPLIT AIR CONDITIONING UNITS :					
i	3.0 TR		13	Nos	Hitachi

ii	5.5 TR		4	Nos	Hitachi
13.0	EVAPORATIVE COOLING SYSTEM (FILL TYPE) :				
	Air Qty (CFM)	S.P. (mmwg)			Zeco
iv	12500	50	2	Nos	
14.0	DRY SCRUBBER :				
	Air Qty (CFM)	S.P. (mmwg)			Edgetech/zeco
iii	15000	65	2	Nos	
16.0	AXIAL FLOW FANS :				
16.1	EXHAUST AIR AXIAL FLOW FANS :				
	Air Qty (CFM)	S.P. (mmwg)			
ii	27500	30	4	Nos	flaktswood
vi	22500	30	1	Nos	flaktswood
vii	20000	30	1	Nos	flaktswood
ix	18000	30	16	Nos	flaktswood
x	15000	30	8	Nos	flaktswood
xxi	6000	25	3	Nos	flaktswood
16.2	SUPPLY AIR AXIAL FLOW FANS :				
	Air Qty (CFM)	S.P. (mmwg)			
vi	22500	30	1	Nos	flaktswood
vii	20000	30	1	Nos	flaktswood
ix	18000	30	10	Nos	flaktswood
x	15000	30	8	Nos	flaktswood
xii	12000	25	1	Nos	flaktswood
xv	6000	25	9	Nos	flaktswood

17.0	INLINE FANS :				
i	Air Qty (CFM)	S.P.(mmwg)			
ii	1900	25	1	Nos	kruger
iii	1800	25	1	Nos	kruger
iv	1700	25	2	Nos	kruger
v	1500	25	2	Nos	kruger
vi	1100	25	13	Nos	kruger
vii	900	20	3	Nos	kruger
viii	750	20	6	Nos	kruger
18.0	PROPELLER FANS :				
iv)	200 mm dia 900 RPM		8	Nos	kruger
Façade lighting					
	Philips vaya Linear lighting MP		125	Nos	philips
	philips vaya Flood lighting MP		43	Nos	philips
	Philips colour reach		20	Nos	philips
	philipsuplighter BBP 330 MP		198	Nos	philips
	PHILIPS BVP 161		142	Nos	philips
	Philips I player		1	Nos	philips
	Retractable furniture		606	Seats	hussey

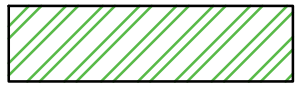

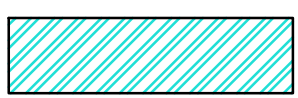
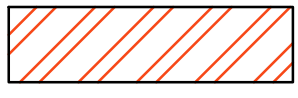
Drawings for DEENDAYAL HASTKALA SANKUL: vii

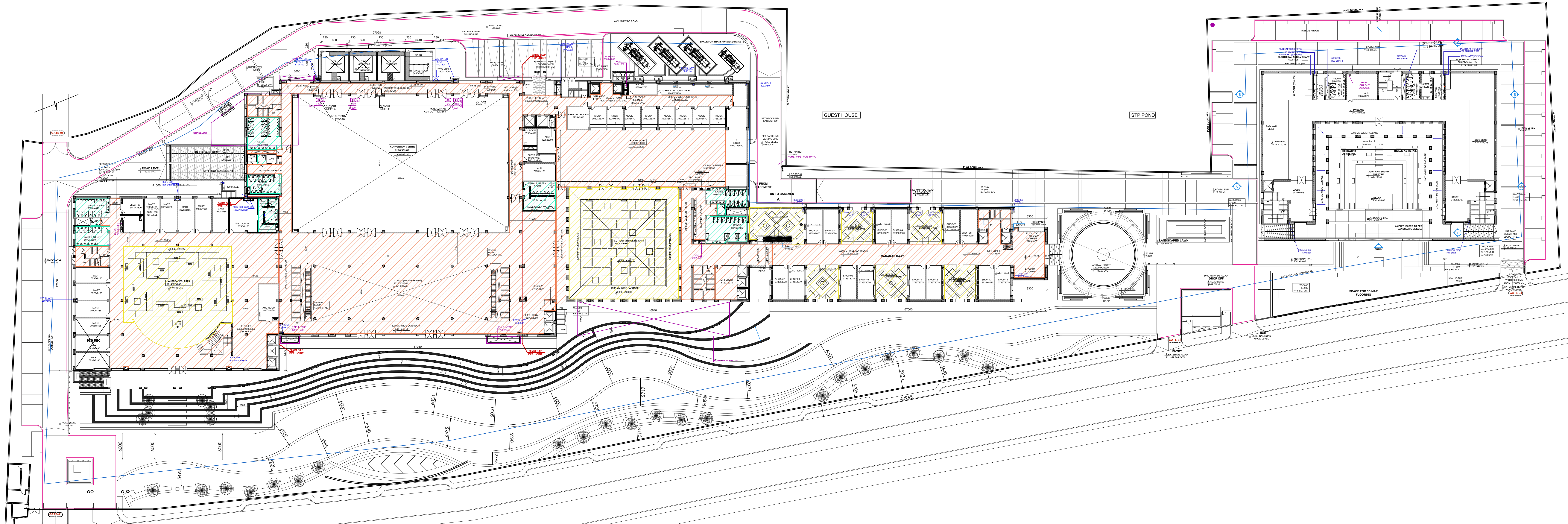
^{vii} **Source:** Data provided by project Architect SIKKA Associates Architects and Project Management Service Provider NBCC Ltd.



SITE PLAN

EXTERNAL AREA

LANDSCAPE AREA		10,000 sqm
ROAD AREA		4000 sqm
WATER BODY		a. 125 sqm b. 36 sq.m
EXTERNAL CIRCULATION		875 sqm

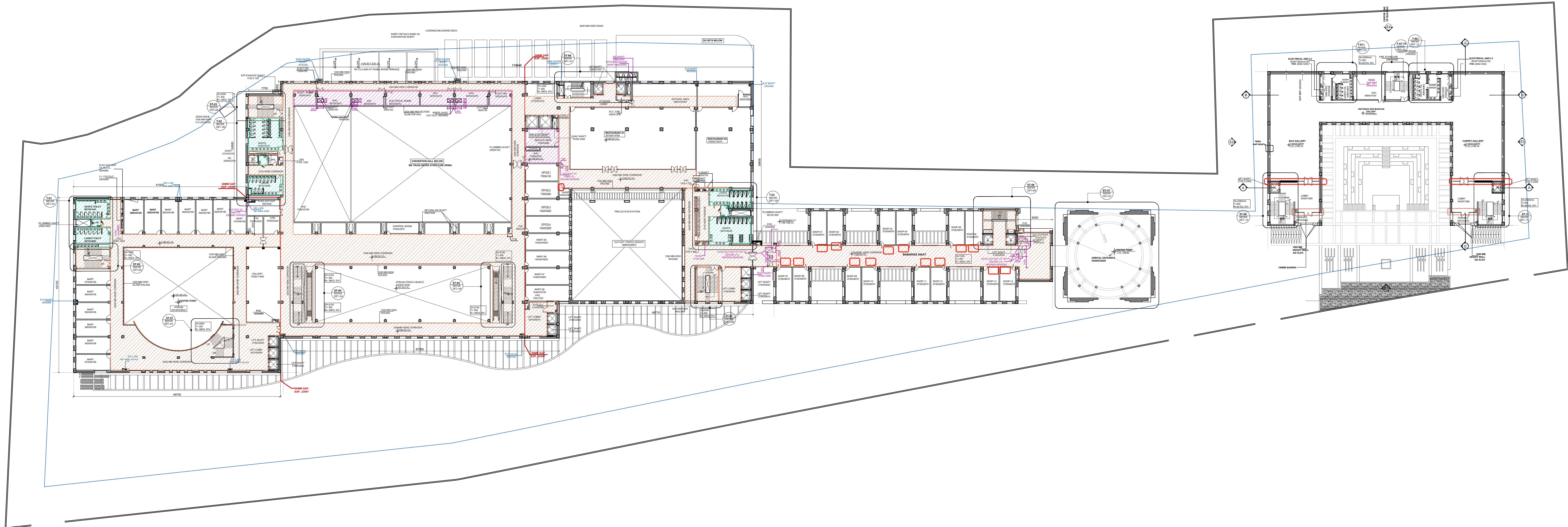


GROUND FLOOR PLAN

LEGEND (OFFICE)		
TYPE	AREA(SQM)	
CIRCULATION	745	
TOILETS	80	
SERVICES	-	
COURTYARD	575	
OPEN RECEPTION	500	

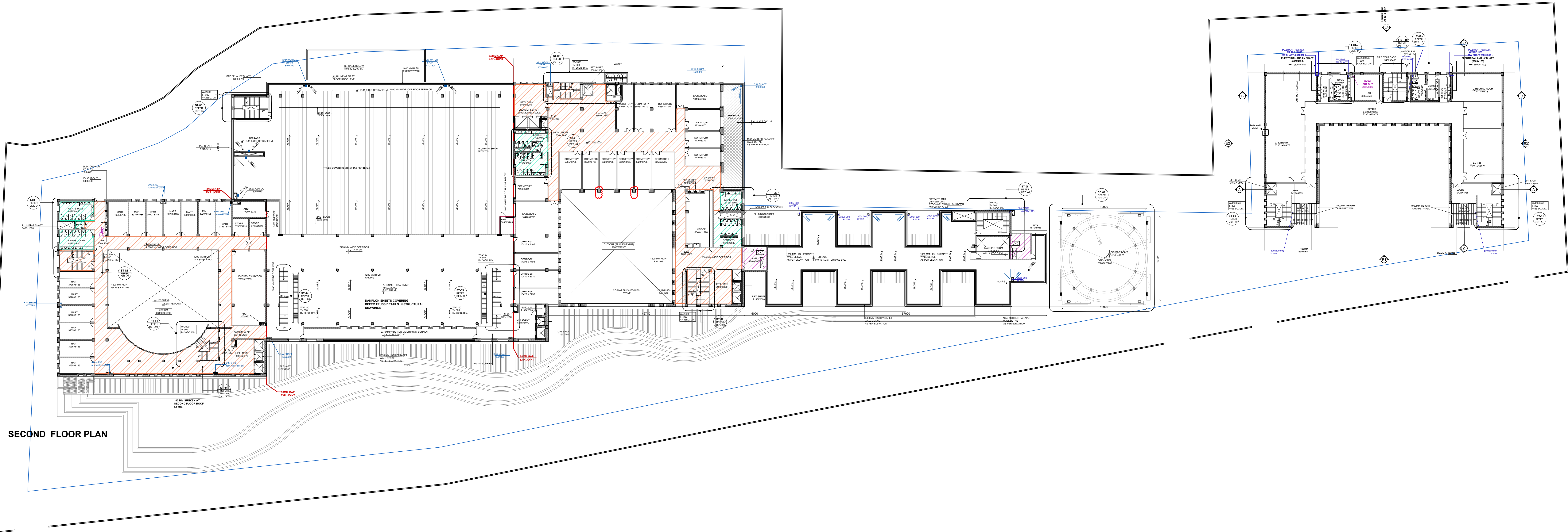
LEGEND (CONVENTION)		
TYPE	AREA(SQM)	
CIRCULATION	2045	
TOILETS	190	
SERVICES	100	
COURTYARD	-	

LEGEND (FOOD COURT+SHOPS)		
TYPE	AREA(SQM)	
CIRCULATION	1492	
TOILETS	104	
SERVICES	-	
COURTYARD	1120	



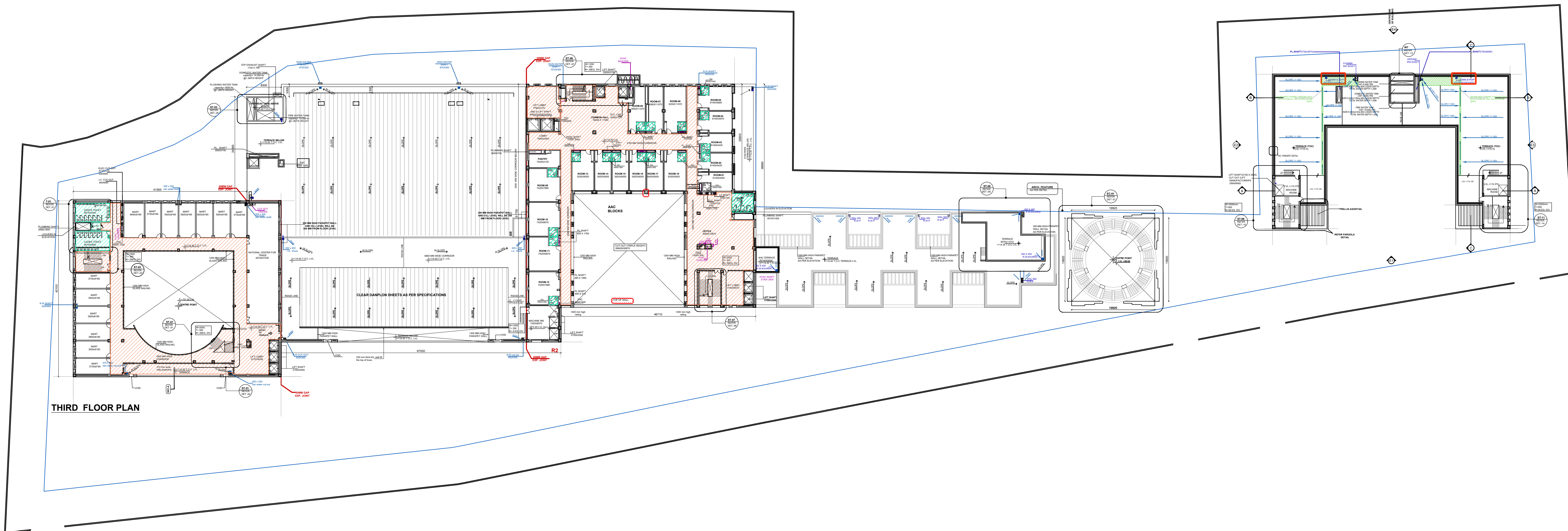
FIRST FLOOR PLAN

LEGEND (office)			LEGEND (convention)			LEGEND (food court+shops)		
BLOCK A	TYPE	AREA(SQM)	BLOCK B	TYPE	AREA(SQM)	BLOCK C	TYPE	AREA(SQM)
	CIRCULATION	645		CIRCULATION	1224		CIRCULATION	1034
	TOILETS	77		TOILETS	98		TOILETS	104
	SERVICES	-		SERVICES	181		SERVICES	62



SECOND FLOOR PLAN

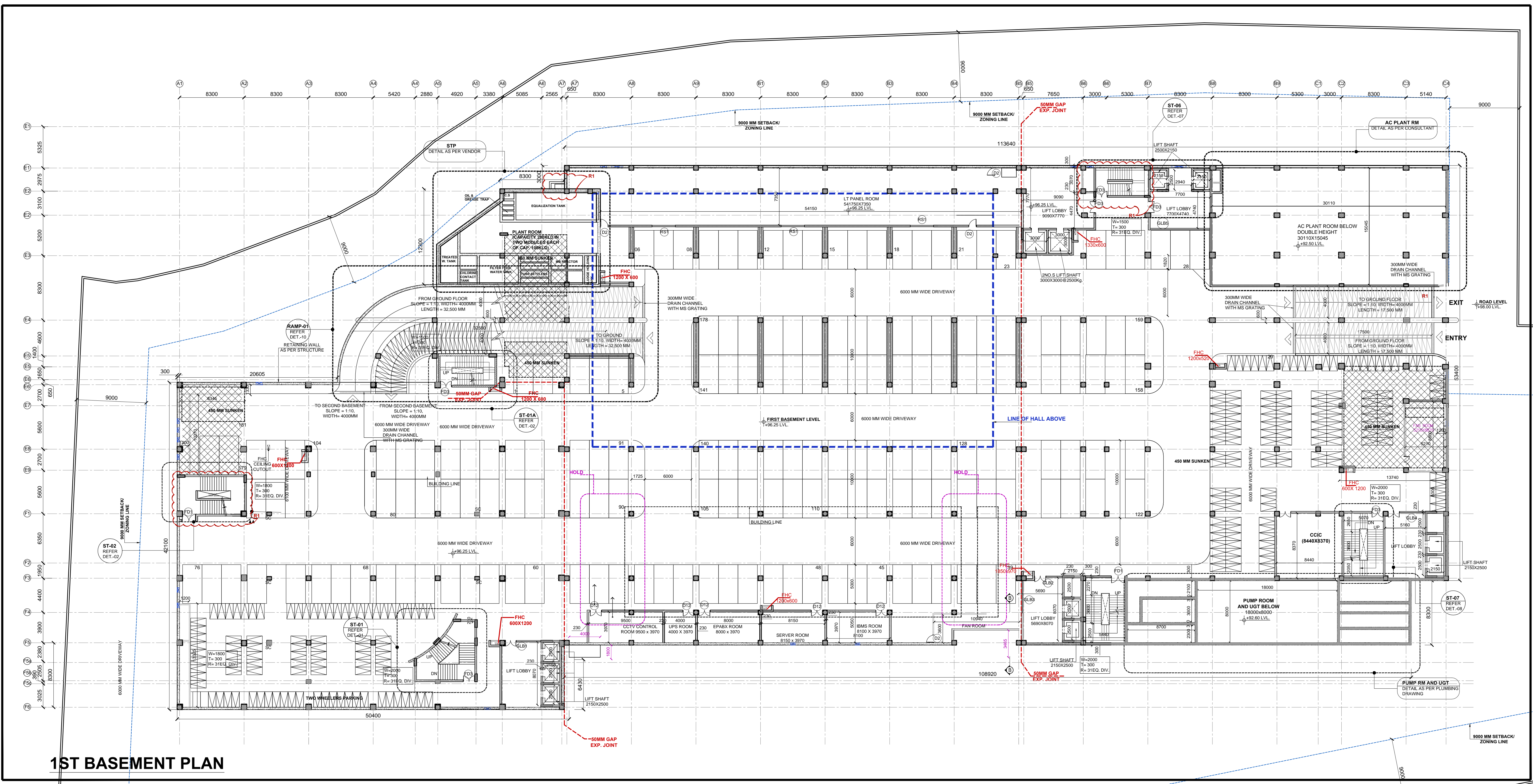
LEGEND (OFFICE)			LEGEND (FOOD COURT+ SHOP)		
BLOCK A	TYPE	AREA(SQM)	BLOCK C	TYPE	AREA(SQM)
	CIRCULATION	645		CIRCULATION	695
	TOILETS	80		TOILETS	145
	SERVICES	-		SERVICES	60



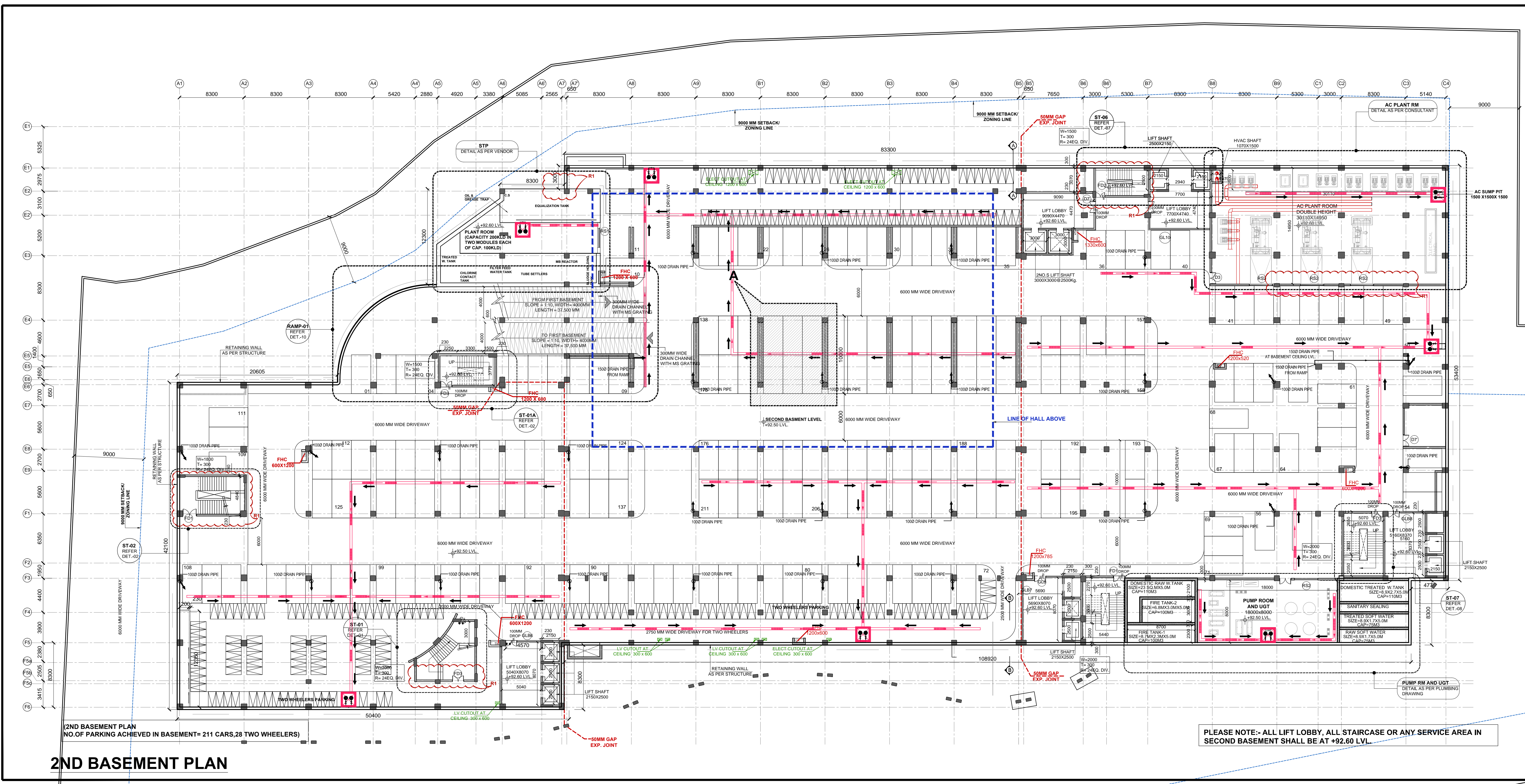
THIRD FLOOR PLAN

LEGEND (OFFICE)		
BLOCK A	TYPE	AREA(SQM)
	CIRCULATION	625
	TOILETS	77
	SERVICES	-

LEGEND (food court)		
BLOCK A	TYPE	AREA(SQM)
	CIRCULATION	880
	TOILETS	87.5
	SERVICES	-



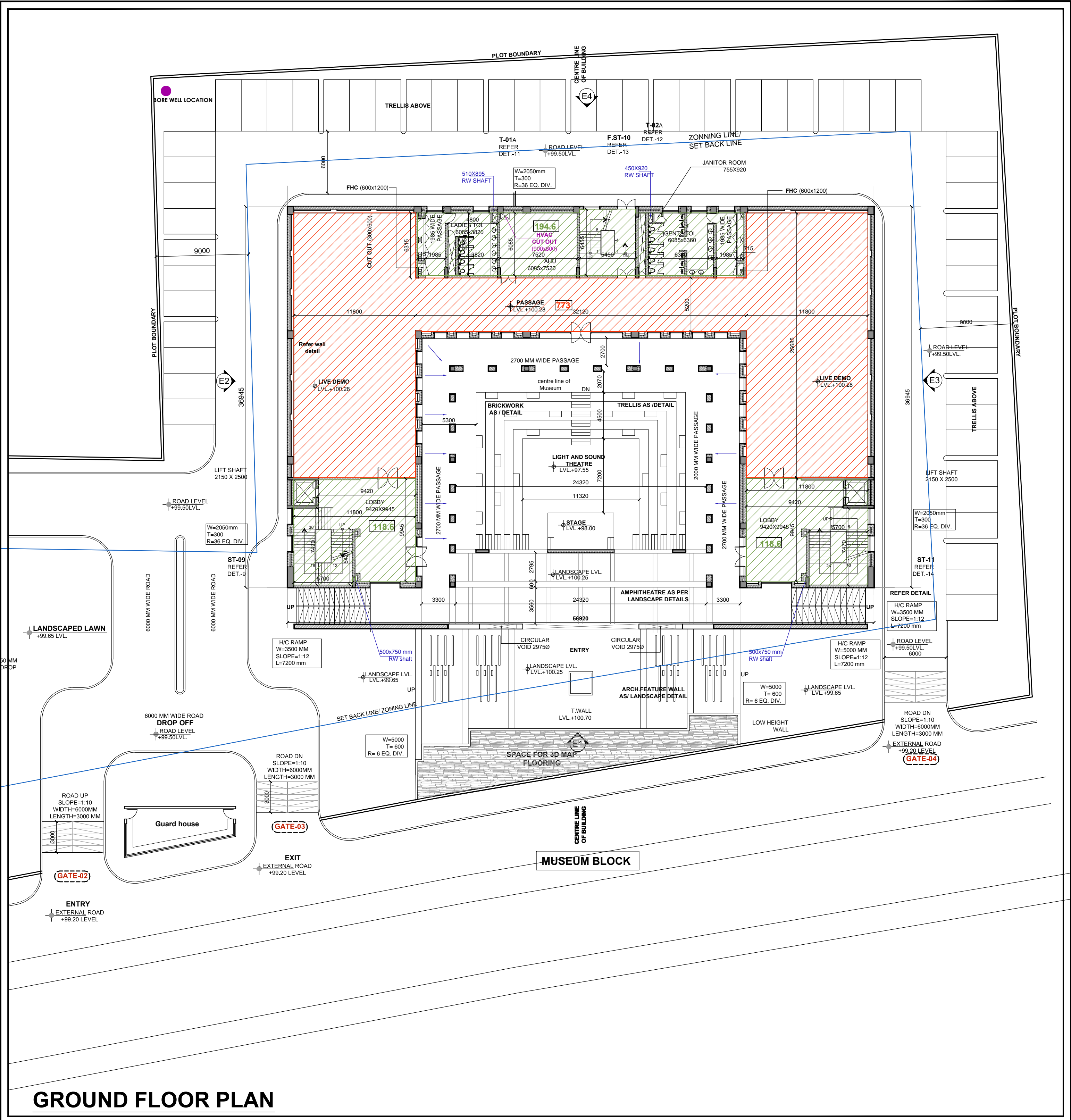
1ST BASEMENT PLAN



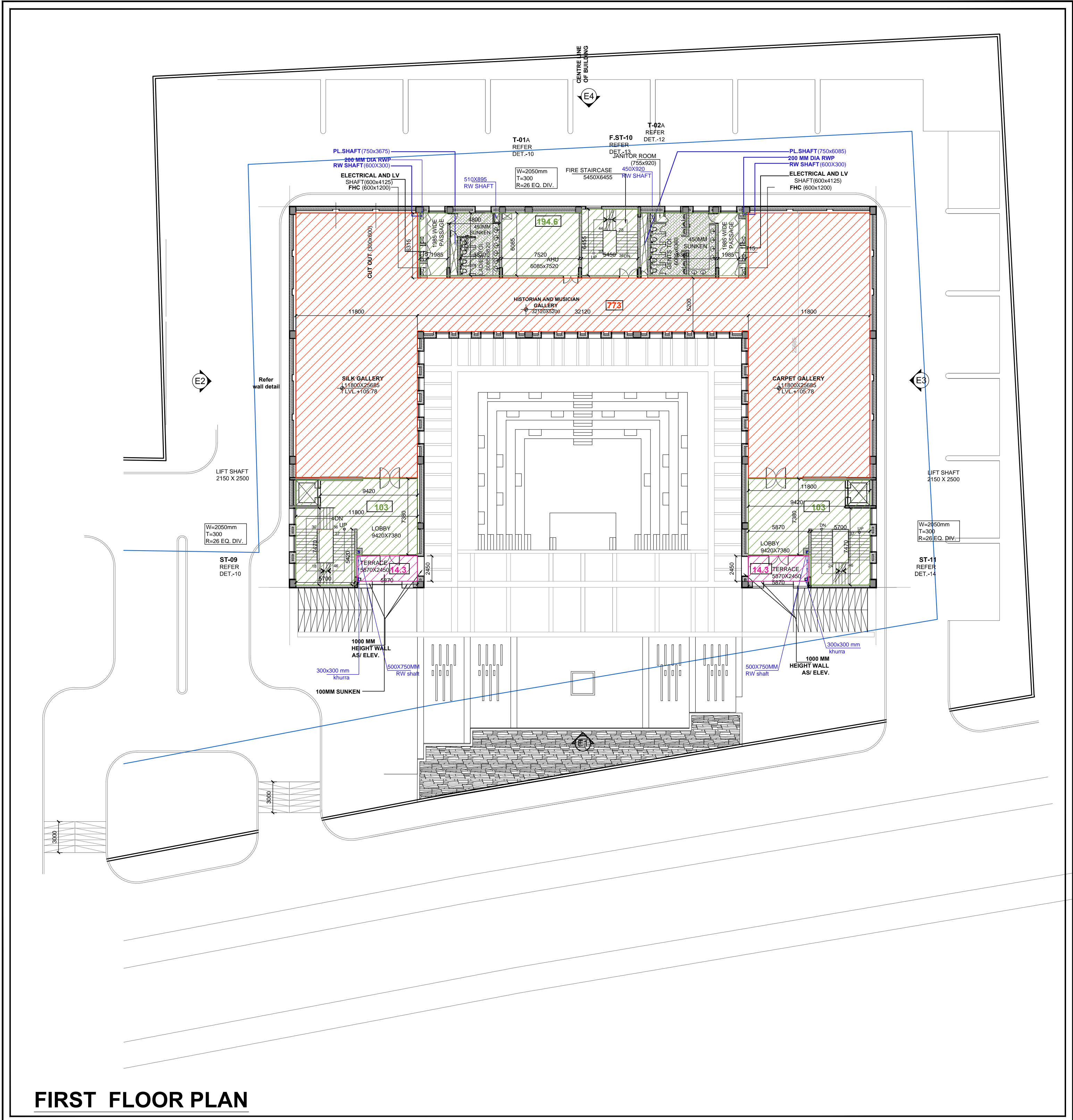
2ND BASEMENT PLAN
 NO. OF PARKING ACHIEVED IN BASEMENT= 211 CARS, 28 TWO WHEELERS

PLEASE NOTE:- ALL LIFT LOBBY, ALL STAIRCASE OR ANY SERVICE AREA IN SECOND BASEMENT SHALL BE AT +92.60 LVL.

2ND BASEMENT PLAN

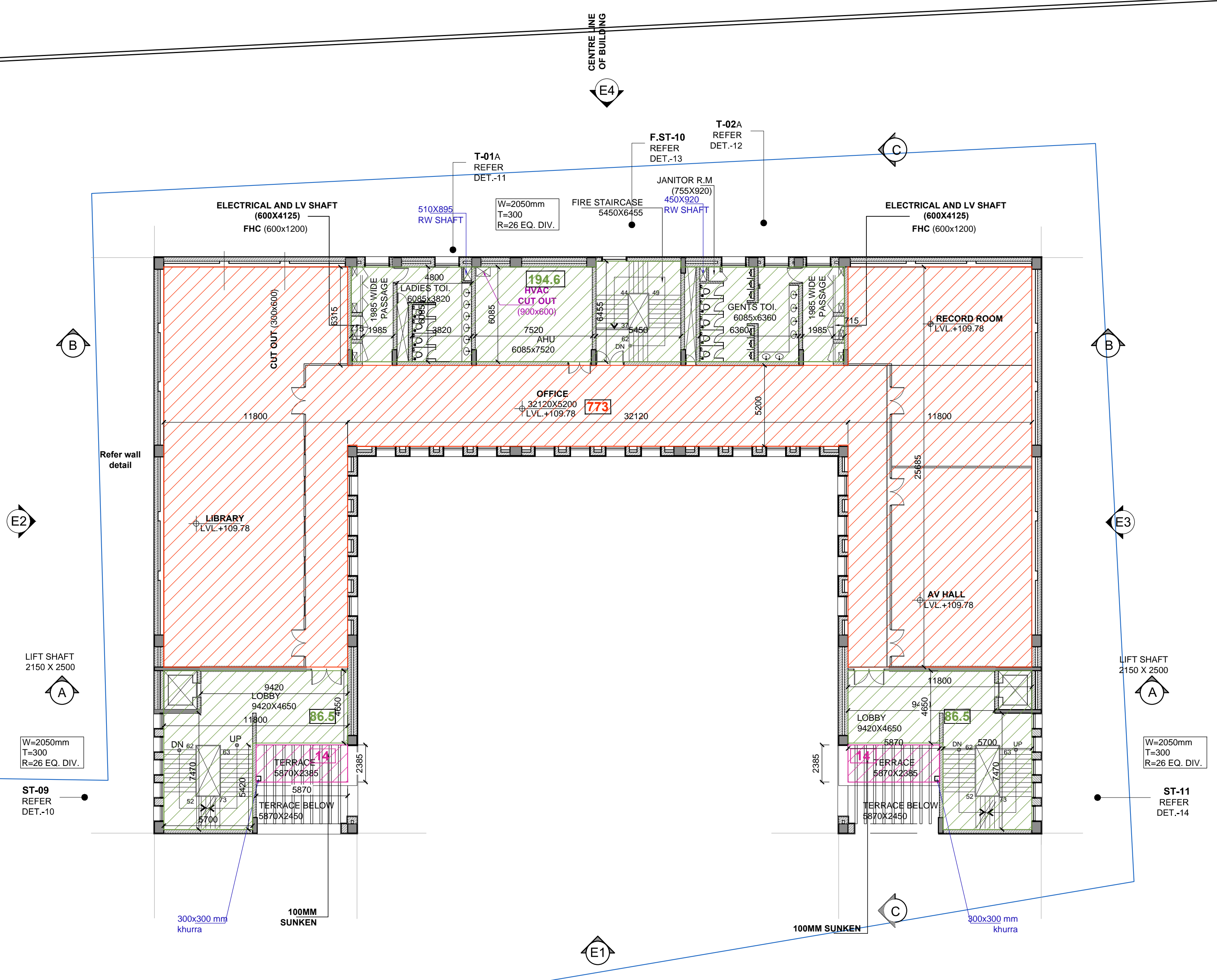


GROUND FLOOR PLAN

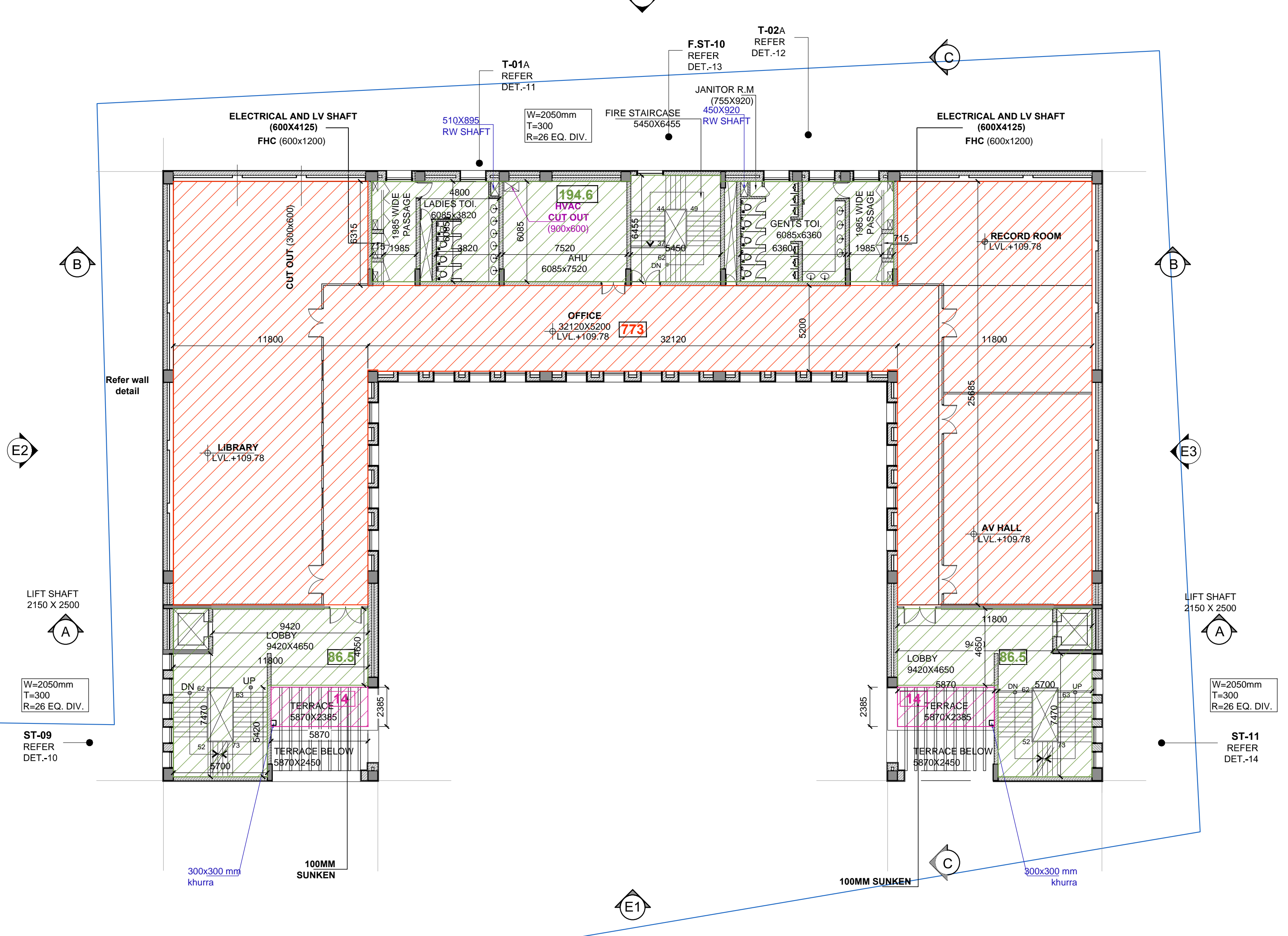


FIRST FLOOR PLAN

SECOND FLOOR PLAN



CENTRE LINE OF BUILDING



LIFT SHAFT
2150 X 2500

W=2050mm
T=300
R=26 EQ. DIV.

ST-09
REFER
DET.-10

LIFT SHAFT
2150 X 2500

W=2050mm
T=300
R=26 EQ. DIV.

ST-11
REFER
DET.-14

ELECTRICAL AND LV SHAFT
(600X4125)
FHC (600x1200)

510X895
RW SHAFT

W=2050mm
T=300
R=26 EQ. DIV.

FIRE STAIRCASE
5450X6455

JANITOR R.M.
(755X920)
450X920
RW SHAFT

T-01A
REFER
DET.-11

F.ST-10
REFER
DET.-13

T-02A
REFER
DET.-12

ELECTRICAL AND LV SHAFT
(600X4125)
FHC (600x1200)

CUT OUT (300x600)

1985 WIDE PASSAGE

LADIES TOI.
6085x3820

194.6
HVAC
CUT OUT
(900x600)

7520
AHU
6085x7520

FIRE STAIRCASE
5450X6455

JANITOR R.M.
(755X920)
450X920
RW SHAFT

GENTS TOI.
6085x6360

1985 WIDE PASSAGE

RECORD ROOM
LVL. +109.78

OFFICE
32120X5200
LVL. +109.78
773

LIBRARY
LVL. +109.78

AV HALL
LVL. +109.78

LOBBY
9420X4650

86.5

LOBBY
9420X4650

86.5

TERRACE
5870X2385

14

TERRACE BELOW
5870X2450

TERRACE
5870X2385

14

TERRACE BELOW
5870X2450

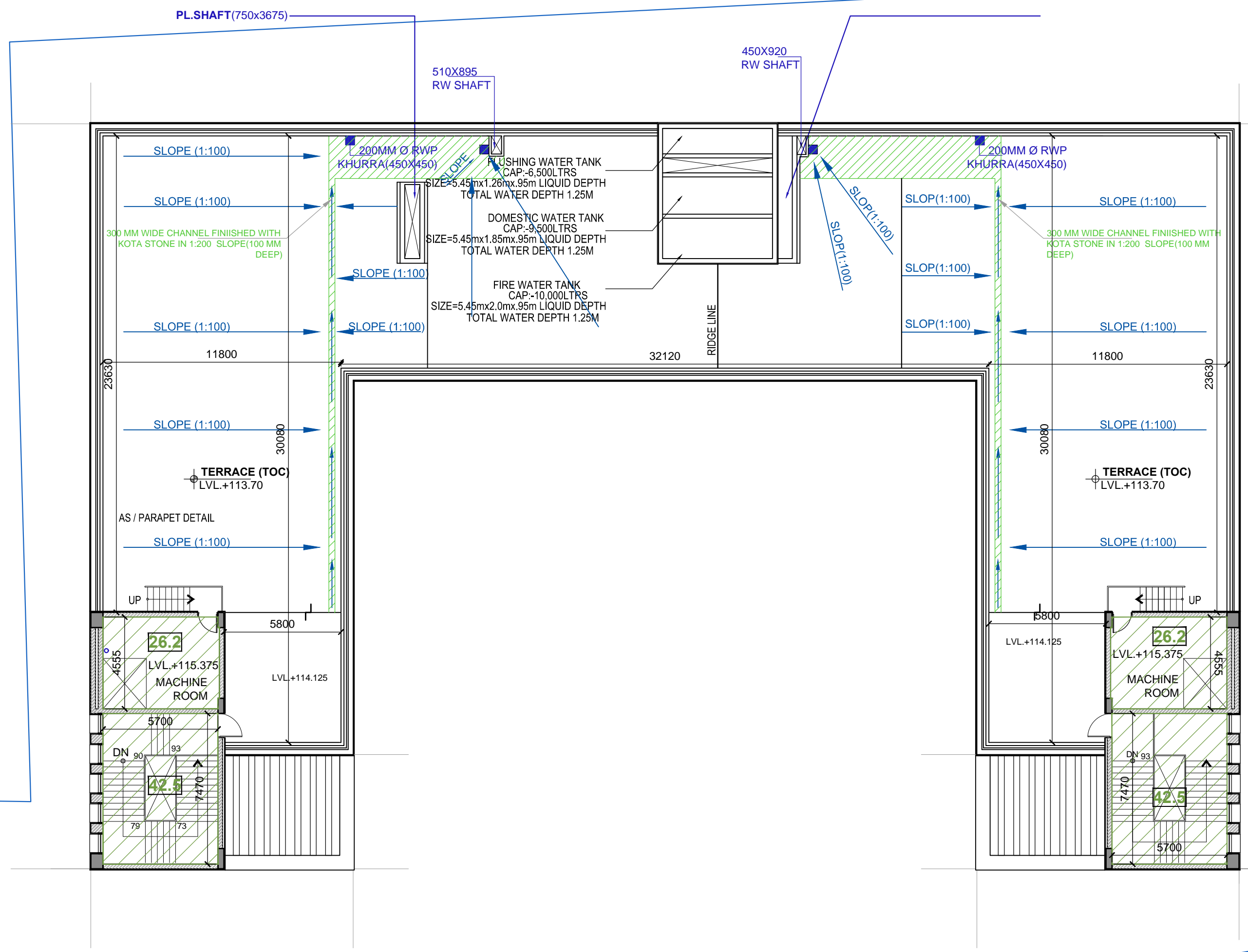
300x300 mm khurra

100MM SUNKEN

100MM SUNKEN

300x300 mm khurra

CENTRE LINE OF BUILDING



TERRACE PLAN (MUSEUM)

RETRACTABLE SEATING SPECIFICATION	
1	PLATFORM DISTRIBUTION: 1000MM PLUS 100MM PORTABLE UNIT.
2	SEAT FORM OPERATION: HANDLE WITH OPERATING RODS/LEVERS.
3	SEAT FORM: 1000MM.
4	SEAT FORM: 1000MM.
5	NUMBER OF ROWS: 4 Rows. SEATING ROWS ON 4 Rows. PLATFORMS ON 4 Rows. PLATFORMS ON 4 Rows.
6	SEAT PLATFORM: 1000MM X 1000MM.
7	SEAT PLATFORM: 1000MM X 1000MM.
8	SEAT PLATFORM: 1000MM X 1000MM.
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90	SEAT PLATFORM: 1000MM X 1000MM.
91	SEAT PLATFORM: 1000MM X 1000MM.
92	SEAT PLATFORM: 1000MM X 1000MM.
93	SEAT PLATFORM: 1000MM X 1000MM.
94	SEAT PLATFORM: 1000MM X 1000MM.
95	SEAT PLATFORM: 1000MM X 1000MM.
96	SEAT PLATFORM: 1000MM X 1000MM.
97	SEAT PLATFORM: 1000MM X 1000MM.
98	SEAT PLATFORM: 1000MM X 1000MM.
99	SEAT PLATFORM: 1000MM X 1000MM.
100	SEAT PLATFORM: 1000MM X 1000MM.

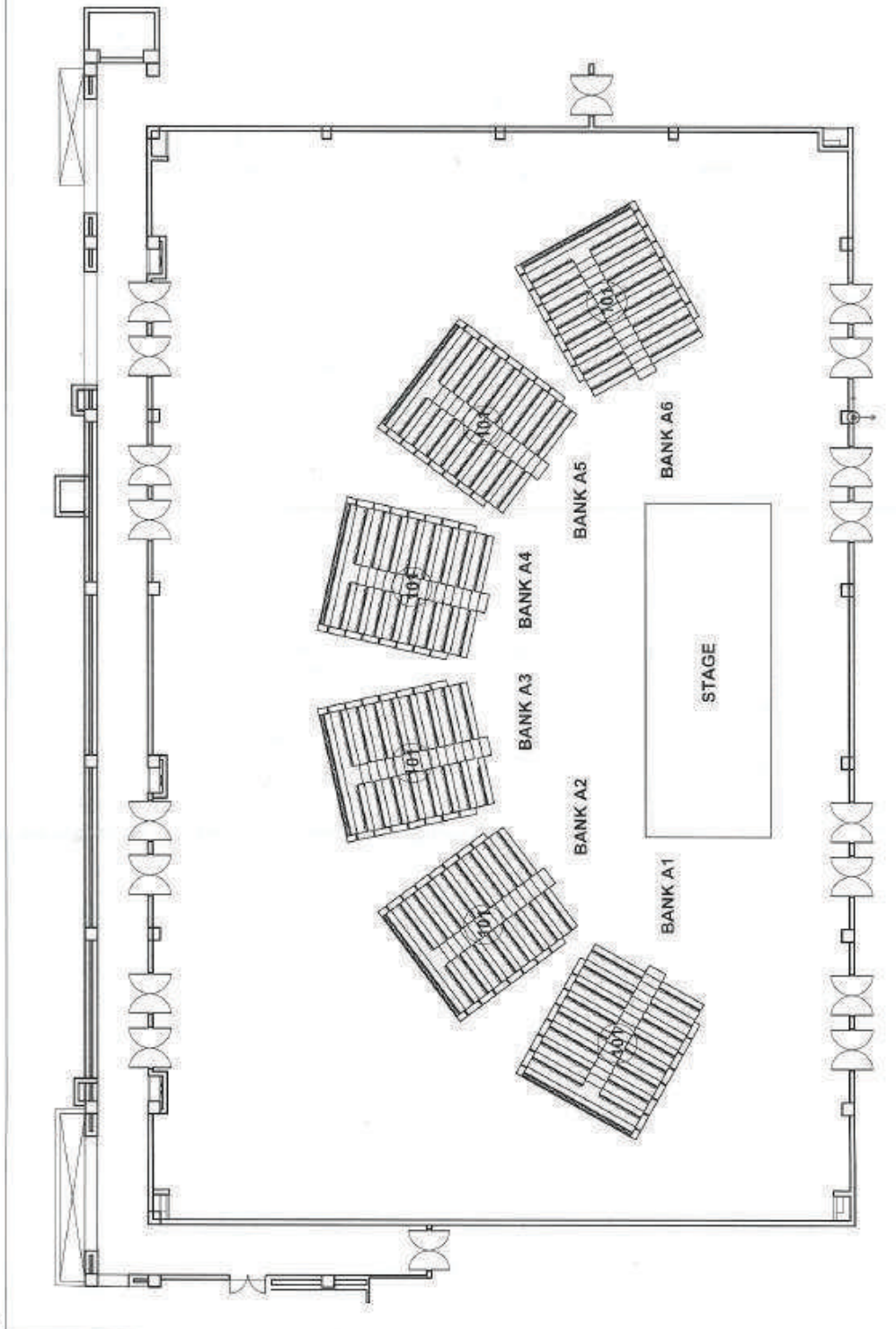
CUSTOMER APPROVAL
 Only for completion when a contract is placed with Hussey Seating Company.
 Once you, the customer, are confident the information contained within this drawing adequately meets your requirements, then you must sign and return this drawing to Hussey Seating Company. This project cannot be undertaken without this approval.
 Project Name: _____
 System: _____
 Company Name: _____
 Date: _____
 Please return to: Hussey Seating Company when completed.

B	CHANGED ARCHITECTURE PLATFORM CENTRE POSITION	06/02/2017
A	CHANGED ARCHITECTURE & REAR PLATFORM	30/06/2016
REVISION	DESCRIPTION	DATE

husseyseating
 PUBLIC SEATING SYSTEMS | ASIA - PACIFIC
 www.husseyseating.com | asia-pacific@husseyseating.com

VARANASI CONVENTION CENTRE
 SEATING APPLICATION DRAWING

DRAWN: PBP | CHECKED: TMP | REVISION: A3
 SCALE: 1/200
 DATE: 30/10/2015



CONFIGURATION 1

Seat Colours

Backrest: Code 172: Orange

Seat: Code 411: Slate

Curtain Colour

Black

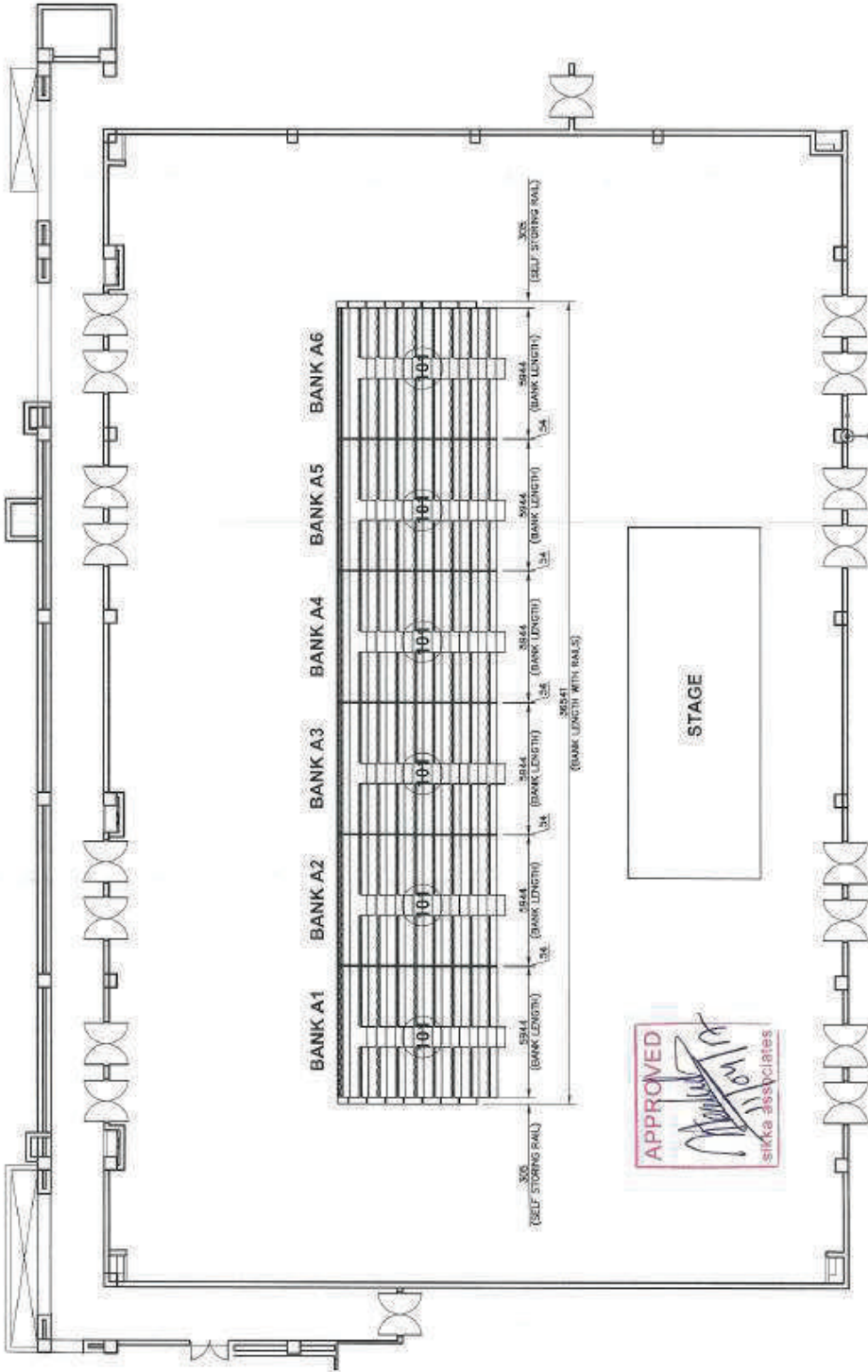


WITH GENERAL CONTRACTOR AND OWNER MUST PROVIDE FLOORING THAT IS LEVEL WITHIN 1.5MM OVER 1 METRE AND CONTAINING:

SEATING COMMENT:
 (INCLUDES SEATING)
 SEE TYPE COURTSIDE AS TO SEATING WITH BACKREST
 SEATING ROWS
 Capacity: 101 seats x 4 rows = 404 seats

TOTAL SEAT CAPACITY: 1008 SEATS

THE DRAWINGS ARE PREPARED AND CONTROLLED BY HUSSEY SEATING COMPANY. ANY MODIFICATIONS TO THESE DRAWINGS MUST BE APPROVED BY HUSSEY SEATING COMPANY.



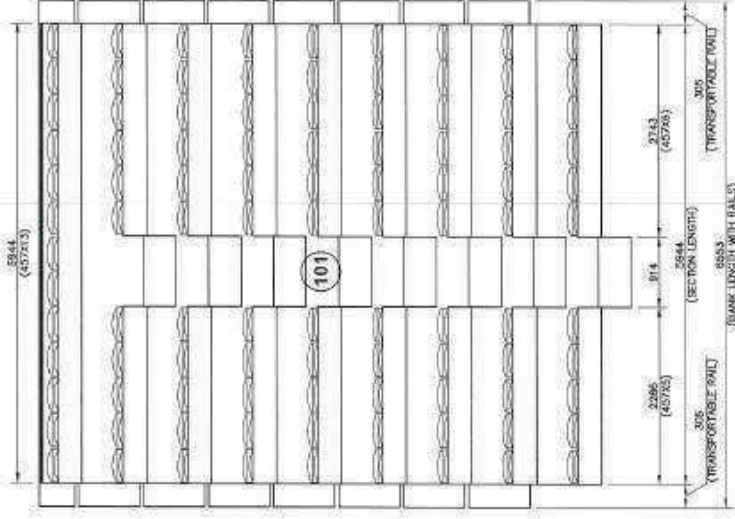
APPROVED
Shikha
 shikha-associates

CUSTOMER APPROVAL
 (Only for completion when in order to proceed with Hussey Seating Contracts)
 Once you, the customer, are satisfied that the information contained within this drawing adequately meets your requirements, you are deemed to have approved the design and any subsequent order placed should be processed without the approval of Hussey Seating.
 Print Name: Egashin
 Company Name: Desk:
 Please return to Hussey Seating Company when completed.

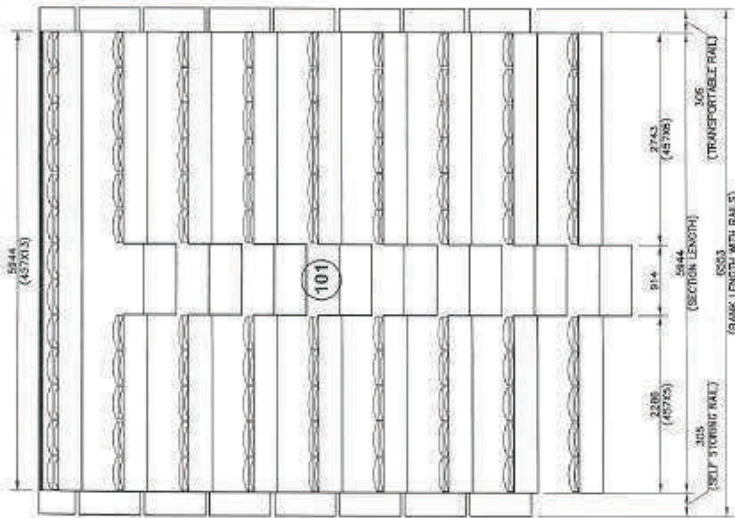
REVISION	DESCRIPTION	DATE
B	CHANGED ARCHITECTURE PLANTING IDENTIFICATION	06/02/2017
A	CHANGED ARCHITECTURE & REAR PLATFORM	30/06/2016

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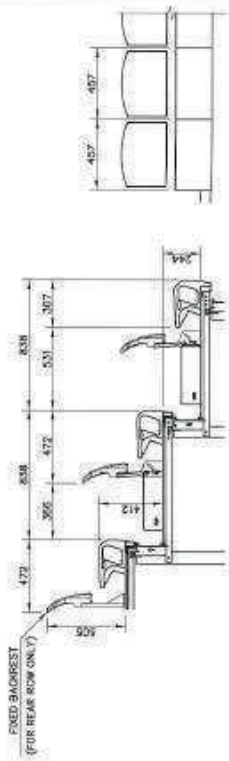
PROJECT		VARANASI CONVENTION CENTRE	
TITLE		SEATING APPLICATION DRAWING	
DRAWN	PBP	DESIGNED	TMP
DRAWING NUMBER		REVISION	SCALE
AP810194-002		B	1/200
		DATE	30/10/2015



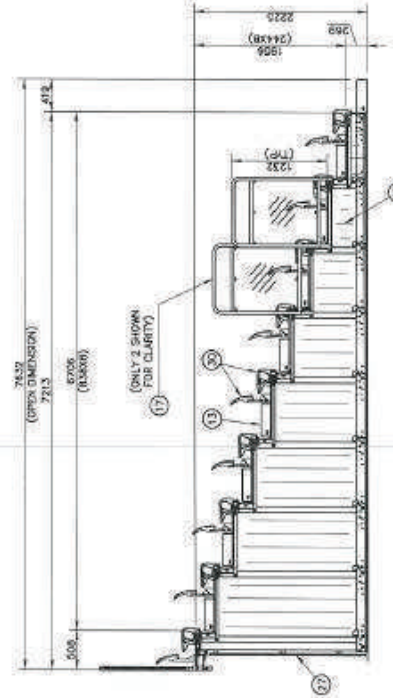
BANK A2 - A4 TYPICAL



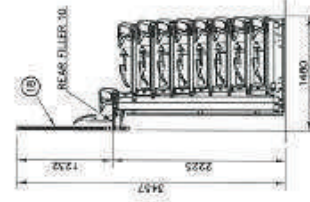
BANK A1 AS SHOWN, BANK A6 MIRROR IMAGE



COURTSIDE XC912 BENCH WITH BACKREST DETAIL
SCALE: 1/30



ELEVATION ON EXTENDED SEATING UNIT



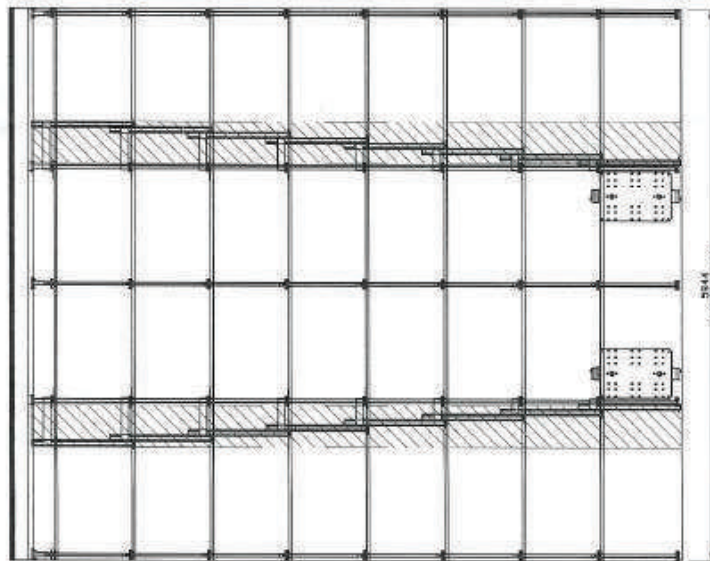
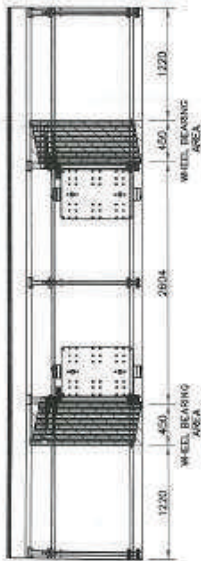
ELEVATION ON CLOSED SEATING UNIT
(SIDE RAILS NOT SHOWN FOR CLARITY)

APPROVED
Sikky Associates

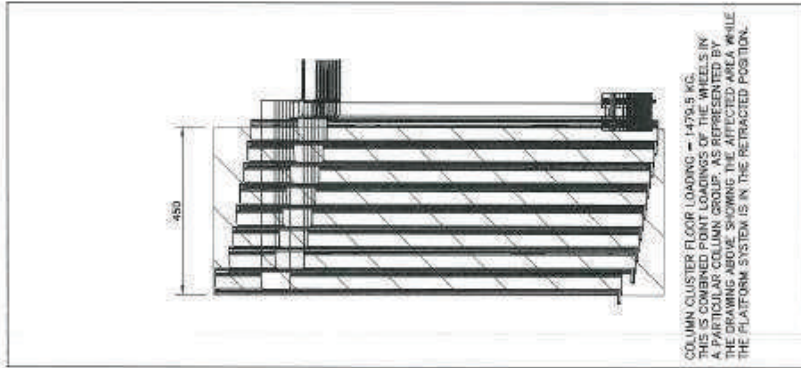
REVISION	DESCRIPTION	DATE
B	CHANGED TO PORTABLE UNIT	06/02/2017
A	CHANGED ARCHITECTURE & REAR PLATFORM	30/06/2016

PUBLIC SEATING SYSTEMS ASIA - PACIFIC www.husseyseating.com asia-pacific@husseyseating.com	
VARANASI CONVENTION CENTRE	
TITLE	SEATING APPLICATION DRAWING
DRAWN	PBP
CHECKED	TMP
REVISION	A3
SCALE	1/60
PROJECT NUMBER	AP810194-003
DATE	30/11/2015

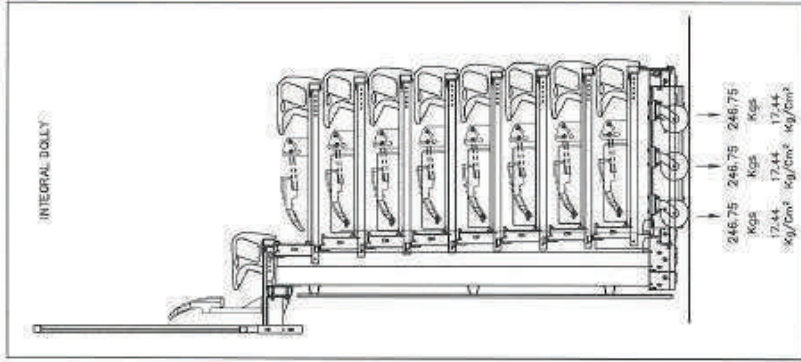
THE DRAWING IS THE PROPERTY OF HUSSEY SEATING SYSTEMS. UNLESS OTHERWISE SPECIFIED, ALL DIMENSIONS ARE IN MILLIMETERS.



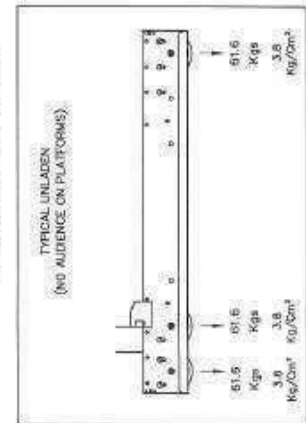
PORTABLE UNIT FLOOR LOADING
BANKS A1 - A6 TYPICAL



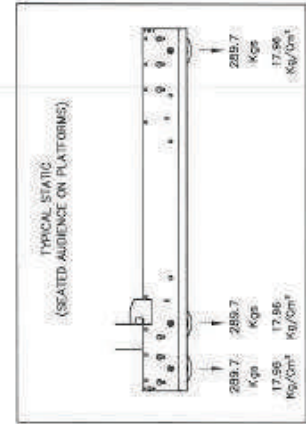
COLUMN CLUSTER LOADING = 1479.5 KG.
THIS IS COMBINED POINT LOADINGS OF THE WHEELS BY
A PARTICULAR COLUMN GROUP, AS REPRESENTED BY
THE POINTS OF CONTACT WITH THE FLOOR WHILE
THE PLATFORM SYSTEM IS IN THE RETRACTED POSITION.



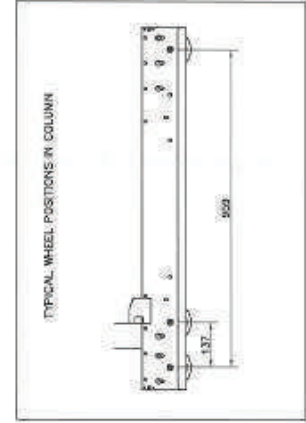
246.75 Kgs
17.44 Kg/cm²
246.75 Kgs
17.44 Kg/cm²



TYPICAL UNLADEN
(NO AUDIENCE ON PLATFORMS)



TYPICAL STATIC
(SEATED AUDIENCE ON PLATFORMS)




TYPICAL WHEEL POSITIONS IN COLUMN

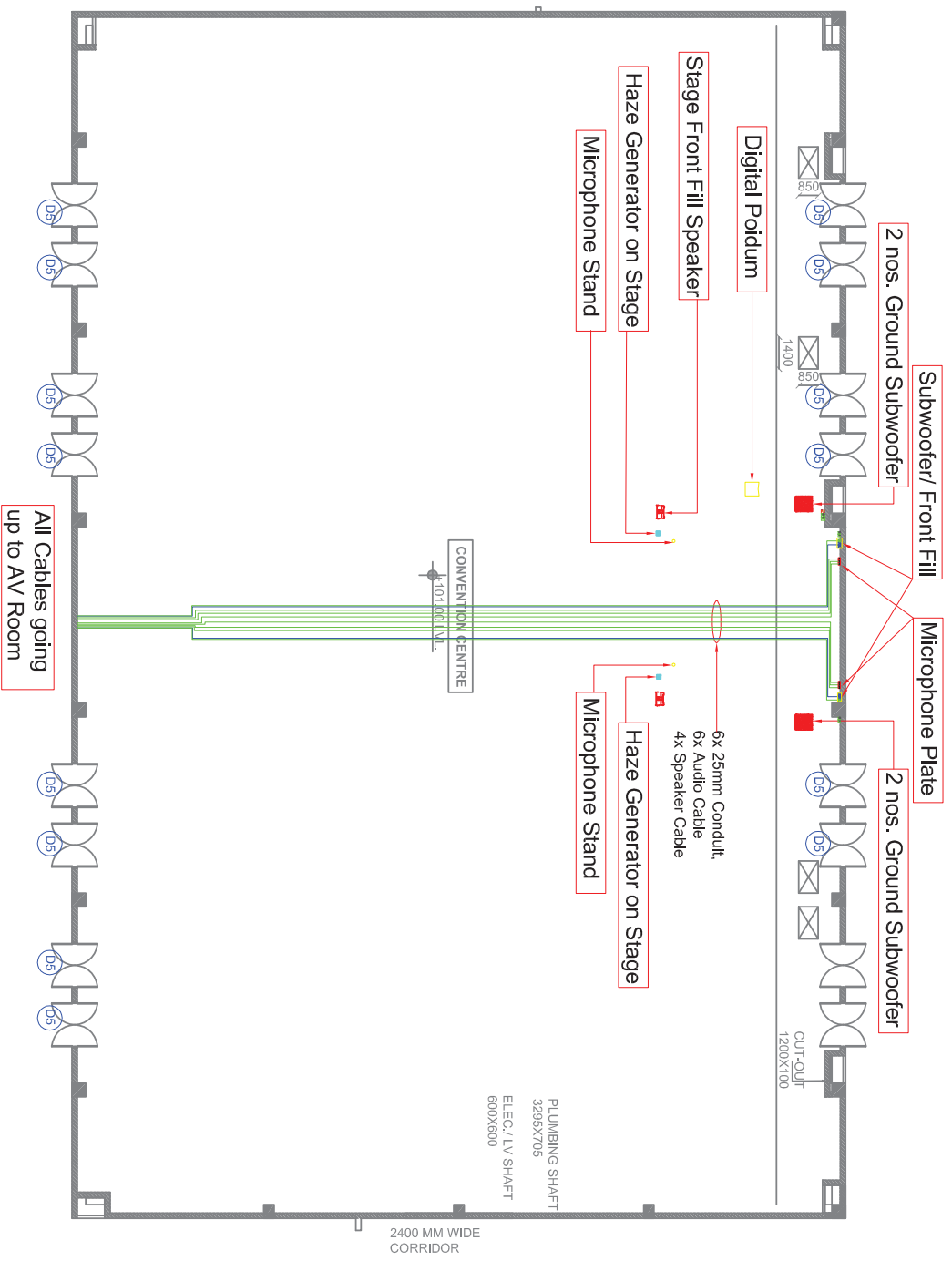
REVISION	DESCRIPTION	DATE
B	CHANGED TO PORTABLE UNIT	06/02/2017
A	CHANGED ARCHITECTURE & REAR PLATFORM	30/06/2016

PUBLIC SEATING SYSTEMS ASIA - PACIFIC www.husseyseating.com info-pacific@husseyseating.com	
VARANASI CONVENTION CENTRE	
TITLE	SEATING APPLICATION DRAWING
DRAWN	PBP
CHECKED	TMP
PROJECT NO.	AP810194-004
PROJECT SCALE	1/50
DRAWING NUMBER	B
DATE	03/12/2015

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Legends

Symbol	Description	Qty.
	Microphone Plate	6Nos.
	Data Point	
	UPS Power Point	
	Ground Subwoofer	4Nos.
	Stage Front Fill	2Nos.
	Digital Podium	1Nos.
	Audio Cable	
	Cable Cable	
	Speaker Cable	



Floor Plan

Confidential Document

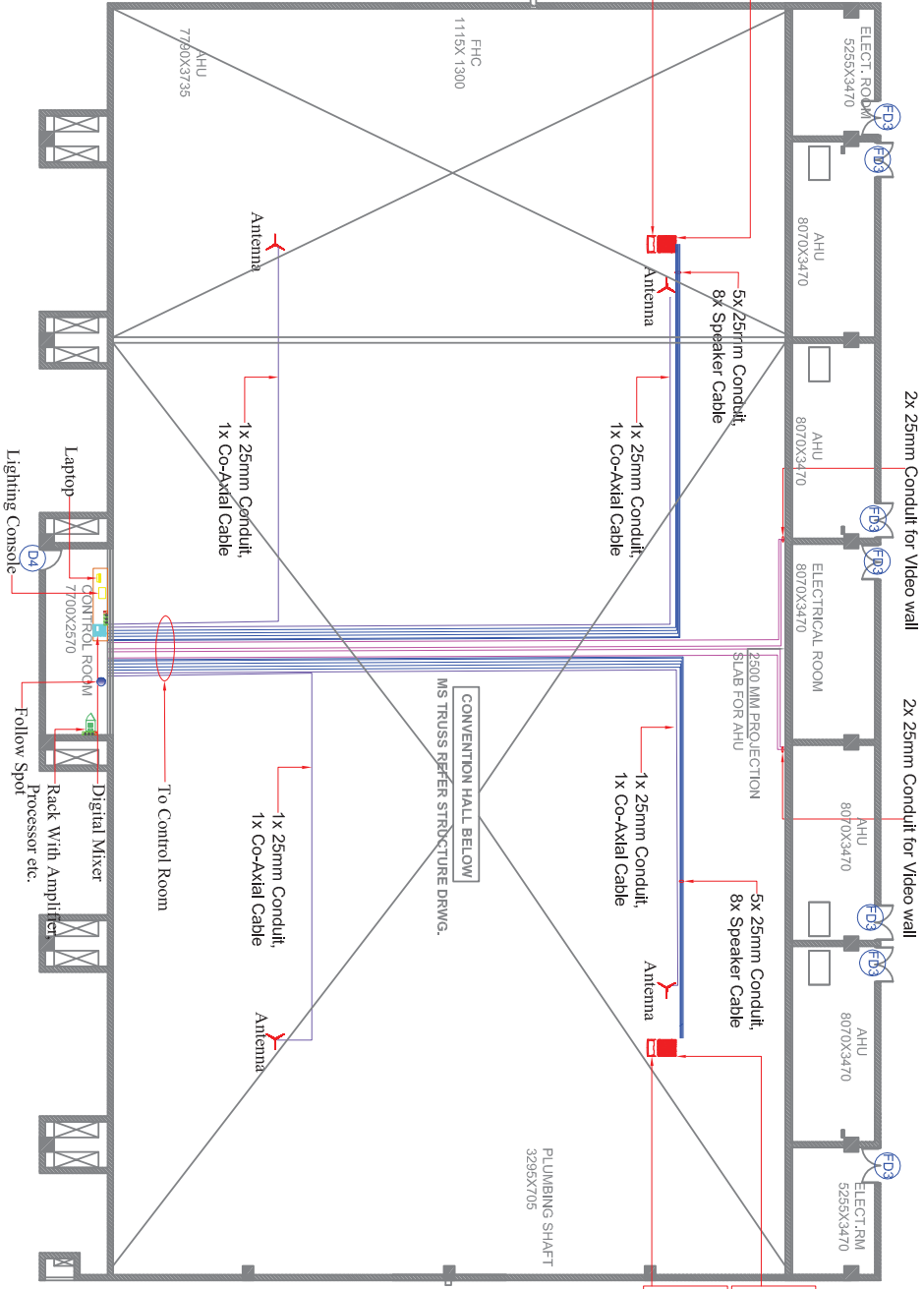
Project Title: Trade Facilitation Center & Crafts Museum, Varanasi, Uttar Pradesh			
Dwg Title: FLOOR- Convention Center AV Conduit and Cable Layout.			
Dwg No.	Checked By	Date	Scale
Drawing No.			

2Nos. Subwoofer Hanging From Ceiling Level.

8Nos. Left FOH Speaker Hanging From Ceiling Level.

2Nos. Subwoofer Hanging From Ceiling Level.

8Nos. Right FOH Speaker Hanging From Ceiling Level.

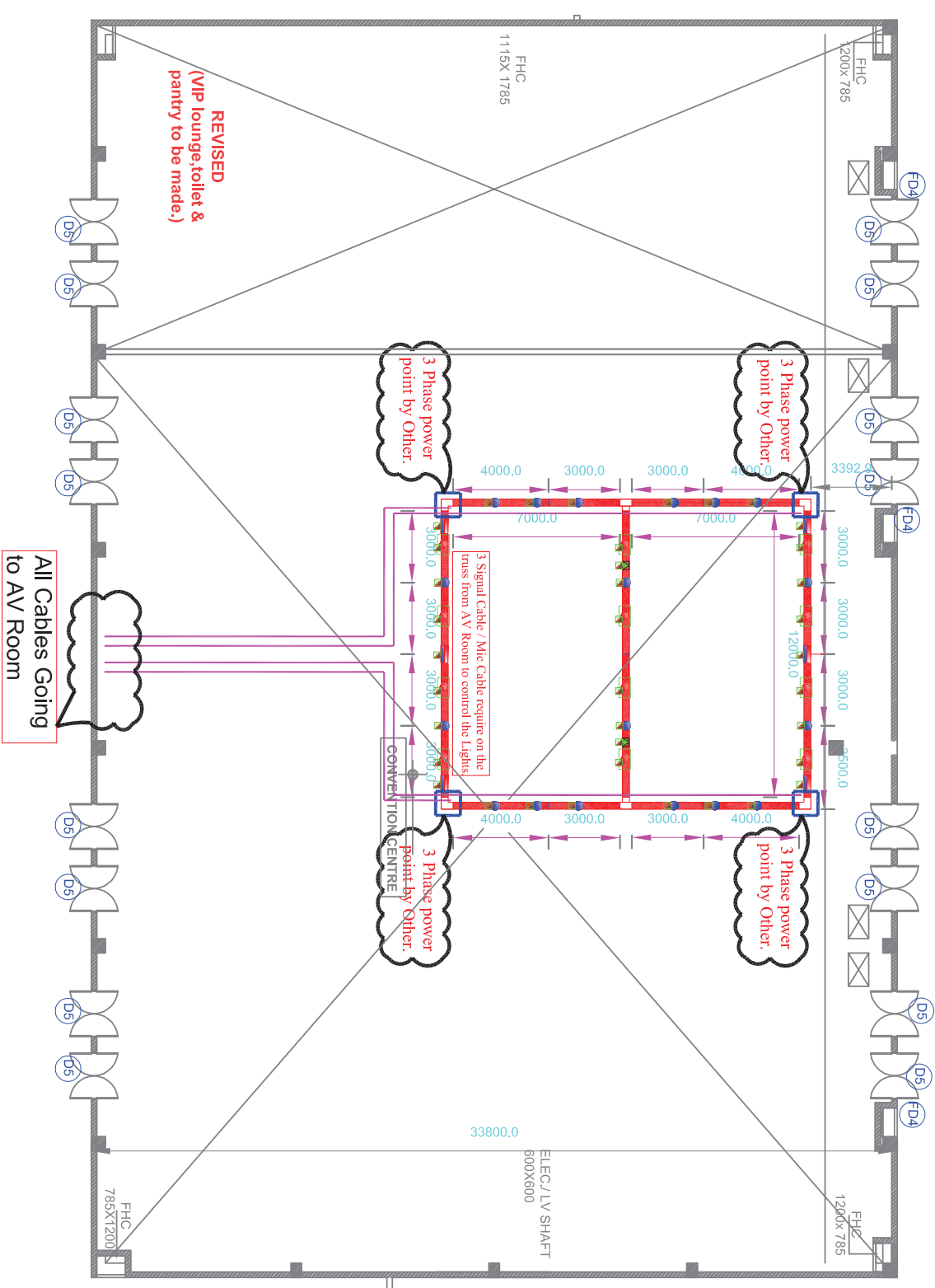


Legends		
Symbol:	Description	Qty.
	FOH Speaker	16Nos.
	Subwoofer	4Nos.
	Antenna	4Nos.
	Speaker Cable	
	Cable Cable	
	Co-Axial Cable	

Project Title:
Trade Facilitation Center & Crafts Museum,
Varanasi, Uttar Pradesh

DWG Title:
Ceiling- Convention Center AV Conduit and Cable Layout.

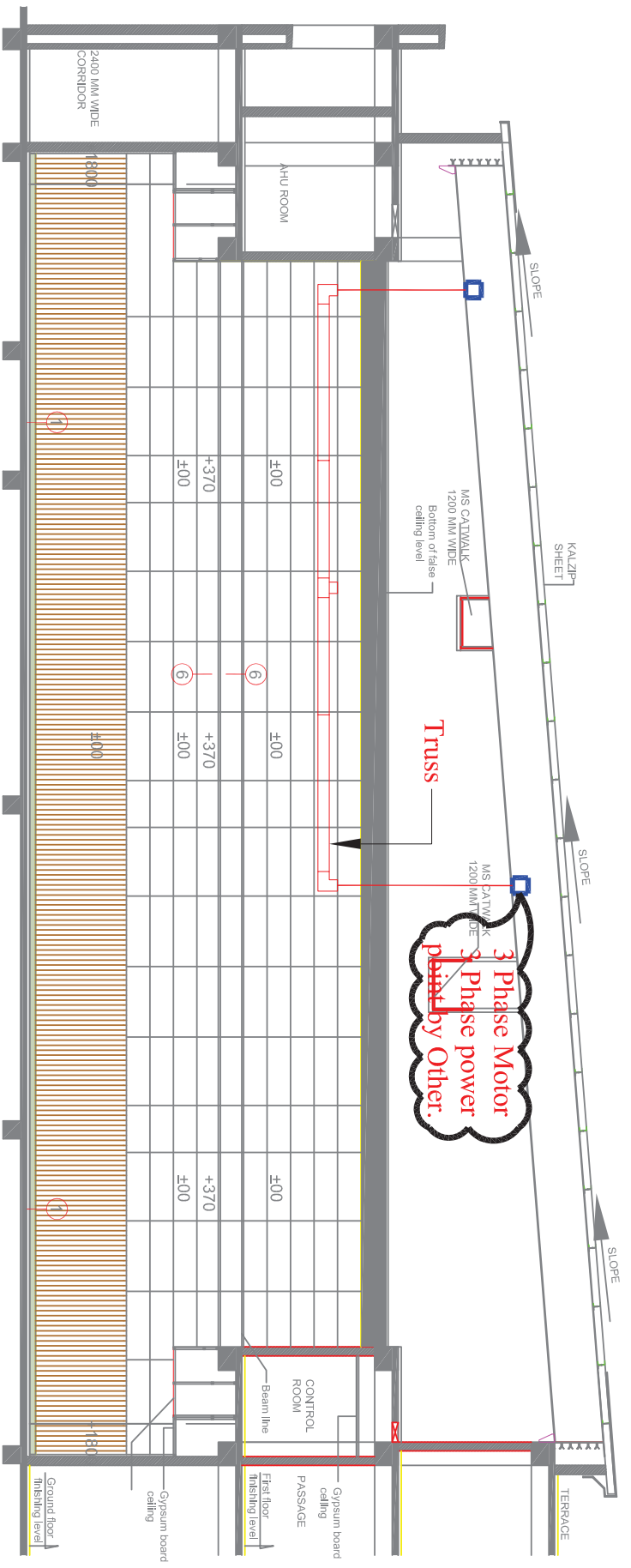
DWG No.	Checked By/ Date	Scale
Drawing No.		



Ceiling Plan

Legends		
Symbol:	Description	Qty.
	LED Par Lights	18Nos.
	Moving Head Lights	12Nos.
	Luminair Lights	3Nos.
	Laser Lights	2Nos.
	3 Phase Motor	4Nos.
	16 Amp Power Point	

Project Title:			
Trade Facilitation Center & Crafts Museum, Varanasi, Uttar Pradesh			
Dwg Title:			
Ceiling- Convention Center- Truss Layout.			
Dwg By:	Checked By:	Date:	Scale:
		
Drawing No.:			



Side Section ceiling Suspended

Project : Trade Facilitation Center & Crafts Museum at Varanasi

Audio Visual for Convention Center

Sl. no.	Item description	Unit	Total qty	Model	Brand / Make
A	Sound Re-Inforcement System				
1	SITC of Passsive Line Array Loudspeaker.	Nos.	16	WL2082-i	QSC
2	SITC of 18" Passive Subwoofer.	Nos.	4	WL118-SW	QSC
3	SITC of Fly Bar for above speaker and subwoofer	Nos.	4	FB2082-i-BK	QSC
4	SITC of Pull Back Bar For Array Frame Speaker	Nos.	2	PB2082-i-BK	QSC
5	SITC of 4 Ch. Power Amplifier .	Nos.	10	PLD4.3	QSC
6	SITC of 32-channel Digital Mixer .	Nos.	1	Touch Mix 30	QSC
7	SITC of Digital Signal processor with 24 I/O configurable	Nos.	1	Core 110f	QSC
8	SITC of Wireless Hand held Microphone	Nos.	1	Opus 660 Set	Beyerdynamic
9	SITC of Wireless lapel Microphone	Nos.	1	Opus 654 Set	Beyerdynamic
10	SITC of 300 mm Condenser gooseneck microphohe .	Nos.	1	Clasic GM 303	Beyerdynamic
11	SITC of Dynamic microphone (cardioid) for instruments .	Nos.	1	TG I50d	Beyerdynamic
12	SITC of Instrument Microphone with Transducer type: Condenser .	Nos.	1	TG I50C	Beyerdynamic
13	SITC of Professional acoustically open headphone for monitoring and studio.	Nos.	1	DT 990 PRO	Beyerdynamic
14	SITC of UHF Antennae Distribution system, Supports Upto 4 Wireless Receivers	Nos.	2	ZAS 900	Beyerdynamic
15	SITC of UHF wideband groundplane antenna	Nos.	4	AT71	Beyerdynamic
16	SITC of Mic Boom Table stand	Nos.	4		Athletic
17	SITC of Mic Boom Floor stand	Nos.	4		Athletic
18	SITC of Mic/ Line 2 XLR Input Plate.	Nos.	6	CUSTOM	CUSTOM
19	SITC of Digital podium .	Nos.	1	Aha eIf-72LS	AHA
20	Ground Stacked Subwoofer, Dual 18" Passive Subwoofer.	Nos.	4	QSC - GP 218SW	QSC
21	Stage Front Fill, 8" Active Loudspeakers	Nos.	2	Qsc K8	QSC
B	Cable and Connectors				
1	SITC of 18 AWG -24/0.20mm x 2 core Microphone Cable.	Mtr.	200		Klearcom
2	SITC of loudspeaker cable, 2.5 Sq. mm, 2 core (80/0.20mm) ATC copper conductor	Mtr.	1200		Klearcom
3	SITC of Co- Axial cable	Mtr.	100		Klearcom
4	SITC of Complete Connectors as required.	Lot.	1		CUSTOM
5	SITC of Equipment Rack (22"w x 22"d) :-Equipment rack 32U	Nos.	1		CUSTOM

Project : Trade Facilitation Center & Crafts Museum at Varanasi

Audio Visual for Convention Center

Sl. no.	Item description	Unit	Total qty	Model	Brand / Make
C	Stage Lighting				
1	SITC of LED PAR Light.	Nos.	18	OVAL 54D	SLA
2	SITC of Moving Head.	Nos.	12	PT 189B	SLA
3	SITC of Static Luminaire Light.	Nos.	6	ICE COLOR 250	AYRTON
4	SITC of Laser Light.	Nos.	2	Tarm 4	Laserworld
5	SITC of Lighting Console.	Nos.	1	PEARL 2048	SLA
6	SITC of G Clamp a machnical hardware to fix lighting on a 50mm Dia truss bar. Can handle up to 50 KG.	Nos.	48		RD Plast
7	SITC of ILDA Cable ILDA EXT-10B	set	2	ILDA CABLE	CUSTOM
8	SITC of Professional live operation laser control software	lot	1	QUICK SHOW	PANGOLIN
9	SITC of Haze Generator.	Nos.	2	HAZE GENERATOR	SLA
10	SITC of Follow Spot Light.	Nos.	2	FOLLOW SPOT LIGHT	SLA
11	SITC of DMX Splitter.	Nos.	1	DMX SPLITTER	SLA
12	SITC of Solid 3 pole Male/female cable XLR Connectors with locking ring and coaxial shell.	Set	1	XLR	CUSTOM
13	SITC of DMX Cable .	Set	1	CABLE	Krystal
14	SITC of Power Cable Set : Light point wiring various light fixtures with 2.5 sqmm 3 core PVC insulated .	Set	1		Krystal
D	Trussing system with Hoist system as required				
1	SITC of Direct 2 Way control handheld	Nos.	2	PLE-30-020	Prolyte Group
2	SITC of 1000 kg Capacity low voltage single phase chain hoist for lighting truss.	Nos.	4		CUSTOM
3	SITC of Power Cable with 2 sqmm 3 core PVC insulated .	Set	200		Krystal
4	SITC of System is made of main tube 50x3mm and braces 25x2mm with SZ02.02 connection. Should be capable of arranging in different ways and used as elements of stage roofs, exposition structures, big screen structures, LED display screen and projection screen support frames, lighting "gates" and sound "gates". Should conform to ISO DIN 4113 and TÜV certification issued to the company. (300cm.)	Nos.	16	ALU STAGE	Athletic
5	SITC of System is made of main tube 50x3mm and braces 25x2mm with SZ02.02 connection. Should be capable of arranging in different ways and used as elements of stage roofs, exposition structures, big screen structures, LED display screen and projection screen support frames, lighting "gates" and sound "gates". Should conform to ISO DIN 4113 and TÜV certification issued to the company.(200cm.)	Nos.	20	ALU STAGE	Athletic

Project : Trade Facilitation Center & Crafts Museum at Varanasi

Audio Visual for Convention Center

Sl. no.	Item description	Unit	Total qty	Model	Brand / Make
6	SITC of System is made of main tube 50x3mm and braces 25x2mm with SZ02.02 connection. Should be capable of arranging in different ways and used as elements of stage roofs, exposition structures, big screen structures, LED display screen and projection screen support frames, lighting "gates" and sound "gates". Should conform to ISO DIN 4113 and TÜV certification issued to the company. (100cm.)	Nos.	12	ALU STAGE	Athletic
7	SITC of System is made of main tube 50x3mm and braces 25x2mm with SZ02.02 connection. Should be capable of arranging in different ways and used as elements of stage roofs, exposition structures, big screen structures, LED display screen and projection screen support frames, lighting "gates" and sound "gates". Should conform to ISO DIN 4113 and TÜV certification issued to the company. (50cm.)	Nos.	6	ALU STAGE	Athletic
8	SITC of Truss Corners with Truss Corners	Nos.	4	ALU STAGE	Athletic
9	SITC of Truss Corners Truss Corners	Nos.	2	ALU STAGE	Athletic
10	SITC of Conical connector Conical connector	Nos.	240	ALU STAGE	Athletic
11	SITC of Safety pin Safety pin	Nos.	500	ALU STAGE	Athletic
12	SITC of Safety clips as required	Nos.	500	ALU STAGE	Athletic
13	SITC of Groundplate Groundplate	Nos.	6	ALU STAGE	Athletic

ANNEXURE IV

IOS summary of BMS system

Attachment 1

S.NO.	DESCRIPTION	Qty	AI	A0	DI	D0	Field Devices	Scope/Remarks		Imm. Temp. Sensor	Ambient Temp. & RH Sensor	Current Relay	BI- Level Switch	Air DP Switch	Duct Temp. Sensor	Water Flow Switch	Water Pr. Tx.	Flame / Eplision Proof Level Switch	Single Level Switch	CO Sensor	Voltage Transducer	
								BMS Vendor	Other than BMS Vendor													
i)	HVAC SYSTEM																					
A	Water Cooled Screw / Centrifugal Chillers	3																				
1	Chillers - Status				3																	
2	Chiller Enable/Disable					3																
3	Chiller - Lockout/fault				3																	
4	Chilled / Cond. water flow status				3																	
5	Leaving Chilled Water Temperature		3																			
6	Entering Chilled Water Temperature		3																			
7	Leaving Condensor Water Temperature		3																			
8	Entering Condensor Water Temperature		3																			
9	Compressor Percent RLA		3																			
10	Evaporator Refrigerant Pressure		3																			
11	Condensor Refrigerant		3																			

S.NO.	DESCRIPTION	Qty	AI	A0	DI	D0	Field Devices	Scope/Remarks		Imm. Temp. Sensor	Ambient Temp. & RH Sensor	Current Relay	BI-Level Switch	Air DP Switch	Duct Temp. Sensor	Water Flow Switch	Water Pr. Tx.	Flame / Epllosion Proof Level Switch	Single Level Switch	CO Sensor	Voltage Transducer	
								BMS Vendor	Other than BMS Vendor													
12	Compressor Discharge Refrigerant Temperature	3					Field Devices															
13	Evaporator Refrigerant Temp.	3					Field Devices															
14	Condensor Refrigerant Temp.	3					Field Devices															
15	Chilled Water Setpoint			3			Part of Chiller	Software Integration														
16	Current Limit Setpoint			3			Part of Chiller	Software Integration														
17	Chiller Out Motorised Butterfly Valves Control & Status				6	3	Butterfly valve with on/off type actuator		HVAC vendor to supply & install the valve & actuator													
18	Condensor Out Motorised Butterfly Valve Control & Status				6	3	Butterfly valve with on/off type actuator															
19	Common CHW / Hot water header Supply Temp.	1					immersion Temperature sensor		HVAC vendor to make the provision in water line to insert the sensor	1												
20	Cond. water header supply temp.	1					immersion Temperature sensor		HVAC vendor to make the provision in water line to insert the sensor	1												
21	Common CHW / Hot header Return Temp.	1					immersion Temperature sensor		HVAC vendor to make the provision in water line to insert the sensor	1												
22	Cond. water header Return temp.	1					immersion Temperature sensor		HVAC vendor to make the provision in water line to insert the sensor	1												

23	CHW Bypass Line - Flow Direction	1	Water Flow Switch	Supply & Install the switch		1		
24	Chilled Water Expansion tank level monitoring high/low	2	BI- Level Switch	Supply & Install the switch		2		
25	Ambient Temperature/RH	2	Outside temp + Rh Sensor	Supply & install the sensor		1		
B	Chilled Water Primary Pumps	3						
1	Pump Start/Stop	3	Potential Free Contact to DDC	Supply of current relay and Integration with starter Panel				
2	Pump Run Status	3	Current Relay			3		
3	Pump Auto Manual switch Status	3	Potential Free Contact to DDC					
4	Pump Trip Status	3	Potential Free Contact to DDC					
C	Chilled Water Secondary Pumps with VFD	8						
1	Pump Start/Stop	8						
2	Pump Run Status	8						
3	Pump Auto / Manual switch Status	8		Integration with VFD				
4	Pump Trip Status	8						
D	Condensor Water Pumps	3						

1	Condensor Pump Start/Stop				3	Potential Free Contact to DDC		Supply of current relay and Integration with starter Panel	HVAC vendor to provide NO/NC contact in starter panel										
2	Condensor Pump Run Status			3		Current Relay													
3	Condensor Pump Auto Manual switch Status			3		Potential Free Contact to DDC													
4	Pump Trip Status			3		Potential Free Contact to DDC													
E	Hot Water Generator																		
1	Hot Water Generator - Status			2		Current Relay		Supply of current relay and Integration with starter Panel											
2	Hot Water Generator Enable/Disable				2	Potential Free Contact to DDC		Integration	HVAC vendor to provide NO/NC contact in starter panel										
3	Leaving Hot Water Temperature				2	Immersion Temperature sensor		Supply & install the sensor	HVAC vendor to make the provision in water line to insert the sensor	2									
4	Entering Hot Water Temperature				2	Immersion Temperature sensor		Supply & install the sensor	HVAC vendor to supply & install the valve & actuator	2									
5	Hot Water "Out" Motorised Butterfly Valves Control & Status			2		Butterfly valve with on/off type actuator		Control & monitor the valve & actuator											
F	Hot Water Primary Pumps																		

1	Pump Start/Stop					Potential Free Contact to DDC												
2	Pump Run Status					Current Relay	3											3
3	Pump Auto Manual switch Status					Potential Free Contact to DDC	3											
4	Pump Trip Status					Potential Free Contact to DDC	3											
G	Cooling Tower (2 No. Fans per Tower)						3											
1	Cooling Tower On/Off					Potential Free Contact to DDC												
2	Cooling Tower Fan Status					Current Relay												6
3	Cooling Tower Sump Low Water Level Alarm					Single Level switch												3
4	Cooling Tower Sump High Water Level Alarm					Single Level switch												3
5	Cooling Tower "In" Motorised Valves ON/Off & Status					Butterfly valve with on/off type actuator												
6	Cooling Tower Manual Operation Status					Potential Free Contact from DDC to the Panel												

H	AHUs / AHU CUM TFA UNITS	100																	
1	AHU Start/Stop				100	Potential Free Contact from DDC to the Panel	Integration	HVAC vendor to provide NO/NC contact in starter panel											
2	AHU Fan Status				100	Current Relay	Supply of current relay and Integration		100										
3	AHU Auto / Manual Operation Status				100	Potential Free Contact to DDC	Integration												
4	Return Air Temp. Monitoring			100		Duct Type Temperature sensor	Supply & install the sensor.				100								
5	Filter Status (Pre-filter)				100	Diff. Pressure Switch for Filter	Supply & install the switch.				100								
6	AHU CHW / HW 2-Way Valve Modulation			100		0-10 v signal from actuator to DDC	Control & monitor the 2 way valve & actuator	HVAC vendor to supply & install the 2 way valve & actuator											
I	AHUs For Free Cooling & Smoke Extraction				8														
1	AHU On/Off				8	Potential Free Contact from DDC to the Panel	Integration	HVAC vendor to provide NO/NC contact in starter panel											
2	AHU Fan Status				8	Current Relay	Supply of current relay and Integration		8										

3	AHU Auto / Manual Operation Status																						
4	Return Air Temp. Monitoring	8							Potential Free Contact to DDC	Integration						8							
5	Filter Status (Pre-filter)								Diff. Pressure Switch for Filter	Supply & install the sensor. Supply & install the switch.						8							
6	AHU CHW / HW 2-Way Valve Modulation			8					0-10 v signal from actuator to DDC	Control & monitor the 2 way valve & actuator	HVAC vendor to supply & install the 2 way valve & actuator												
7	AHU Fresh Air Damper Modulation			8					0-10 v signal from actuator to DDC	Control & monitor the Fresh/Return/ Ex. Air Dampers with actuator	HVAC vendor to supply & install the Fresh Air Damper with actuator												
8	AHU Return Air Damper Modulation			8					0-10 v signal from actuator to DDC														
9	AHU Ex.Air Damper Modulation			8					0-10 v signal from actuator to DDC														
10	Exhaust Air Fan On/Off								Potential Free Contact from DDC to the Panel	Integration	HVAC vendor to provide NO/NC contact in starter panel												
11	Exhaust Air Fan Status								Current Relay	Supply of current relay and Integration						8							
J	Kitchen Scrubber																						
1	Start/Stop of Fan								Potential Free Contact from DDC to the Panel	Integration	HVAC vendor to provide NO/NC contact in starter panel												

2	Blower Status							4										
3	Auto / Manual Operation Status					4			Potential Free Contact to DDC	Integration								
4	Filter Status					4			Diff. Pressure Switch for Filter	Supply & install the switch.		4						
K	Air Washers for Kitchens & DG Room	8																
1	Start/Stop of Fan						8		Potential Free Contact from DDC to the Panel	Integration	HVAC vendor to provide NO/NC contact in starter panel							
2	Blower Status					8			Current Relay	Supply of current relay and Integration		8						
3	Auto / Manual Operation Status					8			Potential Free Contact to DDC	Integration								
4	Tank low level					8			Single Level switch	Supply & install the switch.							8	
5	Filter Status					8			Diff. Pressure Switch for Filter	Supply & install the switch.		8						
L	Car Parking Exhaust / Supplies Fans	48																
1	Start/Stop of Fans						48		Potential Free Contact from DDC to the Panel	Integration	HVAC vendor to provide NO/NC contact in							

2	Fan Status			48	Current Relay	Supply of current relay and Integration	starter panel	48									
3	Auto / Manual Operation Status			48	Potential Free Contact to DDC	Integration											
4	CO monitoring	48			CO sensor	Supply & install the CO Sensors							4	8			
M	Services Rooms Exhaust / Supply Fans	16															
1	Start/Stop of Fans			16	Potential Free Contact from DDC to the Panel	Integration	HVAC vendor to provide NO/NC contact in starter panel										
3	Blower Status			16	Current Relay	Supply of current relay and Integration		16									
2	Auto / Manual Operation Status			16	Potential Free Contact to DDC	Integration											
N	Pressurisation Fans	11															
1	Blower Status			11	Current Relay	Supply of current relay and Integration		11									
2	Auto / Manual Operation Status			11	Potential Free Contact to DDC	Integration											

O	Motorised Dampers	24																	
1	Motorised Damper On/Off				24	At Actuator of Damper	Integration	HVAC vendor to provide NO/NC contact in actuator starter panel											
ii)	PLUMBING SYSTEM																		
A	Filter Feed Pumps	2																	
1	Filter Feed Pumps Status			2		Current Relay	Supply of current relay and Integration			2									
B	Transfer Pumps	2																	
1	Transfer Pumps Status			2		Current Relay	Supply of current relay and Integration			2									
C	Hot Water Recirculation Pumps	2																	
1	Hot water Recirculation Pumps Start/Stop				2	Potential Free Contact from DDC to the Panel	Integration	Plumbing vendor to provide NO/NC contact in starter panel											

2	Hot water Recirculation Pumps Status	2	Current Relay	Supply of current relay and Integration	2														
iii)	STP																		
A	Filter Feed Pumps	2																	
1	Filter Feed Pumps Status	2	Current Relay	Supply of current relay and Integration	2														
B	Flushing Water Transfer Pumps	2																	
1	Flushing Water Transfer Pump	2	Current Relay	Supply of current relay and Integration	2														
C	Soft Water Transfer Pumps	2																	
1	Soft water Transfer Pump Status	2	Current Relay	Supply of current relay and Integration	2														
D	Irrigation Water Transfer Pumps	2																	
1	Irrigation Water Transfer Pumps Start/Stop		Potential Free Contact from DDC to the Panel	Integration		2													STP vendor to provide NO/NC

2	Irrigation Water Transfer Pumps Status				2	Current Relay	Supply of current relay and Integration	contact in starter panel										
E	Blower	1																
1	Blower Status			1		Current Relay	Supply of current relay and Integration		1									
F	UG Soft Water Tank	1																
1	UG Soft Water Tank High/low Level			1		BI- Level Switch	Supply & install the level Switch			1								
iv)	WATER TANKS																	
A	UG Treated Water Tank	1																
1	Level Monitoring High/Low			1		BI- Level Switch	Supply & install the level Switch			1								
B	UG Fire Water Tank	2																
1	Level Monitoring High/Low			2		BI- Level Switch	Supply & install the level Switch			2								
C	UG Raw Water Tank	1																

1	Level Monitoring High/Low		1	BI- Level Switch	Supply & install the level Switch		1																		
D	OH Domestic Water Tank	2																							
1	Level Monitoring High/Low		2	BI- Level Switch	Supply & install the level Switch		2																		
E	Flushing Water Tanks	2																							
1	Level Monitoring High/Low		2	BI- Level Switch	Supply & install the level Switch		2																		
F	OH Soft Water Tank	2																							
1	Level Monitoring High/Low		2	BI- Level Switch	Supply & install the level Switch		2																		
G	OH Fire Tank	2																							
1	Level Monitoring High/Low		2	BI- Level Switch	Supply & install the level Switch		2																		
v)	FIRE FIGHTING SYSTEM																								
A	Hydrant Pump	1																							

1	Hydrant Pump Status			1	Current Relay	Supply of current relay and Integration		1										
B	Sprinkler Pump	1																
1	Sprinkler Pump Status			1	Current Relay	Supply of current relay and Integration		1										
C	Jockey Pump	1																
1	Jockey Pump Status			1	Current Relay	Supply of current relay and Integration		1										
D	Diesel Pump	1																
1	Diesel Pumps Status			1	Current Relay	Supply of current relay and Integration		1										
E	Diesel Tank	1																
1	Diesel Tank High Level			1	Flame/ Explosion Poof Bi -Level Switch	Supply & install the Flame/ Explosion Poof Bi -Level Switch		1										1
F	Pressure in Header	1																

1	Pressure Monitoring	1									Supply & install the Pressure Transmitter						1				
V)	ELECTRICAL																				
1	Energy Monitoring (KWH, Dual Meter and Multi Function Meter)	75									Software Interface with Energy meter through RS 485 Communication port.										
2	Breaker Status At LT panel	6		6						At Volt free contact of Panel.	Integration										
3	Bus Coupler Status									At Volt free contact of Panel.	Integration										
4	HT Panel fault alarm	1		1						Potential Free Contact to DDC	Integration										
5	Incomming HT Voltage	4	4							Voltage Tranducer	Supply & Install the Voltage Transducer										4
6	Battery Voltage Monitoring of UPS	1	1							Voltage Tranducer	Supply & Install the Voltage Transducer										1
7	UPS Trip Alarm	4								At Volt free contact of UPS.	Integration										
8	DG fault alarm	4		4						Potential Free Contact to DDC	Integration										
9	DG battery status	4	4							Voltage Tranducer	Supply & Install the Voltage Transducer										4
10	Fuel Storage - low fuel alarm	4		4						Flame/ Explosion Proof Bi -Level	Supply & install the										4

*Oil Pressure Differential
Chiller Status
Condenser Water Flow Status
Chiller Water Flow Status
Manual Reset Alarm
Auto Reset Alarm
Communication Status
Chiller Enable
Chilled Water Set Point
Demand Limit Set Point*

ii) Following points shall be displayed/controlled as minimum thru software integration of Chiller Microprocessor Control Panel:

*VFD Speed Control
VFD-Power (kW)
VFD-Consumption (kWH)
VFD- Fault Alarm
VFD- Bypass Status
VFD-Speed (RPM) Feedback
CTL Address
Frequency Output
Speed
Current
Torque
Power percentage
Drive Temperature
kWH
Run Time hours
DC Bus Voltage Percentage
Last Fault*

First Fault
Second Fault
OK Fault
Reset Fault
Error Status

ANNEXURE V

NAME OF WORK: - Annual maintenance contract of 04 no. Cummins powered Diesel Genset model KTA 50 G98 & KTAA 19 G 10, ESN 25415837, 25415798, 25415838 & 25414467 for a period of 05 year at **TFC-Varanasi** by **Jakson Enterprises Pvt Ltd (JEPL)**.

TERMS AND CONDITIONS

1. **SCOPE OF WORK:** The work i.e. AMC shall include preventive/schedule maintenance on each Genset and breakdown repairing (in frame limited scope) of the Cummins make engine in order to ensure its trouble free operation for a period of 1 year (considering 600 hours running). Details of the AMC are as below:
 - i) **Service Visits:** Preventive maintenance shall be conducted @ every 300 running hours/6 months (whichever occurs earlier) on engine on schedule basis by way of thorough check-up and repairs on each Genset between B & C checks.
 - ii) **Visit dates:** will be decided in consultation with the Sea TV representative.
 - iii) **B/C Checks:-** JEPL shall conduct 'B' & 'C' maintenance check as below:
 1. Repetition of 'A' Maintenance check.
 2. Change of engine oil.
 3. Change of lube oil filter.
 4. Check of coolant value.
 5. Check visually of lube oil.
 6. Belt adjustment.
 7. Check of Air cleaner connection & filter. Replace in C Check.
 8. Check tappets (C Check).
 9. Check of foundation bolts, coupling, alternator etc.
 10. Record all oil pressures.
 11. Check of engine performance & sound.
 12. Replace Air cleaner elements on alternate B Checks.
 13. Descaling/cleaning of Radiator once a year. Regular maintenance to be done by Operator.
 14. JEPL shall provide B & C check kits, Air cleaner elements, lube oil, coolant etc. (list of items will be shared later), any spares beyond the contract, will be procured by TFC from JEPL:

iv) B & C Check: - As per maintenance procedure of manufacturer, Spares will be supplied by JEPL under contract. Any other spares reqd. will be supplied on the standard rates with applicable taxes

v) Other spares: as per requirement, can be supplied by JEPL if required during AMC at standard rates with applicable taxes. Prior approval shall be taken from TFC Varanasi for replacement of item/items other than above.

vi) Breakdown Visits: Breakdowns occurring in the Genset engine in the intermediate period between the maintenances, visits shall be attended on urgency basis.

vii) Response Time: JEPL service engineer shall reach at site within shortest possible time but not later than 4 hours (in working hours else max 24 hrs.) of receiving information through telephone/fax/email/mail from Customer.

viii) No. Of Visits: Visit will be maximum for 7 hrs. in a day, beyond that 2 visits will be counted. Encase, job requires 2 Service engineers, 2 visits will be counted. However, JEPL will provide 2 preventive & maximum 8 breakdown visits on each Genset. Sea TV will pay for additional visit as per Price Table.

ix) Special tools: required during maintenance of the engine shall be provided by JEPL. Only those tools that are available with Sea TV will be provided to the JEPL.

x) Repair of engine/components: However, Repairing of any components/engine will be carried out at our service centre and labour charges along with spares will be charged additional.

Spares: All spares has to be procured through JEPL by Sea TV.

ADDITIONAL B/C CHECK KIT COST EXTRA ON PRO RATA BASIS

3. MODE OF PAYMENT

- a) Payment shall be made in advance for one year while signing the contract.
- b) All travelling and boarding expenses of service engineers/firm's representative shall be borne by JEPL.
- c) No lodging, travelling will be borne by Sea TV.

4. TERMINATION OF THE CONTRACT

Any party can terminate the contract by giving 30 days prior notice in writing.

5. **ARBITRATION:** Any dispute or difference arising out of or in connection with the agreement or any rights or liability under the agreement and / or rights or liability arising on termination of this agreement shall be referred to the mutually agreed Arbitrator. The arbitration should be held at NOIDA in accordance with the provisions of Arbitration & Conciliation Act, 1996 or a statutory modification/s thereof.

For, Jakson Enterprises (P) Ltd

For, TFC-Varanasi

MAINTENANCE CONTRACT TYPE - DIAMOND

FOR MAINTENANCE OF ELEVATORS / ESCALATORS AT CUSTOMER SITE

FIRST PARTY (herein after referred to as IMEC) is engaged in the business of selling and providing services in relation to installing and maintaining of Elevators and Escalators at the Customer's site.

SECOND PARTY (herein after referred to as CUSTOMER) desires to avail the services of IMEC for the Maintenance of the Elevators / Escalators (hereinafter referred to as Equipment) at the Customer's site.

Hereinafter both IMEC and the CUSTOMER are collectively referred to as "the Parties" and individually as "the Party".

NOW THESE PRESENTS witnesseth and the Parties to this Contract hereby agree to the following terms and conditions:

1. MAINTENANCE SERVICES

1.1 Deployment of Technical personnel

1.1(a) IMEC shall deploy technically trained, skilled, qualified personnel to inspect, service, repair, replace and maintain the equipment.

1.1(b) The persons so deployed shall exercise all reasonable care and due diligence to maintain the equipment in a proper and safe operating condition.

1.2 Planned Maintenance

1.2(a) IMEC shall in accordance with the terms hereof, regularly examine, lubricate and adjust the equipment and carry out the planned maintenance in a systematic and controlled manner using its developed techniques and expertise. The frequency of examination will depend on the type of equipment and its location.

1.3 Repairs and replacement

1.3(a) IMEC shall replace all wire ropes as often as in its judgement is necessary to maintain an adequate factor of safety to equalize the tension on all hoisting ropes, repair or replace conductor cables and hoistway & machine room elevator wiring.

1.3(b) IMEC shall provide suitable lubricants compound to our rigid specifications.

1.3(c) In performing the services under this contract, IMEC will replace (identical or equivalent item) or at its option any component of the equipment rendered defective due to normal wear and tear and arising out of ordinary and reasonable use of the equipment.

1.3(d) IMEC shall replace the defective components on an exchange basis under which the replaced parts become the property of IMEC.

1.3(e) IMEC shall examine, lubricate, adjust and if conditions warrant, repair or replace all necessary equipment furnished and installed by us except for items stated in clause 1.5.

1.4 Inclusions

1.4(a) IMEC shall in accordance with the terms hereof agree to repair or replace, if required in the best judgement of IMEC the following parts:

- i. Machine, worm gear, thrust bearings, drive sheave, drive sheave bearings, brake and its components;
- ii. Motor, motor generator, motor windings, rotating elements, commutator, brushes, brush holders, bearings, coils, magnet frames and other mechanical parts;
- iii. Controller, cams, relays, PCBs, transformers and mechanical & electrical driving equipment;
- iv. Governor and its components;
- v. Car and hall buttons, car and hall position indicators, hall lanterns, car direction indicators and all other car and landing signal fixtures as installed by IMEC;
- vi. Deflector or secondary sheave, bearings, buffers, top and bottom limit switches, compensating chain assembly, car counterweight and counterweight shoes including rollers or gibbs;
- vii. Interlocks on hoistway door, hoistway door hangers, door gibbs, door operator, car door hanger, car door contact, safety shoe, MBS, load weighing equipment and car safety mechanism.
- viii. Escalators - escalator step comb, safety switches, drive chain, hand rail chain, drive roller, pressure rollers, step roller, step axle, motor belt and demarcation cleat.

1.5 Exclusions

1.5(a) IMEC shall assume no responsibility for the following items used for the equipment and which are excluded from the scope of this contract.

- i. Elevators – Car enclosure (including car door, car panels, car fixtures, door panels, hung ceilings, handrails, mirrors and flooring), hoist way enclosure, hoistway fixtures, hoistway doors, door frames, sills, sill angles, batteries, cabin lighting, intercom, emergency light, LCD/LED Screen in Car, MELEYE, MELEYE wiring and related accessories, any public announcement systems, security systems and external wiring from elevator shaft to control room and other places.
- ii. It is hereby specifically agreed that IMEC would not be liable in any way whatsoever to replace or repair free of charge, under this contract, any damage caused to all or part of the elevator as a consequence of a faulty electrical system, fire, water seepage flooding etc. In such event all repairs and replacements as may be necessitated, would be carried out at the cost and expense of the customer.
- iii. Escalators – Escalator outer sheeting, balustrade, handrail, handrail light, demarcation light, comb light, glass, step, landing plate, inner deck, outer deck, skirt panels and auto start.

1.6 Normal working hours

1.6(a) IMEC shall render maintenance services only during the normal working hours.

1.6(b) IMEC shall send its technical personnel at regular intervals and as frequently as the Company thinks necessary having regard to the age, nature and condition of the equipment to inspect and service the equipment. However, such visits by the technical personnel for maintenance services shall not exceed twelve (12) times per annum.

1.6(c) Where any maintenance services rendered by IMEC technical personnel outside the normal working hours, then such services will be charged separately by IMEC on the Customer as overtime

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premium hours. The payment for these services will have to be paid by the Customer immediately on submission of invoice.

1.6(d) For the purpose of this clause, services rendered during normal working hours shall mean that all works and services that are to be performed only between 09:00 a.m. and 06:00 p.m. from Monday to Saturday excluding local public holidays.

1.7 Safety tests

1.7(a) IMEC shall send its technical personnel to examine all safety devices and governors and conduct customary annual safety test.

2. PRICING & PERIOD

2.1 Service fee

2.1(a) In consideration of the Maintenance Services that IMEC agrees to render as above, the Customer hereby agrees to pay to IMEC the price as specified in the Maintenance Contract wherein the details of the equipment and the contract period were also stated.

2.1(b) The Maintenance Contract forms an integral part of this Contract and is legally binding.

2.2 Taxes & Duties

2.2(a) The price as mentioned in the Agreement is exclusive of all GST, Taxes and Levies as applicable and these shall be charged extra at the rates prevailing at the time of billing.

2.3 Tenor

2.3(a) This Contract is valid for a period of one (1) year from the date of its execution and subject to renewal on yearly basis upon mutual consent by the Parties.

2.4 Price adjustment

2.4(a) The price fixed as per this Contract will be firm for a contracted period of one (1) year and subject to revision every following year consequent to its renewal.

2.5 Extended tenor

2.5(a) The Parties to this Contract hereby agree that this Contract would still remain in force for a further period of thirty (30) days from the date of expiry of its validity period of one (1) year.

2.5(b) The Parties further agree, within thirty (30) days from the expiry of this Contract, to renew the same on mutually agreed terms for a further period of one (1) year. If renewal by the Parties was not done within thirty (30) days from the expiry of the Contract, then this Contract would be null and void from the expiry of the said thirty (30) days.

2.5(c) In the event of non-renewal of this Contract, the Customer hereby agrees to pay the charges for the services rendered by IMEC during the said thirty (30) days period.

3. PAYMENT TERMS

3.1(a) Terms of payment shall be as specified in the Maintenance Contract, which is an integral part of this Contract.

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3.1(b) Upon receipt of invoice by the Customer from IMEC, the Customer shall have to pay the invoice value within seven (7) working days from the receipt thereof.

3.1(c) If the Customer fails to pay the invoice amount payable hereunder when due and payable in accordance with this agreed payment terms, the Customer agrees to pay the delayed payment along with interest @1.5% per month from the date of due till the date of payment.

3.1(d) IMEC shall also have the right, without prejudice to other remedies, to suspend immediately the provision of the Maintenance Services including call back services until the payments due to IMEC (with interest) have been paid in full.

4. CUSTOMER'S OBLIGATIONS

4.1 Safety

4.1(a) The Customer shall ensure and provide to technical personnel of IMEC a safe working condition and areas associated therewith is free from danger of falling objects; of ungrounded electrical wires and of tripping hazards, etc.

4.1(b) IMEC reserves the right to suspend this Contract if it is of the opinion that the Customer does not provide adequate safety to the personnel of IMEC, who is exposed to hazardous working environment at the site.

4.2 Statutory Compliance

4.2(a) The Customer shall obtain all necessary and periodic inspection reports, approvals as and when required from the Electrical / Lift Inspectorate or from any other Authorities.

4.2(b) The Customer shall comply with all Rules, Regulations and the Orders of Government agencies, if applicable, for the maintenance and operation of the equipment.

4.2(c) All expenses incurred for obtaining the approvals/reports and for compliance with Statutes will be borne by the Customer.

4.3 Power Supply

4.3(a) The Customer shall provide the Machine Room with adequate lighting, cooling, moisture control and/or ventilation as may be required in the judgment of IMEC.

4.3(b) The Customer shall provide to the technical personnel of IMEC the required working conditions suitable to carry out the maintenance activities.

4.3(c) The Customer shall supply suitably rated voltage stabilizer in the lift machine room for each elevator to accommodate voltage fluctuations beyond +5% or -10% of the equipment rated voltage as may be required in the judgment of IMEC.

4.4 Accessibility

4.4(a) The Customer shall give free and safe access to the equipment, landings, lobbies and machine room associated therewith and all areas mentioned herein by the personnel of IMEC.

4.4(b) The Customer shall keep all machine rooms and pit areas free from water, stored materials and rubbish/debris.

4.5 Preventing third party to make repairs & access

4.5(a) The Customer shall not direct or permit the repair, alteration, replacement , adjustment or any interference with any of the equipment or any part thereof by any person or organization other than the personnel of IMEC without prior written consent from IMEC.

4.5(b) The Customer shall prevent any person other than the authorized personnel of IMEC from any areas enclosing mechanical or electrical equipment. These areas will be solely for their access for maintenance related purposes.

4.6 Negligence or misuse of the equipment

4.6(a) Renewals or repairs necessitated by reason of negligence or misuse of the equipment or any other cause beyond IMEC control except ordinary wear and tear shall be under Customer scope.

5. GENERAL

5.1 Call Back Service (Break down service)

5.1(a) IMEC agrees to provide emergency Call Back Service at no extra charge under this Contract. This Call Back Service will be available 24 hours on all working days as well as holidays for elevators located in cities where IMEC has a Service Centre.

5.2 Customer Care Centre

5.2(a) IMEC Customer Care Centre is a 24/7 helpdesk for reporting technical failures and faults in the equipment or for requests of other assistance on site.

5.2(b) IMEC Customer Care Centre can be easily accessed through all India Toll Free No.1800-102-2211

5.3 Shut down for maintenance activities

5.3(a) IMEC, in the course of discharging its duties such as inspection or repair with respect to the location may shutdown the unit/s concerned as may be necessary to do so.

5.4 Malfunctioning

5.4(a) If any unit is malfunctioning (a failure to function normally), then the Customer hereby agrees to authorize IMEC to remove the unit for repairs in order to bring the said unit to a safe operating condition.

5.4(b) The Customer hereby agrees that till IMEC makes the unit available in a safe operating condition, the services rendered by the unit will be kept suspended till such time.

5.4(c) The Customer further agrees that during the service suspension period of the unit, IMEC will not be held responsible for any consequential business loss or damages/incidents occurred during such intervals.

5.5 Control and Possession of equipment

5.5(a) The parties to this Contract agree that all the control and possession of the equipment vests with the Customer exclusively and IMEC do not assume or accept possession for management of any part of the equipment.

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5.6 Insurance & Employees welfare

5.6(a) IMEC hereby confirms that the employees deployed in the site for maintenance activities under this Contract are covered under the provisions of ESI Act or under the Workmen's Compensation Act or the Company's Group Personal Accident Insurance Scheme as the case may be. This implies that IMEC is committed to the welfare of its employees.

6. DISCHARGED LIABILITY

6.1 IMEC shall not be held liable and shall be exempted from compensation liability in either of the following cases;

- a) Any damage to any parts owned by, possessed exclusively by, or managed under the responsibility of the Customer.
- b) Any damage caused by an act of the Customer or of by any third party to the equipment, such as moving, removing, upgrading or adjusting of the equipment.
- c) Any damage caused with an intention or negligence of the Customer or by any third party or an account of any reasons not attributable to IMEC.
- d) Any delay or failure of performance of any provisions of this Contract, due to force majeure, including but not limited to acts of Government, strikes, lock-outs, fire explosion, theft, floods, riots, civil commotion, war, malicious act or acts of God, seepage of rain water into the equipment located in the Machine Room/hoist way, etc. whatsoever.
- e) Any damage suffered by the Customer or the third party due to unexpected taking leave of absence from work or temporarily closing of business operations, trading losses or lost earnings.

7. TERMINATION OF CONTRACT

7.1 IMEC shall be entitled to terminate this Contract under the following circumstances;

- i) Where the legal and beneficial ownership of the building has changed.
- ii) Where the Customer fails to pay the amount under this contract within sixty (60) days from the date of receipt of invoice.
- iii) If in the opinion of IMEC, the equipment is tampered by any third party or has been subjected to improper use.
- iv) If IMEC is prevented from performing any obligation under this contract by any cause outside its control.
- v) If Customer is unable to pay the debts or declared insolvent, IMEC reserves the right to terminate by charging the Customer a termination fee equal to 35% of the amount payable by the Customer for the remaining term of the Contract. The Customer hereby agrees to pay such termination fee to IMEC for the loss suffered as a result of termination without any delay or demur.

7.2 The Customer shall be entitled to terminate this Contract by giving (sixty) 60 days notice in writing to

IMEC in either of the following events;

- i) Where the building is vacated

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ii) Where the Customer furnishes the proof that there has been a change in the legal beneficial ownership of the building.

8. EARLY TERMINATION

This Contract binds the parties for the agreed duration period. If the Customer terminates this Contract before the expiry date and without material breach of contract by IMEC, the Customer shall pay to IMEC an indemnification of 50% of the amount to be invoiced for the remaining services until the expiry date. Such indemnification is calculated based upon the invoice, taking into account the discounts granted to the Customer for duration of the Contract.

9. ASSIGNMENT

9.1 Neither party may, without written consent of the other party, assign to any third party, or have any third party to succeed to, any rights or obligations provided for in this contract.

10. AMENDMENT

10.1 The Parties shall mutually agree to amend this Contract by way of executing a Supplemental Agreement to this main Contract by affixing their seal and signature thereunder.

10.2 The Supplemental Agreement executed pursuant to this Contract shall form an integral part of this Contract.

11. CONFIDENTIALITY

11.1(a) Neither party shall disclose or communicate to any third party any confidential information of the other party, which has come to be known in connection with this Contract.

11.1(b) The obligation of confidential information as set forth in this clause shall survive any termination, cancellation or expiration of this Contract.

11.1(c) In the event that confidential information is disclosed to any third party for a reason attributable to either party and the other party suffers damages as a result of such disclosure, then the disclosing party shall compensate the other party for such damages as required by laws and regulations.

12. ANTI-BRIBERY AND ANTI-CORRUPTION

12.1(a) Each Party represents and warrants that it has not and will not directly or indirectly pay, offer, give or promise to pay or authorize the payment of, any portion of the compensation or reimbursements received hereunder or any other monies or other things of value to an officer or employee of a government of any department, agency, or instrumentality thereof, an officer of employee of a public international organization; any person acting in an official capacity for or on behalf of any government or department, agency, or instrumentality or public international organization; any political party or official thereof; any candidate for political office; or any other person, individual or entity at the suggestion, request or direction or for the benefit of any of the above-described persons and entities, or engage in acts or transactions otherwise in violation of any applicable anti-bribery legislation, including but not limited to anti-bribery laws of the geographic area where the goods are to be delivered or services provided including the Indian Prevention of Corruption Act, 1988 (Indian Anti Bribery Law) as well as the Foreign Corrupt Practices Act of the United States, as amended from time to time (the "FCPA").

QUOTATION NO:

17th January 2018

12.1(b) Each Party hereby covenants and agrees that it and its employees and authorized agents, will comply with the obligations set out in this Section and Indian Anti Bribery Law/ FCPA and acknowledges that the other Party's entering into this Contract is conditioned upon such representation and warranty.

12.1(c) Any action by a Party or its agents determined in good faith by the other Party to be in contravention of this Section shall result in termination of this Contract and any other business relationship between the Parties.

13. ARBITRATION

13.1 In case of disputes or differences arising between the parties touching the meaning, construction, interpretation, breach or fulfilment or non-fulfilment of the terms of these presents or any clause or condition thereof, the same shall be referred to the decision of an arbitrator in accordance with the provisions of Arbitration and Conciliation Act 1996. An arbitrator for the purpose shall be appointed by the parties upon mutual consent.

14. JURISDICTION

14.1 This Contract shall be deemed to be concluded at Chennai, India as the Registered Office of IMEC is situated at Chennai. Only Courts in Chennai shall have jurisdiction in the event of any dispute arises between the Parties whatsoever.

15. This proposal when accepted by the Customer and approved by IMEC's authorized official shall constitute a contract between the parties and all prior representation or agreements not incorporated herein are superseded.

IN WITNESS WHEREOF the parties hereto have at Chennai affixed their signature the day and the year first above written.

ACCEPTED

For and on behalf of the Customer

For Mitsubishi Elevator India Private Limited

(CUSTOMER)

(MEIPL)

APPROVED BY

For Mitsubishi Elevator India Private Limited

(AUTHORISED OFFICIAL)

Witnesses:

1.

2.

To
TFC WORKS
VARANASI
NBCC (INDIA) LTD



Dear sir,

Please find the scope of work of Low side and High side (Chiller side) here below.

Scope of work for Maintenance and breakdown:

Low Side Work:

1. To check & tighten all nuts & bolts.
2. To check & adjust the belt tension and pulley of the AHU blower unit.
3. To clean the AHU blower.
4. To check & adjust all the control settings.
5. To check the bearing temperature of motor/ pump motor/ AHU motor. If found any abnormality in the bearing of the above equipment the same shall be replaced.
6. To check the tightness all termination of electrical equipments. Any component found defective and beyond repairable shall be replaced.
7. To check of all glands and seal of pumps.
8. To check the control wiring.
9. To check motors winding and rewinding if burnt out.
10. To clean the air filters & cooling coils of the AHUs.
11. To check proper working of all the meter gauges. Replacement of the same if found defective
12. To check the proper functioning of the electrical parts like contactors, overload relay & display units. Cleaning of the contractor with CRC.
13. To clean the over head make up water tank.
14. Greasing & cleaning of the pump motor, if required.
15. Cleaning of Cooling tower's sumps , nozzles etc.

Chiller's Work: High side

16. To Check parameters of the chillers. Setting the parameters suitable for operational requirements.
17. Diagnosis the problems of chillers and rectify the same.
18. Replacement of sensors and binding the same with the chiller panel
19. Gas, Oil decanting from the chillers and charging to the chiller. If required.
20. Replacement of spares of chillers, if required.
21. Cleaning of contractor, checking the control circuit.

Scope of work for Capital Maintenance: Once a year

1. Greasing of AHU's & Pumps' Motor, Heat varnishing.
2. Overhauling of pumps.
3. Cleaning of cooling coil & air filters of the AHUs
4. Cleaning of air handling unit fins with chemical & water solutions
5. Checking of electrical & control panel, all the electrical equipments like contactors, overload replay, fuse base are to be checked. The wiring of all electrical & control is to be checked
6. Checking of the electrical panels from the source side.
7. To check the damaged cold insulation on the break up as well as cooling water lines.
8. To Check the overhead make up water tank if found any leakage in it.
9. Replacement of all old & non functioning metering gauges for water circuit as well as refrigerant lines.
10. Operation parameters check. Power consumption checking. Advising to improve the energy consumption.
11. Servicing and cleaning the cooling towers, fills cleaning, if require.

Excluding Major repairs & replacement of Compressor, Condenser, Cooling Coils and any sheet metal and structural parts

Yours truly

for Aircon India Incorporated,


Bipradas Pal
General Manager - CHU and PLC Service
Mobile: +91 98540 98661, Email ID: bipradas.pal@airconindia.net



Aircon India Incorporated

Head Office: Tivoli Court Flat - 95, 1C, Balvaunee Circular Road, Kolkata - 700 019.

Scope of Work under Comprehensive AMC

Annexure

Service Levels:

- Response On Site : As mentioned in the Priority Service Call table
- Support Type : On Site Comprehensive.
- Corrective Maintenance: Any nos. of equipment breakdown call annually.
- Preventive Maintenance: 2 Preventive Maintenance Annually

Scope of Work under Preventive Maintenance for FAS:

- Check whether devices are functioning properly by giving alarms randomly at different locations through detectors and by pulling MCP's
- Cleaning of dirty devices.
- Check the electrical connections, Dressing, Marking etc.
- Review the devices maintenance level from the panel.

Scope of Work under Preventive Maintenance for CCTV:

- Cleaning of cameras, checking of loose connections in CCTV wiring.
- Checking for proper fixing of power supply.
- Checking the focus of camera lens
- Checking of NVR for Recording of cameras.
- Checking the Recorded Clarity
- Checking the backup period.

Scope of Work under Preventive Maintenance for BMS

- Check and verify all system points (Input / Output) and commands by executing them.
- Verify that the set points are correct and are within the recommended limit.
- Check if none of the equipment is damaged or broken
- Check for device working Status during command
- Check for communication i.e RS485/TCP/IP for controllers
- Back up of Data Base to be checked
- Checking of Menta logic
- Check if desired reports are generated.
- Check of alarm generation in case of limit/ threshold crossed.
- Cleaning of panels, proper terminations, dressing and marking (Feruling).

Scope of Work under Preventive Maintenance for EPABX

- Checking functionality of the system
- Cleaning of Panels.
- Check the electrical connections, Dressing, Marking etc.
- Checking of field units.

Support Deliverables

1. The Support provided is comprehensive and will cover hardware and associated labour expenses.
2. **Customer** will have to log a call in the Vendor Toll Free Call Centre Toll Free: 1-800-103-0011
3. The call will be routed to the nearest Vendor Area Office
4. An engineer will be notified to attend the call.
5. The engineer will try to understand the problem on the telephone and try to provide telephonic assistance for first level resolution.
6. If onsite support is required, the Vendor Area Office will depute an engineer for technical assistance on site.
7. Hardware Repair, Service & Return (including freight, duties and other charges to and fro), included in the price quoted.
8. Any repair/ replacement of field equipment will be done within 7-8 working days of identifying the fault.
9. Any repair/ replacement of high-end equipment will be done within 12-15 working days of identifying the fault.
10. Ladders/high rise ladders should be provided by customer at site to carry out PMS/rectification works.

Activities out-side the scope of this support service:

The following activities are outside the scope of this agreement:

1. Any problems diagnosed to be on non-Service Provider application software / RDBMS malfunction.
2. To solve any performance issues due to application software not supplied by Schneider
3. For any system administration activities like taking backups / restoring, etc.
4. For any work external to the product, which affect performance of the product like power supply cable for main power source etc.
5. For furnishing rubber parts, plates, supplies, painting or refinishing the product and making specification changes.
6. Defect created by the mishandling of the equipment by person not authorized by Schneider
7. All cables connected external to the system are not covered under this AMC purview.

8. PC / Server hardware and operating system are not covered under this scope
9. Cable material and cabling labor work is not covered.
10. Shifting or Re-installation of the equipment will be charged extra.
11. Replacement or repair of defective Devices/ Spares/ Parts.
12. Refilling of FM200 Gas or equivalent and reinforcement of consumables consumed during the testing or service of the equipment by SEIPL engineer at any point of time is excluded from the scope of this contract.
13. Health checkup or certifications of any cylinders/system are not part of this contract
14. In case of Baggage scanner or X Ray machines, the X-Ray box will not be in the scope of contract
15. Calibration or certification of any equipment is not in the scope of the contract
16. Warranty will not be applicable for any equipment that is replaced in the contract
17. The price agreed is for the complete contract in line with the scope of work and BOQ. In case of any change in the BOQ or scope of work of the contract, the same will be applied base on the due commercial changes
18. The payment due to SEI has to be released, irrespective of the fact that customer has utilized the equipment or not. Customer can de scope any part of the contract after providing 30 days' advance notice and mutually acceptable commercial changes.

Support Timings	From Monday to Friday (exclude Public Holidays)Timings :9.30a.m to 6:00pm
Type of Support	Telephonic assistance at the time of logging the call. In case the problem resolution necessitates an onsite visit, an Engineer will attend the call onsite.
Response Commitment	Engineer/Coordinator will respond within 4-6 working hrs for call report before 14:00 hrs. For calls logged after 14:00 hrs On-site support will be provided within 3 Business Days.
Resolution Commitment	Within 8-10 working days.

❖ **Exclusions: This Agreement shall not extend to:**

- Electrical work external to the equipment or maintenance of accessories, attachment not covered under this Agreement.
- Replacement of any consumables accessories or missing parts is chargeable extra.
- Breakdown attention visits, repairs, replacement in the event of malfunction or damages.
 - a. Due to incorrect operation, abnormal usage or any other misuse or due to use of sub-standard consumables or service attention from source other than an authorized representative of Schneider Electric India Private Limited
- Training additional operators, major upgrading of machines or making specification changes, items normally of operator responsibility and performing advice connected with re-location of equipment, replacement of Consumables etc.
- Any requirement of general machine overhauling, painting or plating of parts or re-furnishing and incidental costs towards bringing and returning any assembly of the equipment to any Schneider Electric India Private Limited.
- Support for IT backbone will be provided by customer as and when required and that will be completely out of scope from Service Provider scope of work.
- "If any product become obsolete in the period of the contract then the same will be replace from our available stock or may also be replaced with an equivalent make or with suitable different make. This may partially affect or Improve the performance of the system performance." If in case a suitable make is not available then the system will be excluded from the scope of AMC and the required price reduction based on mutual acceptance will be offered to the customer for the future period of the contract.
- Any Scope of Work not specifically mentioned in this contract will not be part of this contract.



From,
Ceasefire Industries Pvt Ltd.
Plot no. 4, 2nd Floor, Sector-135
Noida, Gr Noida Expressway
Noida-201301 Uttar Pradesh

To,
M/S Deen dayal Hastkala Sankul
Formely known as Trade Facilitation Centre & Craft Museum
Bada lalpur TFC WORKS, Varanasi.

Kind Attn. Mr. Akhleshwar Shukla

Dear Sir,

Sub: Offer for Annual Maintenance Contract (NON-Comprehensive).
Enclosed here with please find the detailed offer regarding the AMC for the Fire Fighting System,
installed at Trade Facilitation Centre & Craft Museum Varanasi, Uttar Pradesh.

The enclosed docket contains, the scope of work, template of various reports, maintenance check list
etc.

Awaiting for your favorable reply at the earliest

Thanking you and assuring you of our best services at all times.

For Ceasefire Industries Pvt Ltd.

Anuj Bansal
8800883424

Place : Noida

Date :15 March 2018



Non Comprehensive Contract

For

Deen dayal Hastkala Sankul
(Formerly known as Trade facilitation center and Craft Museum)
at Bada lalpur Varanasi, Uttar Pradesh.

Offered By.....



**Ceasefire Industries Pvt Ltd.
Plot no. 4, 2nd Floor, Sector-135
Noida, Gr Noida Expressway
Noida-201301 Uttar Pradesh.**

Connect 1800113473/+91 1204223473

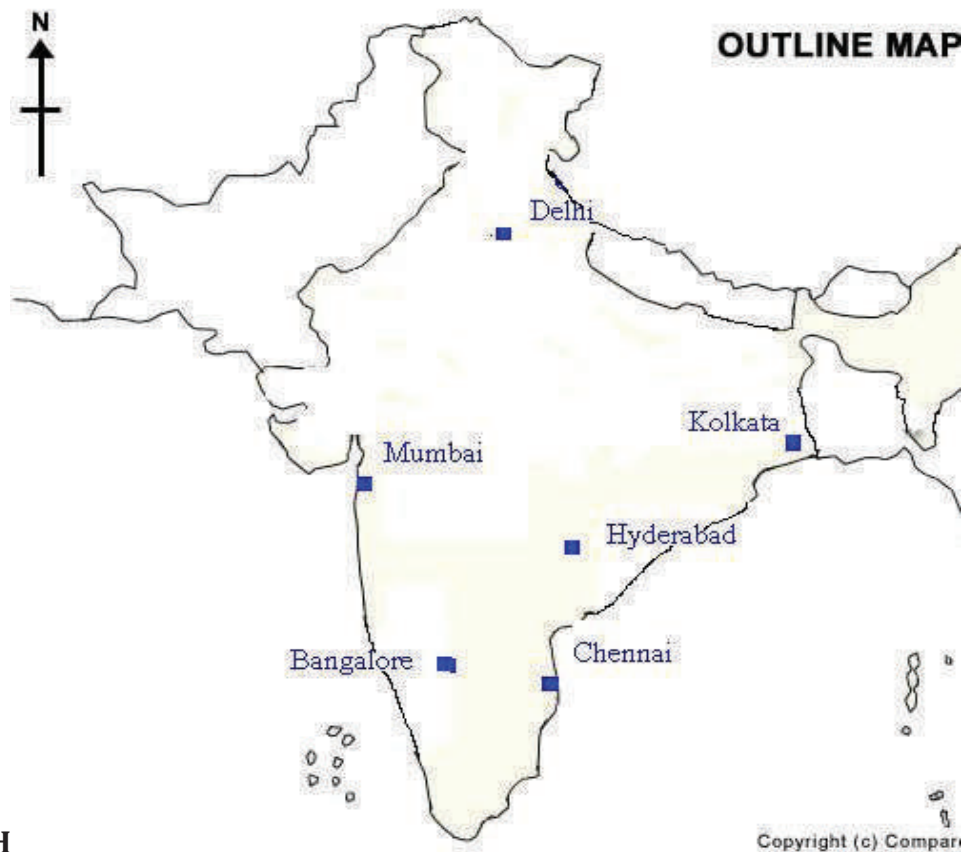
Visit us @ www.ceasefire.in



Ceasefire - a snap shot

INTRODUCTION

- Established in 1989
- Headquartered in Noida.
- Offices in 60 cities & operation in more than 300 Cities across the country
- >2000 employees



OUR REACH

OUR STRENGTHS

- Design
- Engineering
- Project Management and Execution



- Installation and Commissioning
- Testing
- ***Post Sales Maintenance (AMC)***

POST SALES MAINTENANCE (AMC)

We offer a whole range of solutions on Annual Maintenance Contract viz.

- ***Non-comprehensive AMC***
- ***Operational AMC***

However we suggest for a Non-Comprehensive AMC where-in our team of engineers will monitor the whole activities on behalf of you and submit reports as per client needs.

1. Engineer (Supervisor)
2. Technician

SCOPE OF WORK:

DETAILS OF MAINTENANCE SCHEDULES

Maintenance of Fire Fighting System.

The following activities /works / checks will be performed by our staff on Quarterly basis which will be dully recorded in the log book with date and time.

Fire Hydrant System:



Quarterly:

- Ensure that all hose reels gate valves are at “CLOSED” position after servicing.
- Remove any salt deposit from the pipe joints. Remove rust and apply anti-corrosion paint to the pipe surface.
- Check that all hydrants and hand wheels are operative, and lubricate the screw threads if necessary.
- Check all valves are in correct position and operative during test.
- Check leakage etc. in the system
- Each length of hose shall be uncoiled, laid out straight and examined with particular care being taken to see that the washers in female couplings are intact and in good condition and that the hose is not damp or attracted by mildew.
- All hydrants shall be checked by opening and closing the valve and spindle to ensure that they are free in operation.
- Visually inspect piping supports and connections.
- Grease the exposed valve spindles to avoid rust development.
- Check the proper operation of flow switch.
- Inspect metal components for corrosion and if found necessary, wire brush to clean metal and paint with an approved anti-corrosion paint system.
- . Check water pressure in the system (minimum 3.5 kg / sqm.)
- Measure and record major operational parameters, including motor starting current and running current. Ensure that the operating parameters correlate with the operating conditions.
- Clean the hydrant system thoroughly.



Electric Operated Fire Hydrant & Jockey Pump's

Quarterly Checks

- Test the duty and standby fire services pump.
- Track the motor starting current and report any abnormalities.
- Check electrical wiring and electrical components condition.
- Check condition of starter contacts, report to be replaced.
- Visually inspect piping supports and connections.
- Check and re-tighten any loose bolts and nuts in proper sequence.
- Check condition of gland for excessive wear, report to replace if required.
- Check for normal operation of the check valve.
- Adjust pump packing if installed to reduce water Leakage.
- Check alignment between motor and pump.
- Check the pump bearing, and oil or grease and clean if necessary.
- Check for proper operation of the associated control and safety device, reset if required.
- Check for "automatic" indication of controller lights.
- Inspect pump casing, supporting framework, starter panel and control panel for corrosion and if found necessary, wire brush to clean metal and paint with an approved anti-corrosion paint system.
- Grease the vibration isolators if necessary.
- When the fire services pump is stationary, operate the valves of the fire services system to prevent accumulation of salt deposits onto the valve stems.
- Inform the person responsible for the operation of the equipment of any changes or adjustments.



Diesel Engine Operated Pump

Quarterly : General Service

- Inspect the entire installation for signs of damage or overheating. Immediately make good any damage, etc.
- Replenish all spare parts and consumables used.
- Sign of lubrication oil leakage
- Coolant level in radiator
- Fan belt tension
- Sign of leakage from the fuel supply system
- Sign of corrosion on battery terminals
- Restriction in exhaust air flow path
- Sign of water leakage from radiator and hose connections
- Restriction in ventilation air flow path
- Check air cleaner restriction indicator. Replace the filter if necessary.

Start up the Pump and run for not less than 30 minutes and carry out the following actions:

- Take records of all meter readings and the colour of smoke while Engine is running.
- Record for any abnormal noise and vibration during

When the engine was shut down, carry out the following actions:

- Perform visual checks on any leakage and tighten connections wherever required.
- Prepare and submit test reports.



- Check the water level in the radiator and top up if necessary.
- Check the lubricating level and top up if necessary.

Battery:

- Check the Specific gravity of battery cells and Voltage
- Tap up the distilled water if required.
- Tight the cable terminals
- Apply petroleum jelly on the terminals
- Inform the person responsible for the operation of the equipment of any changes or adjustments. Submit report including recommendations for any improvement works.

Hose reel Box & hydrant its accessories:

Quarterly

- Ensure that all hose reels gate valves are at "CLOSED" position after servicing.
- Remove any salt deposit from the pipe joints. Remove rust and apply anti-corrosion paint to the pipe surface.
- Check that all hydrants and hand wheels are operative, and lubricate the screw threads if necessary.
- Check all valves are in correct position and operative during test.
- Check F.S. inlet by inserting adaptor to check that: -
 1. Threads are in order.
 2. No leakage occurs.
- Each length of hose shall be uncoiled, laid out straight and examined with particular care being taken to see that the washers in female couplings are intact and in good condition and that the hose is not damp or attracted by mildew.



- All hydrants shall be checked by opening and closing the valve and spindle to ensure that they are free in operation.
- Visually inspect piping supports and connections.
- Grease the exposed valve spindles to avoid rust development.
- Submit report including recommendations for any improvement works.
- Check for all Accessories.
- Clean the Hose reel box inside thoroughly

Fire Pump Electric Control Panel:

Quarterly

- Visually inspect equipment for unusual conditions, overheating, etc.
- Clean the switchboard surface to remove debris and dust.
- Check for correct labeling of circuits, fuses, switches, and terminals.
- Check and re-tighten any loose bolts and nuts in proper sequence.
- Check for presence of danger and warning notices.
- Check for presence of diagrams, instructions and other similar information.
- Check the Running of the Electric driven fire hydrant pump and motor, Diesel engine Hydrant Pump & Water curtain Pump.
- Check for adequacy of ventilation and clean the intake and exhaust filters/ louvers as required.
- Check for proper operation of ammeters, volt meters, indication lamps, over current protection relays and earth fault protection relays.
- Check for functioning of battery charger
- Submit report including recommendations for any improvement works.



Scope of Equipment:- (Trade Facilitation Centre & Craft Museum)

S. No.	Item Description	Unit	Qty	Remarks
1	Water curtain Nozzle	Nos.	420	
2	Butter fly Size: 80,100,150 &250 mm	Nos.	102	
3	MCC Panel	Nos.	1	
4	Electric driven Hydrant Pump & Sprinkler pump , water curtain pump with motors	Nos.	3	
5	Electric driven Jockey pump with motors	Nos.	2	
6	Diesel engine Hydrant Pump & Water curtain Pump ,	Nos.	2	
7	Testing assembly	Nos.	18	
8	Motorized Valve	Nos.	24	
9	Flow switch	Nos.	18	
10	Hydrant Valve	Nos.	72	
11	Pressure Gauge	Nos.	63	
12	RRL Hose pipe	Nos.	144	
13	Fire man axe	Nos.	72	
14	Branch Pipe	Nos.	71	
15	4 Way Hydrant System	Nos.	13	
16	Suction coupling for fire brigade draw	Nos.	01	
17	Sprinkler			



1. Operational AMC Quote: First year Price (Quarterly Visits)

<i>Summary of Systems: Fire Fighting System</i>
Quote for Non-comprehensive AMC for One year from Date of issue of confirm Service order.
Manpower requirement : Supervisor -1,Technician :- 2 No
FIRE FIGHTING SYSTEM :- Rs.1909845/-
Only Non-comprehensive AMC quote is Rs. 1909845/-
GST Taxes Extra As Applicable

2. AMC Quote for 5 years

Ist year Pricing	1909845 INR Per Year
2nd year Pricing	2100830 INR Per Year
3 rd Year Pricing	2415953 INR Per Year
4 th Year Pricing	2899145 INR Per Year
5 th Year Pricing	2899145 INR Per Year



General Terms and Conditions:

1. The above offer is valid for 30 days.
2. Payment: 100% along with your official WORK ORDER.
3. GST as applicable will be charged extra.
4. This is only a **Non-Comprehensive AMC** and this does not cover any replacement of Spares if misused / theft or and damaged due to natural calamity.
5. Cables & Pipes are not part of the AMC.
6. Inspection will be carried out before beginning the AMC and any spare required to make the System in working condition will be charged extra before starting the AMC.
7. After each maintenance / testing, the details will be entered in the log book (maintenance) register along with the of testing date and results achieved. The entry in the register will be countersigned by the departmental Engineer.
8. The demonstration on the working of system shall be given, once in a fortnight, to the Engineer-in-charge
9. Without approval from the site Engineer, no fittings / materials will not be removed for the purpose of repairs.
10. We shall depute to site one qualified Engineer to check the whole system at least once every Quarterly. A proper record will be maintained duly signed by the Engineer and countersigned Engineer of the Employer concerning such visits.
11. Four quarterly Visit by our qualified Engineer at your site in year, Routine maintenance visit once In a quarterly and emergency Call visit incase system is observed completely shut down, Complaint will be attended within 24Hours after received the call and email by us.
12. Complaint Log in following Number.

Tell: 1800113473/+91 1204223473, Email: - enquiry@ceasefire.in

We hope the above is line with your requirements and look forward to your valued patronage.

Yours Truly

For Ceasefire Industries Limited

ANNEXURE VI

List of Gadgets & Lights (Installed and Managed by O&M Agency of Crafts Museum), Crafts Museum, Varanasi

	<u>Item</u>	<u>Qty (Nos)</u>	<u>Place</u>				<u>Item</u>	<u>Qty (Nos)</u>	<u>Place</u>
A	Spot lights/Track lights	235 Total					E	Touch screen kiosks	10 Total
		16	Reception					1	Reception
		60	Textile Gallery					3	Textile Gallery
		42	Handicrafts Gallery					2	Handicrafts Gallery
		26	Immersive Zone					1	Carpet Gallery
		24	Carpet Gallery					1	DIY Room
		37	DIY Room					1	Contemporary Textile Gallery
		1 hanging light	DIY Room					1	Immersize Zone
		26	Library						
		3	Contemporary Textile Gallery						
B	LED tubelights	8 Total					F	Computers	6 Total
		5	Auditorium (AV Room)					1	Reception
		3	Library					1 high end server	Immersive Zone - Control room
								1	DIY Room
								2	Library
								1	Auditorium (AV Room)
C	Projectors	12 Total					G	Printer	2 Total
		1	Auditorium (AV Room)					1	Reception
		8	Immersive Zone					1	Library
		3	Carpet Gallery						
D	Sound system						H	LED TVs	2 Total
		2 speakers + 2 amplifiers	Auditorium (AV Room)					1	Reception
		4 speakers + 1 woofer + 2 amplifiers	Immersive Zone					1	Curator's room