

REQUEST FOR PROPOSAL (RFP)

For

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

in

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



February 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/>

Disclaimer and Confidentiality

This document has been prepared by NHDC ("Authority") on behalf of Ministry of Textiles, Govt. of India solely for the purpose of providing information to potential Applicants. It is provided on a confidential basis and is not to be distributed or reproduced in whole or in part without the prior written consent of NHDC.

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

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

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

This document may contain information prepared by third parties. Figures, calculations and other information contained in this document that has been provided to NHDC by third parties have not been independently verified by NHDC. Any projections or analyses represent best estimates only and may be based on assumptions, which, while reasonable, may not be correct. Past performance of any property or market information, if any, described in this document is not a reliable indication of future performance of such property. At all times, NHDC acts as an Authority only. Except where otherwise provided, all references to fee, rent, income or price are Tax/GST exclusive. Users should not rely on any information contained in this document as a statement or representation of fact and must make their own enquiries to verify and satisfy themselves of all aspects of such information, including without limitation, any income, fee/rentals, dimensions, areas, zoning and permits. While the information in this document has been prepared in good faith and with due care, no representations or warranties are made (express or implied) as to the accuracy, currency, completeness, suitability or otherwise of such information. NHDC, its advisors, officers, employees, subcontractors and agents shall not be liable (except to the extent that liability under statute or by operation of law cannot be excluded) to any person for any loss, liability, damage or expense arising directly or indirectly from or connected in any way with any use of or reliance on such information.

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

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

NHDC may in its absolute discretion at any time, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

NHDC may also withdraw or cancel the RFP at any time without assigning any reasons thereof.

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

The issue of this RFP does not imply that 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.

TABLE OF CONTENTS

Disclaimer and Confidentiality	2
Notice Inviting Tender (NIT).....	7
Term Sheet.....	9
Section – 1: Instruction to bidders	13
1.1 Project Introduction	13
1.2 General.....	13
1.2.1 Scope of Tender	13
1.2.2 Authority	14
1.2.3 Reporting Authority	14
1.2.4 Eligibility Criteria	14
1.2.5 Technical Evaluation	15
1.2.6 Proposal Preparation Cost	16
1.2.7 Project Inspection and Site Visit	16
1.2.8 Only One Proposal	16
1.2.9 Taxes	16
1.3 Bidding Instructions.....	18
1.3.1 Brief Description of Bidding Process	18
1.3.2 Special Instructions for Preparation of Proposal	18
1.3.3 Submission of queries	19
1.3.4 Clarification and Amendment of RFP document	20
1.3.5 Applicants submission for Eligibility Criteria	20
1.3.6 Applicants submission for Technical Proposal	20
1.3.7 Applicants submission for Financial Proposal	21
1.4 Instructions to Bidders for Online Bidding.....	21
1.4.1 Registration	21
1.4.2 Searching for Tender Document	21
1.4.3 Preparation of Bids for online submission	22
1.4.4 Submission of Bids	22
1.4.5 Assistance to Bidders	23
1.5 Modifications/Substitution/Withdrawal of Proposals	24
1.6 Opening of Proposal	24
1.7 Evaluation of Proposal	24
1.7.1 Technical Evaluation	24
1.7.2 Financial Evaluation and Selection of Bidder	25
1.8 Award of Work	25
1.9 Execution of Service Agreement	25
1.10 Implementation Process and Contract Period	25

1.10.1 Mobilisation Period	25
1.10.2 Contract Period	25
1.10.3 Payment Terms and Escalation	25
1.11 Performance Security	26
1.12 Bid Security/EMD	27
1.13 Power of Attorney	28
1.14 Proposal Validity	28
1.15 Conflict of Interest	28
1.16 Corrupt or Fraudulent Practices	28
1.17 Prohibition against collusion amongst bidder(s)	29
1.18 Confidentiality	29
1.19 Interpretation of Documents:	29
Section – 2: Key clauses of Service Agreement	30
2.1 Sub-contracting	30
2.2 Other contractors	30
2.3 Materials, Machinery & Equipment	30
2.4 Labour	30
2.5 Compliance with Labour Regulations	31
2.6 Insurance	31
2.7 Safety	31
2.8 Liquidated Damages	32
2.9 Cost of Repairs	32
2.10 Manuals & Registers	32
2.11 Force majeure	32
2.12 Termination	33
2.13 Payment upon Termination	34
2.14 Deduction for Non Performance	34
2.15 Obligations of Facility Management Contractor	35
2.16 Obligation of The Authority	37
2.17 Extension/Renewal of Contract	38
2.18 Definitions	38
Section – 3: Schedule of Requirements.	39
3.1 About the facility	39
3.2 Facility Area	39
3.3 Purpose	40
Section – 4: Specifications and allied Technical Details.	41
Section 5: Technical Proposal	42
FORM-T1: LETTER OF APPLICATION	43

FORM-T2: INFORMATION ABOUT THE BIDDER	46
FORM-T3: POWER OF ATTORNEY	50
FORM-T4: ELIGIBLE ASSIGNMENTS OF BIDDER	51
FORM-T5: EXPERIENCE OF SIMILAR WORKS	52
FORM-T6: EXISTING COMMITMENTS	54
FORM-T7: UNDERTAKING	55
FORM-T8: SCOPE OF WORK FOR THE FACILITY	56
FORM-T9: EQUIPMENT AVAILABILITY/ACCESS COMMITMENT & MATERIALS / CONSUMABLES TO BE USED	79
FORM-T10: WORK PLAN.....	80
FORM-T11: BRIEF ON QUALITY CONTROL MECHANISM	81
FORM-T12: ANTI COLLUSION CERTIFICATE.....	82
Annexure I: List of Key Plant & Equipment to be Deployed on Contract Work	83
Annexure II: List of Consumables to be used.....	85
Section 6: Financial Proposal	86
Form F1: Financial Proposal Submission Form	87
Form F2: Financial Bid.....	88
Form F3: Cost for Additional Manpower on Temporary basis (Rate Only Items).....	89
Annexure III: Details of Project Assets	90

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)

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 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.
- 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.

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 22.02.2018 at 1100 hrs (11:00 AM) onwards till opening of bids.
- ii. To clarify the queries and take suggestions of the applicants, a pre- bid meeting is scheduled on 05.03.2018 at 1300 hrs (01:00 PM) at office of Mart No: MG-01 at **Ground Floor of Trade Centre (Office) Block, Deendayal Hastkala Sankul (Trade Centre & Museum), Bada Lalpur, Varanasi.**
- 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 National Handloom development Corporation’s website www.nhdc.org.in and www.handlooms.nic.in and CPPP site <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

Critical Date Sheet:

1	Published Date	23.02.2018
2	RFP document Download Start Date and Time	23.02.2018 at 1100 hrs (11:00 AM)
3	Pre Bid Meeting Date and Time	09.03.2018 at 1430 hrs (02:30 PM)
4	Proposal Submission Start Date and Time	12.03.2018 at 1800 hrs (06:00 PM)
5	Proposal Submission (Online) End Date and Time	27.03.2018 at 1700 hrs (05:00 PM)
6	Technical Proposal Opening Date and Time	28.03.2018 at 1200 hrs (12:00 Noon)

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

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	<p>The Broad Scope of services required under through this RFP, shall be inter alia as briefed below:</p> <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	<p>Applicants shall be required to submit their Proposal online as per instructions in this RFP before the end date and time for proposal submission i.e. 23.03.2018 at 1800 hrs (06:00 PM).</p> <p>In case Applicant has submitted scanned copy of Account Payee Demand Draft/Banker's Cheque online as per instructions in this RFP, Applicant shall send the original DD/Banker's Cheque at below mentioned address, at-least 24 hours before schedule date and time for Technical Proposal opening:</p> <p>Office of Development Commissioner (Handicrafts), Ministry of Textiles, West Block No: 7, R K Puram, Sector 1, New Delhi – 110066.</p> <p><i>Bidders are requested to refer Section 1 for details and instructions.</i></p>
7.	Publishing of RFP	Date: 23.02.2018
8.	Downloading of RFP Documents	<p>From 23.02.2018 at 1100 hrs (11:00 AM) 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: 09.03.2018</p> <p>Time: 1430 Hrs (02:30 PM)</p> <p>Venue: Mart No: MG-01 at Ground Floor of Trade Centre (Office) Block, Deendayal Hastkala Sankul (Trade Centre & Museum), Bada Lalpur, Varanasi</p> <p>Contact Person: Mr. Ashish Kumar Singh, Manager, NHDC,</p> <p>Contact Number: +91 77023 46333</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	<p>Date: 09.03.2018</p> <p>Time: 1430 Hrs (02:30 PM)</p>
11.	Authority's response to queries	<p>Date: 12.03.2018</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: 27.03.2018</p> <p>Time: 1700 Hrs (05:00 PM)</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: 28.03.2018</p> <p>Time: 1200 Hrs (12:00 Noon)</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</i></p>
15.	Letter of Award (LoA) to selected Bidder	<p>Date: to be communicated later</p>
16.	Site Visit	<p>Bidders are advised to submit their respective Proposals only after visiting the site and validating project information. Prospective bidders may attend Site visit scheduled on 06th February 2018 at 1200 Hrs (12:00 noon) at Project Facility.</p>

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 1.3.1
19.	Implementation Process	<p>The date on which the Service Agreement will be signed between NHDC 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><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 5 % 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</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</p> <p>Contact Number: 011-23062402</p> <p>E-mail: kumarar@gov.in and tender@nhdc.org.in;</p> <p><i>Bidders are instructed to send all email communications to the above mentioned addresses only.</i></p>
24.	Submission of Proposal	<p>Proposals shall be submitted online only at CPPP website: https://eprocure.gov.in/eprocure/app</p>
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	<p>Lowest financial bid for the first Year quoted by the bidder.</p> <p>Payments for the Annual Comprehensive Facility Management Cost shall be made by the Authority on equal monthly instalments basis during contract period.</p> <p>Annual escalation in cost will be applicable as per clause 1.10.3 of this RFP.</p>
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.	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. Also submit a copy of MoA and AoA highlighting business in similar services.
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.	Attach true copy of supporting work order, completion certificate as applicable 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.
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.
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	Duly attested copy from the statutory auditor/ chartered accountant has to be provided certifying Organizations turnover during last three financial

	year (ie 2014-15, 2015-16 & 2016-17) from similar works as per this RFP.	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 copy 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 a project with minimum built up area of 20,000 sqm		15
		i) Upto 1 project	10
		ii) 2 or more projects	15
1c	Undertaken Housekeeping for minimum one year on a project		15

	with minimum built up area of 20,000 sqm		
		i) Upto 1 project	10
		ii) 2 or more projects	15
1d	Undertaken Security for minimum one year on a 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 more than 75 marks shall be considered for further evaluation.

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. A bidder should not be part of more than one JV/Consortium.

1.2.9 Taxes

1.2.9.1 The financial proposal /bid shall be exclusive of applicable Goods & Services Tax (GST).

1.2.9.2 GST, if applicable on 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.

- 1.2.9.3 As a condition, precedent for reimbursement of the GST, the FMC shall provide a valid GST registration number issued by the concerned Statutory Authority.
- 1.2.9.4 The financial liability on account of any other applicable taxes, as may be applicable on the amounts received by the FMC from Authority 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.
- 1.2.9.5 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 is published subsequent to publication of Expression of Interest (EOI) for FMC services (on 12th January 2018 and EoI conference was held on 17th January 2018). Participation in EOI was optional for the bidders and independent of the RFP stage.

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 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 initialed 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.
 - The Bidder shall also submit, along with their Proposal, a copy of this RFP bearing the initials of the Authorized Signatory of the Bidder and stamp of the entity thereof on each page of these documents i.e. RFP. This shall indicate that the Bidder agrees to abide by all terms & conditions specified in the RFP.
- 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".

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".

The Addendums 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 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

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) and shall be exclusive of any taxes/GST that may be applicable.

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.
- 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 signed 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 self-attested 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 self-attested 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 numbered.
- 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 NHDC.

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 on the date and time stipulated in the “Term 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; 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 qualification criteria as defined in clause 1.2.5 of the RFP. The technically qualified bidders as per clause 1.2.5 would only 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.

1.8 Award of Work

After selection, a Letter of Award (the “LOA”) shall be issued, in duplicate, 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”. The Selected Bidder shall not be entitled to seek any deviation in the Service Agreement.

The Selected Bidder shall submit Performance Security 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 agreement date	Annual Escalation factor
--------------------------	--------------------------

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.

1.11 Performance Security

- 1.11.1** Within 10 days of receipt of the Letter of Acceptance, the successful 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 5 % of the Contract Price as stipulated in the conditions of contract:

Performance Security shall be submitted in the form of Bank Guarantee 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.

1.12.3 Bidder should prepare the EMD as per the instructions specified in the tender document.

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".

1.12.5 EMD should be enclosed along with Technical Bid. 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 the 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 with the approval of the Authority but shall not assign the contract Without the approval of the FMC in writing. Sub-contracting does not alter the facility management contractor's Obligations and responsibilities under the contract.
- 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, water and power supply 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 prescribed by Authority in writing.
- 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.

2.5 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

- 2.6.1 The FMC shall provide, in the joint names of the Employer and the FMC, insurance cover from the Start Date to the end of the Maintenance Period, in the amounts and deductibles stated in the Contract Data for the following events which are due to the Contractor's risk:
- a. loss of or damage to the Works, Plant and Materials;
 - b. loss of or damage to Equipment:
 - c. loss of or damage of property (except the Works, Plant, Materials and Equipment) in connection with the Contract: and
 - d. Personal injury or death.
- 2.6.2 Policies and certificates for insurance shall be delivered by the FMC to the Authority for the Authority's approval before the Start Date. All such insurance shall provide for compensation to be payable in the types and proportions of currencies required to rectify the loss or damage incurred.
- 2.6.3 If the FMC does not provide any of the policies and certificates required, the Employer may affect the insurance which the Contractor should have provided and recover the premiums the Employer has paid from payments otherwise due to the contractor or, if no payment is due, the payment of the premiums shall be a debt due.
- 2.6.4 Alterations to the terms of insurance shall not be made without the approval of the Authority.
- 2.6.5 Both parties shall comply with any conditions of the insurance policies.

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 to 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%	3% 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. The Authority shall notify FMC in writing of the relevant local customs, and the FMC after such notification, respect such customs.

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 – A.

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 or addition to the Personnel listed as key professionals under the Scope of Work, Form – A
- b. Any change in equipment / material in respect of make, quality or other criteria, which the FMC furnished in Form – A.

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– A. 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. However, furniture, hardware and software infrastructure and any other infrastructure required shall be arranged by FMC.

2.16.7 Miscellaneous Cost

Miscellaneous Cost like AMC only of equipment's listed in Form-T8 point A4li(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.

2.17 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. **“Affiliate”** means any corporation, firm, or other entity that directly or indirectly is controlled by or is under common control of another firm.
- iii. **“Assignment”** means the work that the FMC shall perform pursuant to the Service Agreement.
- iv. **“AMC”** means Annual Maintenance Contract.
- v. **“CAM”** Common Area Maintenance
- vi. **“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.
- vii. **“Commencement Date”** means the date on which the Service Agreement will be signed between Authority and Selected Bidder;
- viii. **“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.
- ix. **“Effective Date”** means date as defined in clause granted a 1.10.1 of RFP.
- x. **“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.
- xi. **“Facility Management Services”** means the providing comprehensive facility management services as per scope of work defined in Form T8.
- xii. **“Mobilisation Period”** means period as defined in clause granted a 1.10.1 of RFP.
- xiii. **“Project Facility”** or **“Project Facility Area”** or **“Facility Area”** means the premises as defined in Form T8 of RFP.
- xiv. **“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).
- xv. **“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)
- xvi. **“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 with-in 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.
- 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 Employer.
- 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 signatory 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 Signatory: 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 signatory 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 along with copy of MoA and AoA indicating business in similar services.	
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.	Attach true copy of supporting work order, completion certificate as applicable along with duly filled Data Sheet as per Form 11 of Section 4 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 shall be acceptable.	
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 5 Undertaking needs to be provided in organizations letter head of bidder.	
Financial Capability Criteria			
E.	Bidder should have achieved Minimum Annual	Duly attested copy from the statutory auditor/ chartered accountant has to	

	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).	be provided certifying Organizations turnover during last three financial years (2014-15, 2015-16 and 2016-17) as per Form 4 of Section 4.	
F.	Bidder, should have a positive net worth during the previous three financial years (ie 2014-15, 2015-16 & 2016-17).	Duly attested copy 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 4 of Section 4	
G.	Bidder should be financially solvent for a sum not less than INR 3.0 crore.	Certificate in the format shared in FORM-T7, 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	
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	

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 Signatory:

Name of Applicant Firm:

B. FINANCIAL CAPABILITIES OF APPLICANT

All individual firms are required to complete the information in this form. The information supplied shall be the annual turnover of the Bidder, in terms of the amounts billed to clients for each year for work in progress or completed.

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			
<ul style="list-style-type: none">▪ 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 SIGNATORY

Know all men by these presents, we _____ (name and address of the registered office) do hereby constitute, appoint and authorize Mr. /Ms. _____ (name and address of residence) who is presently employed with us and holding the position of _____ as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for **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 assignment	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

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

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

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)

D. Details of Projects where Bidder has undertaken comprehensive facility management including operation & maintenance, housekeeping, horticulture and security services for Government department/ agency/authority. with minimum built up area of 20,000 sqm

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 Signatory: 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 common services.

A1.3. As per the agreement between the Authority and the Operator of Museum, the operator shall be responsible only to manage the areas inside Museum Galleries. The scope of work under FMC shall cover housekeeping of toilets and lifts and operation, repair & maintenance of ambient lighting and common services.

A1.4. 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.

A1.5. 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.

A1.6. FMC shall also do housekeeping and routine cleaning of internal areas of Govt. offices inside Project Facility.

A1.7. 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.

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;

- a. Operation and Maintenance of all equipment's and E&M services,
- b. Housekeeping and Sanitation services of the entire premises,
- 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 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 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 and also maintain minimum manpower as per scope in Form T-8. **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 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)

For all other equipment's in the project 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.

- 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., (After 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.

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 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 area.
- vii. The FMC shall carry out daily, weekly, quarterly, half-yearly and yearly checks as per the

O&M Manual for smooth operation and functioning of the area.

- 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 said premises.
- 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 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 of the internal and external areas to meet the required service standard.
- ii. Cleanliness 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 and meeting rooms. within 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 / 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, 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 are to be cleaned by the manufactures recommended methods and recommended intervals.

- xii. Clean all water tanks and disinfects 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. 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

II.(2.2) Cleaning of Toilets

- i. 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.
- ii. 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.
- iii. Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears.
- iv. All toilets should be kept fully stocked with supplies and should be made available at all times.
- v. 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.

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 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
- iii. FMC shall ensure that 100% of recyclable waste is being recycled.
- iv. 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.
- v. Waste management methodology shall comply with the guidelines laid down in applicable

Waste Management Rules of Central Government and Local Authorities,

- vi. Renovation Debris is to be stored at designated space at designated area
- vii. 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 glue traps
- 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, room service, 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.

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. 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, Mannure etc.

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

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. Calculation of common area maintenance charges.
- xi. 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.
- xii. 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.
 - Works like painting, polishing, tiling, ceiling works etc.
- xiii. 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.
- xiv. Prepare and maintain the records of routine services, visits provided by AMC providers and tracking to be done against actual visits.
- xv. 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.
- xvi. 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.
- xvii. Coordinate with third party for conducting equipment audit, fire audit as and when required by Authority.
- xviii. It is the responsibility of the FMC to ensure highest level of uptime and reliability of all equipment is maintained at site.
- xix. Prepare and follow Standard Operating procedures for smooth functioning of the maintenance services, within 30 days of commencement of agreement.
- xx. Brief the representative on maintenance and operational proceedings on day to day basis.
- xxi. Liaison with local, state authorities, and/or private agencies related to the Facility.
- xxii. 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.
- xxiii. Provide support and guidance to the Authority in all matters as requested
- xxiv. 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 Nodal Officer 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 external agencies (Main Contractor PMSP/ Interior Contractor / Vendors / Manufacturer / Supplier	Immediately	1 week
Item available domestically		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 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	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	Room Service	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	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	Penalty Rate (INR)

			Limit	
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 / Monthly	1 Day	10,000 / On repeated non-compliance.

3	Fly Control	1 Time / Monthly	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	Removal and replacement of damaged sanitary fixtures and lavatories if required.	Immediate	Compulsory	As Per twice the Market 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 CFL's 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	1 Week	700 / Day

		Days		
--	--	------	--	--

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
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 for damages leaves and branches.	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
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
S. No.	Service Level Requirement	Schedule / Timing	Non Compliance Limit	Penalty Rate (INR)
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 muroom 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 a MIS system for reporting. 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. The activities and responsibilities of FMC are:

- a. Support for ticketing management
- b. Processing parking tickets and reporting the revenue on fortnight basis (FMC shall assist Authority in fixing parking charges),
- c. Manage operations at Entry and Exit terminals,
- d. Vehicle and traffic management in Project Facility,
- e. Manage way - finding / space monitoring & guiding for parking,
- f. Coordination with local authority where required,

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 and checking of visitors during and after operational hours,
- 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,
- j. Checking of vehicles at entry and use inverted mirror detectors for checking vehicles,
- k. 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,
- l. 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,
- m. Visitor's management in common, during events & exhibitions, and during other special occasions,
- n. Having effective control on movement of materials in / out,
- o. Physical guarding of entry / exit points,
- p. Screening / directing of visitors,
- q. Patrolling and guarding various common areas and surroundings to ensure adequate safety and security,
- r. Assisting the occupants during the emergency evacuation of the building,
- s. Rescue operation of passengers stranded in the lifts,
- t. Complete disaster management in case of emergencies/ disasters,
- u. Providing of adequate security as per the requirement,
- v. Ensuring and monitoring the operations of Boom Barriers & Access Control System,
- w. Lodging of complaints/FIRs in case of emergency/disaster on intimation,
- x. FMC shall provide a log book register for making entries by the security personnel of their presence at duty site.
- y. 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.
- z. 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.
- aa. 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.

- bb. 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) <u>OPERATION AND MAINTENANCE</u>		
<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) <u>HOUSEKEEPING</u>		

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 is the minimum manpower requirement by the Authority:

- 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 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.
- iv. During day shift the total no. of manpower deployed should not be less than the minimum manpower specified in the table, at all times.
- v. The tentative duration of working hours/operational hours of memorial 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. State minimum wages will be applicable for manpower deployment.

A.5.3 For additional manpower requirement on temporary basis, bidder shall indicate daily cost separately for such manpower in the format provided as annexure to Financial bid format. FMC would provide such temporary manpower on receiving written request from Authority for the same. Cost for such temporary manpower shall not be added to financial bid or used for financial ranking of bidders.

A6 Other Inclusions & Exclusions of the Services

A6.1 Other Inclusions

- i. Reimbursable costs
 1. FMC shall procure Diesel required for the project. A log book shall be maintained by the FMC at both power supply agency level and inside the facility. The entries shall be verified from the Authorized representative of the Client as per the duration specified by the client. FMC shall submit invoices 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., (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) for items not covered in comprehensive AMC only,
- 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: List of Key Plant & Equipment to be Deployed on Contract Work

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	Torch with cells	20	Cartridge fuses puller (HT / LT.)
21	Pliers	22	Measuring tape - 5 mtrs
23	Screw Driver Set	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	SAW
43	Hacksaw Frame	44	All Electrical /Carpentry / Plumbing works related Tools
45	Tool Bag	46	Hammer 1/2 lbs., 1 lbs, 11/2 lbs

2. House Keeping Tools / Equipments

Sr. No.	Name of Tools
1	Commercial vacuum cleaner
2	High pressure jet cleaning machine
3	Puzzy machine to clean chairs and sofas
4	Floor scrubber / polishing machine
5	Wringer Mop Trolley
6	Motorized Grass cutter
7	Road sweeping machine
8	Telescoping ladder
9	Fork Lift
10	Equipment for cleaning facades of building higher than 15 m (non-accessible in nature)

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. 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 same quality and shall get it approved from Authority.

- i. Phenyl (to be used for housekeeping / cleaning)
- ii. Room Spray (Premium)
- iii. Auto Spray- Air Refresher
- iv. Naphthalene Balls
- v. Sodium Hypochlorite
- vi. Brasso
- vii. R1 (Bathroom Cleaner)
- viii. R2 (Glass Cleaner/Colin)
- ix. R4 (Furniture Cleaner)
- x. R6 (Toilet Cleaner)
- xi. D-7 (Stainless Steel Polish)
- xii. Bleaching Powder
- xiii. Garbage Bag
- xiv. Hit/ Baygon/ Mortein Spray
- xv. Binliners
- xvi. Odonil
- xvii. Urinal Cubes
- xviii. Hand Wash Liquid
- xix. Toilet Roll Paper
- xx. Tissue Box – premier for cabin use
- xxi. Hand Towel-Tissue Paper-C- Fold
- xxii. Dettol Antiseptic

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 Signatory:

Name of Firm:

Address:

Form F2: Financial Bid

S. No.	Item	Description	Unit	Rate (INR)	Financial Bid (INR) for first year of contract
1	Comprehensive Facility Management Services	Scope of Work for as per Form T8	Lump sum amount against services provided as per scope of work for first year of contract	Lump sum	

2	Applicable Goods & Services Tax (GST)	
TOTAL (1 + 2)		

- Note:** 1. Financial bid would mean Annual Comprehensive Facility Management Cost for 1st year (as provided by the bidder in S.No: 1 in the above table) payable to Facility Management Contractor (FMC).
2. Escalation on Annual Comprehensive Facility Management Cost would be applicable as per clause 1.10.3 of RFP.
3. Applicable Goods & Services Tax (GST) as per actuals shall be reimbursed on production of proof.
4. Reimbursable expenses would only be limited to the point A6.1i(1) of Form T8 of this RFP.
5. FMC would not be paid any other costs apart from above items.
6. 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.
7. 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.

Form F3: 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 written request 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

Table of Contents

The Project: Deendayal Hastkala Sankul (Trade Centre and Museum), Varanasi	94
i. About the Facility:.....	94
ii. Facility Chart	95
iii. Site Location and Connectivity:	97
Annexure 1: Detailed Project Description :	98
i. BLOCK 1: MARTS CUM OFFICE BLOCK:	98
ii. BLOCK 2: CONVENTION CUM EXHIBITION HALL:	103
iii. BLOCK 3: FOOD COURT CUM GUEST HOUSE:.....	105
iv. BLOCK 4: SHOPING ARCADE	109
v. BLOCK 5: CRAFTS MUSEUM.....	110
vi. BUILDING INFRASTRUCTURE AVAILABLE	111
vii. DESCRIPTION OF AVAILABLE FURNITURE	115
Comprehensive detail of infrastructure available at Deendayal Hastkala Sankul (Trade Centre and Museum):	117
Drawings for DEENDAYAL HASTKALA SANKUL:	128

DISCLAIMER

Note: This document has been prepared by NHDC solely for the purpose of providing information to potential bidders. It is provided on a confidential basis and is not to be distributed or reproduced in whole or in part without the prior written consent of NHDC. This document does not purport to contain all the information that a potential partner or any other interested party may require. It does not take into account the individual circumstances, financial situation, investment objectives or requirements of a potential bidders or any other person. It is intended to be used as a guide only and does not constitute advice, including without limitation, investment or any other type of advice. The information contained in this document does not constitute any offer or contract, including for sale or otherwise. Any potential partner or any other interested party should obtain independent financial, taxation, accounting, legal and other advice to assist them in making their own decisions and assessment appropriate to their circumstances. NHDC and its advisors assume that any person who reads or uses this document is capable of evaluating the merits and risks of any investment or other decision with respect to a property transaction, its suitability and its financial, taxation, accounting and legal implications without any reliance on this document. This document may contain information prepared by third parties. Figures, calculations and other information contained in this document that has been provided to NHDC by third parties have not been independently verified by NHDC. Any projections or analyses represent best estimates only and may be based on assumptions, which, while reasonable, may not be correct. Past performance of any property described in this document is not a reliable indication of future performance of such property. At all times, NHDC acts as an Authority only. Except where otherwise provided, all references to rent, income or price are Tax/GST exclusive. Users should not rely on any information contained in this document as a statement or representation of fact and must make their own enquiries to verify and satisfy themselves of all aspects of such information, including without limitation, any income, rentals, dimensions, areas, zoning and permits. While the information in this document has been prepared in good faith and with due care, no representations or warranties are made (express or implied) as to the accuracy, currency, completeness, suitability or otherwise of such information. NHDC, its advisors, officers, employees, subcontractors and agents shall not be liable (except to the extent that liability under statute or by operation of law cannot be excluded) to any person for any loss, liability, damage or expense arising directly or indirectly from or connected in any way with any use of or reliance on such information. The RFP stage for selection of Private Partner will be independent of the EOI stage proposed in this document.

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	<u>BLOCK 1</u> Marts cum Office	<u>BLOCK 2</u> Convention Centre cum Exhibition	<u>BLOCK 3</u> Food Court cum Guest House	<u>BLOCK 4</u> Shopping Arcade	Entrance Plaza	<u>BLOCK 5</u> Museum
Basement (2 levels)	Parking capacity (369 no's of cars 434 no's of 2 wheelers approx.)			-	-	Museum gallery area, 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



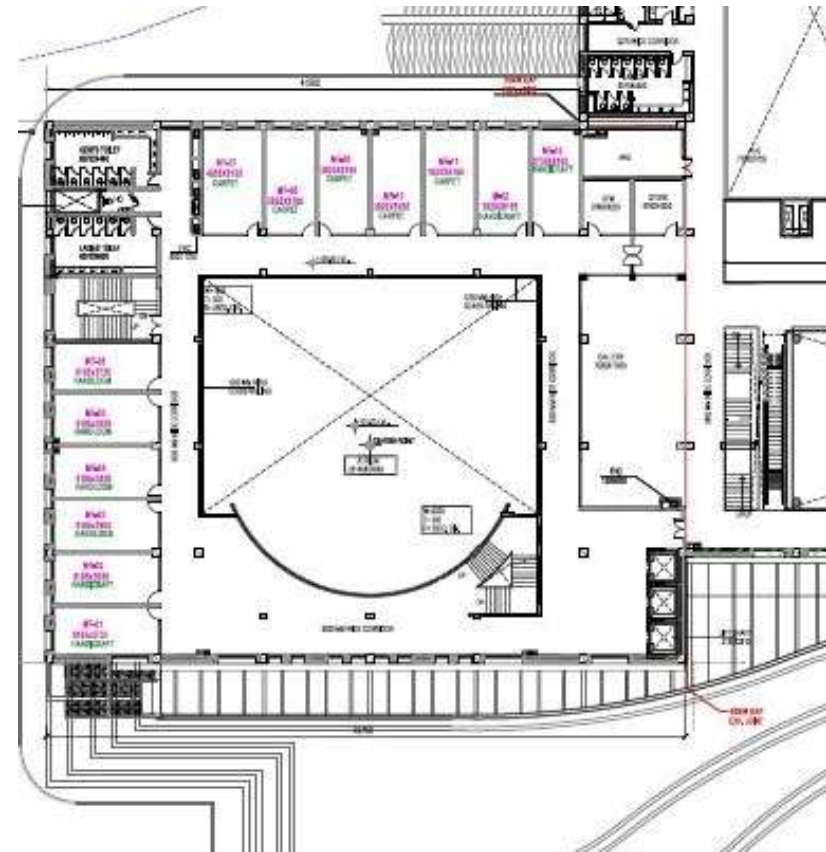
Ground Floor Plan

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

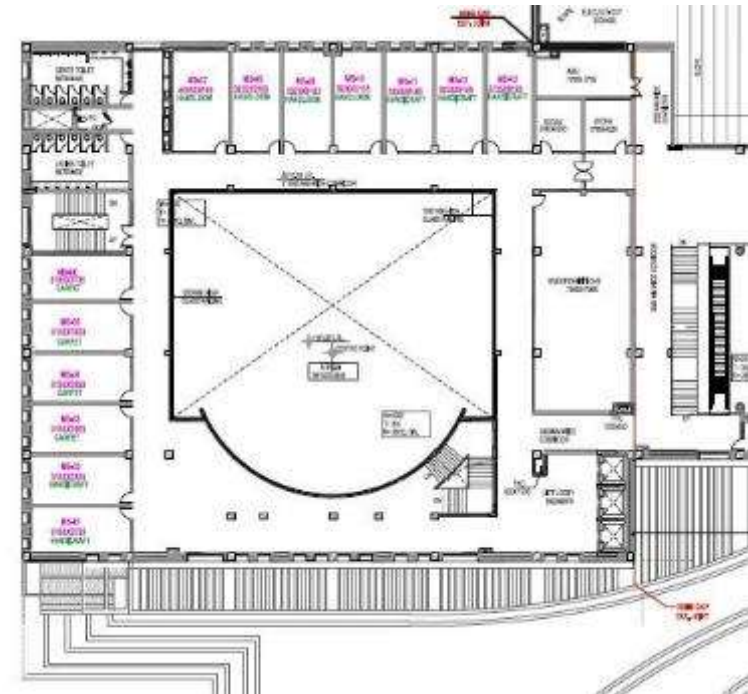


First Floor Plan

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

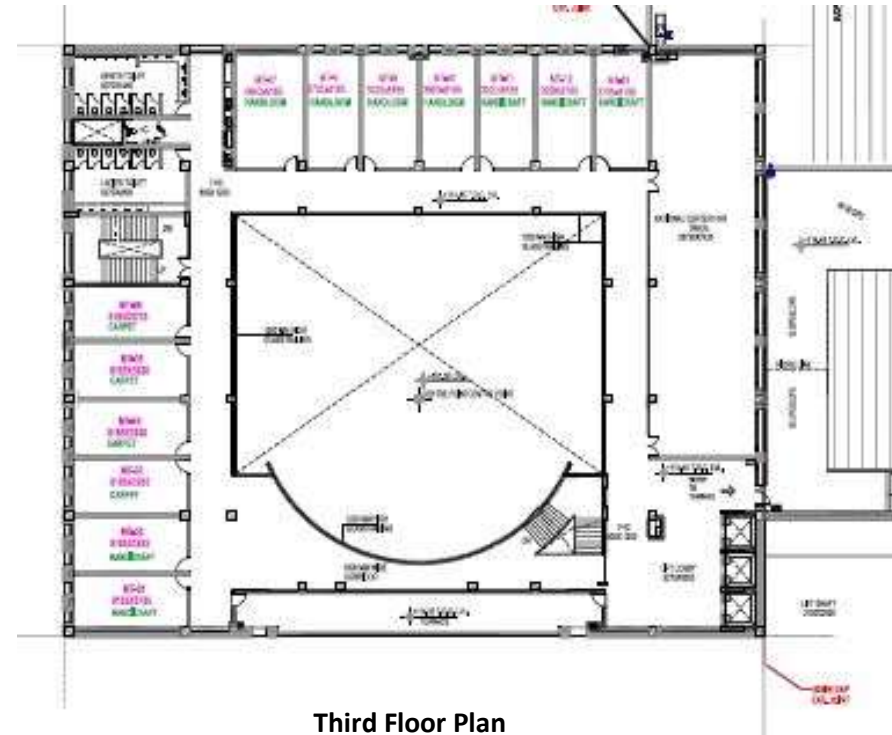


Second Floor Plan

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



Third Floor Plan

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 heightened 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.

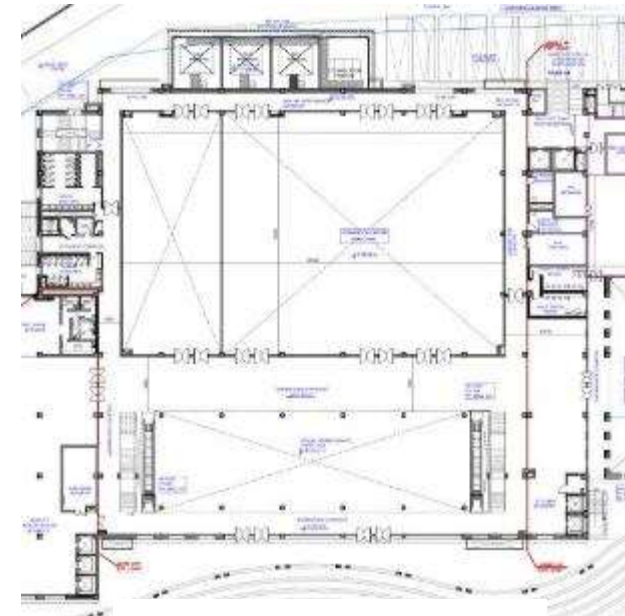
The triple heightened atrium provides a grand entrance to the block and capable of hosting events and exhibitions.

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

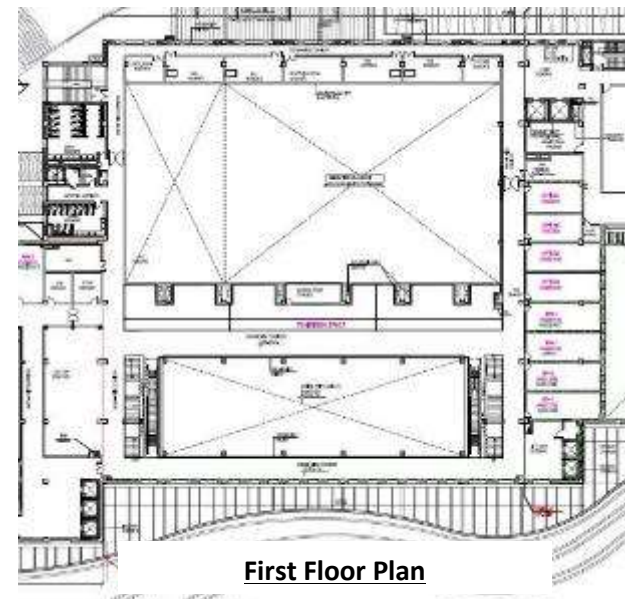
FIRST FLOOR				
NAME	LENGTH	BREADTH	AREA	
	MM	MM	SQ. M	
MF-14 MART	10420	3920	40.85	
MF-15 MART	10420	3920	40.85	
MF-16 MART	10420	3920	40.85	
MF-17 MART	10420	3735	38.92	
OFFICE-01	7790	4105	31.98	
OFFICE-02	7790	3920	30.54	
OFFICE-03	10420	3920	40.85	
OFFICE-04	10420	3920	40.85	
EXHIBITION SPACE		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



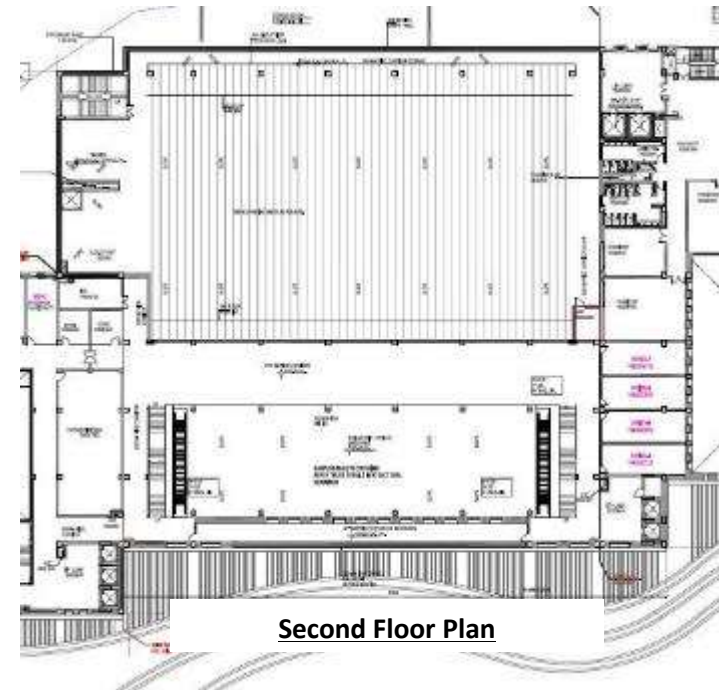
Ground Floor Plan



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).

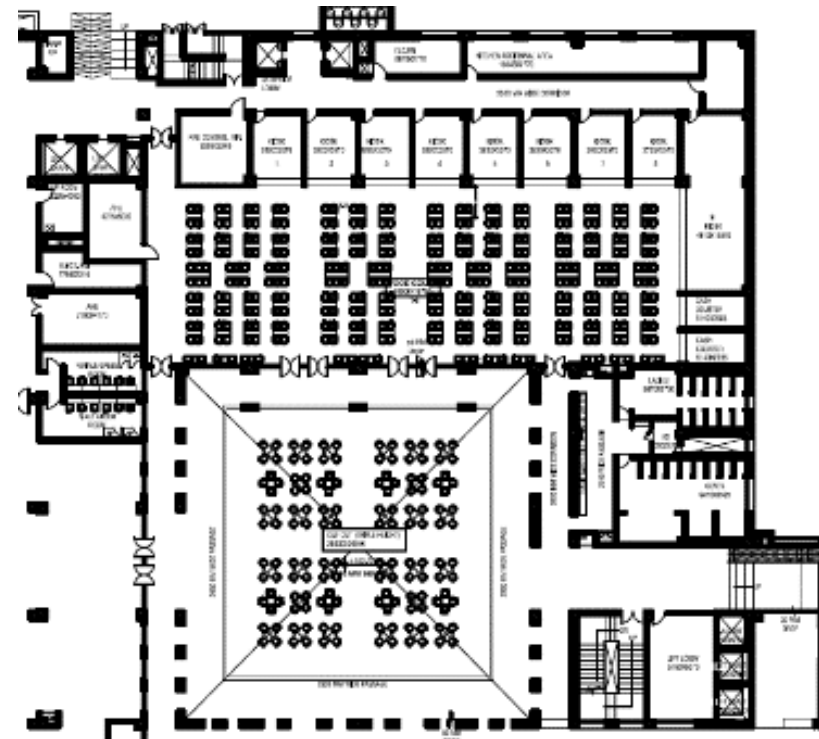
Ground Floor

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

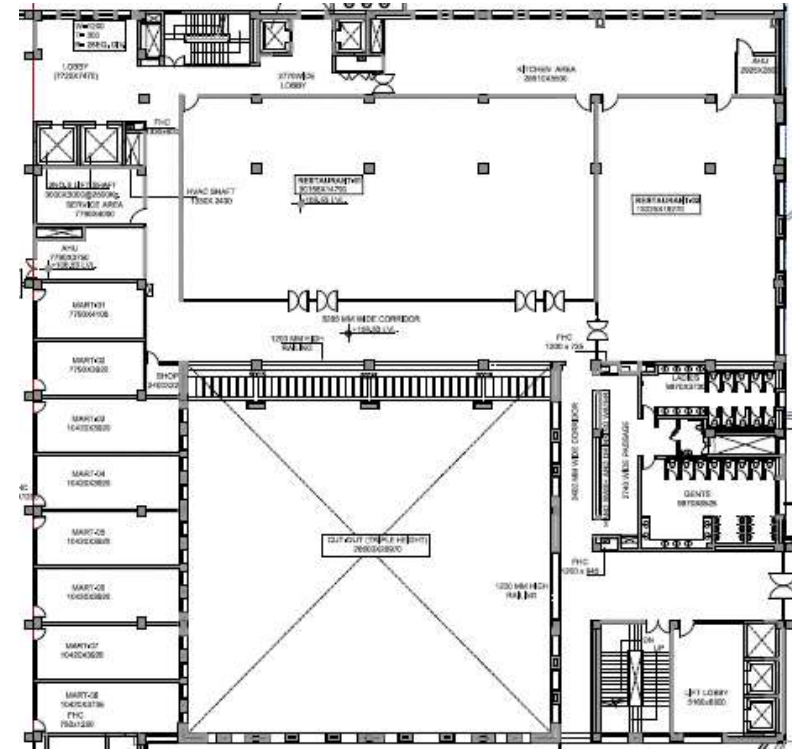
First floor consists of restaurants

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

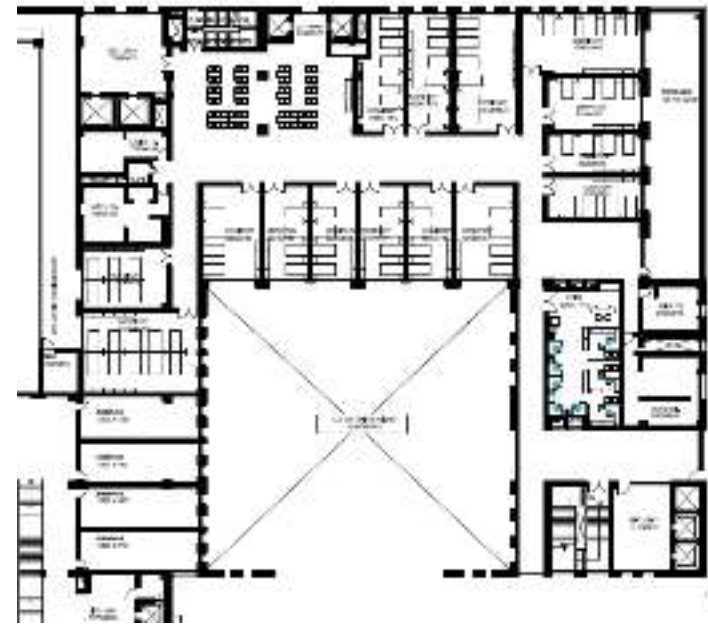
Second Floor consists of dormitories and an office space as detailed below:

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	-

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.



Second Floor Plan

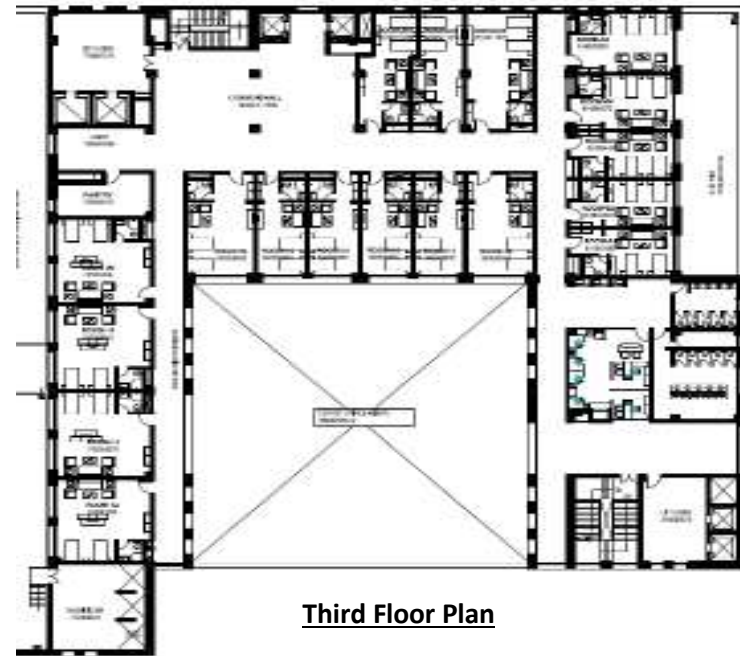
LOCATION	DETAILS OF FINISHES AND INSTALLATIONS			
	FLOOR	CEILING	WALLS	FURNITURE
Dormitories	Vitrified Tile Flooring	Gypsum False Ceiling	Emulsion Painting	Beds, Storage
Office	Vitrified Tile Flooring	Gypsum False Ceiling	Emulsion Painting	-
Common Area	Stone Flooring	Gypsum False Ceiling	Emulsion Painting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

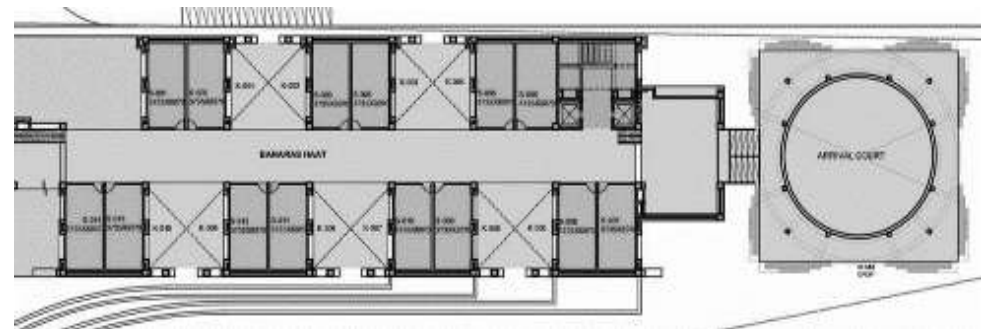
G+1 structure having total built-up area of 2,300 sq. mt.

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

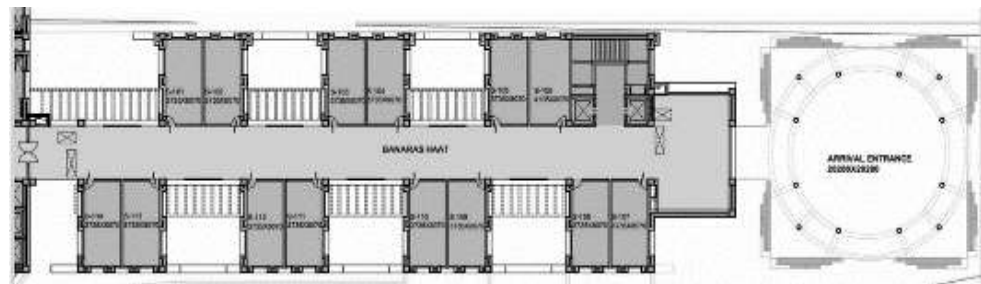
Facilities Available

- Shops have been planned to be licensed to various entities.
- Shops is 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	3,2,095.57 Sqm	
Total Built up Area (BUA)	41,370 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 and Floor plans	Attached as annexure	
Facade Area (Length x Width)	11,200 Sqm	
External Area	External Corridors-875 Sqm	
Pavement area:	Road- 4000 Sqm	
Pedestrian Area:	1,500 Sqm	
Landscape Area	8,500 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)	Common Area(Sq.ft)
Ground Floor	95,722	
Corridor Area under trellis(in front of Block A,B and C		9,420
Courtyard Area in office block (open to sky)		5,870
Courtyard Area in Food Court Block (open to sky)		7,616
Courtyard areas in Shopping Block 5 Nos (Open to sky)		3,445
First Floor	69,960	
Second Floor	46,455	
Third Floor	36,890	
Basement -1	93,046	
parking areas	83,768	
Basement -2	1,03,240	

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

parking areas	91,611
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 Standstone.

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 x 1050mm	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	Mitsuibishi
Location:- Craft Court Block			
i) Speed- 1.0m/sec			
ii) Floors- 2 No			
vii) Control - Duplex	2.0	Set	Mitsuibishi
Location:- Museum Block			
i) Speed- 1.0m/sec			
ii) Floors- 3 No			
vii) Control - Duplex	2.0	Set	Mitsuibishi
GOODS ELEVATOR			
1600 KG Goods Lift			
i) Speed- 1.0 m/sec			
ii) Floors- 6 No			
vii) Control - Simplex	2.0	Set	Mitsuibishi
ESCALATORS			
Esclators - Up & Down Rise 5.0 m	2.0	Set	Mitsuibishi
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

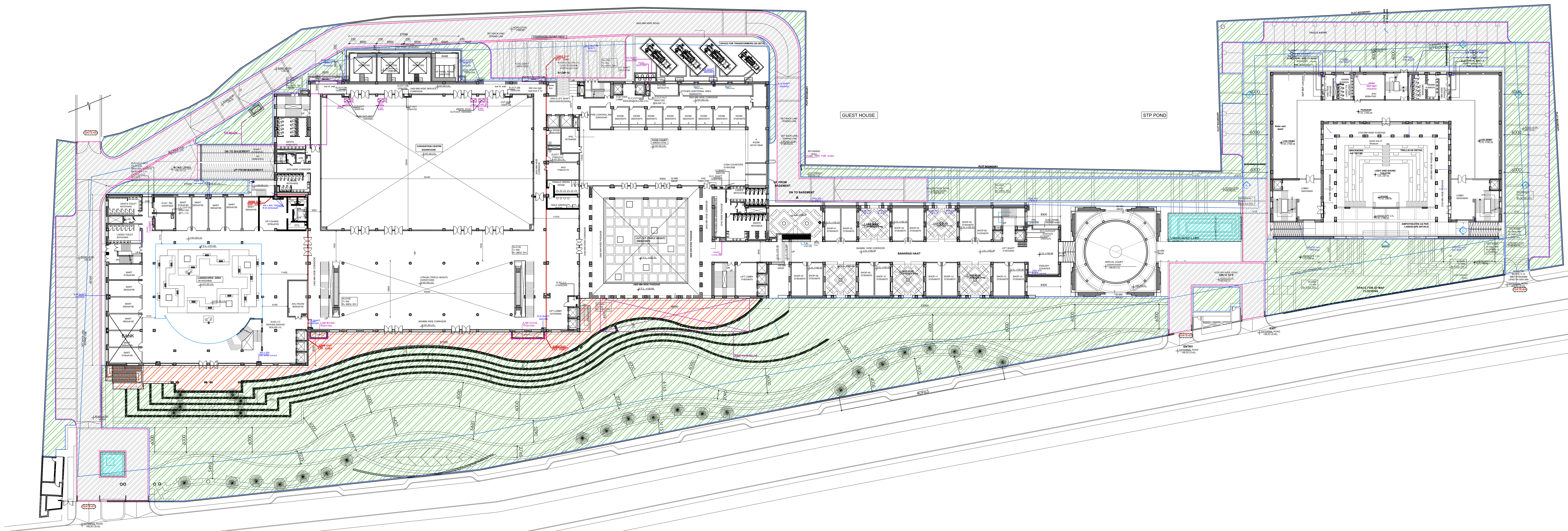
xi	2250	32	16	Nos	Waves
xii	2000	32	5	Nos	Waves
xiii	1750	32	19	Nos	Waves
xiv	1500	32	7	Nos	Waves
xv	1250	32	25	Nos	Waves
xvi	1000	32	7	Nos	Waves
xvii	800	32	3	Nos	Waves
10.0	FAN COIL UNITS :				
	Supply, Installation, testing & commissioning of horizontal FAN COIL UNITS,				
i	1.0 TR nominal capacity - 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 vava Linear lighting MP		125	Nos	philips
	philps vava 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

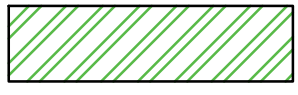

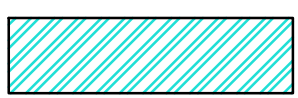
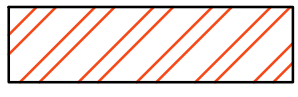
Drawings for DEENDAYAL HASTKALA SANKUL: vii

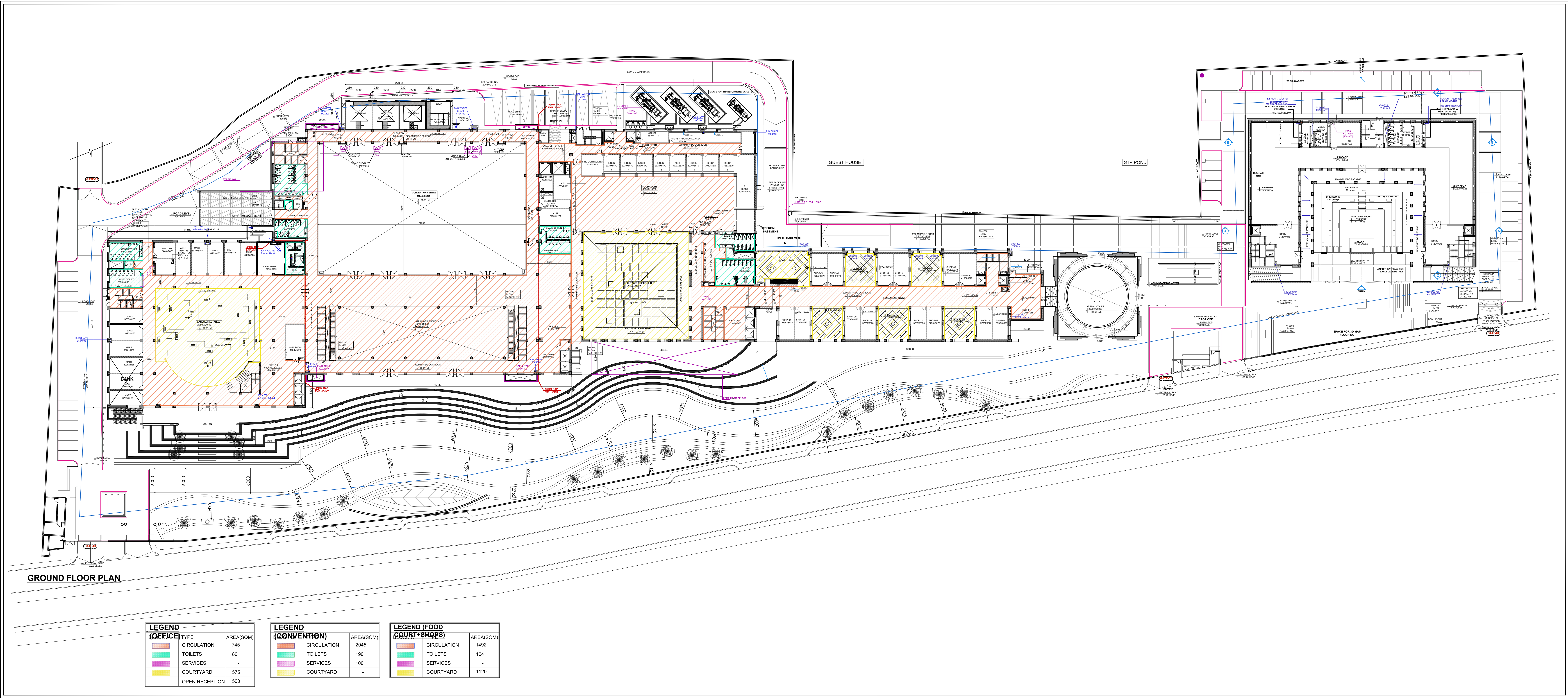
^{vii} **Source:** Data provided by project Architect SIKKA Associates Architects and Project Management Service Provider NBCC Ltd.

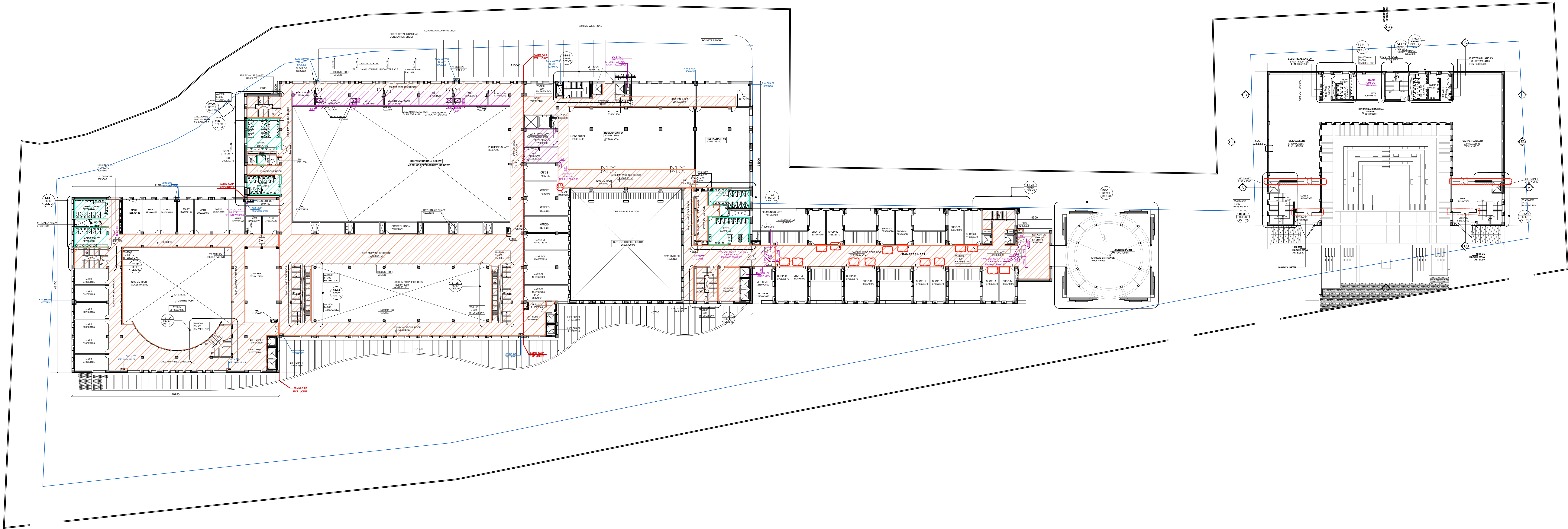


SITE PLAN

EXTERNAL AREA

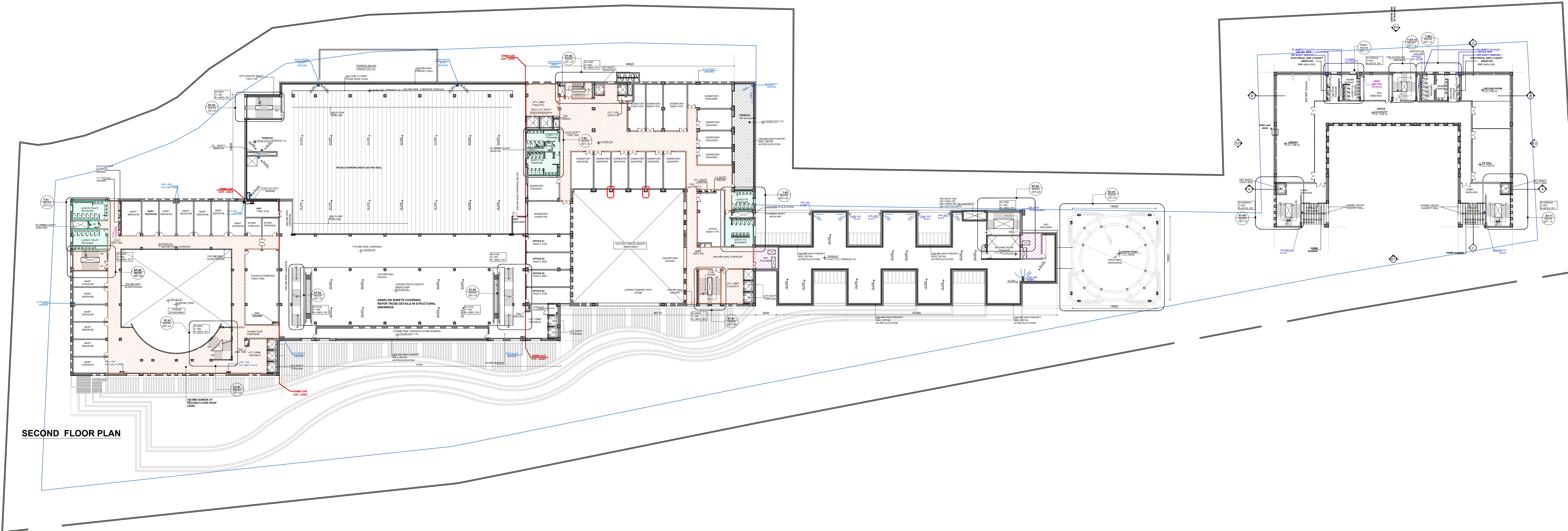
LANDSCAPE AREA		10,000 sqm
ROAD AREA		4000 sqm
WATER BODY		a. 125 sqm b. 36 sq.m
EXTERNAL CIRCULATION		875 sqm





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

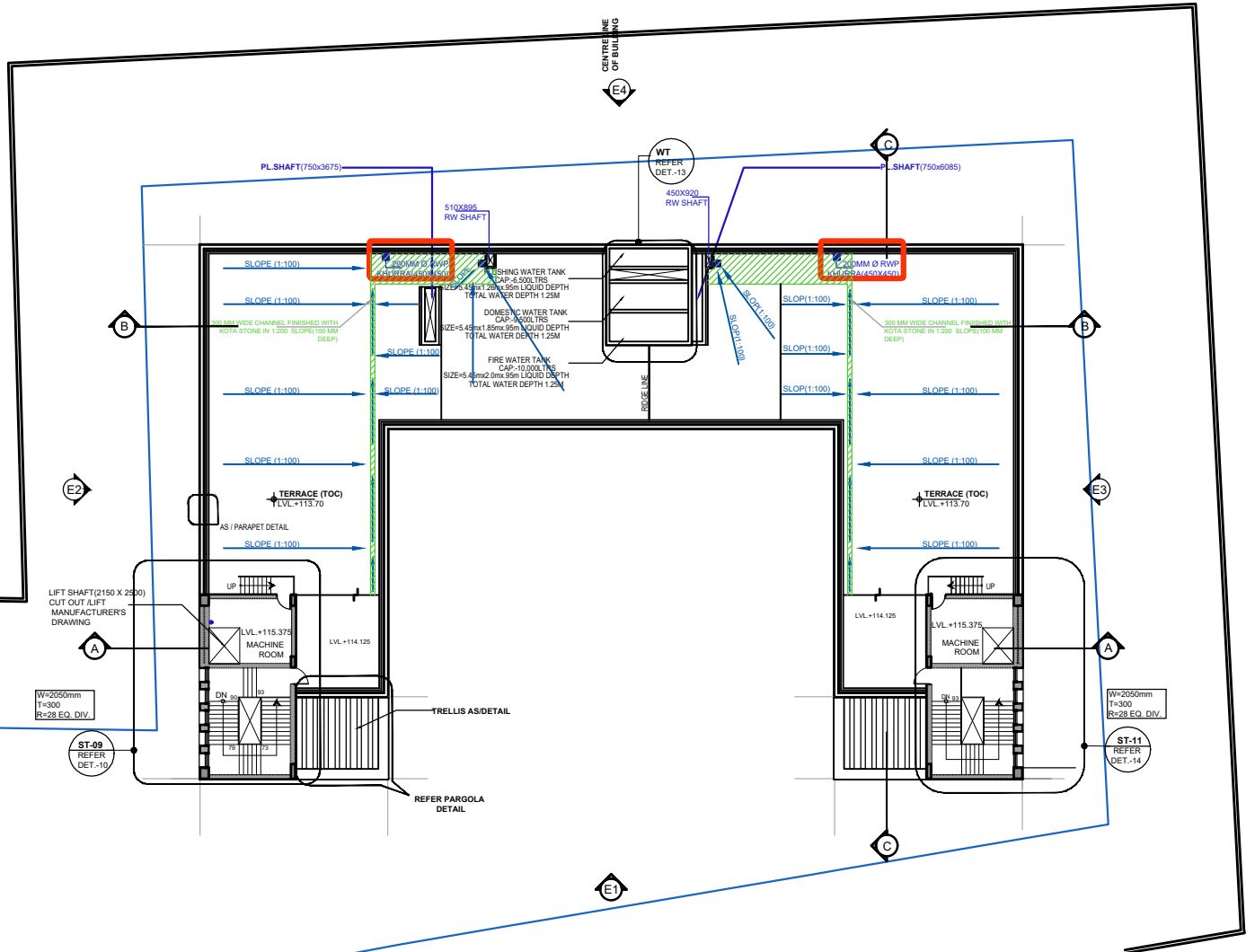
LEGEND (OFFICE)		
BLOCK A	TYPE	AREA(SQM)
	CIRCULATION	645
	TOILETS	80
	SERVICES	-

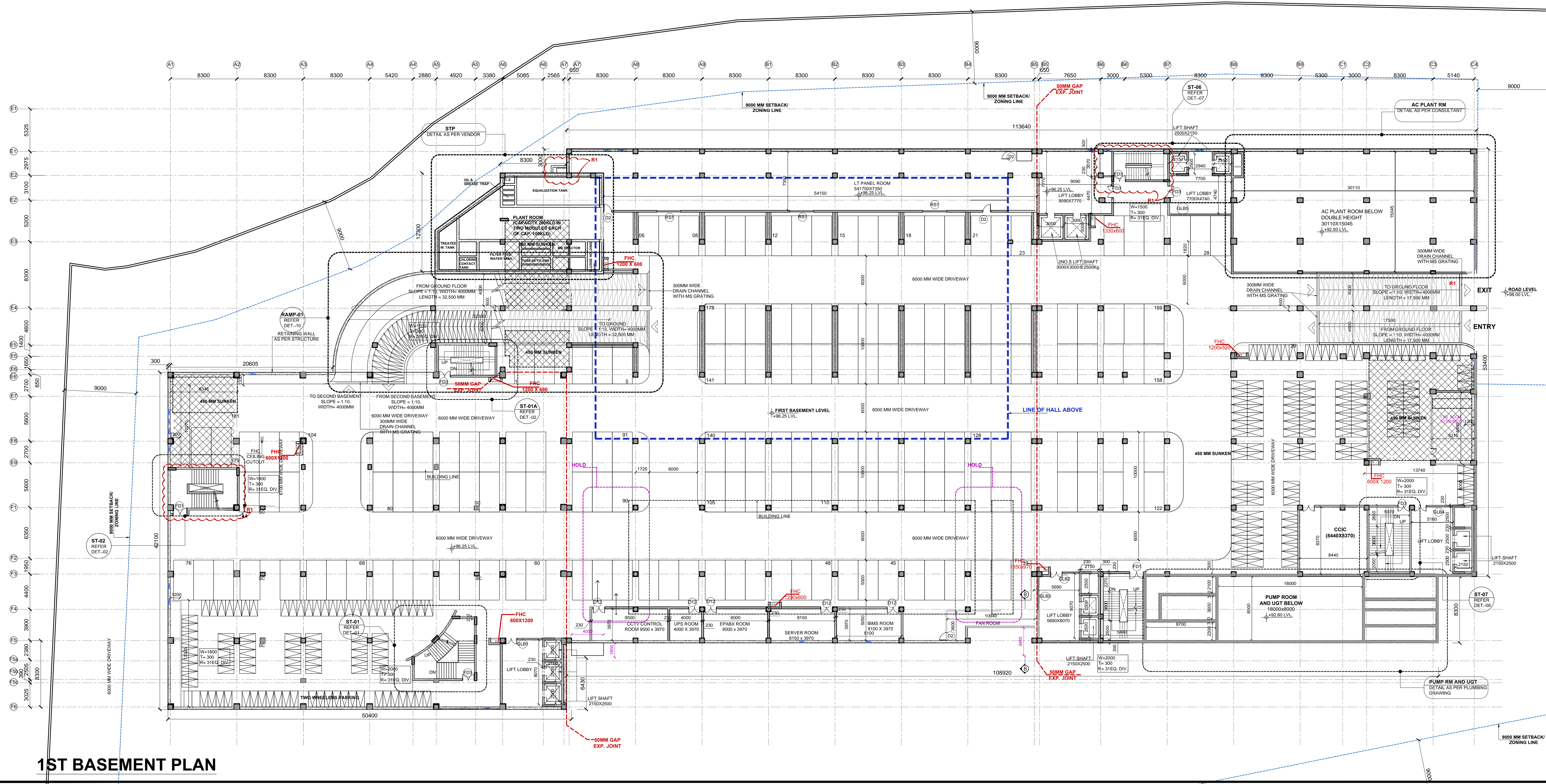
LEGEND (FOOD COURT+ SHOP)		
BLOCK C	TYPE	AREA(SQM)
	CIRCULATION	695
	TOILETS	145
	SERVICES	60

THIRD FLOOR PLAN

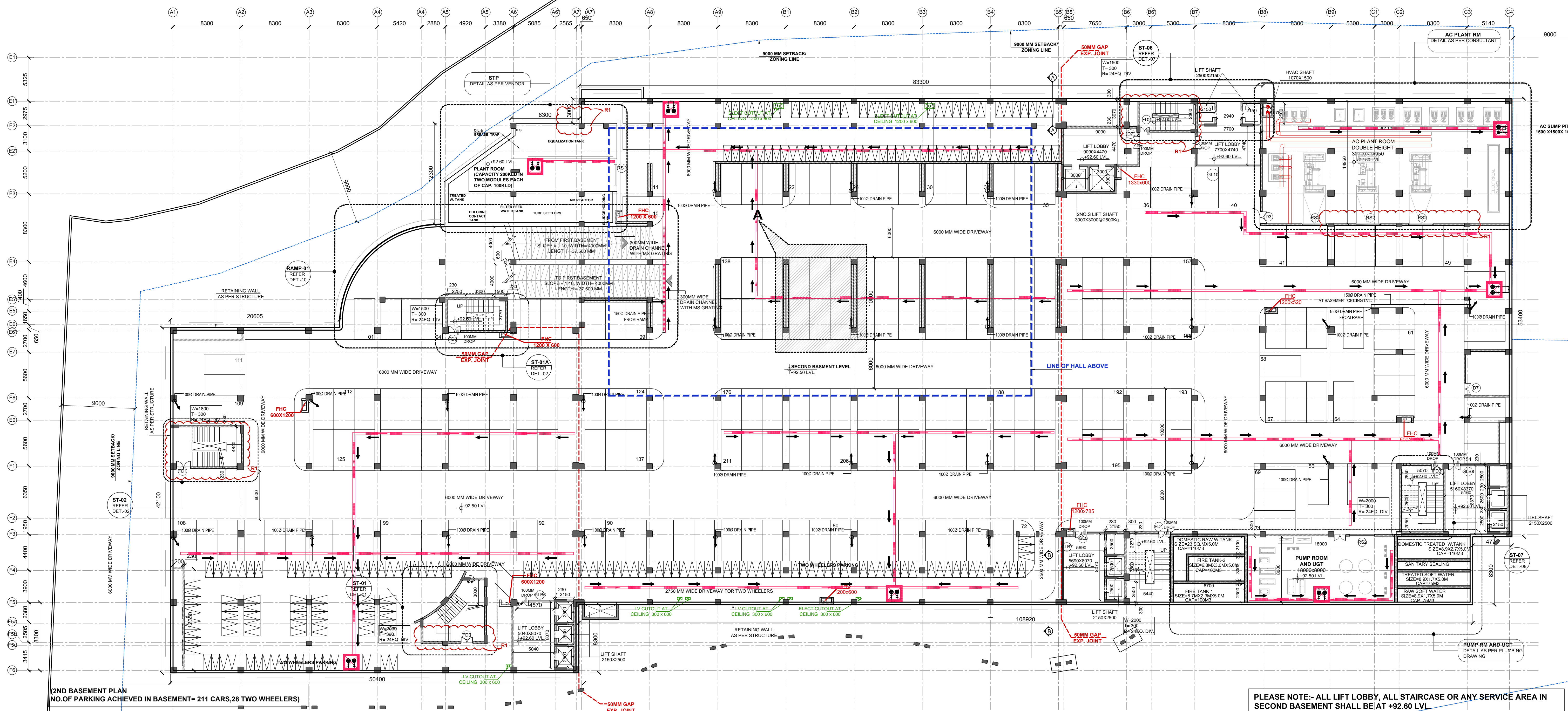
LEGEND (OFFICE)		
BLOCK A	TYPE	AREA(SQM)
	CIRCULATION	625
	TOILETS	77
	SERVICES	-

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



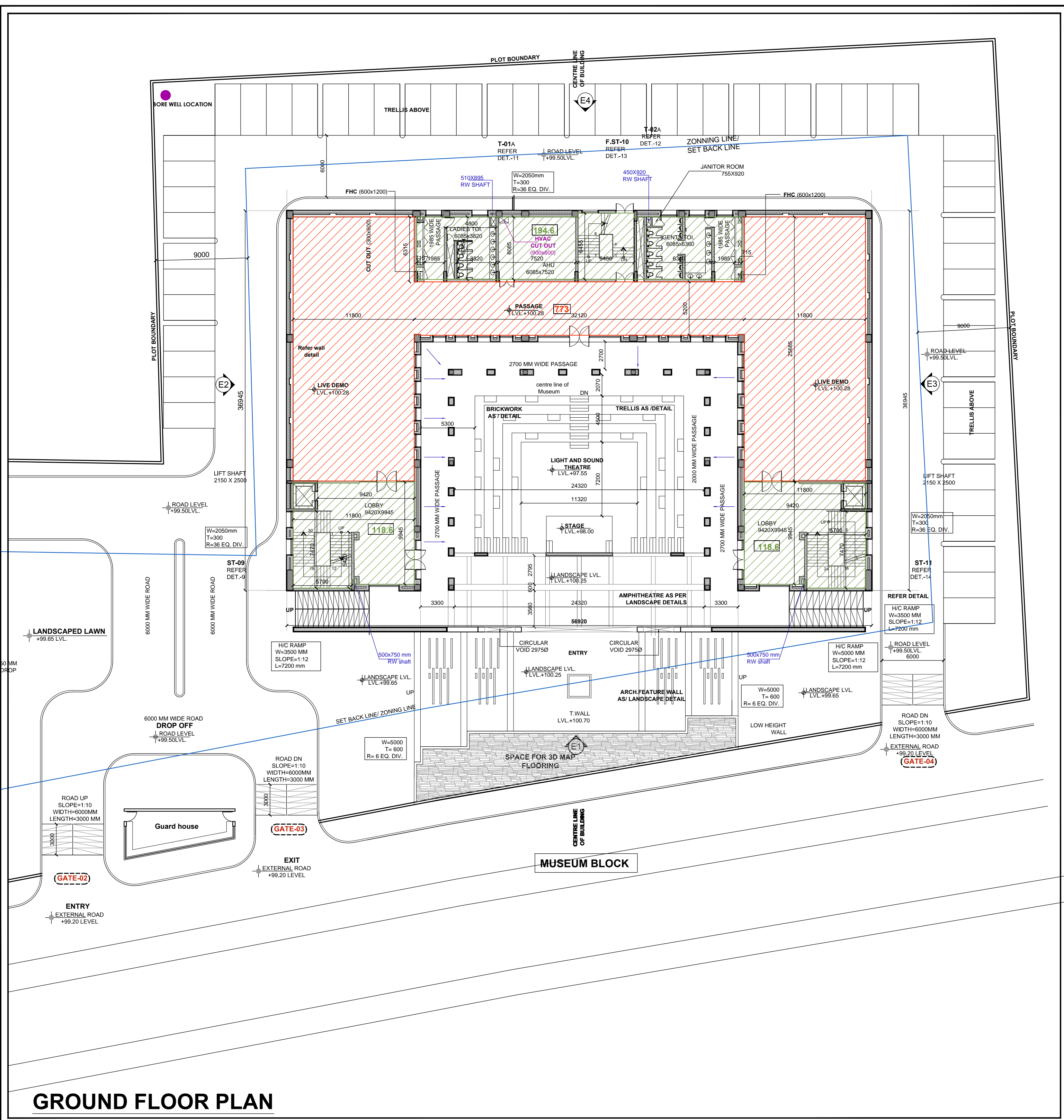


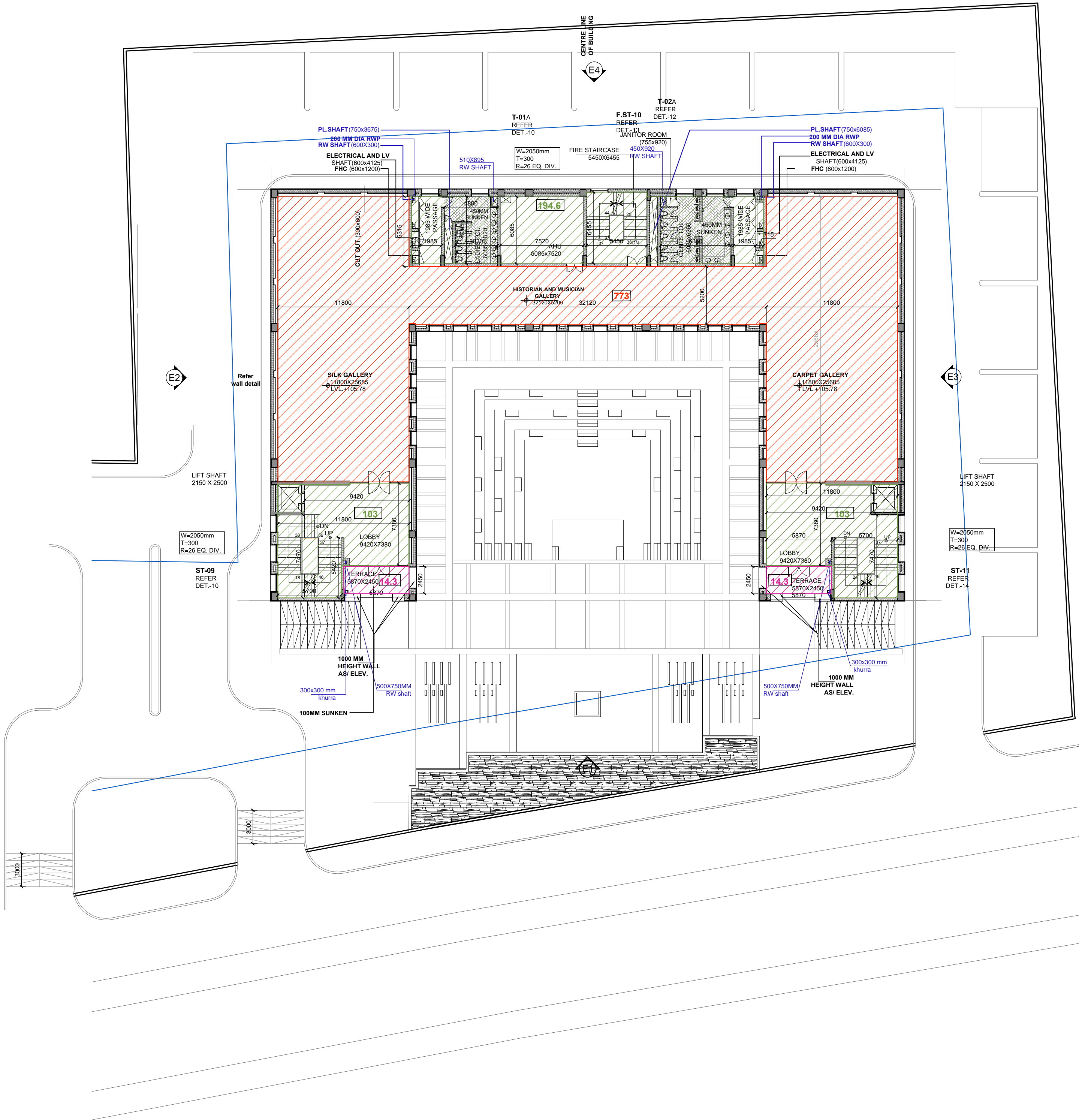
1ST BASEMENT PLAN



2ND BASEMENT PLAN

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





FIRST FLOOR PLAN

SECOND FLOOR PLAN

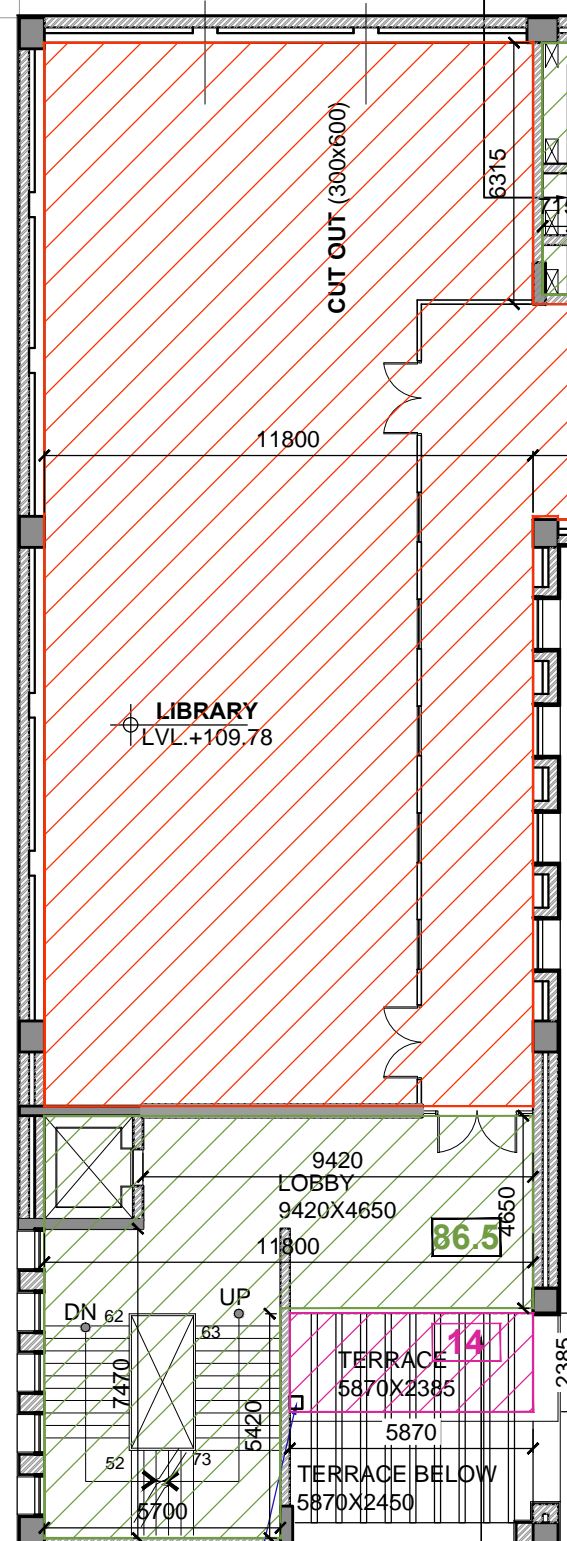
LIFT SHAFT
2150 X 2500

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

ST-09
REFER
DET.-10

Refer wall
detail

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



510X895
RW SHAFT

T-01A
REFER
DET.-11

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

FIRE STAIRCASE
5450X6455

F.ST-10
REFER
DET.-13

T-02A
REFER
DET.-12

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

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

RECORD ROOM
LVL.+109.78

AV HALL
LVL.+109.78

LOBBY
9420X4650

TERRACE
5870X2385

TERRACE BELOW
5870X2450

100MM
SUNKEN

LIFT SHAFT
2150 X 2500

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

ST-11
REFER
DET.-14

300x300 mm
khurra

CENTRE LINE
OF BUILDING
E4

C

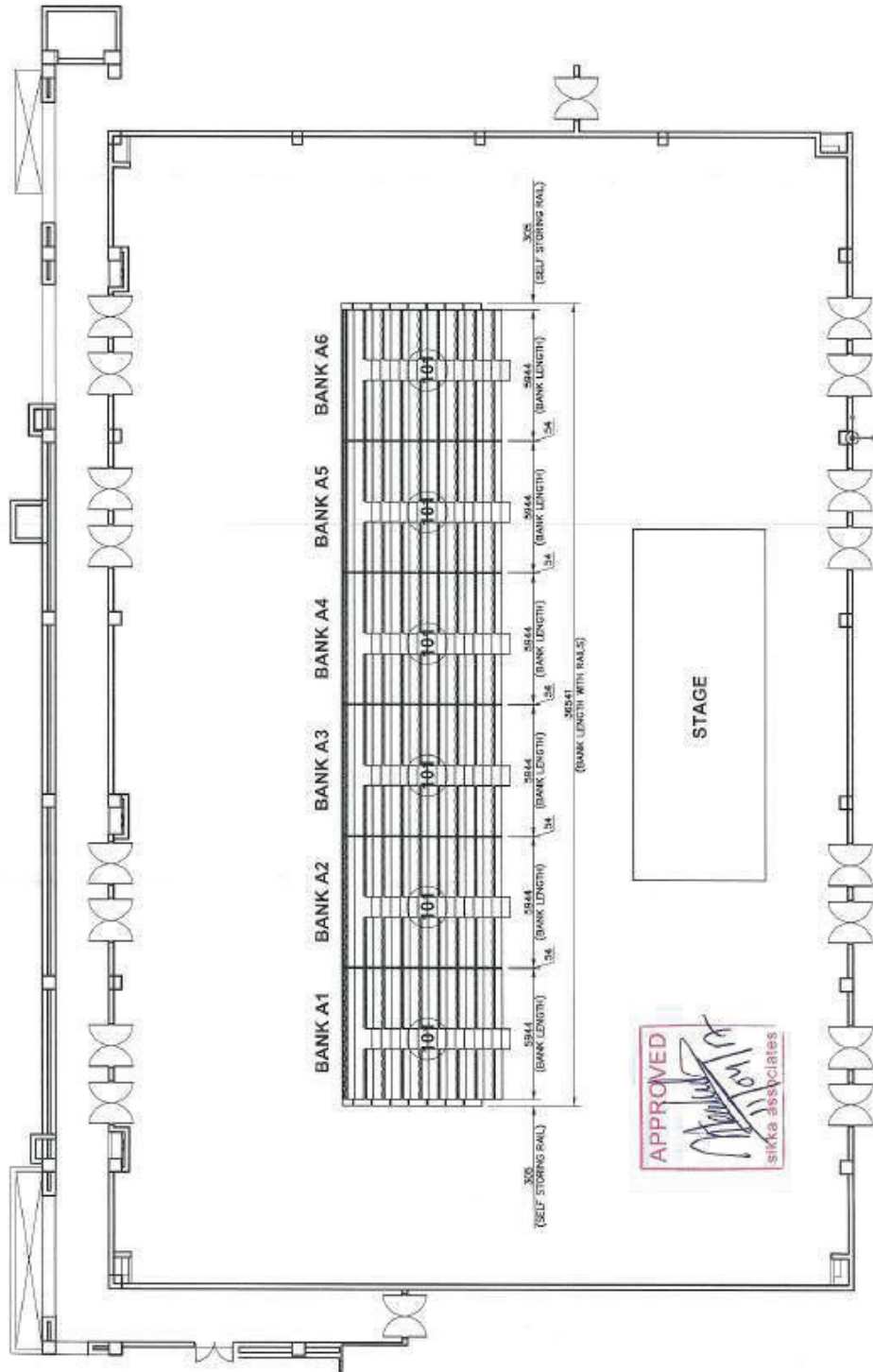
B

E3

A

C

E1



APPROVED
Signature
 sika associates

STAGE

CONFIGURATION 2

CUSTOMER APPROVAL

(Only for completion when in order is placed with Hussey Seating Company)

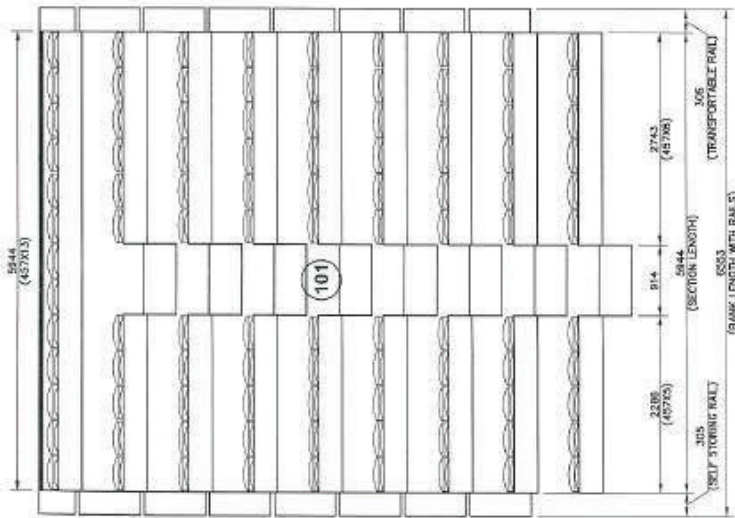
Once you, the customer, are satisfied with the finalization of the project, please sign and date this drawing and return it to Hussey Seating Company. This project cannot be cancelled without the approval of Hussey Seating Company.

Project Name: _____

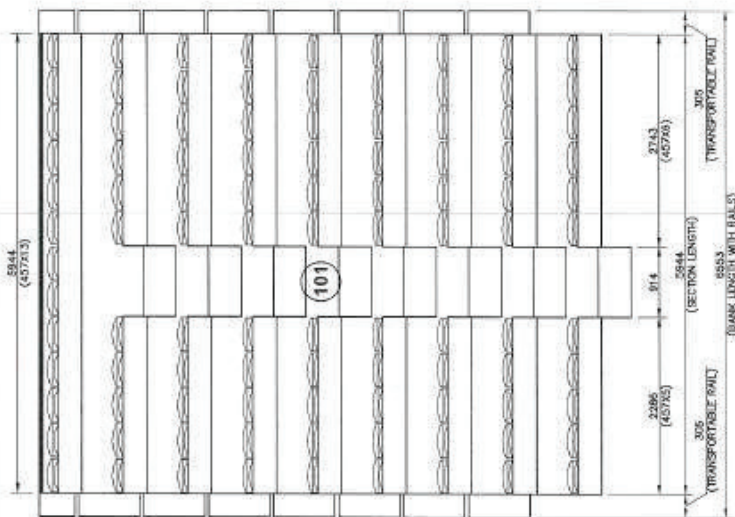
Company Name: _____ Date: _____

Please return to Hussey Seating Company when completed.

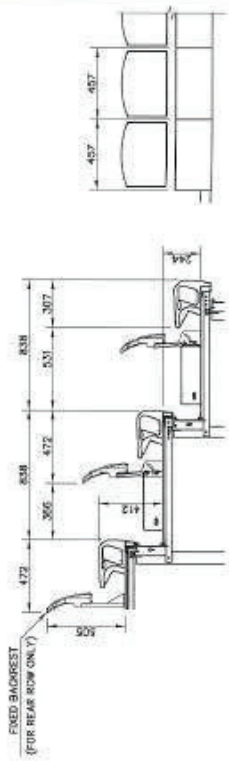
B	CHANGED ARCHITECTURE PLATFORM CONFIGURATION	06/02/2017
A	CHANGED ARCHITECTURE & SEAT PLATFORM	30/06/2016
REVISION	DESCRIPTION	DATE
husseyseating PUBLIC SEATING SYSTEMS ASIA - PACIFIC www.husseyseating.com asia-pacific@husseyseating.com		
PROJECT		
VARANASI CONVENTION CENTRE		
TITLE		
SEATING APPLICATION DRAWING		
DRAWN	PBP	CREATED
DRAWING NUMBER	AP810194-002	REVISION
		SCALE
		1/200
		A3
		TMP
		B
		DATE
		30/10/2015



BANK A1 AS SHOWN, BANK A6 MIRROR IMAGE

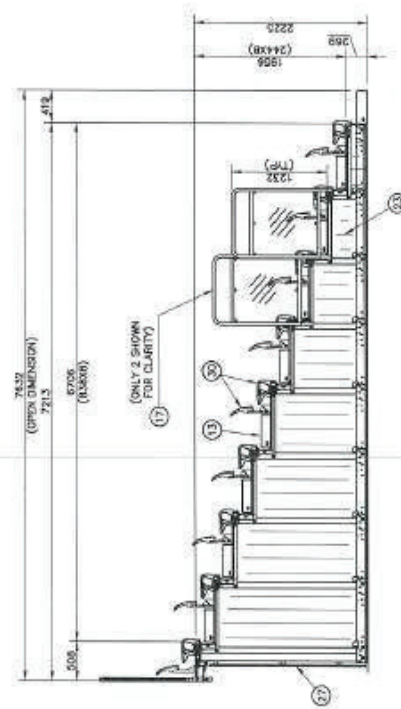


BANKS A2 - A4 TYPICAL

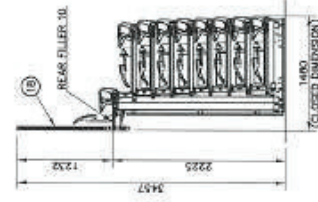


COURTSIDE XCS12 BENCH WITH BACKREST DETAIL

SCALE: 1/30



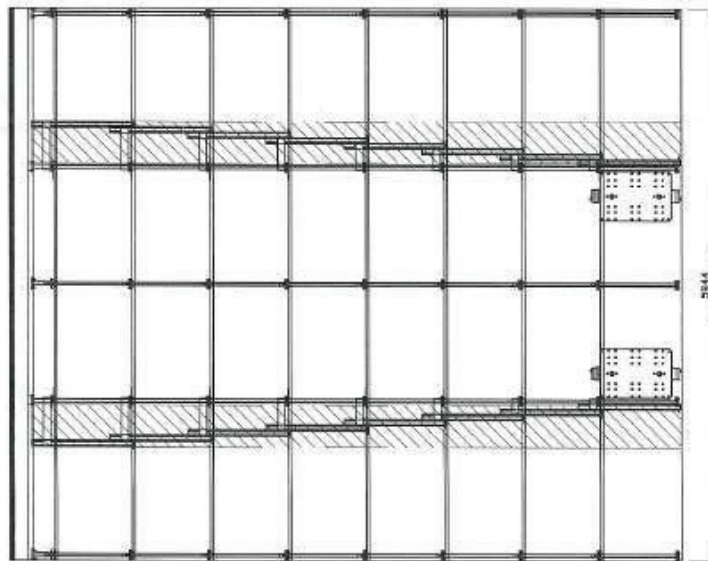
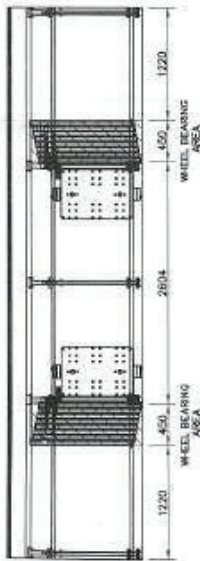
ELEVATION ON EXTENDED SEATING UNIT



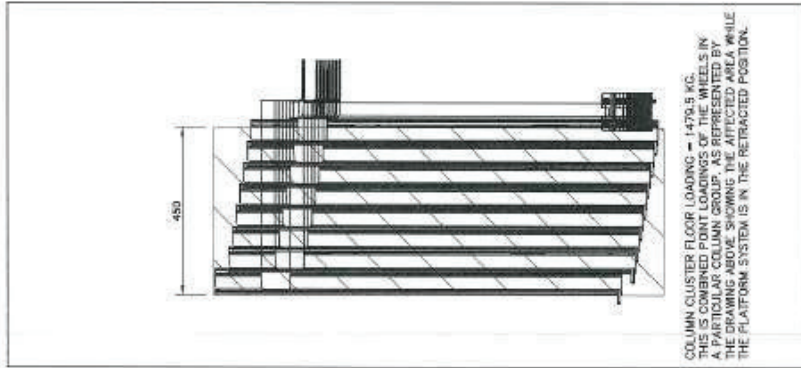
ELEVATION ON CLOSED SEATING UNIT
(SIDE RAILS NOT SHOWN FOR CLARITY)

APPROVED
[Signature]
sikkagassociates

B	CHANGED TO PORTABLE UNIT	06/02/2017
A	CHANGED ARCHITECTURE & REAR PLATFORM	30/06/2016
REVISION	DESCRIPTION	DATE
 PUBLIC SEATING SYSTEMS ASIA - PACIFIC		
www.husseyseating.com asia-pacific@husseyseating.com		
VARANASI CONVENTION CENTRE		
TITLE	SEATING APPLICATION DRAWING	
OWNER	PBP	TMP
DESIGNER	ARCHITECT	SCALE
PROJECT NUMBER	AP810194-003	B
DATE	30/11/2015	

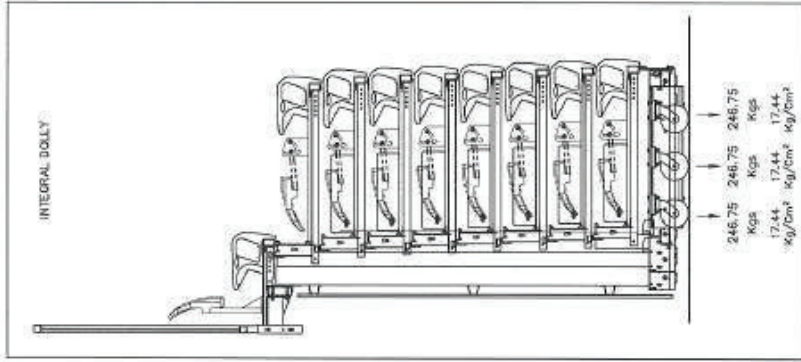


PORTABLE UNIT FLOOR LOADING
BANKS A1 - A6 TYPICAL

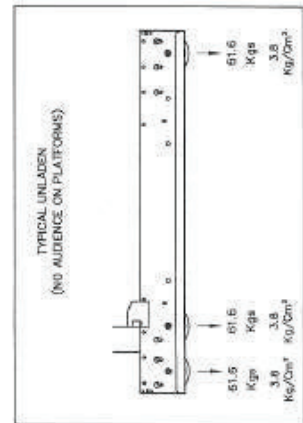


COLUMN CLUSTER FLOOR LOADING = 1479.5 KG.
THIS IS COMBINED POINT LOADINGS OF THE WHEELS IN
A PARTICULAR COLUMN GROUP - AS REPRESENTED BY
THE WHEELS IN THE RETRACTED POSITION.
THE PLATFORM SYSTEM IS IN THE RETRACTED POSITION.

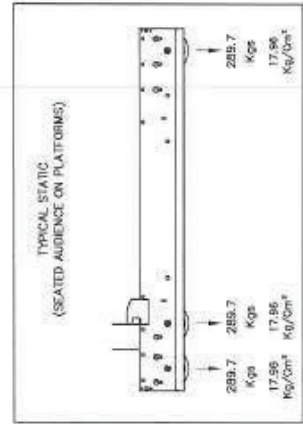
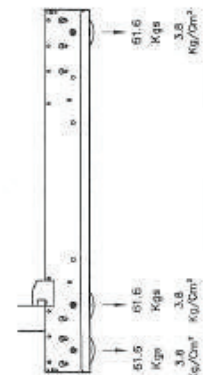
APPROVED
Sikka Associates



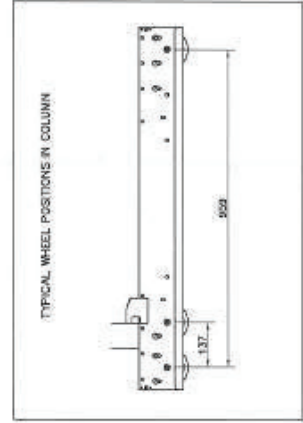
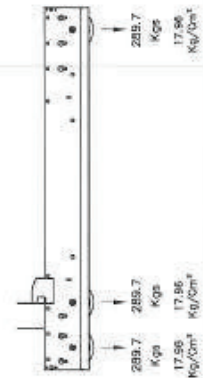
INTEGRAL DOLLY



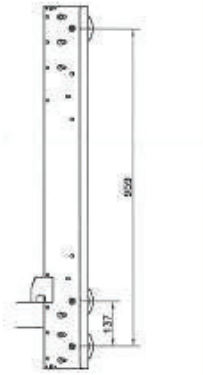
TYPICAL UNLADEN
(NO AUDIENCE ON PLATFORMS)



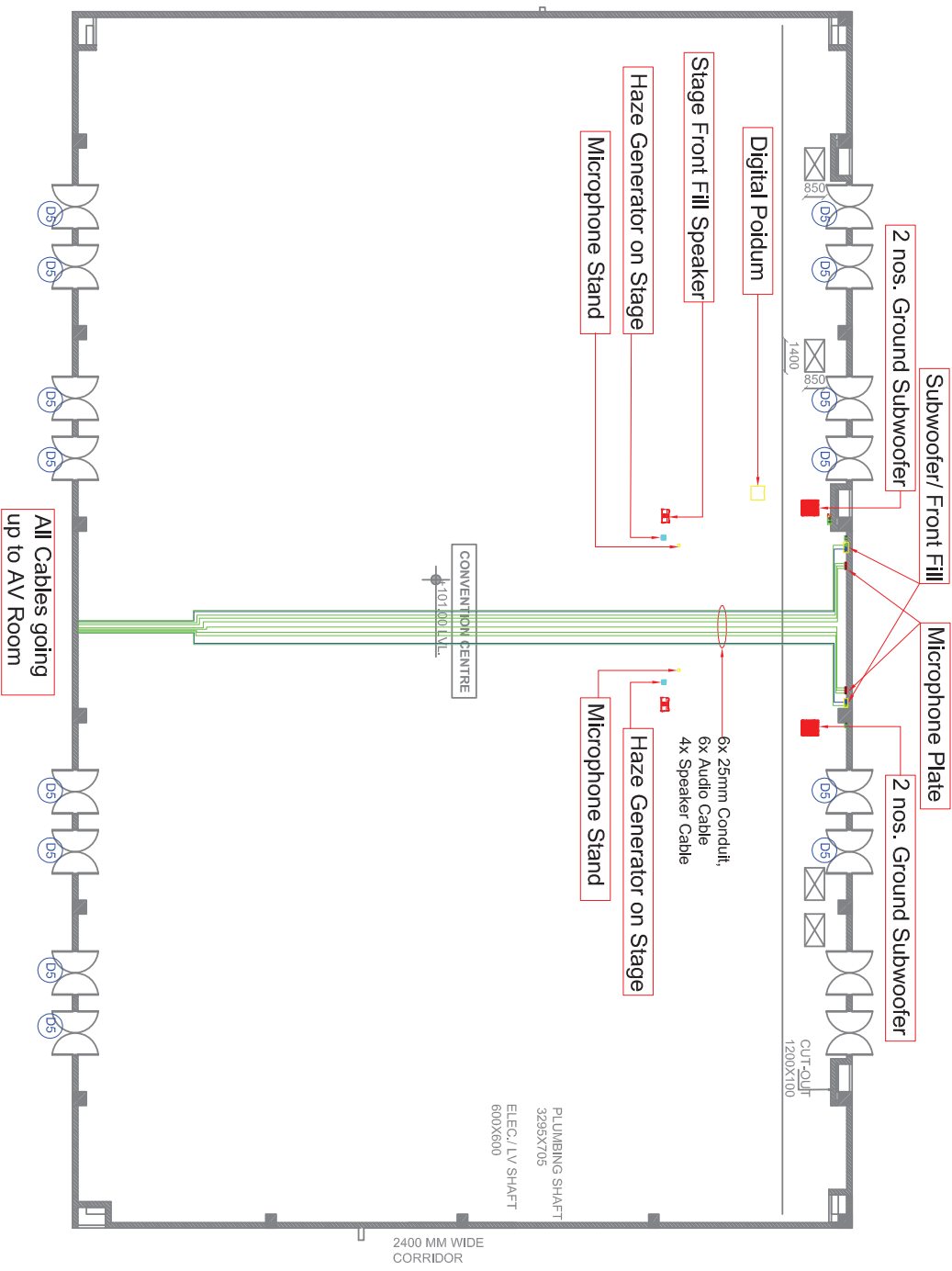
TYPICAL STATIC
(SEATED AUDIENCE ON PLATFORMS)



TYPICAL WHEEL POSITIONS IN COLUMN



B	CHANGED TO PORTABLE UNIT	06/02/2017
A	CHANGED ARCHITECTURE & REAR PLATFORM	30/06/2016
REVISION	DESCRIPTION	DATE
 PUBLIC SEATING SYSTEMS ASIA - PACIFIC		
www.husseyseating.com info-pacific@husseyseating.com		
PROJECT		
VARANASI CONVENTION CENTRE		
TITLE		
SEATING APPLICATION DRAWING		
DRAWN	PBP	A3
CHECKED	TMP	1/50
DRAWING NUMBER	AP810194-004	B
DATE	03/12/2015	



Floor Plan







Legends

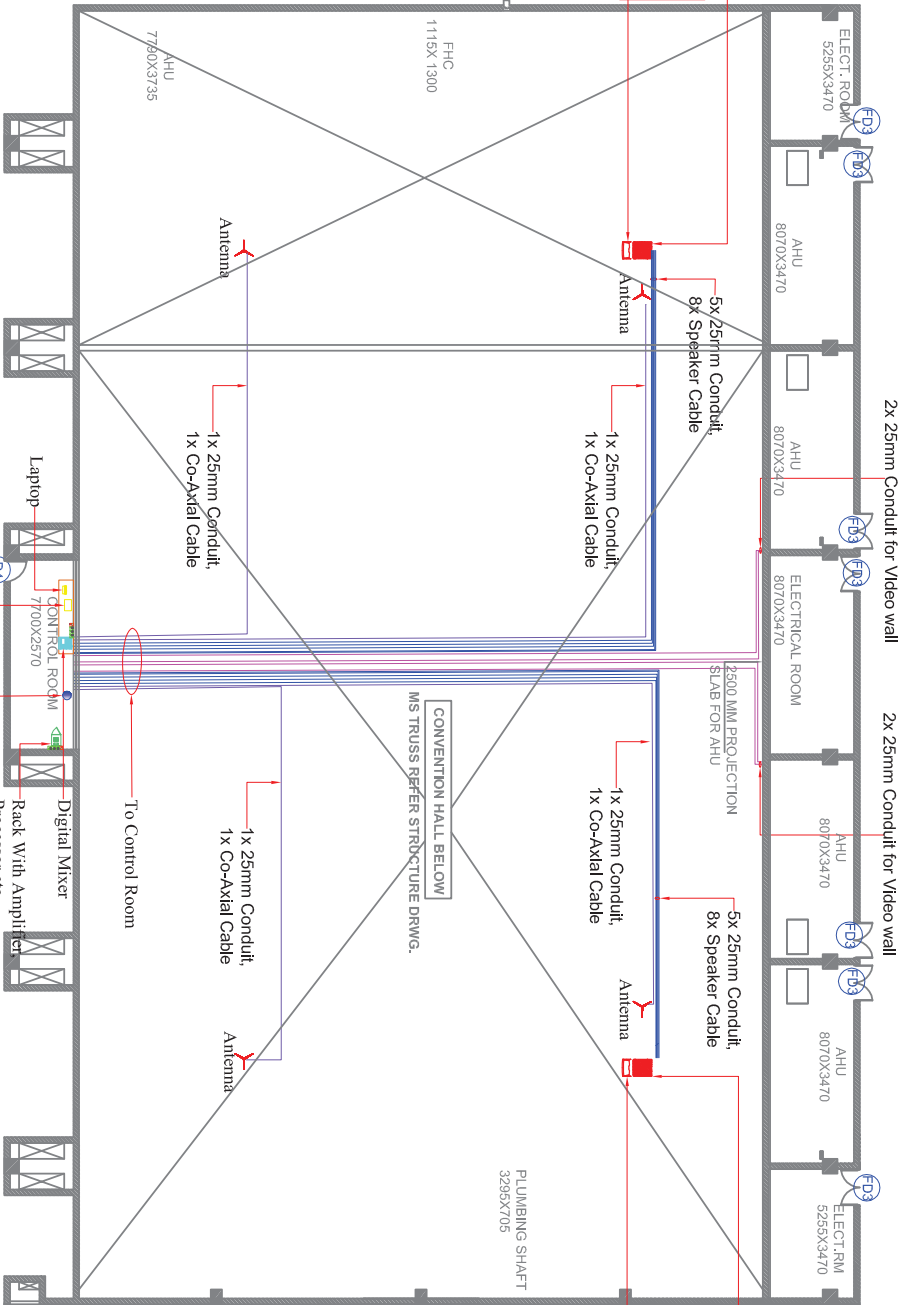
Symbol.	Description	Qty.
	Microphone Plate	6Nos.
	Data Point	
	UPS Power Point	
	Ground Subwoofer	4Nos.
	Stage Front Fill	2Nos.
	Digital Podium	1Nos.
	Audio Cable	
	Cat6 Cable	
	Speaker Cable	

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
.....

Legends		
Symbol:	Description	Qty.
	FOH Speaker	16Nos.
	Subwoofer	4Nos.
	Antenna	4Nos.
	Speaker Cable	
	Cat6 Cable	
	Co-Axial cable	

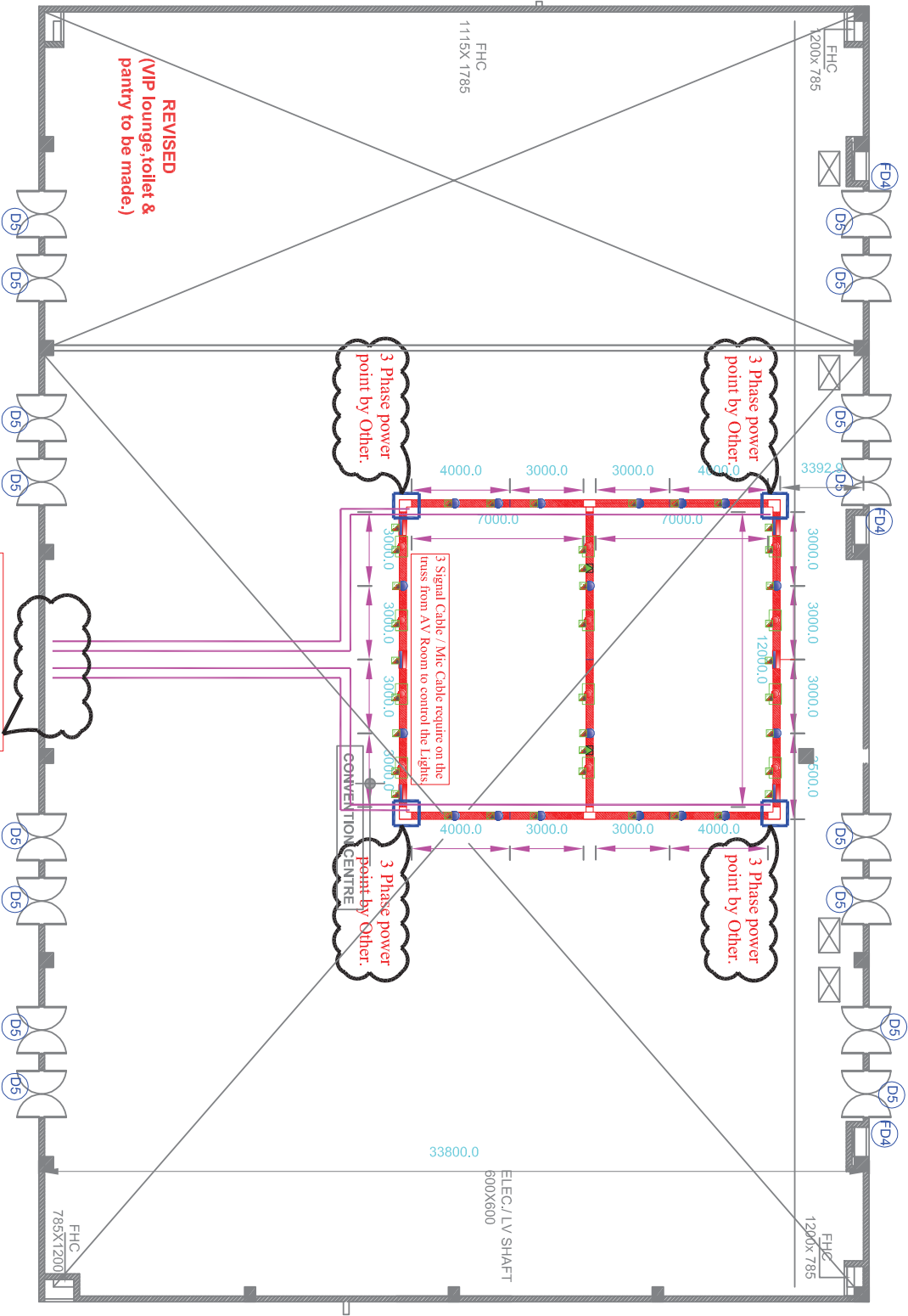


Project Title:
Trade Facilitation Center
& Crafts Museum,
Varanasi, Uttar Pradesh

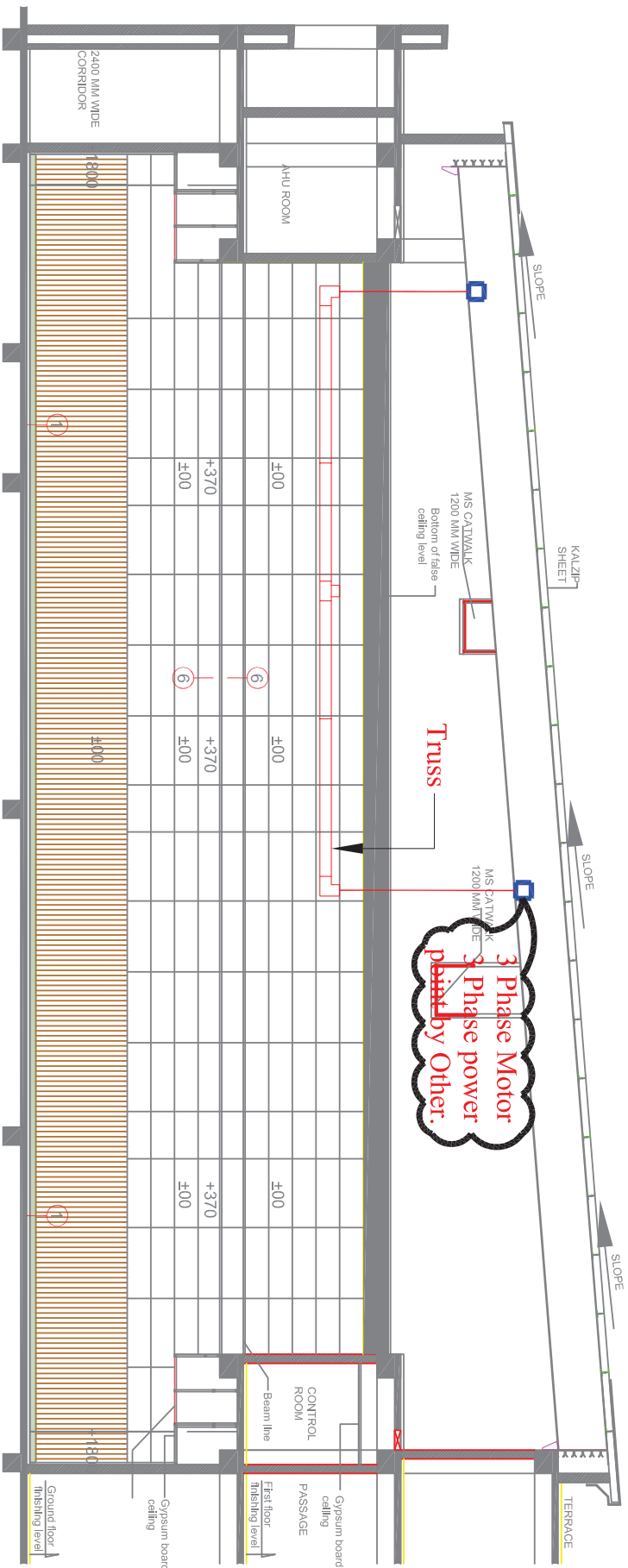
Dwg Title:
Ceiling- Convention
Center AV Conduit and
Cable Layout.

Legends		
Symbol:	Description	Qty.
	LED Par Lights	18Nos.
	Moving Head Lights	12Nos.
	Luminair Lights	6Nos.
	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.		



Ceiling Plan



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