



Request for Proposal (RFP) for Selection of a Facility
Management Agency for Gujarat Fibre Grid Network
Limited (GFGNL)

RFP REFERENCE NO DST/GFGNL/Admin/Facility
Management /2019/60

Issued by:



Gujarat Fibre Grid Network Limited (GFGNL)

A Government of Gujarat Company

Block No: 1, 8th Floor, Udyog Bhavan, Sector-11, Gandhinagar: 382010

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1. Introduction & Objectives

The Gujarat Government has setup a Special Purpose Vehicle (SPV) namely “Gujarat Fibre Grid Network Limited” (GFGNL) to implement Phase-II of BharatNet Project in Gujarat. This SPV has been created to synergize with the efforts of Government of India under the National Optical Fiber Network and Digital India initiative and make focused efforts to actualize a state-to-village fiber grid and to facilitate building common Government owned infrastructure to provide internet facilities to residents of State of Gujarat.

BharatNet, also Bharat Broadband Network Limited, is a Telecom infrastructure provider, set up by the government of India under Telecom department for the establishment, management and operation of National Optical Fibre Network to provide a minimum of 100 Mbps broadband connectivity all 250,000 Gram panchayats in the country, covering nearly 625,000 villages, to improve telecommunications in India and reach the campaign goal of Digital India.

The Gram Panchayats (GPs) to be connected under BharatNet Phase-II has been divided into two packages, each containing a group of GPs for convenience of implementation. As part of the scope a total of 7692 GPs spread over 22 districts shall be connected over the proposed fibre grid.

With the selection of Project implementation agencies (PIA) and a third party audit agency (TPA) for implementing & validating the entire project on EPC basis respectively, GFGNL is in process of augmenting its workforce who shall be deputed in state and district headquarters to oversee and supervise the project work.

The proposed location for GFGNL headquarters shall be at 5th floor, Block 6, Udhyog Bhavan, Sector 11, Gandhinagar, Gujarat 382010.

In order to ensure proper hospitality to its officials and staff, GFGNL intends to appoint a facility management agency to provide (skilled, semiskilled and unskilled) manpower and sanitation & housekeeping Services for its office(s) at Udhyog Bhavan, Sector 11, Gandhinagar, Gujarat. The proposed offices(s) shall accommodate fifty (50) individuals from GFGNL and assisting firms.

GFGNL is in talks with Gujarat government for acquiring additional space in Udhyog Bhawan for setting up of a state of the art Network operation Centre (NOC) and refurbish its current office for establishing a corporate office catering to operational & marketing activities of GFGNL along with sitting space for additional manpower acquired, project consultants and respective teams of implementation agencies. However, it may happen that GFGNL decides to have separate sitting place for its staff and establishing the NOC within the same premise i.e. Udhyog Bhavan, Sector 11, Gandhinagar, Gujarat and hence the services as per the scope defined in this tender may be required at one or more office premises.

Udhyog bhawan is managed by the Udhyog Bhavan Society which is responsible for renovation and upgradation of services such as: Entrance gate, security systems, Drainage, Drinking water, Roads, Painting, Landscaping, and expansion of parking facility.

In addition to this, GFGNL shall be setting up field level offices in district headquarters as well. The scope of the bidder does not include providing housekeeping and sanitation services for field offices.

In reference to above, proposals are invited from reputed/authorized/experienced firms/companies engaged in the business of facility management especially for providing hospitality, housekeeping and sanitation services with material for Gujrat Fibre Grid Network Ltd (GFGNL) having its office(s) at udhyog bhawan on outsourcing basis as per a service contract with specific terms and conditions.

2. Notice Inviting Proposal and Necessary Instruction

Name of the work	Request for Proposal (RFP) for Selection of a Facility Management Agency for Gujarat Fibre Grid Network Limited (GFGNL) RFP REFERENCE NO DST/GFGNL/Admin/Facility Management /2019/60
Tender submission Cost	Rs 1,500 (Rs One thousand Five hundred only) In the form of Demand Draft in favour of “Gujarat Fibre Grid Network Limited” drawn on any scheduled bank and payable at Ahmedabad/ Gandhinagar.
EMD (Bid Security / Security deposit)	Rs 50,000 (Rs Fifty thousand only) Demand Draft in favour of “Gujarat Fibre Grid Network Limited” drawn on any scheduled bank and payable at Ahmedabad/ Gandhinagar OR EMD in the form of bank guarantee of validity for 180 days from the due date of bid submission in favour of “CFO, Gujarat Fibre Grid Network Limited“ from <ul style="list-style-type: none"> • All Nationalized banks including the Public sector banks - IDBI Ltd. • Private sector banks - AXIS Bank, ICICI Bank and HDFC Bank
Period of Contract	Two (2) years from the date of award of work
Issue Of Tender	The tender can be downloaded from 09.01.2019 to 30.01.2019 from website https://dst.gujarat.gov.in/tender.htm
Pre-bid queries	16.01.2019 at 15:00 hrs
Pre-Bid Meeting	17.01.2019 at 11:30 hrs Venue : Gujarat Fibre Grid Network Limited (GFGNL), Block No: 1, 8th Floor, Udyog Bhavan, Sector-11, Gandhinagar: 382010
Proposal due date (last of date of Tender submission)	Tender should be submitted before 12:00 hrs on 30.01.2019 at the below mentioned address Chief Finance Officer (CFO), Gujarat Fibre Grid Network Limited (GFGNL), Block No: 1, 8th Floor, Udyog Bhavan, Sector-11, Gandhinagar: 382010
Opening Of Tender	Qualification documents will be opened on the same day – 30.01.2019 at 15:00 hrs in the presence of bidders Qualifying bidders whose tender fee and EMD are found in order shall be subsequently informed later about the date, time and venue for technical and price bid opening.
Contact persons (for any Clarifications)	Chief Finance Officer (CFO), Gujarat Fibre Grid Network Limited (GFGNL), Block No: 1, 8th Floor, Udyog Bhavan, Sector-11, Gandhinagar: 382010

3. Scope of Work

Currently GFGNL is operating from registered office, situated on 8th floor, block no #1, Udhyog bhawan, sector 11, Gandhinagar. The current office occupies nearly 4951 Sq. ft (approx.) of area having two (2) conference rooms, fourteen (14) cabins, four(4) washrooms, pantry area and eighteen (18) cubicles.

GFGNL is in process of occupying an area of 4789 Sq.ft (approx.) on 5th floor, block no #6 in Udhyog Bhawan, Sector 11, Gandhinagar. The proposed office location is having two (2) big conference rooms, pantry area, thirty seven (37) cubicles, one (1) document room, Nine (9) cabins, three (3) washrooms and a reception area and an entrance foyer with a seating space for security personal.

The proper cleanliness and general upkeep shall be ensured by the selected agency and the area(s) occupied by the GFGNL in the Udhyog Bhawan is/are required to be kept in a perfect state of cleanliness and hygiene at all times to the entire satisfaction of the officers in charge of GFGNL. The anticipated footfall of visitors is expected to be between 50-75 visitors on working days including GFGNL officials and staff.

The selected agency has to provide workforce in sufficient numbers to maintain the premises as required and to the satisfaction of the GFGNL.

Hospitality, Housekeeping and Sanitation Services

Hospitality, Housekeeping and Sanitation Services will be comprehensive in nature relating to all areas within the premises and shall include the following:

1. Sweeping, Vacuum Cleaning/Cleaning and wiping of floors of all rooms, Urinals, toilets, wash basins, corridors, staircase, ramps, and lobbies as applicable to premise(s).
2. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signage's etc. with dry/wet cloth, feather brush and duster.
3. Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc.
4. Replenishing all toiletries including hand towels, Liquid soap, toilet rolls, air freshener and tissue boxes after daily check-ups in the morning, afternoons and on call basis during office hours.
5. GFGNL office shall have a self-service pantry for its officials and staff. Agency shall be responsible for upkeep and maintenance of the pantry area to ease operation of necessary equipment's such as fridges, Microwave Oven, Water coolers, Water Dispensers, Tea and coffee vending machine etc.
6. Supply all the necessary consumable items and tools required for upkeep of the premises.
7. Maintenance of proper registers/records for the jobs carried out on daily basis as well as consumables and supplies procured, consumed and required
8. Look after meeting requirements, table service, file movement, stores management, opening & closing of office premises and reception service during office hours
9. Conferences/Meeting Room:
 - a. Preparing and serving tea/coffee in meeting rooms and office rooms
 - b. Serving of refreshment and water, etc. for conference & meeting rooms and cabins (if required) with shrink-wrapping the eatables. High standards of sanitization and hygiene should be adopted.
 - c. Cleaning of cups, plates, glasses, etc.
 - d. Conference room / Meeting Rooms / Discussion rooms and individual desks to be checked on regular intervals / call basis.

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- e. Water bottles, tea cups, paper plates, crockery etc., to be cleared regularly so that the area never looks dirty.
- f. Water bottles to be replenished with tissues and notepads to be arranged and placed before start of meeting.

10. Any other incidental activities related to above

Deployed personal(s) should be well dressed preferably in uniforms with minimum two (2) years of work experience in proposed role, having a background of facility/hospitality management and would assist in meeting hospitality requirements for GFGNL.

Cleaning activity shall start in the morning at 9.00 AM so as to complete all the dusting/ cleaning/ mopping work before 10.00 AM i.e. commencement of office work. Necessary precautions should be taken while cleaning and dusting of office electronic equipment's to ensure no damage and disruptions of services is caused.

Jobs to be carried on daily basis				
S No	Job description	Before 10:00 am	Post Lunch Session (3:00 pm)	To be checked on regular intervals (every 3 hr)
1.	Sweeping, Cleaning, and wiping of floors, corridors, lifts and lobbies, meeting areas, cabins etc.	✓	✓	
2.	Dusting /brushing of partitions, glass panes, blinds, Door Mats, Tables, chairs, Workstations & Cubicles, conference rooms, Library/Document room, Visitors' rooms etc.	✓		
3.	Cleaning and scrubbing of toilets, all vitreous fixtures, wash basins, sanitary fittings & mirrors and toilet floors	✓	✓	
4.	Replacement of hand towels , tissues etc. in toilets	✓		✓
5.	Dusting of office equipment's such as Telephone Sets, PC, Printers, Photocopier machines, Network Equipment	✓		
6.	Cleaning of pantry area, vessels , cutlery, etc.	✓	✓	✓
7.	Removal of used cups and glasses, garbage, etc. from workstations, cabins and conference rooms post serving	✓	✓	✓
8.	Removal of waste papers and any garbage, putting in place garbage bags	✓	✓	
9.	Lifting, carrying and disposing the dead bird's animals, rats, and insect's etc. if found in and around the office premise	✓		
10.	Cleaning of baskets, bins, and disposing off all the collected refuse at designated site on daily basis	✓	✓	✓
11.	Spraying room Fresheners / Air Fresheners daily at regular intervals	✓	✓	✓
Jobs to be carried on weekly basis and as an when required on call basis				
12.	Cleaning of Tables, cabinets, ,white boards, doors and partitions etc.			
13.	Refill of toiletries i.e. liquid hand soap, toilet paper, sanitary cubes, etc.			✓
14.	Refill of air fresher's			

Jobs to be carried on daily basis				
15.	Shifting of furniture and other items from one floor to another or within the floor as and when required by the administration			
16.	Moving of articles like tables, chairs, Almira's, display boards, etc. as and when such shifting is necessary			
17.	Vacuuming, brushing of all carpet area (if any), chairs and sofas, removal of cobwebs			
18.	Cleaning and dusting of electrical switch boards, light fixtures, fans, air conditioner vents, overhead light fixtures, firefighting equipment, name plates, artifacts, plant boxes, etc.			
19.	Thorough Cleaning of Water Dispensers and Water coolers			

Supervisory Services

As part of services, selected agency shall have to depute a supervisory executive to oversee the facility management services for GFGNL. The Supervisor Executive shall be the single point of Contact for GFGNL for all the services related matters as prescribed in this contract. Supervisor has to ensure that the day to day Facility Management Service is carried out smoothly. Supervisor shall also be single point of contact for liaisons/ interactions with Udhyog Bhawan society for all electrical, water supply, plumbing work and other maintenance works. Broad requirements of supervisory executive are mentioned below:

- Supervisor executive should have a facility/hospitality/hotel management background
- Supervisor should be a Post Graduate having minimum 3 years of experience in proposed role for managing similar work or Graduate having minimum 5 years of experience in proposed role for managing similar work.
- Supervisor should be conversant with Microsoft office application and prevalent email client/services.
- Supervisor is not required to be physically stationed at GFGNL office(s) for complete duration of working hours but a minimum of two(2) inspection of facilities is mandatory on each working day preferably one (1) each during both pre-noon and post noon sessions

General Service Conditions

The quantum of requirement of such material may be more explicit. It should be ensured that all cleaning material is supplied regularly as per the requirement.

1. The manpower will have to be supplied by the agency within 15 days of issuance of work order.
2. The Cleaning and maintenance staff should be present during GFGNL working hours (10:30 am – 18:10 pm) including lunch break of half an hour and at least one of the staff deputed daily should be a female staff to attend to gender sensitive requirements.
3. Manpower should be dressed neatly as per prescribed dress code and well behaved
4. Manpower should wear their Identity Cards with relevant details such as Name, Age, Address, and Contact No. (Landline/Mobile), Blood Group
5. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for each category. All consumable, detergents, chemicals, like (Naphthalene ball, Room freshener, mosquito/insect repellent, liquid soap, Colin, phenyl) equipment's, machineries etc. shall be arranged by the selected agency.
6. Cleaning should be completed in office cited premises prior to opening of office hours i.e. 10.00 AM so that work in office does not get interrupted in the middle for cleaning purpose

7. The persons supplied by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of persons will be verified by the Service Provider before their deployment through local police, collecting proofs of residence, driving license, bank account details, previous work experience and recent photograph and a certification to this effect needs to be submitted to GFGNL. The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The Service Provider shall withdraw such employees who are not found suitable by the GFGNL for any reasons immediately on receipt of such a request
8. The service provider shall deliver services from persons on its payroll. Services provider shall ensure that it doesn't violate any labour laws applicable.
9. There is no Master and Servant relationship between the employees of the service provider and GFGNL
10. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential/secret nature
11. Checklists has to be maintained for Toilets, general cleanliness activities etc. and would be under administration of the supervisor. S/He would sign the checklist after random physical inspection of these areas.
12. The agency will have to maintain an inventory of all consumable items at all times
13. The agency will be responsible for any indiscipline, damage to equipment property and third party liabilities caused by acts on part of its deployed manpower at GFGNL premises for housekeeping services
14. The selected agency shall be responsible for provision of potable drinking water and all consumables for the deployed personnel
15. The agency must provide necessary standard liveries to its housekeeping staff /supervisors with their identity properly displayed. No extra payment shall be claimed from GFGNL for such items.
16. In the event of any theft/loss of GFGNL property due to established negligence of the agency's deployed manpower, the agency will make good the loss as decided by GFGNL. Decision of GFGNL on the compensation will be final
17. GFGNL will provide a space to the agency from its existing space for storing the equipment, materials during the contract period. The water and electricity will be provided by GFGNL from its existing resources.

4. Qualification criteria

The GFGNL has set up minimum eligibility criteria for the bidding purposes. All bidding agencies must meet following criteria before they apply for the bid. The bidding agencies meeting the criteria must enclose their supporting documents along with the proposal.

S No	Criteria	Documents to be provided
1.	The entity should be either registered as a Company under Companies Act 1956/ 2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be.	Certificate of Incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act <ul style="list-style-type: none"> • Certificate consequent to change of name, if applicable
2.	Bidder should have provided facility management services including of hospitality, housekeeping and	Work order/Agreements

S No	Criteria	Documents to be provided
3.	<p>sanitation services to at least three(3) firms during last three years as on date of submission of proposal</p> <p>The agency or any of its partners/directors etc.</p> <ul style="list-style-type: none"> • should not have been black listed/debarred by any of the government agencies or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations. • should not have been declared bankrupt 	<ul style="list-style-type: none"> • Self-Declaration

5. Instruction to bidders

- a) The proposal shall be submitted in a sealed envelope with clear inscription as “PROPOSAL FOR FACILITY MANAGEMENT SERVICES, RFP REFERENCE NO DST/GFGNL/Admin/Facility Management /2019/60” on top of it before due date and time.
- b) The Proposal shall be in three parts i.e. Envelope-A, Envelope-B and Envelope-C.
 - “Envelope-A” shall contain the EMD & DD
 - “Envelope-B “ shall contain the Technical Proposal and
 - “Envelope-C” shall contain the Financial Proposal
- b) Technical and Financial Proposal shall be submitted separately in sealed covers with clear inscription as “TECHNICAL/ FINANCIAL PROPOSAL; RFP REFERENCE NO. DST/GFGNL/Admin/Facility Management /2019/60” on top of respective covers and both the sealed envelopes with envelope A shall be sealed in a fourth envelop with required inscription on it as mentioned in Clause (a) above
- c) Bids received in any manner other than as prescribed above are liable to be rejected summarily.
- d) Any agency/person(s) selected/involved either directly or indirectly with any other work with GFGNL is/are not eligible to participate in this tender process.
- e) The selected agency shall, however, survey the area of current & proposed office(s) and make assessment of the manpower and material requirement on its own to maintain the premises as required by GFGNL. However, interested bidders should inform and take prior information of GFGNL before visiting the premises.
- f) The contract for providing the aforesaid facility management services shall be for an initial period of two (2) years, which can be extended by two (2) more year with mutual consent.
- g) The contract may be curtailed/ terminated before the contract period, interalia owing to deficiency in service or substandard quality of services by the selected agency etc. as may be specified in the contract to be signed between the parties. The GFGNL, however, reserves right to terminate this initial contract at any time after giving one month’s notice to the selected agency with or without assigning any reasons. Where a contract is terminated by GFGNL on account of the defaults committed by the agency, it shall have the right to award the contract to any other agency at the cost, risk and responsibilities of contractor and excess expenditure incurred on account of this will be recovered by GFGNL from his security deposit or pending bill or by raising a separate claim.
- h) The validity period of the bid will be 180 days from the date of opening of tender documents, which may be extended by the bidders for such period as may be requested by GFGNL. The bidders shall ensure that timelines are adhered to and any bids received later than the specified time and date shall not be entertained.
- i) The Earnest Money Deposit (EMD) of Rs 75000/- (Rupees Seventy five thousand Only), refundable (without interest) to unsuccessful bidders, should be necessarily accompanied with the price bid of

the bidder, in the form of bank guarantee (BG) or demand draft(DD) drawn in favour of GFGNL, Gandhinagar, failing which the tender shall be rejected summarily. In the event, the successful bidder fails to sign the agreement with GFGNL for provision of services as sought in the tender, subsequent to its bid being accepted, the EMD is liable to forfeited. The firms registered under MSME for providing facility management services are exempted from submitting the Earnest Money Deposit (EMD).

- j) The EMD of unsuccessful bidders will be returned by the GFGNL, without any interest, as promptly as possible on acceptance of the proposal of/signing of contract with the selected bidder or when GFGNL cancels the bidding process
- k) The successful bidder who is awarded the contract shall be required to deposit a Performance Security Deposit @ 10% of the total value of the contract in the form of Bank Guarantee from any from scheduled bank in favour of GFGNL, Gandhinagar within 15 days of award of work, covering the period of contract and 180 days beyond the contract period. In case, the contract is further extended beyond the initial period, the Bank Guarantee will have to be accordingly extended/renewed by the successful agency/bidder. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder. Non deposit of PBG within the stipulated time shall render the award of contract invalid at the discretion of GFGNL.
- l) Any conditional bids received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder and shall not be evaluated
- m) All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Price Bid Form. In such cases, the tender shall be summarily rejected
- n) The Competent Authority of the GFGNL reserves the right to annul all bids or discontinue this tender process, without assigning any reason, at any time prior to signing of agreement with the successful bidder.
- o) This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the agency described herein.
- p) This document is meant to provide information only and upon the express understanding that recipients will use it only for the purposes set out above. It does not purport to be all inclusive or contain all the information about agency or be the sole basis of any contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned information on the agency. While this document has been prepared in good faith, neither GFGNL, nor any of their officers or subscribers make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by GFGNL and any of their officers or subscribers even if any loss or damage is caused by any act or omission on the part of GFGNL or any of their officers or subscribers, whether negligent or otherwise.
- q) By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of GFGNL. GFGNL and any of their respective officers or subscribers undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement.
- r) Accordingly, interested recipients should carry out an independent assessment and analysis of the requirements and of the information, facts and observations contained herein.
- s) This document has not been filed, registered or approved in any jurisdiction. Recipients of this document should inform themselves of and observe any applicable legal requirements.

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- t) This document constitutes no form of commitment on the part of the GFGNL. Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed agency selection process
- u) When any proposal is submitted pursuant to this RFP, it shall be presumed by GFGNL that the bidder has fully ascertained and ensured about its eligibility to render service as an agency, in the event of the same being selected ultimately to act as such, under the respective governing laws and regulatory regime and that there is no statutory or regulatory prohibition or impediment to acting as such agency and it has the necessary approvals and permissions and further suffers no disability in law or otherwise to act as such.
- v) By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient with access to any additional information or to update this document or to correct any inaccuracies, therein, which may become apparent, and GFGNL reserves the right at any time and without advance notice, to change the procedure for the selection of agency
- w) GFGNL reserves the right to vary/alter/amend the eligibility criteria for the Housekeeping agency at any time, in its discretion, before the last date of submission of proposals
- x) The agency shall comply with and abide by such directions that GFGNL may issue from time to time
- y) The proposal and all correspondence and documents shall be written in English. All proposals and accompanying documents received within the stipulated times shall become the property of GFGNL and will not be returned
- z) The proposal shall be valid for a period of 180 days from the date of opening of proposals. A proposal valid for a shorter period may be rejected as non-responsive.
- aa) Once the GFGNL notifies the successful bidder that its proposal has been accepted, GFGNL shall enter into separate agreement/contact with the successful bidder and the terms and conditions of provisions of service etc. shall be specified therein
- bb) Each bidder shall submit only one tender by himself, No joint venture or consortium is allowed.

Any matter relating to the appointment of facility management agency or the procedure for the appointment of facility management agency shall be governed by the Laws of Union of India. Disputes, if any arising under the said process shall be subject to the exclusive jurisdiction of courts at Gandhinagar/ Ahmedabad. Any disputes arising after the signing of the agreement shall be resolved in the manner as mentioned in such agreement.

Micro, Small & Medium Enterprises Development Act

- a) If a bidder falls under the Micro, Small & Medium Enterprises Development Act, 2006, then a copy of the registration certificate along with Udyog Aadhaar Number must be provided to GFGNL for relevant domain. Further, the bidder must keep GFGNL informed of any change in the status of the company
- b) Exemption from payment of earnest money have been extended to the SSI units registered with NSIC for the products / services asked in this tender

6. Pre-Bid Meeting

A prospective bidder requiring any clarification on the RFP Document may submit his queries, via email, to pmc@bharatnet.gujarat.gov.in on or before last date specified in the RFP.

1. GFGNL will host a Pre-Bid meeting for queries (if any) by prospective bidders. The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the Pre-Bid meeting is to provide a forum to the bidders to clarify their doubts/seek clarification or additional information necessary for them to submit their bid. Details of the Pre-Bid meeting are:

- Date and Time: As indicated in notice inviting proposal

- Venue: Gujarat Fibre Grid Network Limited (GFGNL), Block No: 1, 8th Floor, Udyog Bhavan, Sector-11, Gandhinagar: 382010
2. The queries should necessarily be submitted in the following softcopy format and **should be in Microsoft Excel only** (.xls or .xlsx formats):

Request for Clarification		
Name and Address of the Organization Submitting Request	Name and Position of Person Submitting Request	Contact Details of the Organization / Authorized Representative
Name: Address:	Name: Designation:	Tel: Mobile: Fax: Email:

Sr.	RFP Document Clause/ Section No.	Clause Title	Page No.	Content of the RFP Requiring Clarification	Clarification Sought

(No PDF or Scanned images)

3. Queries submitted post the above mentioned deadline or which do not adhere to the above mentioned format may not be responded to. All the responses to the queries (clarifications / corrigendum) shall be made available on the <https://dst.gujarat.gov.in/tender.htm> .

7. Proposal Submission & Evaluation

a) Proposal preparation:

- i. The proposal should be short, concise & include all points indicated in the document.
- ii. The Proposal shall be typed or written in indelible ink and should be in English. Proposal in other language would not be accepted. The pages and volumes of each part of the Proposal shall be clearly numbered. The Proposal shall contain all the information required herein and references of previous submissions shall not be considered
- iii. Bids and all accompanying documents shall be in English
- iv. The bidder shall submit price bid / offer in Indian Rupees and payment under this contract will be made in Indian Rupees only
- v. GFGNL does not bind itself to accept lowest or any other bids and has the right to cancel the bidding process and reject all bids or some bids or single bid at any time prior to award of the contract without assigning any reasons whatsoever and without thereby incurring any liability to the affected bidder/bidders on the grounds for the company's action.
- vi. The bidders shall bear all costs associated with the preparation and submission of their proposals.
- vii. At any time before the submission of Proposals, GFGNL may amend this document by issuing an addendum, which shall be binding on the agencies.

b) Proposal Submission:

- i. The proposal should reach the prescribed address mentioned through courier or by hand on and before the last date as mentioned in the RFP document
- ii. Any proposal received by GFGNL after the deadline for submission shall be returned unopened. GFGNL shall not be responsible for any postal or courier delays.
- iii. All contents of the Proposal should be clearly numbered, indexed and arranged in a sequence and shall be bound firmly

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- iv. The Proposal shall contain no interlineations or overwriting, except as necessary to correct errors made by the official of Agency themselves. The person who signs the proposal must put initial against such corrections.
 - v. The proposals shall be signed and submitted by the Authorized Signatory of the Agency. The authorization shall be attached in the Technical Proposal and shall be in the form of a written power of attorney/ board resolution or in any letter by board authorizing that the representative has been dully authorized to sign.
- c) Proposal Evaluation :
- i. The evaluation of the bid will be considered of only those bidders who
 - have furnished bid fee and security deposit of prescribed amount as per the tender
 - meet the eligibility criteria as mentioned in the qualification criteria of tender document and have furnished documentary proof in respect of the same
 - ii. The bids of the non-conforming bidders shall be rejected without evaluation.
 - iii. The proposals shall be evaluated in two stages i.e. technical evaluation and financial evaluation.
 - iv. As part of technical evaluation, bidders shall have to make a presentation to tender evaluation committee, to be constituted by MD, GFGNL. Details regarding date, venue, etc. shall be communicated to the eligible bidders appropriately at a later stage.
 - v. The Facility Management Service Provider will be selected through Quality-and Cost-Based Selection (QCBS) as per the procedures described in the RFP
 - vi. Technical Evaluation Criteria

S No	Criteria	Marks
1	Presentation by bidder, covering <ul style="list-style-type: none"> • Bidders approach for GFGNL’s scope -10 marks (2 marks each line item) <ul style="list-style-type: none"> ○ Learnings from past experiences ○ Resource deployment strategy ○ Strategies for tracking attendance, office decorum & hygiene, basic behavior, etc. ○ Methodology/tools for maintaining registers of consumables, supplies, etc. ○ Any other innovative mechanism proposed as per the scope • Proposed resource deployment – 10 Marks (5 marks for each category resources based on brief on resource experience) <ul style="list-style-type: none"> ○ Supervisor ○ Housekeeping & sanitation staff • Proposed upkeep of manpower <ul style="list-style-type: none"> ○ Uniform with ID cards– 5 marks 	25 marks
2	Technical evaluation committee (TEC) visit to evaluate the projects referred against #3 of qualification criteria <ul style="list-style-type: none"> • Technical evaluation committee (TEC) evaluation framework (for each project) <ul style="list-style-type: none"> ○ Quality of cleanliness maintained (out of 10 marks) <ul style="list-style-type: none"> ▪ Toilets (5 marks) ▪ Office area (5 marks) ○ Quality of toiletries and cleaning aids furnished (out of 5 marks) 	75 marks

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S No	Criteria	Marks
	<ul style="list-style-type: none"> o Uniform of manpower deployed (out of 5 marks) o Feedback from the client (out of 5 marks) 	

- vii. The minimum qualifying score in technical evaluation shall be 60 marks out of 100 marks and the financial proposals of the bidders who secure the minimum 60 marks shall be opened
- viii. Technical evaluation committee (TEC) shall give only an hour notice before visiting the premise for evaluation.
- ix. The price bids shall be opened on the scheduled time and date as per schedule mentioned in notice inviting tender in GFGNL's Office located at Block No: 1, 8th Floor, Udyog Bhavan, Sector-11, Gandhinagar, 382010 in the presence of the representatives of the bidding agencies (restricted to two persons from the side of each bidder), if any, who wish to be present on the spot at that time
- x. For financial evaluation, Price excluding Tax shall be taken into consideration
- xi. Agency is required to furnish the commercial quote as mentioned under financial bid format at annexure. Revelation of commercial details other than envelope C shall lead to disqualification of the bid.
- xii. GFGNL reserves the right to discard bids which are deviating from the specified formats mentioned in the RFP
- xiii. After the evaluation of the financial proposals, combined evaluation will be carried out as per below mentioned methodology:

For combined evaluation, the following abbreviations are used –

- Ts = Technical score
- Fm = Lowest evaluated financial proposal
- Fs = Maximum financial score
- F = Price of the proposal under consideration
- T = Weight given to the Technical Proposal
- P = Weight given to the Financial Proposal
- S = Combined score

The combined evaluation will be carried out as follows –

The lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (Fs) of 100 points. The financial scores (Fs) of the other financial proposals will be computed as per the following formula -

$Fs = 100 \times Fm / F$, in which Fs is the financial score, Fm is the lowest price and F the price of the proposal under consideration.

Proposals will be ranked according to their combined technical (Ts) and financial (Fs) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 100), which is S (combined score) = Ts x T% + Fs x P%.

The weights given to the Technical and Financial Proposals are:

T = 60 and P = 40

- xiv. GFGNL may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time, may entail cancellation of the bid of such bidder

8. Award of Work

- a) Contract shall be awarded to the bidder whose bid will be determined to be substantially responsive and who has secured the highest combined technical and financial score
- b) In case two bidders secure the same highest combined score, the bidder scoring higher marks in #2 of technical evaluation, shall be awarded the contract
- c) In the case of the Bidders whose tenders are not considered, the Earnest Money Deposit will be refunded without any -interest after the finalization of the contract with successful bidder.
- d) In the case of bidder whose tender is accepted, successful bidder shall have to give performance security deposit of 10% of the total value of the contract in the form of Bank Guarantee from any scheduled bank within 15 days of award of work along with acceptance of work order, extendable up to 180 days beyond the tenure of contract. Earnest Money Deposit will be refunded without any interest on receipt of performance security deposit from the successful bidder.
- e) The security deposit of the successful bidder shall be forfeited in case if any default i.e. unsatisfactory service or any established reasons of breach of contract or where compensation is sought from the agency as may be provided in the contract. No interest will be payable for the Security Deposit. The contract or any part of it is non-transferable by the agency to any third party.
- f) The successful bidder shall sign a contract with GFGNL within 7 days of receipt of proforma contract from GFGNL; failing which their EMD and/or performance bank guarantee (PBG) shall be forfeited and GFGNL's decision to scrap the tender or negotiate with the second bidder (as per the final ranking) shall be binding on the first bidder.

9. Payment terms & Penalty clause

- a) The agency will submit the bill, in the name of Gujarat Fibre Grid Network Ltd. not later than 7th of each month. The bill submitted by the agency should be duly certified by the concerned officer of GFGNL.
- b) Bills submitted will be processed and payment will be released within 30 working days if found proper as per and subject to the provisions of the contract.
- c) Bills should consist of following documentary evidence for processing further:
 - a. Complete attendance details
 - b. Original copies of bills of consumables for Housekeeping materials / equipment.
 - c. All payments will be made subject to Tax Deduction at Source
 - d. No advance payment of any kind will be given by GFGNL to the tenderer
 - e. Payments, subject to Tax Deduction at Source (TDS) shall be processed within one month of the submission of the complete documents
 - f. GFGNL reserves the right to deduct amount from the bill towards compensation for unsatisfactory service as provided under the contract
- d) Compensation Clause :
 - i. In case of breach of any terms and conditions as specified in the contract and signed between the parties, the Performance Security Deposit of the agency will be liable to be forfeited by the GFGNL besides, annulment of the contract and other legal resource
 - ii. All cases reported to admin, GFGNL/DGM Finance, GFGNL shall qualify for action.
 - iii. Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of agency's supervisor by GFGNL and if no action is taken within One hour, penalty of INR 200 per day per complaint till the complaint is satisfactorily addressed is payable/ recoverable from the agency to GFGNL as compensation.
 - iv. Any incident of indiscipline or any other deficiency in service condition found shall be liable for penalty of INR 200 per instance
 - v. The housekeeping staff including supervisors must be in proper, full and clean uniform with name plates (badges) at all times failing which a compensation of Rs.100/- per day per person will be payable/recoverable from the agency
- e) For all intents and purposes, the agency shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower deployed by it. There shall be no claim by such

deployed persons of any employment in GFGNL. The persons deployed by the agency in the GFGNL shall be the employees of agency at all times and not have any stake or claims like employer and employee relationship against GFGNL

- f) The GFGNL shall not be responsible for any financial loss or any injury to any of the staff deployed by agency in the course of their performing the functions/duties, or for payment towards any compensation
- g) The agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to GFGNL to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter failing which its payments are liable to be withheld and contract terminated, as may be deemed appropriate
- h) In case, the agency fails to comply with any statutory /taxation liability under appropriate law, and as a result thereof the GFGNL is put to any loss / obligation, monetary or otherwise, the GFGNL will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse
- i) The GFGNL reserves the right to withdraw / relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage for the smooth and timely provision of services
- j) Any delay or forbearance on the part of GFGNL or any waiver of its rights or condonation of any acts, on the part of GFGNL shall not be construed as a waiver of the obligations of the agency and it shall continue to be liable for all such acts or defaults

10. Termination /Suspension of Agreement

- a) The contract can be terminated at any time prior to its completion by either Party with one month's of notice period
- b) The GFGNL after giving 30 days clear notice in writing expressing the intention of termination by stating the ground/grounds on the happening of any of the events listed below, may terminate the agreement after giving the service provider reasonable opportunity of being heard.
 - If the service provider does not remedy a failure in the performance of his obligations within 15 days of receipt of a previous notice or within such further period as the Management (GFGNL) have subsequently approved in writing.
 - If the service provider becomes insolvent or bankrupt.
 - If, as a result of force majeure, the service provider is unable to perform a material portion of the services in a period of not less than 15 days or
 - If, in the judgment of the Management of GFGNL, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

11. Terms and Conditions

- a) The contract shall commence with the date of appointment (award of work order) and shall continue till next two(2) years unless, it is curtailed or terminated by GFGNL inter alia owing to deficiency of service, sub-standard quality of manpower deployed, breach of contract and/or as provided under the contract including Non-compliance with any relevant labour laws, or change in requirements of the GFGNL or for any other reasons as stipulated in the contract to be entered into with successful bidder.
- b) The contract shall automatically expire on post two(2) years from date of appointment, unless extended further by the mutual consent of contracting agency and GFGNL for another period of two(2) year on the same terms and conditions or with some additions / deletions / modifications, as mutually agreed between the parties
- c) The contracting agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of GFGNL.
- d) The successful bidder will be bound by the details furnished by him/ her to GFGNL while submitting the tender or at subsequent stage. In case, any of such documents furnished if found to be false at any stage, it would be deemed to be a breach of terms of contract making him / her liable for legal action besides termination of contract
- e) The GFGNL reserves right to terminate the contract at any time after giving a one month's notice to the selected agency with or without assigning any reason and shall be under no obligation whatsoever to continue the contract
- f) The agency must employ adult and skill labour only. Employment of child labour will lead to the termination of the contract
- g) The Tenderer shall engage reliable person after doing the proper character and police verification and other formalities, impose any conditions as per prevailing contractual labour law for such engagements, take any disciplinary actions against any such person or reward any such person for efficiency at work etc., at its sole costs, risks and responsibilities
- h) The contractors/agency's personnel shall follow and adhere to all procedures and processes as laid down by GFGNL
- i) Working hours:
 - i. All the housekeeping services will be provided as per GFGNL's working calendar and working hours
 - ii. With advance notice, even on holidays services can be called. In such cases for each such day 5% of monthly contract amount shall be paid extra.
 - iii. Cleaning activity shall start in the morning at 9.00 AM so as to complete all the dusting/ cleaning/ moping work before 10.00 AM
- j) For the manpower deployed, the agency will keep with them, their present and permanent address, education qualification details, specimen signature and two passport size photographs and furnish these details/information to GFGNL, as and when required. The successful bidder will provide identity cards to the manpower deployed to work at GFGNL
- k) The staff deployed by the agency will maintain office decorum. They will be courteous, polite, cooperative, in good health and character and be able to discharge their responsibilities of housekeeping work. The agency will verify the character antecedents before deploying any person at GFGNL
- l) The agency will ensure that the services rendered by its deployed manpower are perfectly valid, legal and not in violation of any civil, criminal, labour, municipal or industrial law. GFGNL stands indemnified for any default caused by the agency in the discharge of housekeeping services. The agency shall deal with and settle the matters related with working conditions and sure that no labour disputes/problems are referred to GFGNL or make GFGNL a party to the same. It shall totally indemnify GFGNL and its officers in this regard
- m) The agency would be under obligation to replace any manpower, whose conduct /performance / health / habit is found to be unsatisfactory, at its own costs, risks and responsibilities immediately, with written intimation to GFGNL

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- n) The manpower deployed for housekeeping service will remain available at the place of their duty roaster and would report to supervisor posted by the agency. The supervisor will ensure that tender specified manpower is available at the place of duty all times
- o) If GFGNL finds that the tender specified manpower is not able to provide satisfactory service, the agency will have to provide additional hands without any increase in the monthly bill.
- p) The selected agency upon request shall furnish the names of the persons engaged along with their detailed medical report. These medical tests have to be carried out on the personnel at least once in a year and these have to be submitted as and when the same is carried out at the cost of the agency without any additional cost
- q) The selected agency shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, chewing of pan smoking, loitering without work. The staff deployed should always be disciplined, properly dressed and be presentable all the time during duty
- r) The agency should provide the details of all the manpower proposed to be deployed at the GFGNL site. All the personnel deployed by the agency should always carry the identity card provided by the agency. Agency's personnel would be frisked by the security personnel appointed by GFGNL both while entering and leaving the premises
- s) Statutory Requirements:
 - i. The agency shall comply with all central, local and state regulations and enactment pertaining to workmen and labour and GFGNL shall have the right to enquire into and decide all complaints on such matters
 - ii. The agency shall adhere and pay all contributions, subscriptions, premium, fee and dues to statutory norms as per the law and as stipulated by GFGNL and this includes Contract Labour (Regulation and Abolition) Act 1970, Shops and Commercial Establishments Act, The Employees Provident Funds and Miscellaneous Act 1952, The Employees State Insurance Act 1948, The workmen's Compensation Act 1923, The payment of gratuity Act, The payment of Wages Act 1936, The payment of Bonus Act 1965, The minimum wages Act 1948 etc., including modifications up to date of tender.
- t) GFGNL stands indemnified from any legal or financial issues the agency may have with its deployed manpower for housekeeping services. GFGNL also stands indemnified for any damages/personal injury/death caused to the deployed manpower in the discharge of successful bidder's contract with GFGNL for housekeeping services
- u) The agency is fully responsible for obtaining licenses, insurances of employees, transportation, payment of salaries / wages to all concerned in respect of this contract and the GFGNL will not be responsible in any manner
- v) Force Majeure: Neither party will be liable in respect of failure to fulfill its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the country. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of being assigned the work, and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder. A Party affected by an event of Force Majeure shall immediately notify the other Party of such event, providing sufficient and satisfactory evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible

12. Proposal formats

12.1. Bid Document checklist

#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
Qualification Criteria			
1.	DD of Rs. 1500/- (Rs One thousand Five hundred only) as tender fee (in separate envelop)		
2.	EMD of Rs 50,000 (Rs Fifty thousand only) as Bid Security (DD/ BG as per Format E)		
3.	Bid Cover Letter (Format A)		
4.	Board resolution / board resolution/ Authorization letter in the name of authorised signatory		
5.	Bidder's information sheet (Format B)		
6.	Copy of certificate of incorporation / partnership deed (if applicable)		
7.	Certificate from authorised signatory certifying the project of facility management services ,handled by the agency in last 3 years (Format C)		
8.	Undertaking for <ul style="list-style-type: none"> • not being blacklisted, • declared bankrupt, • not found guilty of moral turpitude, • convicted of any economic offense with violation of any labour laws etc. and • having no on-going legal proceedings (Format D) 		
Financial Proposal			
9.	Commercials for providing hospitality, housekeeping and sanitation services on monthly basis (Format F :Financial bid format)		

12.2. Technical Bid Formats

Cover letter

FORMAT – A

(To be Signed and submitted by the agency on their letter head)

To
Chief Finance Officer (CFO)
Gujarat Fibre Grid Network Limited (GFGNL),
Block No: 1, 8th Floor,
Udyog Bhavan,
Sector-11, Gandhinagar -382010

Sir,

I have carefully gone through the Terms & Conditions contained in the Request for Proposal (RFP) for Selection of a Facility Management Agency for Gujarat Fibre Grid Network Limited (GFGNL). I declare that all the provisions mentioned in the tender document are acceptable to my Company.

I/We abide by the provisions of prevailing Contract Labour Act and other statutory provisions like Employee Provident Fund Act, Employees State Insurance Act, etc. I/We will pay the wages to the workers deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.

I/We agree for unconditional acceptance of all the terms and conditions set out in the Bid document (and subsequent clarification/corrigendum, if any) document .I/We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

I/We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration

Yours Truly,

Name: _____
Designation: _____
Company: _____
Address: _____
Date: _____

Authorized Signatory

Seal of the Company

Bidder Information Sheet

FORMAT – B

(To be Signed and submitted by the agency on their letter head)

S No	Particulars to be provided	Responding Firm's / Company Details to be provided	
Basic details			
1.	Name of the Bidder		
2.	Correspondence details of the Bidder:	Corporate Office	Local Office
3.	Telephone No & Email Address		
4.	Contact person details (Name, Designation, Contact number etc.), to whom all references shall be made regarding this tender		
5.	Details of ownership (Name and Address of the Board of Director, Partners etc.)		
6.	Name of the authorized Signatory who is authorized to sign all the relevant documents		
7.	No. of years of experience of providing facility management services		
Details for registration under Companies Act, 1956			
8.	Registration Number of the Bidder in case of company/LLP		
9.	Place of registration		
10.	Date of registration		
11.	Product/service for which tenderer is Registered		
12.	Validity Period, if applicable		
Details for registration with appropriate authorities			
13.	GST registration details (Registration number and details)		
14.	PAN No		
15.	Labour license certificate details (Registration number and details (if registered)		

Authorized Signatory

Seal of the Company

Name & Designation

Date

RFP for Selection of a Facility Management Agency for GFGNL

Experience of of facility management services

FORMAT – C

(To be Signed and submitted by the agency on their letter head)

Name of the client	Address, Contact details (address, Phone no. and email ID of the client)	Total Number of Manpower supplied		Duration of the project (Commencement date and completion date should also be mentioned)	Details of scope of services and premise (Area, Floor, etc.)
		Supervisor	Housekeeping & Sanitation staff		

I hereby certify that above information about the project undertaken and the copies of work orders enclosed with this document provided by <Name of the agency> <Registered Address> is verified and found true to my knowledge.

Name of the Firm: _____

Address: _____

Signature of Authorized: _____

Date: _____

Authorized Signatory

Seal of the Company

RFP for Selection of a Facility Management Agency for GFGNL

Self-declaration -Undertaking of not being blacklisted and having no on-going legal proceedings
FORMAT – D

(To be submitted by agency on their letter head)

To
Chief Finance Officer (CFO)
Gujarat Fibre Grid Network Limited (GFGNL),
Block No: 1, 8th Floor,
Udyog Bhavan,
Sector-11, Gandhinagar -382010

Sir,

In response to the Tender Ref. No. _____ dated _____ for
“Request for Proposal (RFP) for Selection of a Facility Management Agency for Gujarat Fibre Grid Network
Limited (GFGNL)”, as an Owner/Partner/Director of _____, I/We hereby
declare that presently our Company/Firm _____ is having unblemished record and is not
declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular period of time
by any State/ Central Government/PSU.

We further declare that presently our Company/Firm _____ is not blacklisted or not
declared ineligible and not declared ineligible for reasons other than corrupt and fraudulent practices by
any State/Central Government/PSU on the date of bid submission including violation of relevant labour
laws.

I/We confirm that we have not been levied financial penalty or any major penalty in the past by any of our
client/principal employer and also declare that our firm/agency/company doesn't have any existing
litigation and terminated by any client in India

I/We confirm that we never filed any law suits or requested arbitration with regard to any contract within
the last five years. No judgment, claim, arbitration proceeding or suit pending or outstanding against us or
our officers. Bankruptcy was never filed by us, our subsidiaries or our parent companies. We were never
cited by any regulatory agency for a safety violation in the last five years.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken,
my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled

I further certify that I am an authorized signatory of my company and am, therefore, competent to make
this declaration

Yours Truly,

Name: _____
Designation: _____
Company: _____
Address: _____
Date: _____

Authorized Signatory

Seal of the Company

RFP for Selection of a Facility Management Agency for GFGNL

Bank Guarantee format

FORMAT – E

(To be typed on non-judicial stamp paper)

In consideration of the, having agreed to exempt _____ (hereinafter called 'the said agency') from the demand under the terms & conditions of an agreement/ Advance Work Order No _____ dated _____ made between _____ and _____ for the “**Request for Proposal (RFP) for Selection of a Facility Management Agency for Gujarat Fibre Grid Network Limited (GFGNL)**”(hereinafter called "the said Contract"), of security deposit for the due fulfilment by the said PIS of the terms & conditions contained in the said Contract, on production of the bank guarantee for _____ we, (name of the bank) _____ (hereinafter refer to as "the bank") at the request of _____ (agency) do hereby undertake to pay to the State/SIA an amount not exceeding _____ against any loss or damage caused to or suffered or would be caused to or suffered by GFGNL by reason of any breach by the said agency of any of the terms & conditions contained in the said Contract.

We (name of the bank) _____ do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the State/SIA by reason of breach by the said agency' of any of the terms & conditions contained in the said Contract or by reason of the agency' failure to perform the said Contract. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of State/SIA in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding _____.

We undertake to pay to the GFGNL any money so demanded notwithstanding any dispute or disputes raised by the agency in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the agency shall have no claim against us for making such payment.

We (name of the bank) _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Contract and that it shall continue to be enforceable till all the dues of the State/SIA under or by virtue of the said Contract have been fully paid and its claims satisfied or discharged or till _____ (office/ Department) State/SIA certifies that the terms & conditions of the said Contract have been fully or properly carried out by the said agency and accordingly discharges this

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guarantee. Unless a demand or claim under this guarantee is made on us in writing on or till 60 days post contract period (as specified in Work Order) from the date hereof, we shall be discharged from all liabilities under this guarantee thereafter.

We (name of the bank)_____ further agree with the GFGNL that the State/SIA shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms & conditions of the said Contractor to extend time of performance by the said agency from time to time or to postpone for any time or from time to time any of the powers exercisable by the GFGNL against the said agency and to forbear or enforce any of the terms & conditions relating to the said Contract and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said agency or for any forbearance, act or omission on the part of the GFGNL or any indulgence by the GFGNL to the said agency or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

This guarantee shall not be discharged due to the change in the constitution of the Bank or the agency.

We (name of the bank) _____ lastly undertake not to revoke this guarantee during its currency except with the previous consent of the GFGNL in writing.

Place:

Date: (Signature of the Bank Officer)

Rubber stamp of the bank:

Authorized Power of Attorney Number:

Name of the Bank officer:

Designation:

Complete Postal address of Bank:

Telephone Numbers

Fax numbers.....

Approved Bank: Guarantee issued by following banks will be accepted as SD or EMD on permanent basis

1. All Nationalized banks including the Public sector banks - IDBI Ltd.
2. Private sector banks - AXIS Bank, ICICI Bank and HDFC Bank

12.3. Financial Bid Format

Price Break-up of the quoted prices shall be submitted by the bidder in the following format:

FORMAT – F

Price Bid Format

(To be submitted by agency on their letter head)

S No	Description	Charges in INR (I)	Taxes (please specify) (II)	Total Charges (Total = I +II)
1	Monthly charges for services			
	Total			

Authorized Signatory

Seal of the Company

Name & Designation

Date

Note:

- Quoted total consolidated monthly charges should be bundled (including salaries, cost of consumables & supplies and any other costs) by the bidder for providing services as per the scope of mentioned in this document. This should also include cost towards employer contribution towards ESI, PF, Gratuity, Bonus, Substitutes, training, Uniform, etc. as applicable.
- Payments shall be made by the GFGNL as per the terms and conditions of the Tender Documents and no extra charges shall be paid by GFGNL.
- For financial evaluation, Price excluding Tax shall be taken into consideration

-----End of Document -----